



TRANSPORT AND CARE 2018
SURVEY SUMMARY REPORT
DECEMBER 2018



CARERS SA IS THE RECOGNISED 'VOICE OF CARERS' REPRESENTING THE INTERESTS AND NEEDS OF CARERS IN SOUTH AUSTRALIA

AN AUSTRALIA THAT VALUES AND SUPPORTS ALL CARERS • AN AUSTRALIA THAT VALUES AND SUPPORTS ALL

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About Carers SA	<p>Carers SA's submissions, reports and documents are developed through documented research, surveys and consultation with carers and members, Carers SA working groups and focus groups of carers and service providers.</p> <p>Definition: Carers SA defines a carer as a person providing unpaid care for a parent, partner, child, relative or friend who has a disability, is frail, aged, is dependent on alcohol or other drugs, or has a chronic physical or mental illness.</p>
Title:	Transport and Care 2018 – Survey Report
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Background

South Australian carers have told us for a very long time that transport is a major issue for their families, and especially so in regional and remote areas. The lack of transport options make it difficult to get to appointments, social events, work and leisure. In the past, solutions based on established thinking and processes have not had the desired level of impact to significantly improve this issue.

Inadequate transport and lack of funding for transport is a critical issue for carers and their families. This includes families who receive transport support via NDIS participant plans (which often covers only a fraction of the actual transport expenses) where appropriate and timely funding actually is available.

Cost of transport, (where transport is available) for people living in regional, rural or remote areas is very often prohibiting access to important health care.

In September 2017, the Don Dunstan Foundation as part of the Thinkers in Residence Program's Social Capital Residencies, in partnership with Carers SA, organised a Roundtable event, which focussed conversations on discussing potential opportunities for the care and transport sectors to innovate and make a difference¹.

A group of interested Roundtable participants from across organisations and sectors have come together since and formed a Project Group (Carers SA leading chair), to investigate interest and potential options to pursue a collaborative pilot to address the persistent issues centred around transport and care – in particular those in regional and country areas. The core outcome of a potential pilot is to improved access to transport options.

As part of this work, Carers SA conducted its Transport and Care Survey to obtain sector and supported transport user data to investigate transport needs, issues across metro and regional South Australia and ask the community to share transport related experiences, suggestions and ideas. Survey respondents came from a wide variety of regions across 80 postcodes, ranging within Postcodes 5000 to 5731.

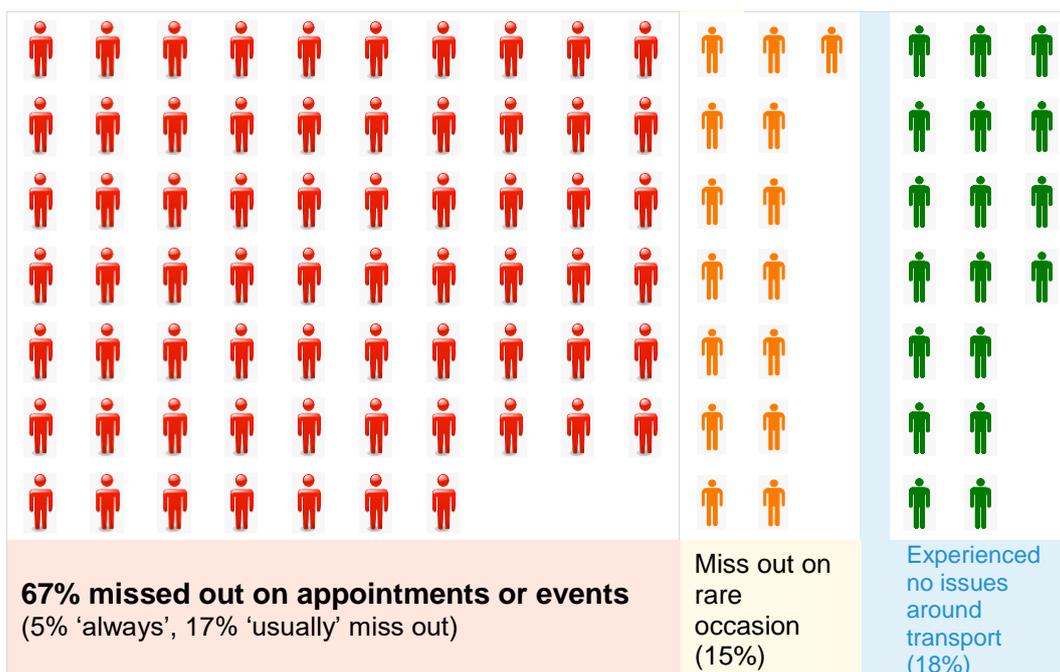
The survey was open between August and October 2018. Respondents could participate via an online option, or via hard copy format. About 30% of participants completed the survey via hard copy questionnaires.

