

THE PEOPLE MOVERS

A project proposed to the 2168 community by Think+DO Tank
Foundation.

*Mental Wellbeing
Impact Assessment*

The People Movers

Mental Wellbeing Impact Assessment

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Executive Summary

A Mental Wellbeing Impact Assessment (MWIA) is a strategic evidence-based framework for assessing the impacts of proposals on mental wellbeing and developing recommendations for improving mental wellbeing. This MWIA considers a proposal generated by the Think+DO Tank Foundation (TDTF), an arts and social-impact charity, in response to its findings of high levels of transport disadvantage in the Green Valley 2168 postcode area, in South Western Sydney. TDTF's proposal, The People Movers, is a suite of demand-responsive transport services for low-income residents, to address the inadequacy of existing transport options in the Green Valley postcode area.

There is extensive research to suggest that access to adequate, affordable and appropriate transport has a positive impact on wellbeing due to impacts on contributing factors such as safety, inclusion and community participation. This MWIA considered transport options for low-income residents and identified the potential impacts of The People Movers project.

Research conducted by TDTF and its project partner, Western Sydney Community Forum (WSCF), found that current transport options in the Green Valley postcode area are inadequate, don't meet residents' needs and have negative impacts on their mental wellbeing. Community consultation found that projects targeting transport disadvantage must be carefully designed to enhance agency and build on strengths within the community rather than creating reliance on temporary services. The People Movers aims to create self-sustaining services and solutions, owned and operated by local people, aligning with the community advice. Community consultation also generated recommendations in the following areas: safety, trust, education and advocacy, participation and inclusion, stress and anxiety, agency and participation.

The work presented here offers exciting opportunities for a positive impact on the mental wellbeing of residents in the 2168 postcode area by improving their mobility, independence and autonomy. The MWIA has proved to be a valuable tool to gain insight into the possible benefits and areas for consideration for The People Movers project proposed by the Think +DO Tank Foundation.

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Introduction

The environment around us influences our health and wellbeing. Projects, planning and infrastructure are intended to enhance the lives of community members, making it easier for individuals to connect, be active, keep learning, and participate in economic growth and community life. However, resources are not always distributed equally. On the Socio-Economic Index For Areas (SEIFA, ABS 2016) the 2168 postcode area rates among the most socio-economically disadvantaged areas in the state. In comparison to neighbouring suburbs, the level of disadvantage in the Green Valley postcode area is high.

Affordable access to transport is of particular concern. Transport is essential for individuals and community to connect and function. For instance, it is important that people can get to shops to buy food when needed, to access services best suited for their needs, and to get to training and employment reliably. In areas such as the 2168 postcode, transport is an issue that affects people's wellbeing. This report makes predictions about the impact of the proposed demand-responsive transport intervention, The People Movers, proposed by the Think+DO Tank Foundation (TDTF) as part of The Motion Room, a long-term community development strategy. The Motion Room projects focus on building skills and capacity in the disadvantaged communities within 2168.

Background

What is transport disadvantage?

Transport disadvantage is more than a measure of how easily or affordably a particular person can go from A to B, that is, how much the bus costs; or the affordability of running a car, however Australian research tends to limit itself to this understanding. Typically in Australia, transport disadvantage is defined as difficulties accessing transport (both public and private transport) and/or difficulties associated with maintaining private transport (i.e., cars).¹

However, in other countries, researchers understand transport as a vector of social exclusion. This is the understanding adopted by this report. An analysis of transport disadvantage invites a place-based analysis of the system of services and infrastructure that influence choices and outcomes for individuals, and a systems-based analysis of social exclusion and wellbeing.

Transport is a factor that affects how much people feel included, active, connected, and in control of one's life. It is central to wellbeing and social inclusion. If wellbeing describes a vision of *“thriving individuals who belong to a supportive family, cultural and/or cultural networks, participating in and contributing to a safe and inclusive community”*,² The People Movers project aims to define a more responsive transport system, which would require further exploration in both the research and policy sectors.

Why Transport in the 2168 Postcode Area?

In November 2014, Think+DO Tank Foundation (TDTF) began to investigate the transport needs of local residents in the Green Valley postcode area through a survey designed to identify the extent to which local residents relied on cars to get around, and the factors that affected their use of public transport (see *Appendix C*). TDTF collected data from 94 respondents in collaboration with local service providers including South West Community Transport; New Horizons; Liverpool Migrant Resource Centre; Liverpool Women's Resource Centre; TAFE South Western Sydney Institute; and MTC Australia Liverpool.

