



CLIENT SURVEY 2016

Prepared for:

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BACKGROUND

South West Community Transport (SWCT) undertakes a bi-annual survey of its clients to assist in the improvement, growth and development of the organisation. Over the years SWCT has alternated between telephone and written survey methodologies. The survey undertaken in 2016 utilized a written questionnaire formulated in conjunction with medical students from the University of Western Sydney to allow record of anonymous feedback on their current provision of services and identify areas of improvement for the upcoming year.

SURVEY METHODOLOGY

The aim of the questionnaire was to gain feedback from clients that had recently used services, rather than from carers or people who have not used SWCT services during the past 6 months. A total of 212 clients were surveyed. All surveys were conducted in English.

Clients surveyed were frail aged or younger with disabilities. Questionnaires were carried out whilst clients were being transported on the buses and other transport facilities, which were designed for clients to complete themselves. However filling in was facilitated by medical students to make the process more efficient. Surveyors conducting the survey also explained the purpose of the survey and addressing their queries, if any, to each client verbally.

Survey was conducted from the 27th of July to the 27th of October.

SAMPLING PROCEDURE

The aim of sampling selection was to select approximately 10% of SWCT's clients (850 people) however only 3% had been surveyed. The sample pool was assigned to us by the HR manager and the staff of SWCT. The focus was on frail aged and the younger disabled that had been using the services in the previous 3-6months to ensure that those selected could accurately recall their experiences. Carers and volunteers were not sampled in the survey, nor people not using the SWCT service within the time period of 6 months.

The Sampling Procedure was designed to ensure:

- Geographic coverage of the 5 local government areas (LGAs) within the SWCT operating area, as well as being reflective of the total population living in each LGA
- A representative inclusion of younger people with disabilities and frail aged clients

The following tables identify the number of clients by characteristic type in each LGA that filled in the questionnaire.

LGA (Local Government Area)	Frail Aged	YPWD	Total Clients Surveyed
Campbelltown	86	11	97
Fairfield	47	2	49
Camden	11	9	20
Liverpool	41	5	46
Wollondilly	0	0	0
Total Clients	185	27	212

*Note that this does not account for clients who did not provide their area of residence or were unable to fill in the questionnaire

RESPONSE RATE

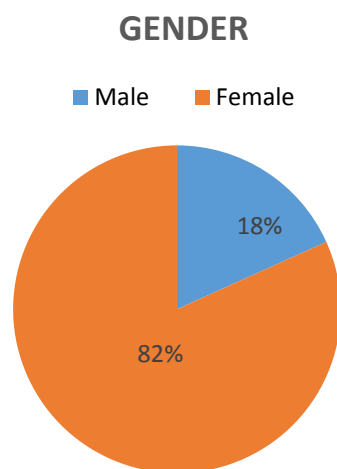
Of all the clients that used SWCT services during the period this survey was conducted, majority were happy to complete the questionnaire with appropriate responses suitable for our statistical analysis. The clients that were unable to complete the survey were those who were of non-English speaking background, physically incapable (e.g. blind), or were on transport where a medical student was not present to assist in the survey taking. This limited the accuracy of the representation of the total clientele at SWCT as we have a significant proportion of non-English speaking clients who were unable to complete the survey. Also, as there were only a maximum of three medical students out on the buses at a time, many of clients did not get surveyed.

PERSONAL CHARACTERISTICS

A total of 212 clients successfully completed the questionnaire. The following analysis is on the personal characteristics and demographic of respondents, with detailed tables provided in Appendix 2.

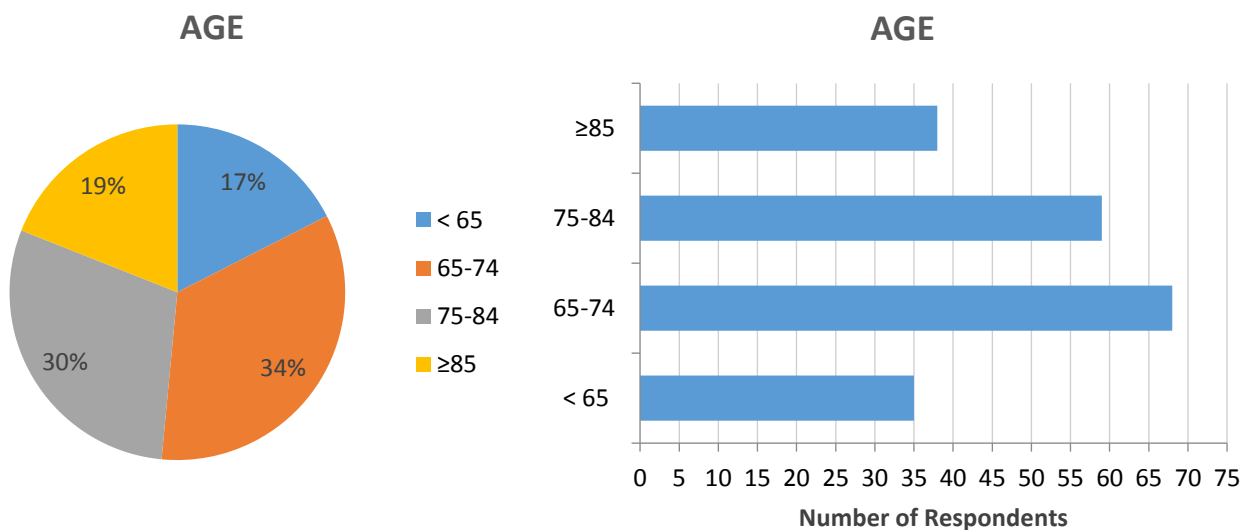
Gender

In total, 82% of respondents were female and 18% were male. By comparison in 2013, 77% of the respondents were female and 23% were male.



Age

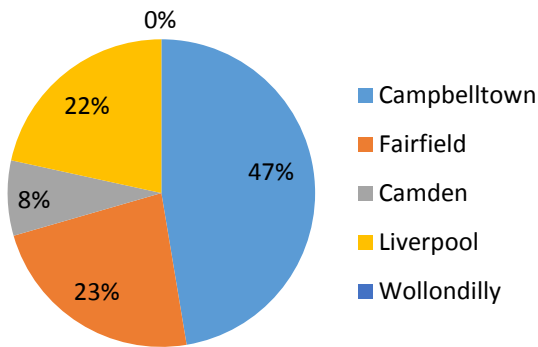
Clients under 65 years of aged comprised 17% (35) of the total clients surveyed – the smallest of total clientele. The largest proportion of respondents were from 65-74 years of age (68 - 34%).



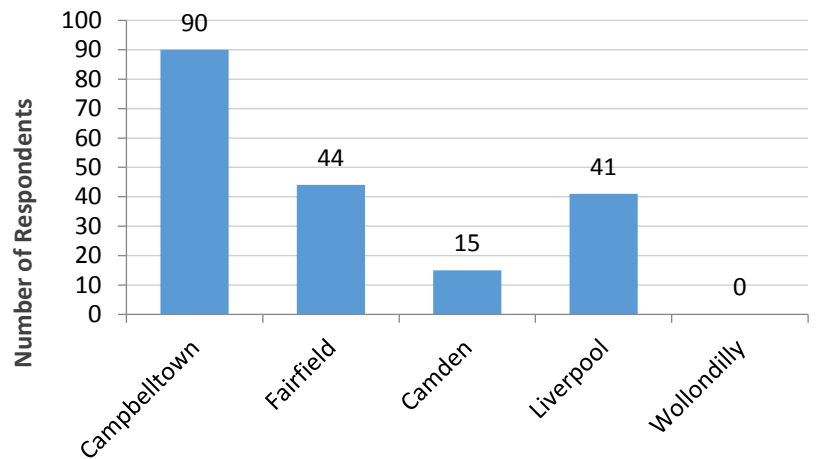
Location of residence

Of the 212 respondents, all lived within the 5 operating regions of SWCT. The majority of respondents were from Campbelltown (47%), Fairfield (23%), Liverpool (22%), Camden (8%), Wollondilly (0%).