¹ Information regarding the Foundation's Social Capital Residencies can be found via <https://www.dunstan.org.au/projects/socialcapital/>

In our recent South Australian Pre-Budget 2019-2020 submission, Carers SA urges the State Government to commission an independent assessment of the needs and effectiveness of transport and provide recommendations for future provisions across South Australia to form the bases of budget and planning decisions for our state.

Key Statistics

- 367 respondents (52 metro Adelaide, 315 country / regional)
- On a scale of 0 to 10, over three quarters of respondents rated the transport issues in their community as being between 7 and 10.
- 43% have caring responsibilities
- 42% require transport support:
 - 9% are have a severe disability or health issue requiring disability access transport
 - 33% require general transport
- 67% in total reported that appointments/activities have been missed due to transport issues.
- 22% reported that they usually, with some of these respondents, stating that they even always miss out on reaching appointments or activities due to transport issues. An additional 15% stated they have missed out 'on rare occasions'.



Respondents

- 33% of respondents require support with transport
- 8.4% require disability accessible transport
- 43% were carers who answered on behalf of the family member(s) they cared for
- 53% of respondents cannot self-drive

- An additional 16% may require a driver occasionally, mostly due to the circumstances on the day or destination needs.

For example: due to tight time frames, stressful medical interventions, appointments on the day, or due to age or health related diminishing of confidence, transport support may be required for destinations within the busy traffic of metro areas.

When is transport required

We asked participants if there was transport accessible, what specific times would they be most likely to require it: Note: Some survey participants' transport requirements cover several response options.

ANSWER CHOICES	RESPONSES
During business hours - 9.00 am to 05.00pm	79.67%
Mornings, before 09.00am	17.43%
After hours / evening	18.26%
Weekends / Public Holidays during the day	19.50%
Weekends / Public Holidays during the evening	7.47%
Travel (including overnight access) - weekend or public holiday	7.05%
Travel (including overnight access) - for a holiday	7.88%
During School holidays	9.96%
Around Christmas / New Year periods	12.03%
Other (please specify)	15.35%

Most noteworthy in the above table is that the need is highest for:

- 80% during business hours
- 75% need access to transport several times a month or occasional use
- Mornings before 9am and after hours evenings transport is required by ~ 38% of respondents.

It seems that respondents generally focussed their answers on (medical) appointments (need), with lesser focus on events, transport to and from economic participation, volunteering, or social/general activities that promote general wellbeing and community participation. For example, one

respondent's statement captures this focus on 'absolute musts' versus community wellbeing: *"While any recreational use might be nice - the need is for [transport to] medical appointments that can't be organised within the 11-2 framework currently required by the 'medical bus'."*

WHEN I NEED TRANSPORT

..depends on availability etc. Also, when I have organised transport for appointments, no one turns up!

Survey Participant , 2018

Transport is a vital component for healthy communities and increasing community wellbeing. Carers SA considers it very important that access to transport planning extends beyond critical health needs and incorporates a communities transports needs around general wellbeing and social participation as well as economic participation.

Access to flexible transport options across the day, early evening and weekends to attend employment, education and volunteer activities is becoming even more important as workforce environments and job opportunities are becoming increasingly casualised, and/or workers need to base their core income on combining part-time jobs in and outside of general business hours.

Therefore, transport planning considerations focussed on community health care needs, wellbeing, social participation and economic participation need to be weighted equally to ensure healthy and financially sustainable communities across South Australia.

People ... living in regional and small country towns who do not drive, face severe barriers to accessing appointments, employment and volunteer opportunities, and community events due to lack of transport options.
Survey Participant, 2018

Trip requirements for supported transport options:

ANSWER CHOICES	RESPONSES
Within metropolitan Adelaide	42.28%
Within regional town	35.77%
Between regional towns	34.55%
Between regional town and metropolitan Adelaide	52.85%
Between country area and regional town	24.39%
Other (please specify)	6.50%

My son has a mental disability. He needs some form of transport to get him to work, especially during bad weather as his means of transport is currently riding his bicycle. We are getting too old to drive him to work now.