TDTF presented the results of the data to Transport for NSW. As a result, Transport for NSW made an investment through Western Sydney Community Forum (WSCF) to investigate the 2168 suburb of Miller as a “hot spot” of transport disadvantage. WSCF consulted with 24 stakeholders to explore transport disadvantage in the area and, as a result, made recommendations about increasing the number of community transport “trips” undertaken in and around Miller. Soon after commencing the investigation, WSCF and Transport for NSW broadened the scope of the investigation to encompass transport disadvantage in the

¹ <https://aifs.gov.au/cfca/publications/relationship-between-transport-and-disadvantage-austr>

² South Western Sydney Wellbeing Collaboration, 2016.

wider Green Valley postcode area, and to investigate the factors that contribute to transport disadvantage more generally.

TDTF and WSCF worked closely in the investigation process. Their independent community consultation processes with residents and services of the Green Valley postcode area produced consistent findings in relation to connectivity; affordability; frequency and convenience; availability; perceptions of safety; and reliability, of local transportation options.

The inquiries were conducted as follows by:

- [Think+DO Tank Foundation](#) (November 2014 – May 2016) in connection to its long-term community development project, [The Motion Room](#); and
- [Western Sydney Community Forum](#) (November 2015 – August 2016) with the support of Transport for NSW.

Why the TDTF Plan?

TDTF is an organisation that is both inspirational and influential. TDTF exists to increase the level of community self-direction over their everyday circumstances in low-income parts of South Western and Western Sydney. It works to generate projects that affect systems that keep low-income people disadvantaged. It develops projects that are, or are capable of becoming, community-led.

This MWIA focused on a consideration of TDTF's The People Movers proposal that would maximise benefits for low-income residents through the provision of an array of demand-responsive transport solutions including:

- shuttles
- ride-share services
- lift-share services
- improved transport information and tracking, including safety features for commuters and pedestrians.

TDTF's vision for The People Movers project is a suite of demand-responsive transport services organised around the following principles:

- **Responsiveness:** The People Movers takes the community where it wishes to go, when and how it wishes to get there.
- **Affordability:** everyone can afford to ride.
- **Timeliness, convenience & reliability:** The People Movers comes when it says it will.
- **Joy & Safety:** The People Movers is a community space that actively promotes connection, belonging and safety. People feel happy using The People Movers services.
- **Adaptability:** As the community needs change over the day, or over time, The People Movers adapts.

- **Community control:** The People Movers is in the service of the community and invests any profits in the community. It gives local people a reason to come together to make decisions for the common good.

The New Economics Foundation (2008) reaffirms the importance of governments and communities taking a holistic approach in policy approaches to promote wellbeing.³ In the context of transportation solutions, Infrastructure Australia recommends that new transport systems ‘disrupt traditional patterns of infrastructure service delivery and use, capitalise on advances in smartphone technology, data collection, and the growth of the sharing economy, therefore providing high-quality, on-demand, point-to-point transport services that more directly and intuitively meet the needs of users’.⁴ TDTF proposes that these principles be applied to tackle transport disadvantage in the 2168 or Green Valley postcode area.

Aims

The aim of this MWIA is to predict the potential impacts of The People Movers project on the mental wellbeing of residents in the 2168 area. A Mental Wellbeing Impact Assessment (MWIA) is a strategic evidence-based framework for improving wellbeing⁵. The process both identifies and assesses the impact of a policy, program or project on mental wellbeing and offers recommendations to mitigate potential harms and enhance potential benefits. An MWIA builds on the more common Health Impact Assessment (HIA), but with a more explicit focus on the social determinants of mental health and wellbeing. The MWIA toolkit was developed to produce a set of evidence-based recommendations to influence planners, funders and those delivering proposals⁶. An MWIA was a more appropriate approach than a traditional HIA as it enabled the researchers to assess the impacts of the project specifically on mental wellbeing – a key concern for the decision maker (TDTF) and partner, South Western Sydney Local Health District (SWSLHD).

A MWIA examines how a proposed change – such as the demand-responsive transport strategies proposed by TDTF – impacts the core protective factors for mental wellbeing. These core protective factors are:

- Enhancing control;

³ New Economics Foundation, *Measuring well-being in policy: issues and applications* (2008), at p. 24.

⁴ http://infrastructureaustralia.gov.au/policy-publications/publications/files/Australian_Infrastructure_Plan.pdf

⁵ *Mental Wellbeing Impact Assessment: A toolkit for well-being* (National MWIA Collaborative (England) May 2011)

⁶ *Mental Wellbeing Impact Assessment: A toolkit for well-being* (National MWIA Collaborative (England) May 2011)

- Increasing resilience and community assets;
- Facilitating participating; and
- Promoting inclusion.