LOCAL GOVERNMENT AREA



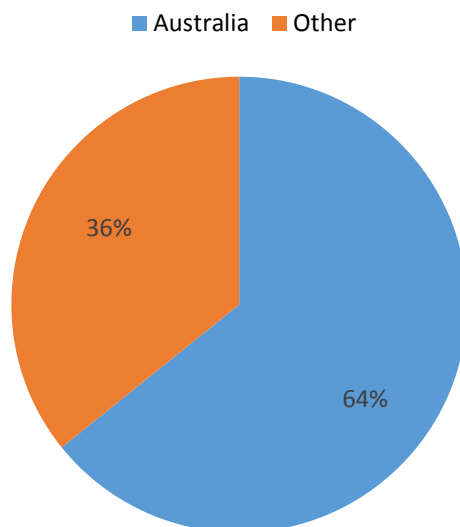
LOCAL GOVERNMENT AREA



Country of birth

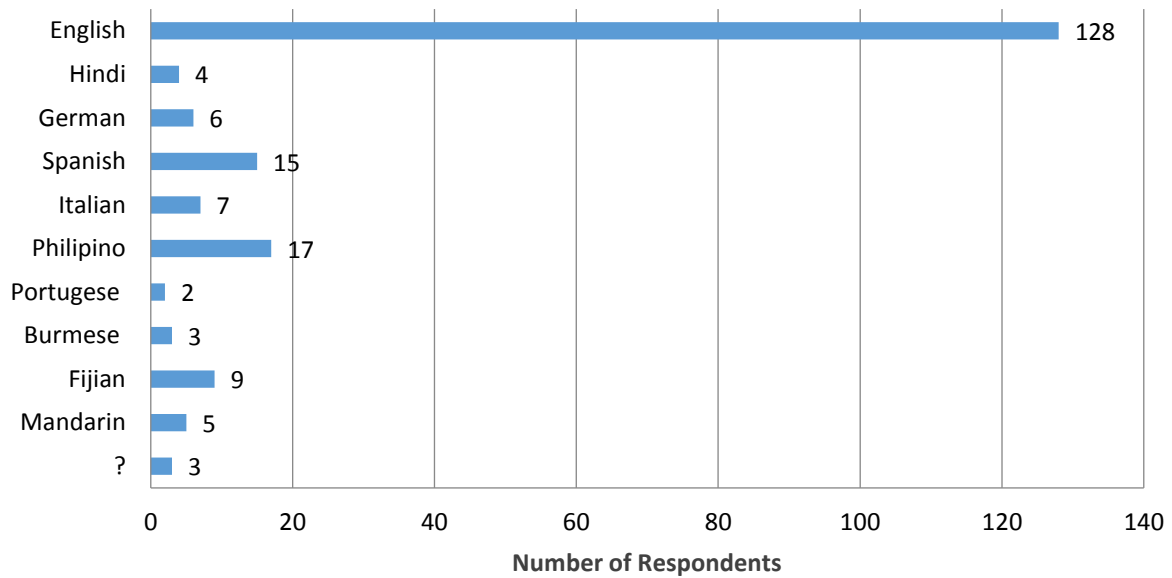
The majority of respondents were born in Australia (64%) whilst the remaining respondents were born overseas (36%). Note: a large proportion of clients born overseas were also non-English speaking and thus, did not partake in the survey

COUNTRY OF BIRTH



The large majority of all clients' first language was English however there were many clients of different ethnic and racial backgrounds which showed the diversity of all the clients.

FIRST LANGUAGE

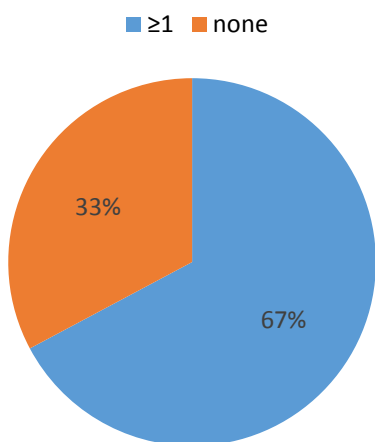


Mobility

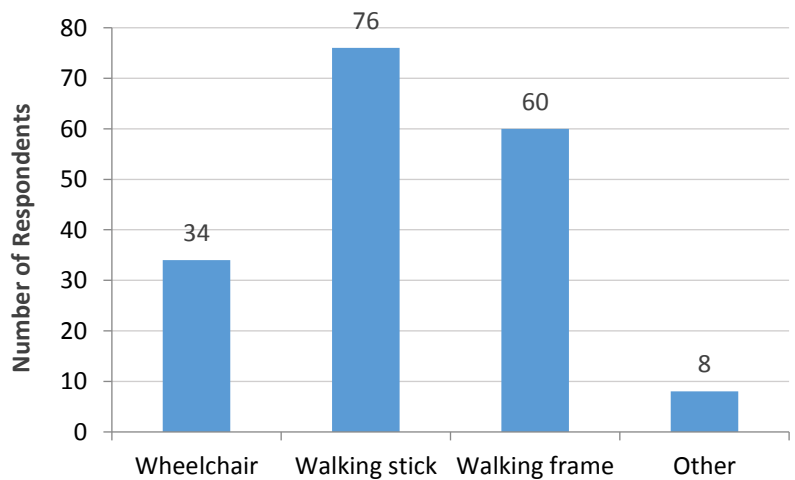
More than two thirds of respondents use one or more mobility aids (67%) such as wheelchairs, walkers/walking frames or walking sticks.

The majority of the clients who used mobility aids used walking sticks (76) and walking frame (60).

USE OF MOBILITY AID



TYPE OF MOBILITY AID USED



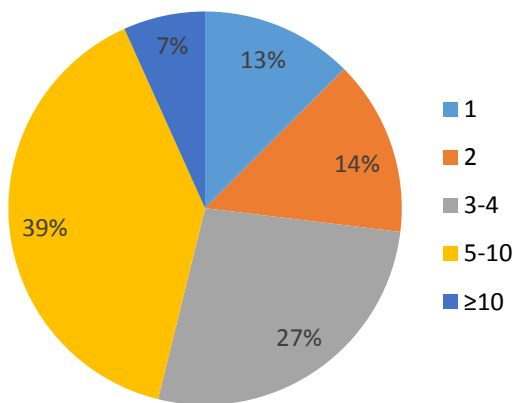
USE OF SWCT SERVICES

The following analysis is on the respondents' use of SWCT services. Detailed tables of results are provided in Appendix 2.

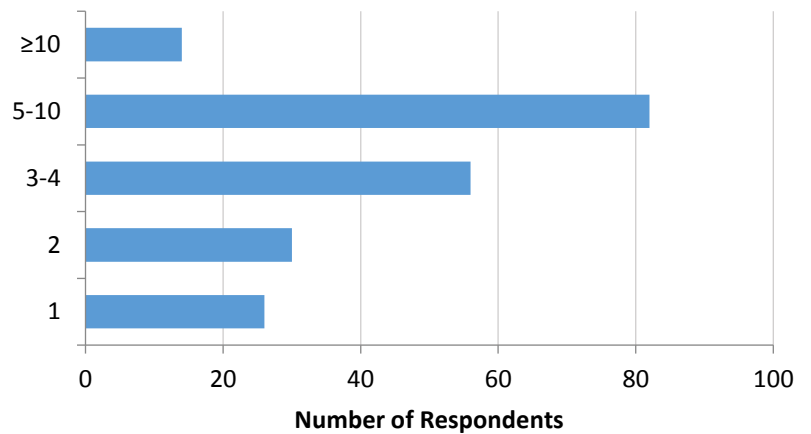
Number of trips

Respondents were asked to state the number of days on average they used SWCT during a typical month. Most respondents answered that they used SWCT regularly with majority using services 5-10 times (39%) and the least more than 10 times a month (7%).