Survey Participant 2018

Participants' Voices (ad verbatim):

Carers SA has asked survey participants to share their thoughts, experiences and suggestions regarding transport. The following (unedited) statements are examples of input from survey participants across regional and metropolitan South Australia.

- *If you don't have a confident driver or reliable car it is very difficult to get to specialist medical appointments in Adelaide and make it on time as the surgeries are not flexible with their appointment times.*
- *It's a huge barrier to inclusion and access to services for people with disability, their carers and/or people on low/fixed income. I believe it's the second biggest issue in the region, the first being homelessness / couch surfing / lack of affordable housing.*
- *Need of small charitable cars vans hire weekly at affordable price of disability care can lend car van hire cheap discount price throw government .disability pension care a ...would be no issues of not get appmts u have use of loan disability hire car cheap price with discount .pension cards*
- *It is difficult in regional areas to source transport both within and outside of business hours. Clients of our service are highly stigmatised by many within the community therefore have been excluded from some transport options*
- *After hours and weekends are the most difficult. The restrictive times of the medical bus to access Adelaide transport is challenging*
- *Murray Bridge needs a regulars and reliable bus service that is subsidised like metro buses. Our adjoining towns need commuter bus links into a central point of Murray Bridge. There also should be increased availability for specific medical transport for chronically ill*
- *There is no public transport where I live, despite a sizable Aboriginal community just down the road. If it weren't for the Murray Mallee Community Transport Scheme, I wouldn't be able to get medical care. I keep medical appointments to a minimum because a trip to Adelaide costs \$80. This year I had 2 appointments in a fortnight and that left a big hole in the budget.*
- *I have many clients that have trouble or cannot get to medical appointments, community support & resources. Most of the current providers are too bureaucratic which prevents people using the service - with the exception of the MAP Bus provided by Aboriginal Sobriety Group, they do an amazing job.*
- *It's at this stage we are ok but I can see others who need these ways of transport but we might be on that list as time goes by*
- *A better public services is needed between towns. Shops are limited in some of these Riverland towns.*
- *A lot of people do not have their own transport and if they need to get somewhere for an appointment, they would rather not go and suffer the consequences.*
- *A regular bus service is urgently required especially as all over 50 or retirement homes are too far from the shops and Central Business District to walk.*
- *A service between Murray Bridge for occasional one-way or return travel to visit family at Henley Beach South would be most appreciated.*
- *Access to Adelaide bus (country) could be more frequent.*
- *Admitted in Adelaide today. Surgery. Very difficult when on ones own.*
- *After hours and weekends are the most difficult. The restrictive times of the medical bus to access Adelaide transport is challenging*