These factors relate to, and are impacted by the broader social determinants of health, including employment, housing and education. Through understanding how the proposed The People Movers strategies impact upon these protective factors, and changes to the social determinants of health, it is possible to predict how the mental wellbeing of a community may be improved or harmed.

Methodology, Research Scope and Design

Aims and Objectives

Each research method had slightly different aims and objectives with the processes building upon one another. TDTF began its inquiry with a survey to discover how Green Valley postcode area residents used public transport and the extent to which they relied on cars. WSCF's inquiry then used the survey findings to inquire into attitudes to and experiences of the existing transport options, including public and community transport. The aims of the inquiry were to understand:

- the transport needs of residents in the Green Valley postcode area
- how transport options could be improved for local people and its communities in 2168.

In producing the MWIA, the broader partners shared an objective of understanding the impacts on the mental wellbeing of the residents of the 2168 area of a proposed array of transport options that responded to the needs of local residents.

Study Methods

The potential positive and negative impacts of TDTF's The People Movers proposal were explored with a range of stakeholders at the MWIA Workshop (6 May 2016). The potential impacts were mapped over the data from WSCF and TDTF.

The MWIA Workshop put forward a series of themes that connected transport and wellbeing and asked workshop participants to respond to those proposed connections with their own experiences and knowledge. The findings from the MWIA workshop, including the participants' understanding of the relationship between their transport options and their wellbeing are laid out in the Impact Statements below.

Context for Analysis

These concepts have informed our methodology and our analysis of the data:

Social determinants of health

The World Health Organisation's Commission on the Social Determinants of Health best describes our approach when it writes:

[t]he Commission takes a holistic view of social determinants of health. The poor health of the poor, the social gradient in health within countries, and the marked health inequities between countries are caused by the unequal distribution of power, income, goods, and services, globally and nationally, the consequent unfairness in the immediate, visible circumstances of people's lives – their access to health care, schools, and education, their conditions of work and leisure, their homes, communities, towns, or cities – and their chances of leading a flourishing life. This unequal distribution of health-damaging experiences is not in any sense a 'natural' phenomenon but is the result of a toxic combination of poor social policies and programmes, unfair economic arrangements, and bad politics. Together, the structural determinants and conditions of daily life constitute the social determinants of health and are responsible for a major part of health inequities between and within countries.⁷

An MWIA follows a standard five-step process. The researchers used the MWIA toolkit to guide this process using the steps outlined in Table 1.

⁷ Commission on the Social Determinants of Health, *Closing the Gap In A Generation: Health Equity through action on the social determinants of health*, World Health Organisation, 2008, at 1.

Table 1: Steps of MWIA and actions taken

MWIA Process	People Movers MWIA
<p>Screening Initial assessment on whether or not an MWIA should be undertaken</p>	<p>This project was conducted as part of a Learning-by-Doing training conducted by the Centre for Health Equity, Training, Research and Evaluation (CHETRE) in partnership with the South Western Sydney Local Health District (SWSLHD). Members of the MWIA team met with the trainers to discuss the possibility of conducting a MWIA on THE PEOPLE MOVERS project in November 2015. After various consultations between the CHETRE, Mental Health, WSCF and TDTF it was decided that the MWIA would be a useful approach for understanding the potential impacts of The People Movers project.</p>
<p>Scoping Planning the MWIA and how it will be conducted</p>	<p>HIAs generally fit into four categories: mandated, decision support, advocacy, and community empowerment.</p> <p>As there was a demand from local residents for improved transport options, this MWIA was framed as an advocacy or community empowerment project. It was decided that it would be undertaken in support of a community whose mental wellbeing stood to benefit from the proposal. Between December 2015 and March 2016, various meetings were held between CHETRE, Mental Health and TDTF to determine the scope of the proposal. It was determined that the MWIA approach would be used and that all core protective factors would be considered for the appraisal.</p>
<p>Appraisal Gathering and assessing the evidence</p>	<p>Members of the MWIA team completed a rapid literature review of the existing evidence on the effect of improved transportation and mobility (accessibility, affordability and appropriateness) and its impact on health and wellbeing.</p> <p>Additionally, a community profile (specifically targeting transport) was developed, incorporating secondary data on transport in the Green Valley postcode area, which was provided by South West Sydney Community Transport and Think+DO Tank Foundation.</p> <p>Think+DO Tank Foundation contributed data from its surveys with local residents (n= 94); and the findings of an artistic residency (April – May 2015) that mapped and animated more than 40 local</p>

