



Facilitator and Note taker: Sarah Gibb, Community Waikato

Attendees: Alicia Leef, Ray Mills and Wayne Thomson (North Waikato Comm Transport), Harriet Dixon (Cambridge Driver Service Cambridge Community House), Peter Boyce and Regina Manders (South Waikato Comm Transport) Robyn Atherton (Te Awamutu Community Health Trust), Marnie Goodman (Tairua Care & Friendship), Bridget Burdett and Allie Knight (M R Cagney), Andrew Wilson (Waikato Regional Council), Greg Morton and Ruth Rhodes (Waikato District Health Board), Maurice Flynn (CCS Disability Action)

Via Zoom: Sharlene Selkirk (Northland Regional Council), Nicky Patterson (Te Kauwhata Community House), Mei Leong (Eastern Bay Villages), Deb Hill (Otorohanga Support House), Daina Brown (Coromandel Independent Living Trust), Tom Rowland (office of Jamie Strange), Sarah Lewis (Te Awamutu Community Health Trust), Chan Kim (Wintec), Stephen Robinson (St John regional)

Apologies: Nigel King, Brent Nielsen, Carol Foothead, Angela Strange, Jennifer Nickel, Julie Taverner, Lotta Bryant, Robyn Denton, Ian Angus, Martin Gallagher, Nigel Piper, Melissa White, Louise West, Monique Gardiner, Leigh Herewini, Rachael Cheeseman, Susanne Kampshof, Carole Grant, Ngaire Holmes, Anita Child, Val Sparks, Linton Sionetali & Tina Drummond

In attendance: Roseanne Murray (Community Waikato) to manage the zoom

1. Welcome – face to face and zoom

2. Waikato Regional Council partnership to resource Community Transport (Andrew Wilson)

Andrew outlined the outcomes of WRC Long Term Plan process that forum members have been contributing to.

Funding confirmed for:

- A full time “Regional Transport Coordinator” commencing from July 2022 to:
 - Partner with, support and advocate for the Community Transport providers
 - Partner with institutions (DHB, tertiary education providers, councils etc) to better coordinate shared regional transport solutions
 - Role description to be developed in partnership with Community Waikato
- Part time (20hours per week) “Coordination Administrator” commencing from July 2022 to:
 - Support Community Transport and regional public transport administration
 - To help leverage technology where useful across participating partners
 - Role description to be developed in partnership with Community Waikato

Action to investigate and develop a regional grant funding framework in partnership with Community Waikato during year one of the Long Term Plan (July 2021 to July 2020). A funding decision to be made in first half of 2022 in light of an agreed framework developed by the sector. Funding is not guaranteed and will be subject to circumstances relevant at the time funding request is submitted. The grant funding framework should be designed collaboratively by stakeholders to:

- a. Prioritise funding to benefit people of greatest need
- b. Ensure grant funding can be allocated fairly amongst eligible community providers on a region wide basis.

- c. Ensure the grant funding supplements but does not fully fund the cost of providing community transport services, so as to preserve the independence and autonomy of community transport providers.
- d. Ensures the total value of the annual grant fund is capped at an agreed amount per annum.
- e. Ensure compliance with relevant legislation.

3. Informing central government on your experiences transporting disabled people (Bridget Burdett)

Bridget (through her role as a consultant with MRCagney) is leading a national research project funded by Waka Kotahi (NZ Transport Agency) about disabled people's experiences of transport, and the experiences of transport providers, including people involved with community transport. The views of Community Transport providers will be valuable. A survey link will be sent out in late June. The research will ask questions about transporting disabled people, and providers' knowledge of, or experiences with, the Total Mobility scheme. More information about the Total Mobility Scheme is here: <https://www.nzta.govt.nz/resources/total-mobility-scheme/total-mobility.html>

The survey for transport providers (including people working in Community Transport) is here: https://www.surveymonkey.com/r/TotalMobility_Providers

4. Waikato District Health Board update (Greg Morton)

The Waikato DHB Travel Survey ('Ways to go – Haerenga pai' – focused on travel to and from Waikato Hospital) closing date has been extended to Friday 25 June (as a result of the Cyber-attack on the DHB IS system). To date we've had almost 1800 responses (54% DHB staff, 28 patients, and 11% volunteers, with 11% of these people identifying as being Māori, and 2% Pacific). The key themes should be identified by mid-July and these will inform recommendations for investment and action for DHB, Hamilton City Council, Waikato regional Council, and Waka Kotahi/NZ Transport Agency. A focus group facilitated this morning with Raukawa identified that enabling support people or extended whanau to accompany a patient to a clinic appointment is key. Participants also noted that it's also important to ensure those living at a distance from Waikato Hospital have their appointments scheduled in the morning rather than the afternoon, as many have more than one appointment, including some who have renal dialysis scheduled on the same day.

The Cyber-attack has seen a number of staff redeployed to other tasks e.g. filling in patient information for patients on admission to the Emergency Department or running lab results to different wards/clinics. Systems are gradually being reinstated but this is a complex task as the DHB has over 600 services and many of these are inter-connected. Staff now have access to the electronic patient management system, but recovery will be a big job as paper notes for patients all have to be entered back into the system. About 80% of the DHB's normal outpatient clinics' appointments went ahead so the impact on patients wasn't as great as it was anticipated it could have been. The DHB will advise patients who missed appointments in the future as to how the catch up will be managed.

The DHB is about to facilitate its next round of community health forums (9-10 public meetings held in different locations across the Waikato region) which you are welcome to attend – the details are provided below. The key DHB updates for this round of forums will include COVID vaccination programme implementation, the travel survey findings, the IS outage and New Zealand's new health system (effective 1 July 2022)

1st July Hamilton West (Western Community Centre, 14 Hyde Ave, Nawton, Hamilton)
10.00am-12.00pm

5th July Greater Hamilton -Raglan (Ragland Arts Centre, Stewart St, Raglan)
12.30-2.30pm

6th July Waitomo Otorohanga (Otorohanga Club, 107 Maniapoto St, Otorohanga)
10.00am-12.00pm

8th July North Waikato (Meremere Community Centre, Heather Green Ave Meremere)
10.30am-12.30pm

12th July Thames Coromandel/Hauraki (St Johns Centre, 285-345 Tiki Rd, Coromandel)
11.30am-1.30pm

13th July Matamata-Piako (Matamata Civic Centre, Tainui St Matamata)
11.00am-1.00pm

20th July South Waikato (South Waikato Sports and Events Centre, off Mossop Rd Tokoroa)
12.00-2.00pm

23rd July North Waikato (Friendship House, 55 William St Raahui Pookeka/Huntly)
10.00am-12.00pm

27th July North Ruapehu (Senior Citizens Hall, Morero Tce, Taumarunui)
12.30-2.00pm

Forum updates

1. Peter from South Waikato asked if we knew of the criteria for St John patient transfer from one hospital to another as they have been receiving requests to do this.
2. On behalf of Community Waikato and the forum, Sarah will be presenting to the Waikato Regional Council, Regional Connections Committee on March 19 at WRC.
 - Continue support for Total Mobility.
 - Be an active partner in the Waikato Community Transport Forum.
 - Create a regional support role for Community Transport, to provide support for current groups, to link with WDHB, government and other regions to make Community Transport more sustainable.
 - Fund Community Transport!!

2021 next Forum dates will be:

September 6

December 6

And be hosted by Community Waikato from 1.00 – 3.00pm

Any queries, please contact:

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Community Waikato

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