- *Aged care need this service, having no licence, no family to help*
- *Appointments or functions sometimes out of hours or range of Medical Bus or volunteer service.*
- *As a Carer and working it is a huge burden to be responsible for the majority of transport needs of my disabled child. Walking is sometimes the only option for her - this causes concern regarding her safety*
- *As a disability service provider under NDIS it is evident that those in regional areas will be left without funded accessible transport and given the public transport or our clients ability to access any existing in regional areas it is likely that without some form of community funded pool vehicles that our clients will be seriously disadvantaged and possibly socially isolated. While we currently provide some accessible vehicles to transport our clients on a daily basis it is not sustainable long term. A community solution will be required going forward. Pool vehicles are a good option with or without drivers.*
- *As carers we have provided transport in the past but are getting elderly. Son relies on bicycle to get to work but has low vision in only left eye*
- *As I am the only driver in our home and I am 72 my concern is for when I am unable to drive my husband and I to appointments. Trips to Adelaide are an issue. Our care provider has assisted with a trip this year.*
- *At the moment we rely on public transport, but soon may have trouble getting to the nearest bus stop.*
- *At this time I don't need transport service, but I will in the future.*
- *Community Passenger Networks need to be reviewed (regional alliances) and funding MUST be secured on a permanent basis*
- *Country people are deprived of transport to Adelaide whether be bus or car. A medical appt in Adelaide takes a day (whole). Parking becomes an issue, where to park and the cost of parking o/night, stays in motels are expensive just to be with a loved one. So going into old age is a daunting thought and to be able to live where people are safe, transport to facilities with ease, medical treatment (local) without the need to be rushed to Adelaide for medical. Communities need to be whole i.e. all services within a township - bring back community unity. A lot of people all ages do NOT DRIVE to or in Adelaide - anxiety, too hard, whatever. So Adelaide is not a solution for country SA people. Murray Bridge is a town that families move to, make a life, kids grow and move leaving parents alone until work retirement changes. (other towns as well) Country towns do not support a young workforce hence the move by young ones. No doubt you have heard before, so a vicious cycle develops, loneliness, depression etc. Qld have a town (Hervey Bay) that offers all medical within the town. No going to Brisbane for medical-perhaps the Mallee could be a hub for medical covering SE, Riverland. Increase accom. within town, or a facility, easy access to food within walking distance. Then have a group of nice people who would offer an ear to help/care for those visiting. The towns growing, almost a suburb of Adelaide - a satellite city. New hospital isn't working!!! Stupid place to be put. BANDAID solutions -just inconveniences the good hearted people of a community (volunteers) and when their turn comes for needs – it is the family that helps - does what's needed. SAD WORLD...*
- *Disability taxis need to care more about the person they are transporting. Many times when loading my Mum they have let go of the wheelchair and she has rolled into the back of the seat causing injury and pain. They also drive so fast and erratic going over bumps in the road that they caused my Mum to bounce up and down in her wheelchair. Another is that they don't always make sure that the wheelchair is secure. Many times I have had to hang onto the wheelchair to make sure that it doesn't slip and move. Also stopping abruptly causing jolting of the person in the wheelchair. More care and consideration needs to be taken in relation to the person that they are transporting. Perhaps in their training they should sit in the back in a*

wheelchair to feel what it's like when someone is being transported in a disability taxi and that way they would become better drivers.

- *disappointing that community transport provider was not included in the above section*
- *Elderly mother has often missed out because its booked out well in advance. She then relies on expensive local taxis*
- *Even with the vouchers taxis are too expensive. Public transport takes too long.*
- *For country people to get to Adelaide on a bus is a disgrace - expected to change bus in Mt Barker. Shame! Shame! Shame!*
- *For older people transport is a big problem. I try to avoid it if I can.*
- *Has been a wonderful Service that I have used for many years.*
- *HCC may suffer from lack of volunteers from time to time but the process seems to work very well.*
- *High costs of transport in the regional areas create a great deal of stress and anxiety for carers. There is a great needs to continue to have Community Transport Schemes in the area which provide a great service. Lack of opportunities e.g., bus, train or medical bus to transport people to Metro areas for medical appointments etc. If no family available people do not have the medical care they require because they are unable to afford it*
- *I am well provided for, but am having to quit driving. As I live out of town, taxis etc are expensive, even with vouchers.*
- *I am able bodied and have no need of transport assistance but may require it in future. There should be active research into the trialling of self-driving vehicles (AVs) like the Tonsley bus as a means of transport for less able persons, initially (possibly permanently) with an on-board operator who can assist passengers and ensure the vehicle operates correctly. Within the next 10 years, this technology could become the prime means of low-cost transport for the elderly and infirm. Car-pooling is, at best, a stopgap solution.*
- *I am aware through my work that many families have difficulty finding transport between towns or to Adelaide to take their children to appointments such as medical and dental. I am also aware that many older people both in my family and in my community struggle to get to Adelaide for medical appointments. They are either uncomfortable driving in the city, no longer have a drivers licence or do not have a suitable vehicle to make the journey. If they do not have friends or family to assist they have to try to take the bus - for some people with medical conditions a bus ride with limited stops (toilet, stretch limbs) is incredibly uncomfortable and stressful.*
- *I am distressed and anxious at the way the Coorong Council is conducting the closure of the MMCTS. I requested information from my ward councillor, the deputy mayor, and from the Council, but all I was given was an assurance that a service would be provided. I've not been consulted as to what my specific needs are, and I'm very concerned about my future access to health care. At present I won my own home and wish to remain independent as long as possible. Currently, I cannot afford to move house.*
- *I am not always well enough to accompany my husband to appointments & as he is unable to manage public transport a support vehicle/driver is imperative yet often unavailable at this time.*
- *I appreciate the \$ per km we receive back from PATS, but I believe this has not been increased for a while as well as PATS motel rate of \$120. I would like to thank everyone who supports carers.*
- *I choose to take the medical bus. I do not drive in Adelaide.*