	<p>residents' modes of moving around the Green Valley postcode area and their emotional responses in doing so.</p> <p>In May 2016, the MWIA team held a workshop with 25 participants, comprising of community members and stakeholders from the 2168 area. This workshop focused on personal experiences of transport (and its connections to wellbeing) in the Green Valley postcode area as well as the possible impacts of The People Movers proposal on wellbeing. Participants were also asked to consider the potential impacts of the project on equity, focusing on how different sub-groups of the population might be differentially affected. Participants also developed an initial set of recommendations to improve the project.</p>
<p>Indicators Measurement of impact of proposal on mental wellbeing</p>	<p>As part of the workshop, participants mapped their experiences with transport in the Green Valley postcode area onto the various mental wellbeing indicators provided in the MWIA toolkit. Using the MWIA toolkit (Resource A: 'Population group, wider determinants and protective factor tables') the MWIA team used the information from workshop participants to determine how transport disadvantage is affected by population characteristics, how the project impacts the wider determinants of health, and how the project might influence the core protective factors (levels of control, resilience and community assets, participation and inclusion).</p>
<p>Formulating Developing recommendations and producing a report</p>	<p>The MWIA team used the evidence to create impact predictions in alignment with the seven priority impact areas identified by the workshop participants. An impact statement and recommendation were developed for each impact predictor. This report was also developed, which will be formally submitted to Think+DO Tank Foundation. The implementation of the MWIA recommendations will be monitored by Think+DO Tank Foundation.</p>

Literature Review

One of the steps within a Mental Wellbeing Impact Assessment (MWIA) is to gather existing evidence and create a baseline community health profile. The information below provides a snapshot of how local residents in the Green Valley postcode area access existing transport systems. The following literature review provides information about the accessibility, affordability and appropriateness of transportation and its impact on health and wellbeing. Part of the process of the MWIA will be to further consider how the evidence on transport disadvantage or lack thereof, relates to the context of the Green Valley postcode area.

A review of the literature was undertaken by CHETRE. It found evidence to support the notion that transport accessibility has an impact on the health and wellbeing of individuals.

Transport Disadvantage

A study by Hine & Mitchell (2001)⁸ found:

There are varying definitions of the concept of 'transport disadvantage' as it is influenced by a number of factors (e.g. locality, equity/access) and is based upon individual circumstances (e.g. age, mobility)

- Accessible transport systems are essential for equality of opportunity for all people in society.
- There is growing recognition of the impact of transport planning and policy upon excluded groups within society.

Effective transport policy considers the social impact of transport planning practices and procedures.

A study by Denmark (1998)⁹ defined transport disadvantage as:

"... not purely a function of an inability to access various transport modes. It is better defined as the inability to travel when and where one needs without difficulty"

This study identified groups such as elderly, disabled, locationally disadvantaged, young and low income as the main groups that experience travel disadvantage.

⁸ Hine, J. & Mitchell F., 2001, "Better for everyone? Travel experiences and transport exclusion", *Urban Studies*, Vol. 38, No. 2, pp.319-332.

⁹ Denmark, D., 2998, "The outsiders: Planning and transport disadvantage", *Journal of Planning Education and Research*, vol 17, pp.231-245.

Hine & Mitchell (2001) suggest that as transport disadvantage is experienced by many different groups within society, it is a social concern that should be considered as a priority of transport planning and policy.¹⁰

Transport and Wellbeing

There is extensive research that suggests that adequate access to transport has a positive impact on wellbeing. There is a large body of literature which explores transport's impact on physical activity in particular.

A study by Witten and others (2012) presents the relationship between transport and levels of physical activity. The study found that neighbourhood destination access, street connectivity, and dwelling density impacted positively on physical activity. This indicates that changes to neighbourhood characteristics have the potential to increase physical activity levels in populations.¹¹

Another study by Green and others (2014) explored the relationship between mobility and wellbeing of older people when using a free bus. Not only did the free bus enable access to health-related services, it also provided other benefits such as opportunities for meaningful social interaction, providing a sense of belonging and being a socially acceptable way of tackling chronic loneliness. The access to the free bus was described not only as providing access to essential goods and services but also as a widely prized mechanism for participation in life in the city. The study suggests that in context where good public transport is available as a right, and bus travel is not stigmatised, it is experienced as a major contributor to wellbeing.¹²

Social Exclusion/Isolation and Transport

There is a large body of research which explores the relationship between effective and adequate transport and its ability to reduce levels of social exclusion/isolation. Much of this research is based around car availability and use.

A study by Engels & Lui (2011) found that locality-based social exclusion exists amongst non-car driving seniors who live within a middle ring area of metropolitan Melbourne, not just in

¹⁰ Hine, J. & Mitchell F, 2001, "Better for everyone? Travel experiences and transport exclusion", *Urban Studies*, Vol. 38, No. 2, pp.319-332.