NUMBER OF TRIPS PER MONTH



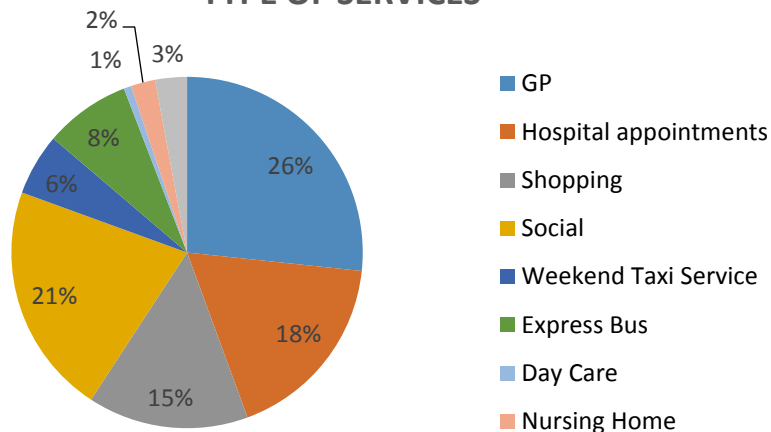
NUMBER OF TRIPS PER MONTH



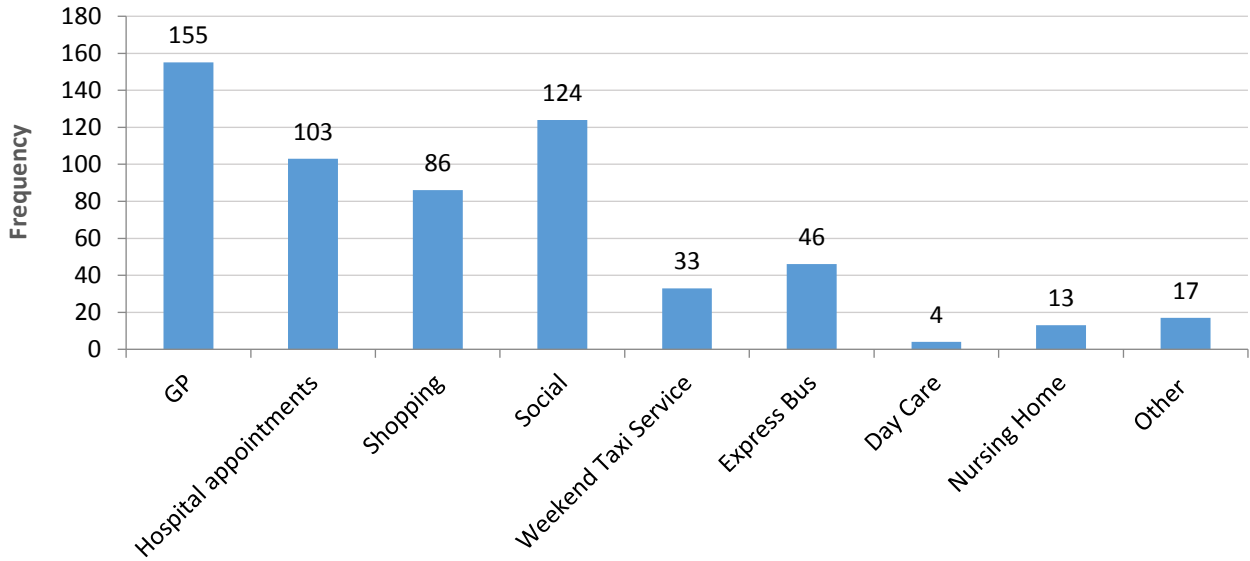
SWCT Services Used

Respondents indicated what type of SWCT services they used and for what purpose it was used. Majority of clients required transport for GP appointments (26%) followed by social occasions (21%), hospital appointments (18%), shopping (15%), weekend taxi service (6%), express bus (8%), day care (3%), and nursing home (1%).

TYPE OF SERVICES



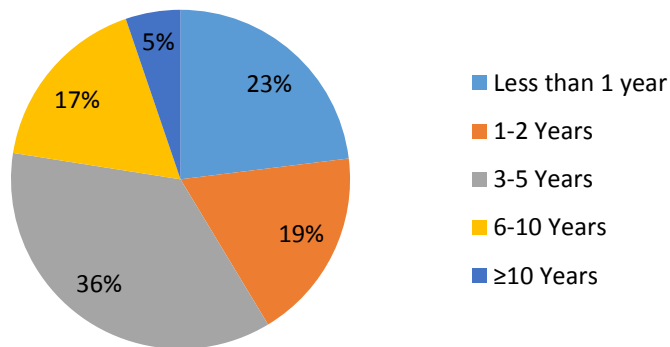
TYPE OF SERVICES



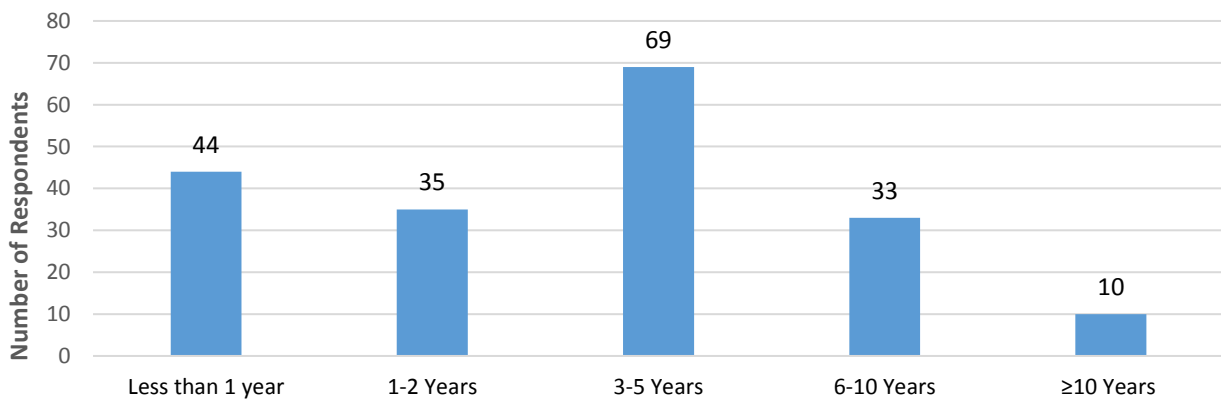
Length of time using the service

There is an extensive spread of clients using SWCT for varying lengths of time, however most clients have used SWCT for 3-5 years (36%). However it should be noted that clients using SWCT for less than a year (23%) is the next biggest group possibly indicating a growing clientele amongst SWCT.