- *I have a car but most of my friends will not drive in the city, too old. I can drive one way but after treatment I need someone else to take over.*
- *I have a mother in a wheelchair in Maroochydore who can't travel to the island as we have wheelchair accessible vehicles for hire. I have a son with autism who cannot access public transport so we have to take him to every appointment in Adelaide*
- *I have been thinking of friends who have found difficulty, for transport, getting to nRAH for daily radiation treatment. Also getting transport for operation, in Metro hospitals.*
- *I just hope the transport continues.*
- *I will possibly need help in a few months.*
- *I'm a lonely old lady with nowhere to go and no one to take me or help me. I can't do buses can't afford taxis' so I'll wait until he dies*
- *If we can get something to help those in remote areas at a good cost, we could make some change. Areas that do not have access to cheap public transport are in the most need.*
- *If we had transport available I wouldn't have to fill in this survey.*
- *If you don't have a confident driver or reliable car it is very difficult to get to specialist medical appointments in Adelaide and make it on time as the surgeries are not flexible with their appointment times.*
- *In this area transport is very poor if you do not drive.*
- *It is difficult in regional areas to source transport both within and outside of business hours. Clients of our service are highly stigmatised by many within the community therefore have been excluded from some transport options*
- *It would be great to have a carpool option available occasionally for medical appointments. At times I have had to say no to an available doctor's appointment because it was somewhere far or where it would have taken me 3 hours return trip to attend the appointment, which I could not do due to my medical problems. I live in Glenelg and do not drive. Last year I desperately required mental health help (not hospitalisation) and the facility was in Noarlunga. I had to stay at home and hope that my mental health did not deteriorate any further as at that time in my condition I simply would not have been able to use public transport to get to the facility to check myself in for treatment. And as I am on the disability support pension I simply could not afford to take a taxi to get there. Also last year I had 3 kidney surgeries at the Repat in a matter of 6 weeks and I had to come and go from the urology clinic many, many times and I had no choice but to pay for a taxi there and back many times over, each single trip costing between \$20-\$25, I had no money left at all in the end because it was all spent on taxi fares. A carpool situation or some sort of transport would have been a lifesaver both times. There have been many other times where I have had to make decisions not based on what was best for me medically but I had to put finances before my health.*
- *It's a huge barrier to inclusion and access to services for people with disability, their carers and/or people on low/fixed income. I believe it's the second biggest issue in the region, the first being homelessness / couch surfing / lack of affordable housing.*
- *It's at this stage we are ok but I can see others who need these ways of transport but we might be on that list as time goes by*
- *Lack of transport has been the most isolating experience as my pain levels have increased. More access to services would be great because as far as I knew we could only use the bus for medic appointments.*
- *Limited in our area*

- *Mainly I transport two children around I am carer for, as well as, in my job role of Aged Carer, for transport needs.*
- *Many young people who have no license or are completing the 75 hours to get their license are unable to work until this is completed after 12 months. This restricts their opportunity for employment.*
- *Medical bus good, but still required a 40+ km trip to meet bus.*
- *Medical bus is near provided you can get an appointment early but afternoon appointments you can't get transport.*
- *Medical bus is very good except when appointment takes after 12:00 or 1:00pm*
- *Members of the community are isolated and accessing is not available or would be a cost burden. Seniors often have no additional income but face increasing costs and cut down on essential items to afford basic needs.*
- *More subsidies for taxis would be helpful. Paying for taxis from a pension is hard, but sometimes it is a choice between taking a taxi or staying home. Online experiences can be useful, but it is good for mental health to get out of the house and attend to things in person as well.*
- *Murray Bridge needs a regulars and reliable bus service, that is subsidised like metro buses. Our adjoining towns need commuter bus links into a central point of Murray Bridge. There also should be increased availability for specific medical transport for chronically ill*
- *More information required re what is available locally and for Adelaide & Flinders.*
- *More transport is needed for the elderly, even just to go shopping.*
- *My wife and I do not drive a car and public transport is very important. Transport buses need improvement more regular times. A larger local bus also for weekends. There needs to be improved public transport in Murray Bridge and surrounding areas, and more regular times.*
- *Need a reliable bus route time-table to get to destination for appt. Dial-a-Ride cannot guarantee time of arrival at your destinations.*
- *Need government funded vehicles to cater for cost. Public transport is not always available when needed. And is not always suitable for persons' need.. Taxi out of question if on pension*
- *Need more*
- *Need more buses on weekend.*
- *Need of small charitable cars vans hire weekly at affordable price of disability care can lend car van hire cheap discount price throw government .disability pension care a ...would be no issues of not get appmts u have use of loan disability hire car cheap price with discount .pension card s*
- *Needed a bus service in Murray Bridge, regular times and better prices. Paying for children under 4 was very pricey as grandparents looking after them.*
- *Never had need to use at present time*
- *No buses to Adelaide*
- *No consistency from Govt. Depts. regarding rural medical transport to Adelaide for Hospital appointments.*
- *No public transport available on KI*
- *Not many options for those under 65 for transport especially if requiring a driver.*