¹¹ Witten, K., Blakely, K., Bagheri, N., Badland, H., Ivory, V., Pearce, J., Mavoa, S., Hinckson, E. & Schofield, G., 2012, "Neighbourhood built environment exposure and transport and leisure physical activity: findings using objective exposure and outcome measures in New Zealand", *Environmental Health Perspectives*, vol. 120, no. 7, pp.971-977.

¹² Green, J., Jones, A. & Roberts, H., 2014, "More than A to B: the role of free bus travel for the mobility and wellbeing of older citizens in London", *Ageing and Society*, pp. 472-494.

the outer fringe area. It also showed locational disadvantage not just in regard to how difficult it might be for non-driving seniors to reach their nearest bus stop, but also in terms of their likely destinations e.g. doctors, chemist, grocery store.¹³

Delbosc & Currie (2011) found that car reliance was higher in the fringe suburbs of Melbourne. Mobility and kilometres travelled increased with distance from Melbourne and this resulted in greater sensitivity to fuel price increases. The regional sample of this study was found to be more socially excluded and more likely to be transport disadvantaged.¹⁴

Delbosc & Vella (2015) explored transport independence in young people. They found that independence through car ownership and the often corresponding low levels of transport disadvantage were associated with high levels of psychological autonomy and wellbeing. It was suggested that when young people have the freedom to get around for a variety of purposes including school, work, participating in leisure activities and socialising, it provides them with a sense of autonomy and that this leads to enhanced wellbeing.¹⁵

Lucas and Currie (2012) explored the concept of socially inclusive transport. The study suggested that effective policies aimed at developing socially inclusive transport for the transport-disadvantaged should be broader than increasing mobility. Policies should use a multi-stakeholder approach to improve access and participation over the longer term through wider land use and local service provision.¹⁶

Lucas, Tyler and Christodoulou (2009) explored government-funded transport projects with the specific aim of facilitating social inclusion in the areas they served. The majority of the sample did not have access to a car and most were heavily reliant on the provided transportation projects. Women were more likely to use the service and a large proportion of the sample was receiving welfare benefits. The study showed that the sample who were provided the transportation experienced greater economic opportunities, various quality of life benefits and social inclusion.¹⁷

A study by Smith, Hirsch, and Davis (2012) explored the minimum transport needs of rural households. This study concluded that there are minimum transport needs for people living in rural areas and that car ownership was deemed an essential commodity underpinning household capability. The bus and taxi model was only deemed adequate for rural pensioners as using the bus as a concession was free. All of the other groups emphasised that households required cars. Bus services either did not exist or were so infrequent that

¹³ Engels, B., Lui, G.J., 2011, "Social exclusion, location and transport disadvantage amongst non-driving seniors in a Melbourne municipality, Australia", *Journal of Transport Geography*, vol. 19, pp984-996.

¹⁴ Delbosc, A. & Currie, G., 2011, "The spatial context of transport disadvantage, social exclusion and wellbeing", *Journal of Transport Geography*, vol. 19, pp.1130-1137.

¹⁵ Delbosc, A., Vella-Brodrick, D., 2015, "The role of transport in supporting the autonomy of young adults", *Transportation Research Part F*, vol. 33, pp.97-105.

¹⁶ Lucas, K. & Currie, G., 2012, "Developing socially inclusive transportation policy: transferring the United Kingdom policy approach to the state of Victoria?", *Transportation*, vol. 39, pp.151-173.

¹⁷ Lucas, K., Tyler, S. & Chrisodoulou, G., 2009, "Assessing the 'value' of new transport initiatives in deprived neighbourhoods in the UK", *Transport Policy*, vol. 16, pp.115-122.

cars were essential for households to access services. Life without a car was deemed as one of isolation and dependency on others. The study found that rural households face significant additional costs in order to be capable of achieving the same standard of living as their urban counterparts. The dependence of rural households on car travel means that they are particularly susceptible to the continuous increase in fuel prices.¹⁸

Mental Health

There is an abundance of literature supporting the notion that the built environment can have both positive and negative impacts on mental health and wellbeing. However, to date there is limited evidence focusing specifically on the relationship between transport availability and mental health outcomes.