HOW LONG HAVE CLIENTS USED SWCT



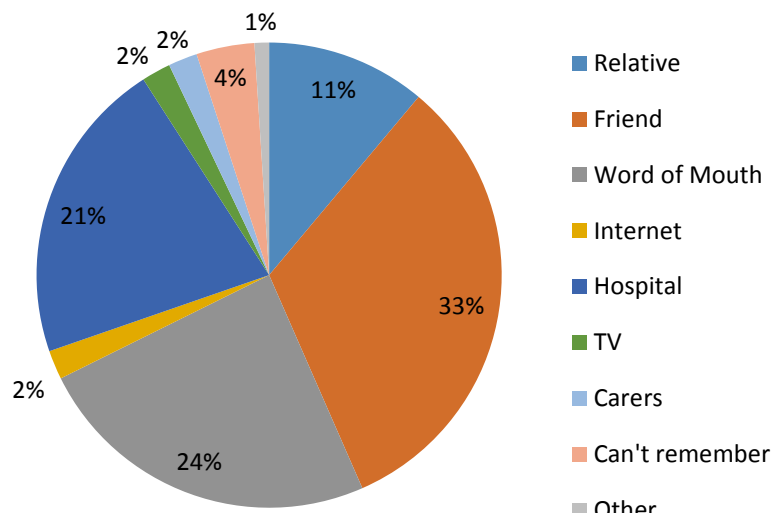
HOW LONG HAVE CLIENTS USED SWCT



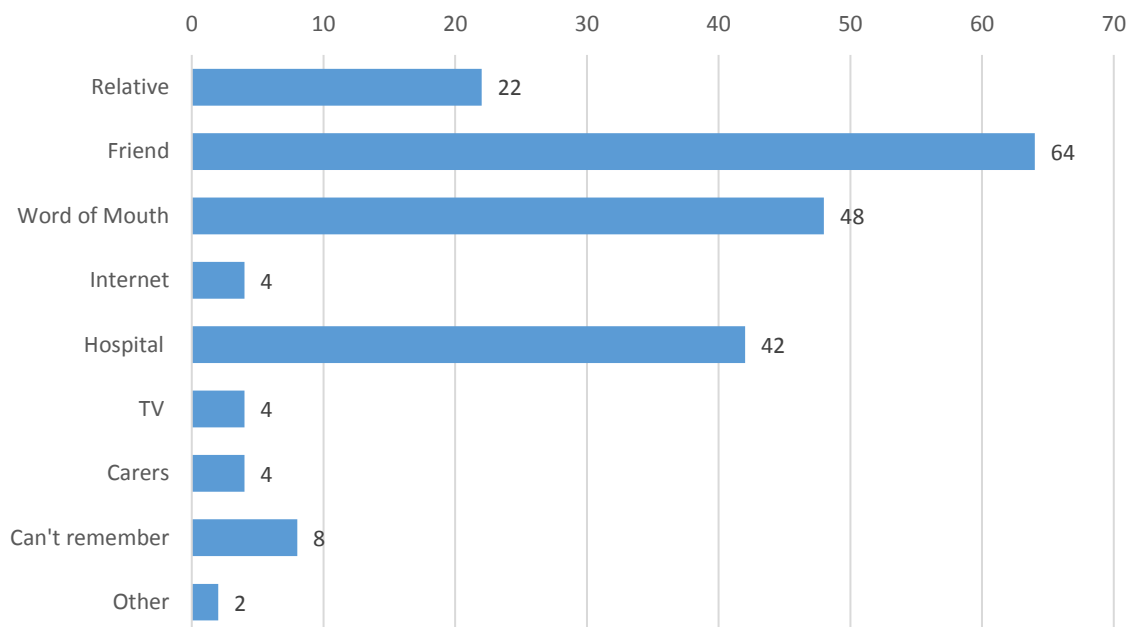
How did they hear about SWCT

Most clients heard about the service through a friend who was of a similar age group to them currently using the service (33%) followed by word of mouth (24%) with the third most common way of hearing about SWCT being from Hospital referrals (21%).

HOW DID YOU HEAR ABOUT THIS SERVICE



HOW DID YOU HEAR ABOUT THIS SERVICE



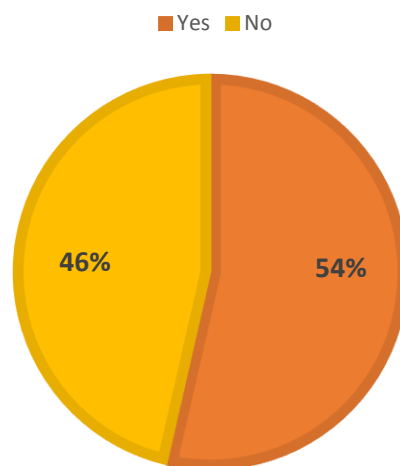
OPINIONS ON SERVICES OVERALL

The following analysis is on the respondents' opinion on the range of services provided by SWCT. Detailed tables of the results are provided in Appendix 2.

Socials

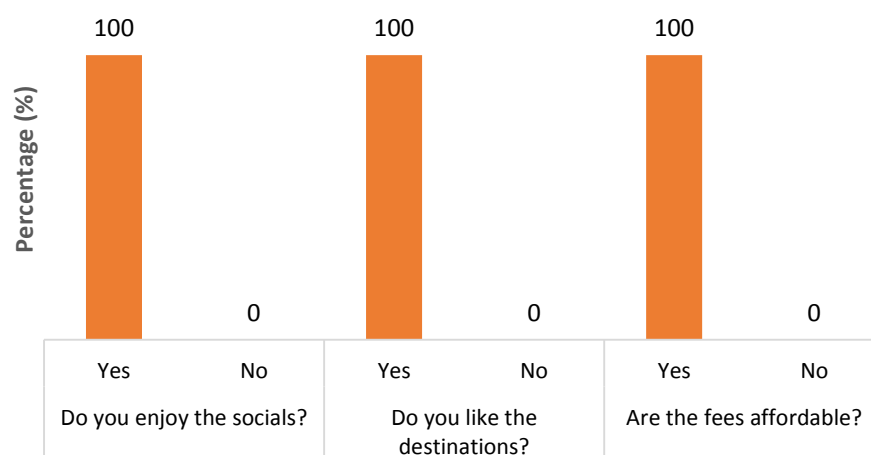
As a whole, the slight majority of clients seemed to partake in the social outings (54% yes, 46% No).

DO YOU GO FOR SOCIAL OUTINGS?



Every client who went on a social thoroughly enjoyed their experience. There was a unanimous positive response in all three questions asked to assess the quality of the socials from the client's perspective.

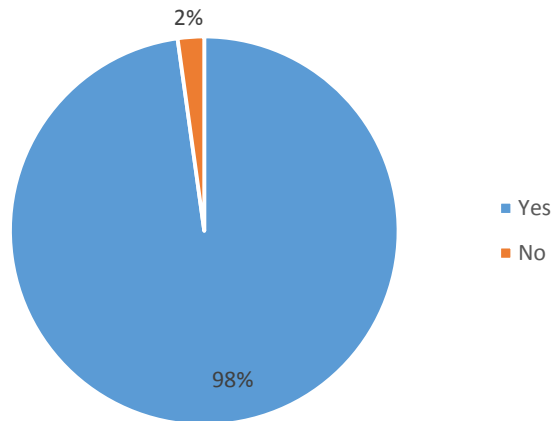
FEEDBACK ON SOCIALS



Affordability

Respondents were asked whether they believed the fees charged by SWCT are affordable. Overall 98% of clients consider SWCT fees affordable, as presented in the following graph.

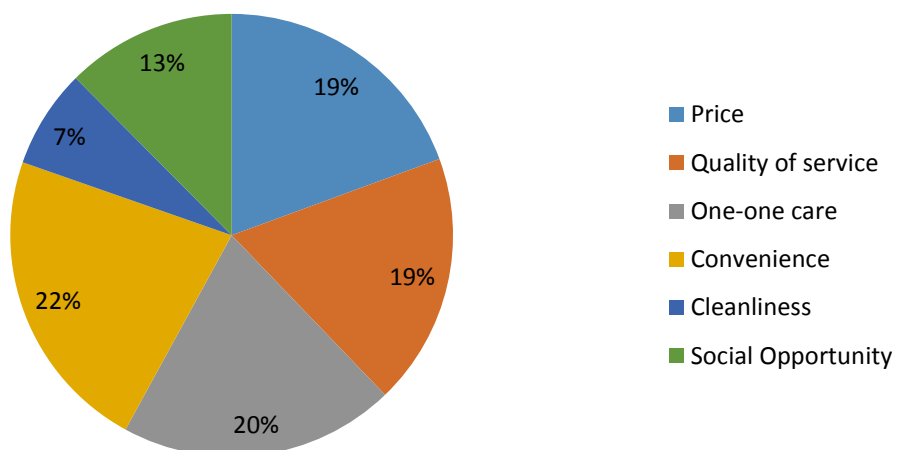
DO YOU FIND THE FEES AFFORDABLE?



