



# Notes from forum held 18<sup>th</sup> March 2024 via Zoom and at Te Kete Aronui Rototuna Library

**Facilitator:** Amantha Bowen, Community Transport Lead

**Note taker:** Sam Yells, Community Transport Coordinator

**Attendees:** Sarah Gibb, Marnie Goodman, Jan Meredith, Val Sparks, Bridget Doran, Ann Deihl, Gary Holmes, David Wright, Ngaire Holmes, Tricia Dawson, Dylan Anderson, Khaliah Tapu, Connie Magee, Chrissy Roe, Tony Masters, Joanne Kelly, Jeremy Tritt

**Via Zoom:** Maurice Flynn, Sheryll Fitzpatrick, Daina Brown, Linda Miles, Nigel King, Shirley Turner

1. **Welcome:** This session taking place both at Te Kete Aronui Rototuna and via Zoom. Amantha opened with karakia followed by housekeeping, and a round of introductions.

2. **Community Transport update:**

Will provide report to Regional Transport Connections on 5<sup>th</sup> April 2024. Every year there's \$200k set aside for distribution. Recommended to increase the fund to \$300k per annum through 2024-34 draft LTP. LTP opens for consultation on 2<sup>nd</sup> April and it would be appropriate to feedback on views around the Community Transport Fund increase.

**WRC Community Transport FY 24 grant funding:**

- \$9,500 was rolled over from previous round
- 19 applications were received with request totalling to \$270k
- \$209,500 total funds granted
- 1 application was declined
- 7 received less than requested
- Total applicants operational budget over \$1.3 million
- 78% of applicants reported that the process was easy or very easy
- Average time of 108 minutes to complete and submit the application

**Evaluation of previous FY22-23 fund distribution:**

- Accountability report was received in January 2024
- 14 applicants, all were successful grant recipients
- \$190,500 total funds granted
- Volunteers contributed over 52,000 hours on nearly 24,000 trips spanning 860,000 kilometres
- Operational budgets amounted to \$1.2 million with WRC contributing \$190,500
- Many powerful stories shared of community impact
- 46% of grant recipients reported that no passengers were declined
- 43% of grant recipients found form easy to fill in
- 57% also found the accountability report process was a useful exercise for them to complete
- 155 minutes average survey time
- Feedback received is to pre-inform them what metrics we would be interested in them reporting on
- Ideally, we want to get universal metrics and we will be sharing criteria of evaluation in the future

3. **Managing risk in your organisation**

Sarah Gibb, Community Advisor from Community Waikato facilitated a short workshop about managing risk and what success looks like in an organisation. The attendees were divided into groups to have a conversation on what is the ultimate success for their organisation.

**Some examples given on what success (and risks) look like for their organisation:**

**Financial Sustainability**

- Don't spend all the money
- Funding may dry up

**Safety and wellbeing of people**

- Having sufficient drivers and vehicles to accommodate everyone who is looking for a ride
- Stewardship – care for the organisation/volunteers is really important
- Hoping we don't have another pandemic like COVID-19

**Reputation of brand**

- People are satisfied so they can spread the good news
- Ability to purchase a vehicle with better deal, create partnerships to build purchasing power
- Trust is also huge for a charitable trust

**Legal and regulatory compliance**

- Don't get sued

**Quality service delivery**

- Train drivers correctly – include scones/treats
- Constantly advertise for volunteers

**Some risks identified:**

- Not going to be enough volunteers
- Most volunteers are older than 70's
- People not interested in driving huge vans
- Younger generation have no time to volunteer
- Roads during winter
- Volunteers are happy to drive but don't want other responsibilities
- Compliance
- Administration
- Coordinators
- Use of technology
- Committee and governance that is legally responsible for what happens with a driver in the vehicle
- Risk of drivers not having first aid training
- Carparks at the hospital

**Please contact us if you're interested in a workshop about managing risk, one of the community advisors from Community Waikato can facilitate a conversation in your organisation.**

For presentation on Managing Risk Overview and for Introduction to Managing Risk Participant Workbook visit the Waikato Community Transport website.

#### **4. Community Transport Logo**

Jeremy Tritt, Senior Designer from WRC Digital Team is collaborating with us in designing a logo that best represents community transport. Jeremy presented a background into the development of the logo along with research and ideas from other existing community transport logos. He also provided different concepts of design and colour schemes, before presenting the current preferred option for feedback from the forum. Noting that the word 'forum' can be removed when needing to represent community transport as a greater sector.

Some of the feedbacks received:

- The car and steering wheel icon have the same concept.
- The icon of the steering wheel doesn't look appropriate.
- Some members wonder if a wheelchair can be added but Amantha explained the rationale behind avoiding disability-centric iconography is to enable the sector to present as accessible regardless of one's physical mobility.
- Some members wonder if something representing Waikato river can also be added.
- Several members prefer the logo with plain circles and without icons, and color preferences were also noted.

## 5. Te Whatu Ora Update

Khaliah Tapu Regional Manager of Rural Health Commissioning filling in for Norma Taute to provide update and represent Te Whatu Ora. Khaliah provided a rural health team structure that she is currently developing and shared the **National Rural Health Strategy (2023)**:

1. Considering rural communities as a Priority Group
2. Prevention: paving the way to a healthier future
3. Services are available closer to home for rural communities
4. Rural communities are supported to access services at a distance
5. A valued and flexible rural health workforce

The presentation for Te Whatu Ora's Rural Health Strategy update is available on the Waikato Community Transport website.

Forum members requested an opportunity to be heard regarding NTA feedback, as the scheme is currently under review. Khaliah to work with Amantha and team to organise an online session for NTA feedback.

## 6. Actions and key points:

- Forum members are welcome to submit their view about the draft LTP
- A continued relationship with Te Whatu Ora as a point of contact
- Next CT forum – Julie will discuss Health and Safety issues
- Forum members would like to thank the staff of Waikato Hospital, particularly for NTA support
- Some of the forum members would like to have an opportunity to provide feedback on NTA. Khaliah will organise something online.

### Next forum dates:

17 June 2024

16 September 2024

9 December 2024