- *On Kangaroo Island it is extremely difficult for people with public transport as there is none on the Island. There is a shuttle bus to the ferry but you have to find your own way to the pick up point. There are no other buses, taxis or transport people can use. People who have trouble moving cannot even access this service as you have to be able to get up and down the steps and put your own luggage into the luggage bus at the ferry.*
- *On The Yorke Peninsula, we have Zero Public Transport*
- *Our community transport service provides a much needed service to Barossa and Light areas. Patients could not attend appointments or treatment without this service. Barossa Area Fundraisers for Cancer assist cancer patients by funding the total cost of their community transport. We do not have any public transport service here.*
- *Our experiences have all been very positive, and we have been so pleased to be able to access the local services for trips to Adelaide for medical reasons, because we have just about given up city driving. If necessary have driven to an available parking area on the outskirts then taken a taxi. Friends tell me to try Uber which is less expensive.*
- *People with disabilities living in regional and small country towns who do not drive, face severe barriers to accessing appointments, employment and volunteer opportunities, and community events due to lack of transport options. For those who have transitioned to NDIS, they have funds allocated for all of the above, however cannot use NDIS funds for travel, and only can access their transport allowance (if they are 18 years and over) which does not even cover 1/3 of their travel costs. The lack of public transport options in country areas is also a significant barrier.*
- *Public transport, especially in outer suburbs and in country areas is inadequate. It is also difficult and costly to get your Driver's License. Community Buses tend to be more focused on elderly or people with a disability. Are not promoted for wider community use (e.g. adults, families, young people) this also needs improving. Also the operating hours of community transport need to be extended to allow for evenings and weekends*
- *[Transport provider] unable to help with airport transfers so taxi fares to FMC expensive*
- *Reliable service will be required in the near future.*
- *Retain Medical Bus*
- *rural areas like Murraylands and Mid Murray need better public transport, families cant access services without transport*
- *Seems unfair to place a cost on transport for people who have no other option because they really have no other options available.*
- *Shouldn't need to pay for transport*
- *Significant inconsistencies in planning and perceptions relating to NDIS payment for transport. Makes developing business structures (car and bus pool) difficult. ie core funding vs mobility allowance, cost of vehicles in SILs housing, invoicing participants for transport to recoup staff allowances payable under SCHADS when using own car etc etc!!*
- *So far I have been able to manage fairly well, but generally exclude places I cannot get to by walking or public transport unless I can get a lift.*
- *Our organisation is chiefly interested in public transport, including its accessibility to aged and disabled persons.*
- *So many appointments do not happen during the hours provided by patient transport & using buses is beyond me.*
- *Sometimes inconvenient or difficult to get my husband's walker or ride about in our car or taxi.*
- *Sometimes we have to wait quite long for the public bus (metro)*