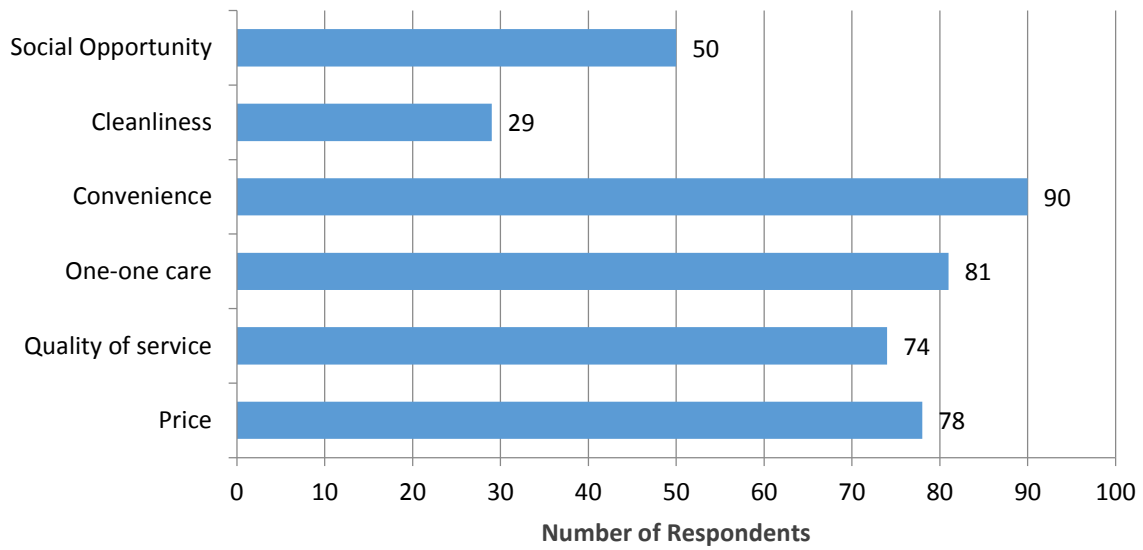
Unique Selling point for Clients

Clients were asked to select from a number of criteria what they enjoyed about the service and were allowed to pick multiple aspects. As a whole, One-one care (20%) and Convenience (22%) seemed to be the most appealing aspects to customers. This is closely related to the Quality of Service and Price of SWCT. Fare for using SWCT is cheaper than any other form of transport while still providing a quality service with carers/volunteers providing clients with one on one care.

WHAT ATTRACTED YOU TO THIS SERVICE AS OPPOSED TO OTHERS



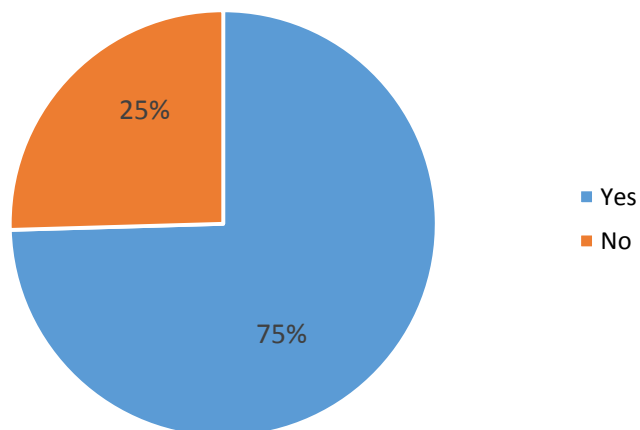
WHAT ATTRACTED YOU TO THIS SERVICE AS OPPOSED TO OTHERS?



Weekend Transport

The following question was asked to clients as a measure to assess how informed clients were with all the services that SWCT provides. About 1 in 4 clients were not aware that SWCT provided services on the weekend for transport, highlighting an area of improvement in terms of ensuring all existing clients are well informed.

ARE YOU AWARE THAT SWCT PROVIDES TRANSPORT ON THE WEEKEND?



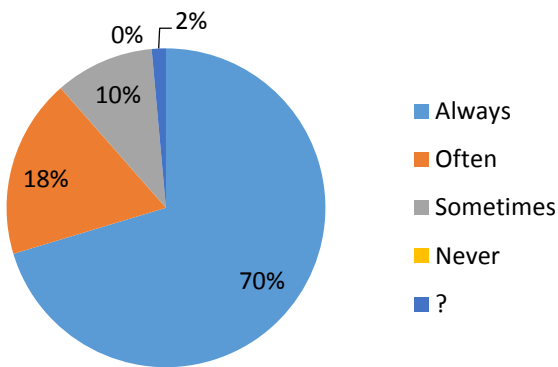
OPINIONS ON CUSTOMER SERVICE

The following analysis is on the respondents' impressions and opinions on quality of customer care provided by all staff of SWCT. Detailed tables of the results are provided in Appendix 2.

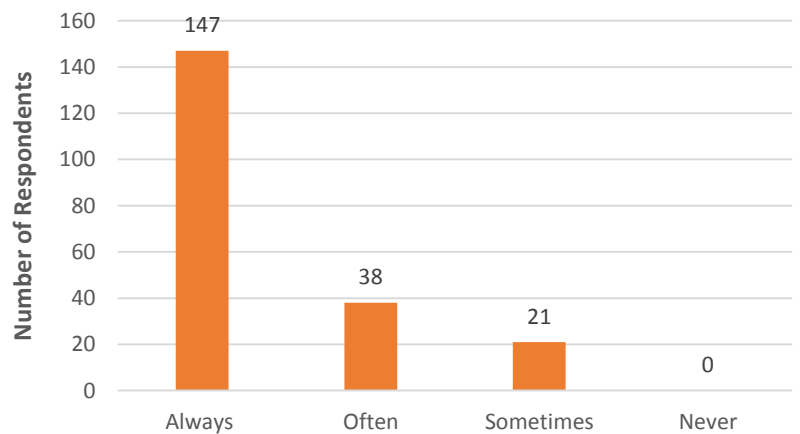
Measures of Customer Service

As shown below, 70% of all clients always found the booking staff both courteous and helpful. There was also a lot of verbal feedback given which can be found in the appendix written as comments.

DO YOU FIND OUR BOOKING STAFF COURTEOUS AND HELPFUL?

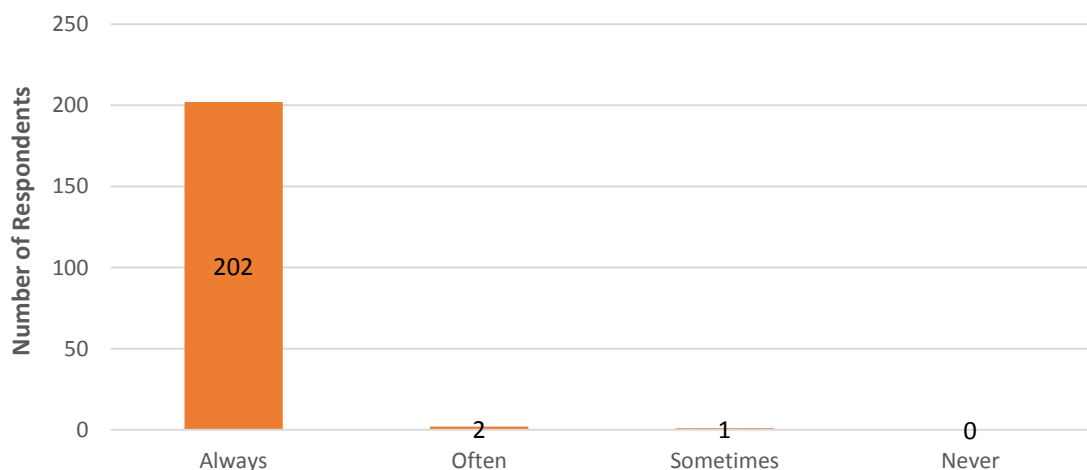


DO YOU FIND OUR BOOKING STAFF COURTEOUS AND HELPFUL?