A systematic review by Clark et al. (2007) focused on the impact of the built and physical environment on mental health. Longitudinal studies have shown an association between being born in an urban area and schizophrenia, with most studies identifying an increasing gradient of risk with increasing urbanity. It was suggested that conclusions from studies assessing built and physical environment and health should be used with caution as individuals who are experiencing poor mental health are more likely to evaluate their environment negatively. The study also found evidence for an association between exposure to violent neighbourhood crimes and poorer mental health outcomes.¹⁹

A study by Sugiyama et al. (2008) considered transport impacts on mental health. They found that perceived neighbourhood greenness was more strongly associated with mental health than with physical health. It was suggested that walking and social cohesion were contributing factors for this relationship. It should be noted that transport was incorporated in some of the walking measurements.²⁰

A study by Barberger-Gateau et al. (1992) was another study which incorporated transport and mental health outcomes into its methods. They found that the prevalence of dementia

¹⁸ Smith, N., Hirsch, D. & Davis, A., 2012, "Accessibility and capability: the minimum transport needs and costs of rural households", *Journal of Transport Geography*, vol. 21, pp.93-101.

¹⁹ Clark, C., Myron, R., Stansfeld, S.A. & Candy, B., 2007, "A systematic review of the evidence on the effect of the built and physical environment on mental health", *Journal of Public Mental Health*, vol. 6, no.2, pp.14-27.

²⁰ Sugiyama, T., Leslie, E., Giles-Corti, B., Owen, N., 2008, "Associations of neighbourhood greenness with physical and mental health: do walking, social coherence and local social interaction explain the relationships?", *Journal for Epidemiology and Community Health*, vol. 62, no.5, e.9.

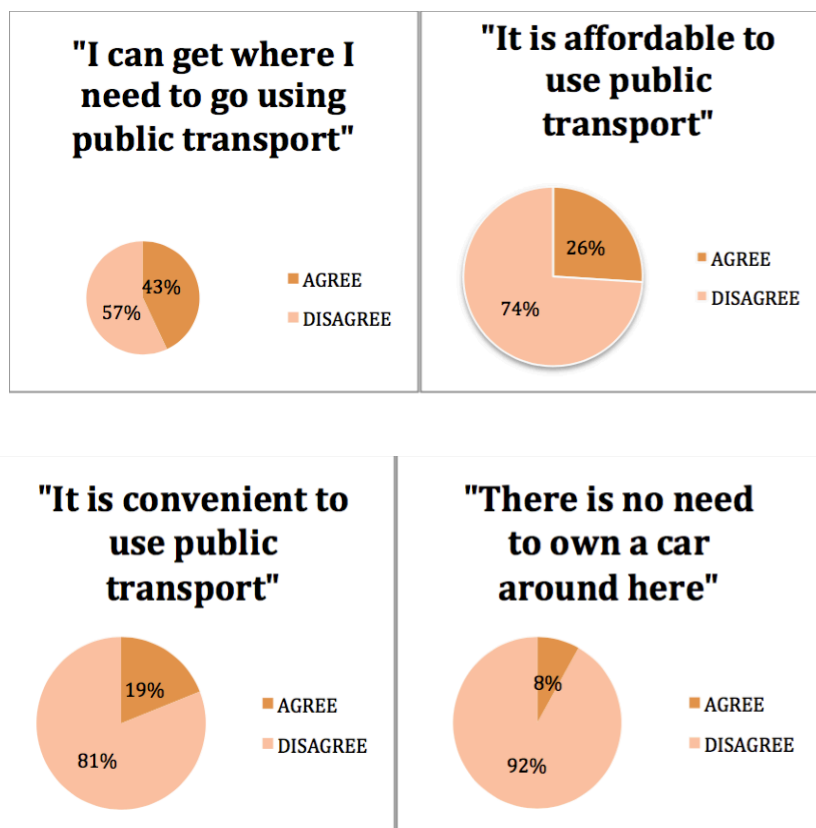
is reduced when subjects are considered active in Instrumental Activities of Daily Living (IADL). It should be noted that access to transport was included as a measure.²¹

A previously mentioned study (Green et al. 2014) explored the relationship between mental health and transport. The study found that the free bus provided mental health benefits such as opportunities for meaningful social interaction, providing a sense of belonging and being a socially acceptable way of tackling chronic loneliness.²²

Evidence of Transport Disadvantage

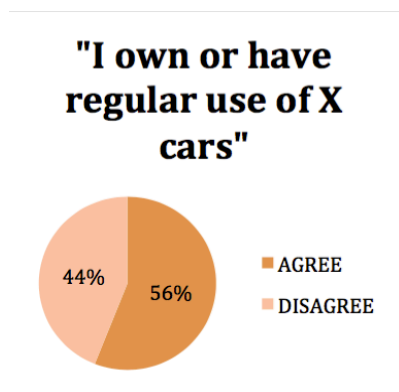
TDTF Transport Disadvantage Survey

The TDTF inquiry with residents of 2168 showed that respondents used public transport but found it unaffordable (74%) and inconvenient (81%). They said that to get around in the area, having a car is necessary (92%), however only 56% of respondents had regular access to a car.