- *Taxi vouchers shouldn't expire after 6 months - the form to apply is long & needs to be filled in (largely) by GP - it's not like elderly people are going to improve health & mobility wise!*
- *The availability of transport provided by health services is essential to residents of country regions including Tailem Bend*
- *The Coorong Coach medical bus does a good job but because of the distance it travels it has had to limit the time spent in Adelaide- Not always convenient to fit appointments and treatment. Council Car & driver service was good (Don't know if it still exists). Family and/or friends is best if available as they can accompany the patient in to the doctor as another pair of ears etc.*
- *The CPNs must remain locally administered in regional towns. The logistics of service delivery across thousands of square km is complex. Volunteer drivers involved in CPNs have purpose and add significant value to the scheme and users.*
- *The Loxton Township and all Riverland Towns needs a transport option like shared minibus etc to help people with disabilities to get to appointments and to do shopping, run errands etc. Many Carers are providing this transport at huge cost to themselves and interrupting their normal routine to do this for their loved ones.*
- *The medical bus has provided an excellent service. However we have had difficulty at times to arrange city appointments between 11am & 2pm*
- *The Coorong Medical bus is a wonderful transport with restricted hours.*
- *The medical transport - I really don't know what would happen if we DIDN'T have them, and they are all wonderful people.*
- *The older we get the more we seem to have to go to Adelaide for medical reasons and we are driving less to Adelaide ourselves.*
- *There are differences in the issues for metro versus country regions. The NDIS rules regarding what NDIS plan money can be used for regarding transport are too confusing for anyone to understand at the moment.*
- *There are many disadvantaged families and young people including teenagers whose parents don't drive or own a car this is problematic in regional areas.*
- *There are very few options for reasonably convenient public or any other sort of transport to the nearest regional town at a distance of 25 kilometres other than a taxi to travel the 25 kilometres to pick up and then the 25 kilometres back to regional town, and then the reverse on the trip home. Taxi fare back in 2013 was \$60 each way, so \$120 to travel 50 kilometres. When I no longer have access to a car I will have no alternative but to sell up and move to somewhere that is more accessible.*
- *There is little outside of Murray Bridge, community transport scheme at Tailem Bend is vital to my needs. Public transport during school holidays is limited and not available on weekends*
- *There needs to be more bus times on the weekend especially Sunday between Murray Bridge and Adelaide via Mt Barker. There also needs to be a Murray Bridge to Strathalbyn weekend bus schedule.*
- *Transport is something that I fear more each day. I'm a single mother, the full time carer of my 10 year old son who has 3 rare diseases, my mother who has lymphoma & I also have a brain disorder which means I can't drive. My dad luckily drives us around most of the time, but he is aging & has heart problems himself. My son has anxiety & gets scared on buses & trains, so taxis are usually out go to. They're so expensive & can also be daunting leaving hospital appts after dark, as a young single Mum. I'm worried about our future.*
- *transport options are not frequent enough*

- *Volunteer driver was excellent. Helpful, friendly and good driver.*
- *We are a settlement agency for refugees. They cannot drive for at least a one to two years after arrival but have many medical appointments to attend in the first few months after arrival. These appointments are in our city (Mount Gambier), to Adelaide and across the border into Victoria to Hamilton and Portland. It is a constant battle to coordinate transport for them as our insurance does not cover us for the transport of clients. It is against our policies to transport clients in our private vehicles.*
- *We can both drive our own car to get around but medical appointments in the CBD are harder for us to manage due to parking and walking too far.*
- *We have very minimal transport options in the Riverland*
- *When I first moved to Tailem Bend there was an excellent Community Transport Scheme run by volunteers, While preference was always given to medical appointments they were happy to cover social & family visits. Now it is extremely difficult to get assistance. Many appointments cannot be fitted in to the required 11-2 timeslot required by Medical Bus resulting in cancelled appointments, deferred appointments, missed appointments & in short lack of required medical treatment. While appreciating the assistance given nonetheless on my last trip I had to spend nearly 6 hrs sitting in the bus, being dropped off last & picked up first. Very painful experience.*
- *We provide short term medical transport for people who are unable to access service providers due to demand. We use taxis for a variety of demands. We have a CPN car funded by CHSP where we provide transport for social connections to a variety of destinations throughout the week.*
- *When we have accessed transport from Carers, it has been very helpful when things are hard for us to do.*
- *Woefully inadequate in the southern region of the Fleurieu Peninsula. Only Sealink that is expensive and schedule and frequency & routes are unsuitable. Too expensive for any private operator and far too expensive for aged to access 'taxi' type service. ONLY 1 CHSP service for the Yankalilla area.*