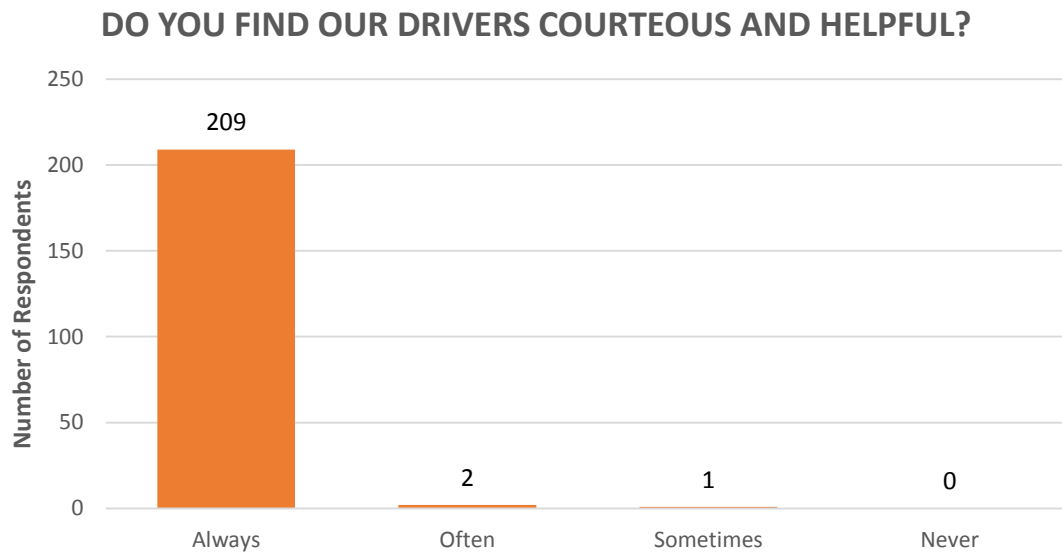


Almost every client was always satisfied with the service provided by the helpers/team members whilst taking SWCT (98.5%).

DO OUR HELPERS/TEAM MEMBERS ASSIST YOU IN AND OUT OF THE VEHICLE?



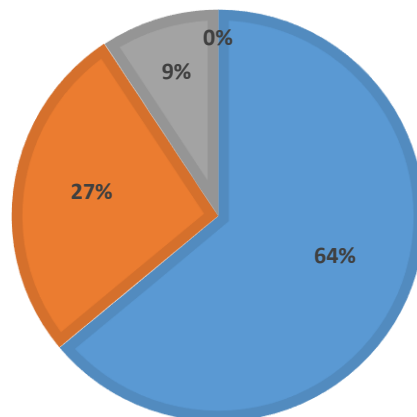
Almost every client found that the drivers were always courteous and helpful (99%).



From the statistics below, most of the clients were always satisfied with the punctuality of the drivers (64%) followed by often (27%) and sometimes (9%). As outlined in the verbal feedback from clients, none of them blamed the drivers for being late as there were other factors such as traffic that limited drivers from arriving on time.

DO OUR DRIVERS ARRIVE ON TIME?

■ Always ■ Often ■ Sometimes ■ Never

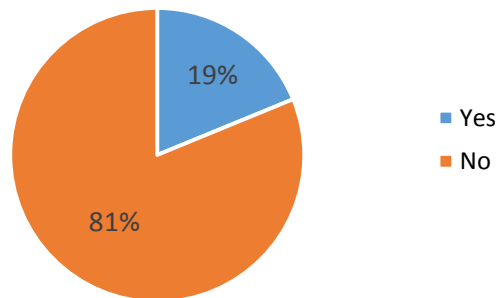


COMPLAINTS

The following information was collected regarding how any issues that clients had whilst using the service were dealt with through SWCT's customer service. All recorded complaints can be found in the appendix.

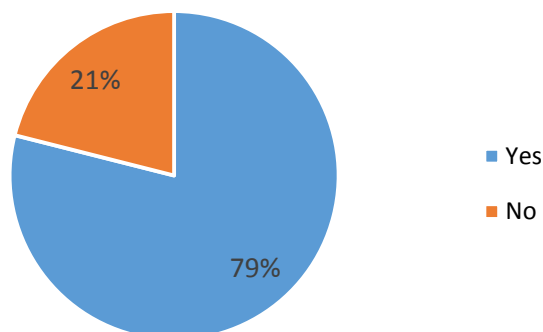
As a whole, 81% of all clients surveyed did not feel the need to make a complaint about the service. The majority of the complaints were minor including issues such as difficulty reaching staff on the phone lines as they were always busy or having to pay for the call while waiting in queue on the phone.

HAVE YOU EVER FELT THE NEED TO MAKE A COMPLAINT



Of the clients who made any complaints, 79% of them were satisfied with the way the complaint was dealt with. However 21% of the clients were not satisfied with the way complaints were handled, highlighting a possible area of improvement within customer service.

WAS THE COMPLAINT DEALT WITH TO YOUR SATISFACTION



APPENDIX

APPENDIX 1 – Survey (attached separately)

APPENDIX 2 – Tables

Note: not all questions were answered consistently by every client, resulting in disparities in total clientele surveyed

PERSONAL CHARACTERISTICS

GENDER OF SURVEY PARTICIPANTS	NUMBER
Male	37
Female	175
Total	212

AGE OF RESPONDENTS	FREQUENCY
< 65	35
65-74	68
75-84	59
≥85	38
Total	200

LGA (Local Government Area)	FREQUENCY
Campbelltown	97
Fairfield	49
Camden	20
Liverpool	46
Wollondilly	0
Total	212

COUNTRY OF BIRTH	FREQUENCY
Australia	136
Other	76
Total	212

FIRST LANGUAGE	FREQUENCY
?	3
Mandarin	5
Fijian	9
Burmese	3
Portugese	2
Philipino	17
Italian	7
Spanish	15
German	6
Hindi	4
English	128
Total	199

CLIENTS WITH MOBILITY AIDS	FREQUENCY
≥1	143
none	69
Total	212

TYPE OF MOBILITY AID USED	FREQUENCY
Wheelchair	34
Walking stick	76
Walking frame	60
Other	8
Total	178

USE OF SWCT SERVICES

# OF TRIPS PER MONTH	FREQUENCY
1	26
2	30
3-4	56
5-10	82
≥10	14
Total	208

TYPE OF SERVICES	FREQUENCY
GP	155
Hospital appointments	103
Shopping	86
Social	124
Weekend Taxi Service	33
Express Bus	46
Day Care	4
Nursing Home	13
Other	17
Total	581

TIME USING SWCT SERVICE	FREQUENCY
Less than 1 year	44
1-2 Years	35
3-5 Years	69
6-10 Years	33
≥10 Years	10
Total	191

HOW DID YOU HEAR ABOUT THIS SERVICE	FREQUENCY
non respondents	3
Relative	22
Friend	64
Word of Mouth	48
Internet	4
Hospital	42
TV	4
Carers	4
Can't remember	8
Other	2
Total	196

DO YOU GO FOR SOCIAL OUTINGS?	FREQUENCY
Yes	103
No	89
Total	192

FEEDBACK ON SOCIALS	RESPONSE	FREQUENCY	PERCENTAGE
Do you enjoy the socials?	Yes	103	100
	No	0	0
Do you like the destinations?	Yes	103	100
	No	0	0
Are the fees affordable?	Yes	103	100
	No	0	0

DO YOU FIND THE FEES AFFORDABLE	Frequency
Yes	208
No	4
Total	212

WHAT ATTRACTED YOU TO THIS SERVICE AS OPPOSED TO OTHERS	FREQUENCY
Price	78
Quality of service	74
One-one care	81
Convenience	90
Cleanliness	29
Social Opportunity	50
Total	402

ARE YOU AWARE THAT SWCT PROVIDES TRANSPORT ON THE WEEKEND	FREQUENCY
Yes	82
No	28
Total	106

OPINIONS ON CUSTOMER SERVICE

DO YOU FIND OUR BOOKING STAFF COURTEOUS AND HELPFUL?	FREQUENCY
Always	147
Often	38
Sometimes	21
Never	0
?	3
Total (without ?)	206

DO OUR HELPERS/TEAM MEMBERS ASSIST YOU IN AND OUT OF THE VEHICLE?	Frequency
Always	202
Often	2
Sometimes	1
Never	0
Total	205

DO YOU FIND OUR DRIVERS COURTEOUS AND HELPFUL?	FREQUENCY
Always	209
Often	2
Sometimes	1
Never	0
Total	212