²¹ Bargerger-Gateau, P., Commenges, D., Gagnon, M., Letenneur, L., Sauvel, C. & Dartiques, J.F., 1992, "Instrumental activities of daily living as a screening tool for cognitive impairment and dementia in elderly community dwellers", *Journal of the American Geriatrics Society*, vol. 40, no. 11, pp. 1129-1134.

²² Green, J., Jones, A. & Roberts, H., 2014, "More than A to B: the role of free bus travel for the mobility and wellbeing of older citizens in London", *Ageing and Society*, pp. 472-494.



WSCF Inquiry

WSCF inquiry demonstrated that transport disadvantage is present in the 2168 area and has negative impacts on the communities that live there. The results are the first stage of ongoing community engagement that inform the WSCF's 2168 Transport Hotspot Action Research Strategy. The second stage of community engagement will invite stakeholders to actively participate in developing strategies that optimise existing local transport resources and address transport disadvantage in the Green Valley postcode area.

This information was provided by South West Community Transport from a survey of their clients. It provides a snapshot (non-representative) look at the use and availability of transportation services in the 2168 community.

South West Community Transport Data

South West Community Transport activity statistics for all clients in postcode 2168*

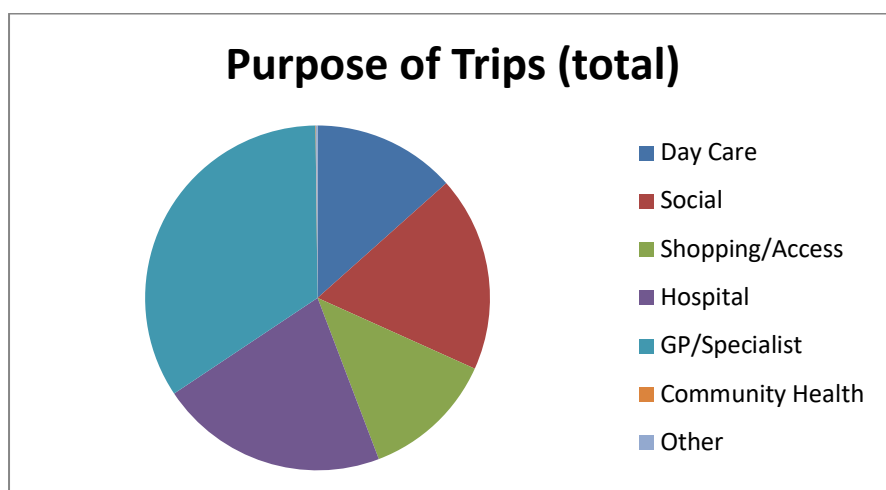
1. Client numbers

Category	Under 65	65 and over	Total**
Number of registered clients in the period	251	541	785
Number of clients provided with one or more trips in the period	72	181	249
Number of clients with one or more unmet trips in the period	9	21	30
Number of clients with one or more cancelled trips in the period	47	124	169

2. Number of trips by purpose***

Purpose	Under 65	65 and over	Total
Day Care	120	446	566

Social	171	602	773
Shopping/Access	77	450	527
Hospital	429	475	904
GP/Specialist	264	1178	1442
Community Health	2		2
Other	2	4	6
Total	1065	3155	4220



3. Number of recorded unmet trips***

	Under 65	65 and over	Total
Total	28	48	76

Notes:

* The period covered is 1 July 2015 to 31 March 2016.

** Total number of clients doesn't always equal the exact sum of the two age groups because a few (7) clients had their 65th birthday in the period.

*** Trip counts include all funding sources.

Review of MWIA Workshop Summary, 6 May 2016

On the 6th May, 2016 a workshop was conducted to provide an opportunity to community and community service stakeholders to express reviews and ideas about transport issues and its relationship to the wellbeing of the people of the 2168 area. The participants agreed that transportation, and mobility more generally, is closely connected to a person's wellbeing. They drew correlations between appropriate (safe) and affordable transportation and:

- their capacity to participate in public (that is, to leave the house)
- their ability to access work opportunities
- their access to education

- their access to services and timely medical care
- their personal autonomy
- their access, and the access by their children, to extra-curricular activities
- the length of their day in public
- the way in which they shop and access fresh food
- their ability to remain socially connected.