DO OUR DRIVERS ARRIVE ON TIME?	FREQUENCY
Always	129
Often	55
Sometimes	18
Never	0
Total	202

COMPLAINTS

HAVE YOU EVER FELT THE NEED TO MAKE A COMPLAINT?	FREQUENCY
Yes	39
No	171
Total	210

WAS THE COMPLAINT DEALT WITH TO YOUR SATISFACTION?	FREQUENCY
Yes	30
No	8
Total	38

APPENDIX 3 – Open Ended Responses

Use of other SWCT Services

- X-ray, Ultrasound, MRI
- Blood test
- Aqua aerobic exercises
- Dentist
- Gym
- Bingo
- Volunteer work
- Hairdresser

COMMENTS ON FEES

Satisfied with fees

- Fees are very reasonable
- I find it a wonderful service. I think the fees are really good.
- We are very thankful to be picked up and taken home.
- Very reasonable for the door-to-door service.
- Very reasonable. I find it very cheap.
- Weekend \$7.50 – great! Thank you.
- Oh it is well!
- Could be cheaper, but okay.
- Depends on how many times I travel. (Unable to use companion card or regular care)
- I think we could charge more – a fee for newsletter and to cover mailing cost.
- I am very grateful. Community Transport has given me chance to go places.
- Very reasonable
- They are very reasonable
- Very reasonable
- Cheap
- Wouldn't want it to go up.
- Good
- Very good but do not increase the fees more.
- Still okay, cheap.

- No complaints
- Fees are alright, inform customers of any change please.
- Do not increase the price.
- Big thank you.
- The fees are very good! If you get a taxi to Liverpool, it would cost you \$100.
- The Government should absorb the transport fees, although the fees are very affordable.
- Reasonable in comparison to other transport services.
- Excellent service!
- Very affordable!
- Good, but why \$5 to go to Campbelltown mall and \$7 to go to Minto mall?
- I'm happy!
- Compared to other services it is much cheaper.

Dissatisfied with fees

- I have to go a long way from home. It costs more if I need to see my \$22. Do then Ingleburn.
- Fees should be reduced
- Cheaper of pensioners
- Sometimes too expensive

COMMENTS ON OFFICE/BOOKING STAFF

Positive feedback

- Easy to get a booking
- It has improved recently
- Always friendly and helpful
- Very patient and polite
- Good
- Never had any problems
- Friendly people
- Very helpful
- Very understanding and patient
- No complaints, always helpful
- Thank you so much. Couldn't survive without you

Areas of improvement

- Booking difficult
- Helpful, although some seem to not be very sure of the information they give, they may need a senior attendant
- Friendly. Need two phone lines and we cannot get through on Monday
- Sometimes I cancel my service and they don't tell the driver. Lines are sometimes busy.
- Booking is sometimes abrupt
- Sometimes waiting too long on the phone
- Staff sometimes sound stressed
- Good but once or twice have been rude
- Some of the staff have trouble hearing or don't understand
- Can't book sometimes
- Booking staff can be slow to understand
- I have to repeat myself multiple times with the booking
- Drivers still show up even after I call to cancel

Comments on booking staff

- Very patient and helpful
- Can be very understanding and patient when taking bookings
- Good at getting the right client quickly and confirming they are correct
- Friendly and polite
- Always lets me know who I am speaking to. Makes it more friendly
- Hard to communicate
- Phoning is a pain, tried to email but never seemed to get an answer, emailing seems better.
- Sometimes you need to wait 30 minutes to talk to someone, get more booking staff
- Have to wait too long on the phone but not bad
- A bit hard to get through but it's alright
- They make us wait too long on the phone, 30 minutes to 45 minutes
- Hard to get through. Takes numerous calls
- If you can get in touch with them
- Depends who you get. Lines are always busy.
- It is just difficult to get them on the phone

- I can't get into a car easily, but in spite of telling booking staff, I still get cars.
- What can be done to get to the phones to make transport appointments. I have waited for hours before I can speak to one of the girls in charge. I know they are very busy.
- Time it takes to get through the phone, sometimes it takes me to phone several times. By changing the phone number from 1300 I now have to pay for the call

Comments on drivers

- Excellent
- Very good
- Outstanding
- Very helpful
- Always nice boys
- Always takes my shopping
- As early as they can
- Yes! Courteous and helpful
- Very friendly. Efficient.
- Nice and friendly.
- Very courteous and helpful.
- Always comes to the front door and walks me out
- Makes sure everyone is safe before driving
- Excellent people and very friendly
- Sometimes on time, but not their fault – traffic.
- I have stopped using South West transport when I have appointments because always late.
- Can be a bit strict with shopping

Comments on team members proving assistance in and out of vehicles

- Excellent
- Helps as much as they can
- I just like being independent
- Couldn't do without them
- Very helpful and polite
- They are always helpful so very nice, paid or volunteers.

- Always nice to talk to
- Medical students are friendly and can be very interested in what you have to say
- Always work with a smile
- Nice young, friendly students
- Very thankful
- Very helpful with assisting onto and off the buss
- Sometimes I have problems, come in (the house).
- Taxi drivers don't provide same services

SOCIAL OUTING

Comments about social outings

- If we had a carer, it helps the driver.
- I always enjoy myself meeting new people.
- Meeting people. I am happy to go anywhere as long as it gets me out of the house.
- This is my first visit, very happy an informative.
- Yes, they help when people live alone to set out and have some interaction with others.
- Some more about the outing.
- Always enjoyable - meet new people.
- Just maintain the good jobs you've done.
- Could be more affordable sometimes
- I have had the most enjoyable time due to outing. Missed a lot due to sickness unfortunately. Love the outings. Only way I can get out and go places. Would miss them so much.
- One time we went to visit Wollongong, we arrived so late we couldn't see the church and staying overnight is too expensive
- Take regular feedback from every client who goes on the outings
- Everything has been wonderful so far
- Always give questionnaire for feedback
- Sometimes the price is a bit high, otherwise it's good
- I would love to go but I can't sit for as long anymore.
- As long as it gets me out of the house.
- Just keep up the good work you are doing now. And charge more.
- Provide transport for private social outings

- No suggestions. You do a great job. Very caring drivers and hostesses.
- Everything is great. They are so helpful and happy to care for us.

Suggestions about destinations for social outing

- I would like to go to the northern beaches or eastern suburbs.
- Beach, Luddan Village, café, 30-35mins The Northern Road, Luddenham.
- I enjoy the movies
- Glenbrook Paranoma painting, it's 5 dollars for seniors
- Tulip festival
- It would be nice to go to the country side
- Mountains, Bowral, Windoer, out in the country.
- Can we go to Egypt
- Kaima Markets, Denham village café @ Luddenham 3035, the northern Rd. Luddenham 2745.
Opens 5am to 5:30pm. Ask Daniel 7 days a week. Bents Basin there were picnic grounds up there
- Katoomba
- Kiama, Coogee, The Entrance, Shellharbour
- Personal visits to friends
- Different shopping centres
- Blue Mountains
- Campbelltown Shopping Centre
- Sydney sightseeing
- Newcastle
- Watsons Bay
- Visits to city, the harbor, circular quay

Areas of improvement for social outing

- Check out if the venue is feasible to go physically, for example the vivid outing – a disaster waiting to happen. Food served to the table was much better (a la carte). We paid for the buffet and then had to pay for coffee/tea again for that. And the free drinks were dangerous to negotiate. They have cruises where the food and drinks are brought to the table. And we should have been boarded first, given the various disabilities.

- When we go on cruise boats they should be there when we arrive so we can get on board, out of the cold and rain
- As long as it is within an hour of each way or rest stop in between.
- I am happy with what you do. Very helpful. But if they are late, its always uncontrollable.
- Bit of trouble affording the fee.
- To train the workers a little more.
- Should make the trips shorter especially for the older people.
- It takes too long to pick up everyone and drop them off. It is tiresome in itself

COMPLAINTS

Complaints dealt with satisfactorily

- I complained about one of your clients which was dealt with.
- Only about the wait period
- For a specialist apt - express bus didn't arrive. Then the taxi didn't arrive and I missed the appointment. I received apologies. There were problems that day with the transport
- Only once I was very disappointed on the vivid trip
- It was dealt with to my satisfaction
- Yes, the new telephone system for social events is now better and easier to get through
- Only when transport is not available at times
- Difficult to phone and sometimes to pick up. Complained since the number is no longer toll free
- Why only two bags of groceries?
- Really good, awesome. I can't describe how helpful they've been
- Drivers are good and helpful. They are punctual. Booking staff are good but difficult to get in touch with

Complaints not dealt with satisfactorily

- Was not dealt to my satisfaction, it was a long time ago
- Was not dealt to my satisfaction because of changing specialist appointment. I advised but nothing happened
- I enquired and was told they don't just send out taxis, but I didn't ask for the service then. Still, they just turned up like out of some sort of misunderstanding

OTHER

Requests for any other form of transport service that the organization can provide

- Need a plane
- When you have day surgery early morning could the transport service take you there?
- Taxi
- I'm quite satisfied with what you provide
- Mercedes Benz, JOKKEEEE
- If during the weekend, the transport could go further, say Penrith station, or wherever cost had to be worked out, taxi vouchers wouldn't cover it
- Provide transport to go to church on Sunday morning
- Helicopter, tandem bikes
- Transport service from hospital at night
- Expand the geography
- The transport voucher
- Sometimes subsidized taxis would be good for private visits

Comments about the vehicles

- The vehicles style seems to be very comfortable.
- All adequate vehicles
- All vehicles are very good for myself
- I wish there was blinds to pull down as I am sensitive to light
- They are all good! I have an ex-driver for Hammondville Nursing Home, and so I had experience with their vehicles.
- No it does not make any difference to me I just want to get from A to B
- Very Comfortable
- Vehicles are excellent
- Very good
- Always good
- Provide wheel chair or walking frame
- Vehicles alright
- Very good they are comfortable enough
- They are very comfortable and suitably equipped

- No they are adequate
- No they are clean and well maintained
- Clean and convenient
- No they are clean and well maintained
- Clean and convenient
- The drivers and the vehicles are very good
- Good looks new
- It is good, upgrading the bus is a long term wish list
- Yes, very clean and neat
- Very clean
- Everything is new. It is great.

Reasons to recommend this service to others

- Already did
- Definitely
- It is a very good service
- It is much cheaper than taking a taxi to hospital
- It is very affordable
- I have and it is a wonderful service. It is very convenient and saves me from taking the train.
- We already have. This is a wonderful service
- It is cheap
- Very polite staff
- It is very easy to use
- It is very convenient. Would recommend
- Cheap
- For the door to door service, outings fun
- Good door-to-door service
- Yes, as it is now.
- Affordable and staff actually cares about you
- Yes, however they don't provide very good service on the weekend. Could be a possible improvement

Opinions about the NDIS programme

- It is a good pension service, and will allow us to take taxi for outings
- I don't know much about it but it feels like we are moving backwards. I would still stay with the community service even after the change. I appreciate the service but would not want the price to increase.
- Don't know much about it
- Good, an improvement
- Will use community transport regardless of NDIS taking over.
- Improvement
- I have not heard about it
- I am happy with how things are now
- That's a bit lousy. I think the Government should keep funding the people (the organization) to help us (elderly), not directly to us.
- We prefer the system stays the same
- Confusing
- Do not feel like I will be able to afford it
- I am not quite sure just yet
- It gives you more choice but prices will be going up. So will it be affordable? Why is the Government trying to follow the private system
- More people with disability need to know about the importance of a need to include their need from transport during their NDIS interview.
- This service is good. Will still use it but it is better for the Government to give the money to the company instead.
- The Government should fund the organization like they are doing now. I don't know much about the scheme myself.
- I do not like it. Not good in my pocket. Not considerate for people who need to use the transport service more often. It is hard to manage the money.
- I did not even care about it until you told me about it - it's upsetting
- What will we do if we run out of money for the year? How will it prevent us from spending the money elsewhere?
- It would make things more expensive for us
- I never even heard about it
- I wouldn't be in favour of the change as it would make things more expensive

- It is very confusing
- It's dumb, it doesn't make sense, I would have ended up in a psychiatric hospital after my husband passed away if I didn't have this service. It changed my life.
- I am very upset. Leave this service alone it is great the way it is
- Is it going to cover the cost of other services, a taxi driver won't be as helpful as a trained employee
- I don't like it. It does not make sense
- Very confusing until we get used to it
- With the new scheme it makes everything private, it prevents aged workers working beyond the age retirement such as that the bus drivers. There is no police check done to see if there is a criminal record done on the private transport companies. SWCT has experience over 30 years compared to other small start ups. It is a bad idea generally.
- It is hard to say what to expect
- I don't like the sound of it
- As the system is now it is as good as it would probably get. Any changes would only reduce the quality of this service

How much clients are willing to pay for the service if it is not subsidized anymore

- <\$10 (less than a cab)
- <\$8. Grocery delivery is \$10 anyway
- \$10
- Anything would be fair to pay
- \$10
- \$11
- Not increased by too much, or else it would be better to catch the public transport
- Not more than \$10
- Average \$15
- Current rates
- I don't know how much I would get from the NDIS and how much I need to cope with my pension fund. But I would still put this service over other means of transport.
- \$13 is fair because it is a long distance
- Whatever you put.
- No idea

- \$10
- What it is now!

Additional comments about the SWCT

- The bus drivers are always lovely, especially Darrin
- The drivers are always lovely, very nice and friendly. The buses are always clean
- Community transport is overall really good but bookings are a bit too much. Most of my booking are around 10am. So I get picked up at 9:30. Return journey, I get a choice of 10:30am or 10pm, that's crazy!
- Excellent service in the highest form I couldn't speak highly enough
- Over 3 years I have had so much help from all concerned. It has been the best help for me in the 3 years. I would be lost without their help.
- Most enjoyable always
- Most enjoyable!
- The service has been of a great benefit to ourselves thank you
- Very helpful
- No I feel lucky to have you
- I think it is top
- Personally I think the service is wonderful, we are so lucky to have this facility also not to be a burden on our family who are all hardworking and bringing up their families
- Community transport is a great service, I look forward to their social outings as my husband is in a nursing home and I visit him daily. I look forward to the outings to meet friends and new people.
- I'm quite happy with them, they look after me well and with much kindness
- Time on bus is long – need toilet. (Cancer patient) We are picked up first.
- The staff are always courteous and helpful
- Thank you for every help
- Commendable
- My wife and I are very satisfied by services provided by community transport.
- No they are a Godsend, and are lovely people who go out of their way to help. If you alter your destination, they will try to fit you in.
- Mostly very satisfactory
- Very good service, I'm happy

- There should be more transport service and drivers to cater to everyone
- Happy that the service exists, I would be home all the time without it
- Best service since sliced bread, should add another phone line though, I am very lucky to be able to use this service
- Schedule the return for earlier, the waiting time between pickup and return is too long
- Simple thank you to everybody
- As far as I'm concerned, the transport is very good
- Everything is alright, it is a good service, I needed the service and they provided it
- A very valuable service
- No complaints we are just very grateful for your help, mwah
- I would like to say thank you to all the drivers, carers and office staff for being so nice and helpful I do enjoy my outings where I go
- After going to the Christmas party at Gledswood Windery, I thought how organized everything was: the staff and volunteers. Personally I had a ball
- Have found drivers and staff very courteous
- Just thank you very much for your service, very helpful
- Generally, very good - destinations interesting. Good to get out of the house to socialize with others. Feel less isolated
- I support and do not comments. It is very important that you provide a good service because your service is an old community service, and I like your service because I have never had a problem. Please if I comment something, it is not to offend. It's to improve
- Excellent service. Glad fees are going up
- Keep on caring for people. Your bloods worth battling
- Always courteous and helpful
- All good, very good service
- Excellent
- I have been using the company for 3 years now and when you see all the drivers every one of them are great
- It is responsive to the needs of the community