Access to appropriate, safe and affordable transportation was, by their accounts, connected to:

- **cost:** their personal and/or household budgets and the relative cost of public transport and/or petrol
- **trust and safety:** their perception of safety and active steps taken to promote travellers' safety, and their degree of trust of others
- **appropriate choice:** the range of available options for local residents, including those with special needs
- **transport planning:** the frequency of public transport services
- **dependents:** number of children/dependents
- **reliable information about transport options**
- **health:** their mental wellbeing and physical health influencing acceptable wait times and distances required on foot
- **ease of use,** and
- **lack of advocacy:** a silent issue.

Assessment

The significant impact of transport disadvantage can include educational underachievement, poorer employment opportunities, increased isolation, less involvement in recreational and leisure pursuits, and greater difficulty in accessing health services.²³

The cost of disadvantage is generally not factored in cost-benefit analyses. Promoting personal wellbeing through the provision of essential infrastructures – health, housing, education and transport is ultimately a cost saving, an investment in the health and future productive capacity of people. These wider benefits are rarely acknowledged and even less frequently included in cost-benefit analyses of transport initiatives.²⁴

²³<http://books.publishing.monash.edu/apps/bookworm/view/No+Way+To+Go%3A+Transport+and+Social+Disadvantage+in+Australian+Communities/133/xhtml/chapter16.html>

²⁴<http://books.publishing.monash.edu/apps/bookworm/view/No+Way+To+Go%3A+Transport+and+Social+Disadvantage+in+Australian+Communities/133/xhtml/chapter16.html>

Mental Wellbeing Impact Predictions

Impact statements allow for mapping of the potential priority impacts of The People Movers proposal to create demand-responsive transportation solutions in the Green Valley postcode area. The impact assessment stage involves bringing the different sets of data collected together, and interpreting and placing value on the evidence to support the actions that this MWIA report recommends.

Trust and Safety

Findings

Although the team did not prioritise trust as a key area of impact or an area of concern in developing demand-responsive transport strategies, the community stakeholders identified trust as a condition precedent for their participation in The People Movers, whether as a passenger or a driver.

There are several potential risks to the physical and mental safety of passengers and drivers.

Participants noted concern over the incidence of domestic and family violence. There is a need to ensure there is no chance that people with Apprehended Violence Orders are brought into contact with the respondents to those orders.

“I need to have confidence that I will not be in the same vehicle as someone against whom I have a protection order.” (Community member on lift- or ride-sharing).

Relationships: To build trust, participants suggested that we use the idea of circles of trust – that is: I will travel with people I know; and people who know people I know. Participants suggested using “one or two degrees of separation” until greater confidence in the system is established amongst community members. Once we prove the system, people will have confidence in it.

Vehicle safety: Participants wanted to know that they could trust the cars they got into were roadworthy and safe to drive.

Child safety: Participants wanted to know that their children would be safe in any vehicles that provide services as part of The People Movers. For instance, they asked us to ensure there are appropriate child restraints and child-seats available in any car-share/ lift-share scheme, and also in the shuttle services.

Driver safety: Finally, participants were concerned to ensure the quality of driving keeps them and their children safe. They wanted to know that they could trust the driver.

Equity considerations

Trust is an issue for all groups in the community, however it has particular resonance for:

- ageing members of the community
- women
- children and youth
- Aboriginal and Torres Strait Islander residents
- CALD residents
- people with mobility challenges
- people with disabilities who don't require specialised transportation.

"How do you make sure we are safe? I wouldn't get into a car with someone I didn't know. But maybe I would if they knew someone I know ... you know, like one step removed from a friend, or something like that. And you can build in circles like that. It builds confidence and trust."

(Community member)

Enhancers and Inhibitors

Workshop participants identified trust as critical and able to be promoted in the following ways:

- Data collection
- Privacy of data collection – confidence that we manage data well.
- Accuracy of data that people provide – how do you know the person you pick up is really them?
- Confidence in the ability to check someone's identity.

Enhancers:

- Cultural competency – seek to recruit diverse drivers and when ride-share services are offered, include a filter to match riders/drivers based on shared first language.
- Risk assessment – conduct thorough risk assessments of all services throughout the planning and delivery of The People Movers.

Impact Statement:

Unless The People Movers project is designed and delivered in a way that engenders trust, it will fail and its potential benefits will not be delivered. The way we handle personal information, protect users' safety, maintain high standards for vehicles and drivers, and leverage existing relationships in the community can all promote trust in The People Movers.

Health, safety, life, and mental health are critical considerations. The existence of The People Movers increases safer options available to residents and reduces less safe options e.g. walking/ accepting a lift.

Recommendations:

The design and implementation of the systems that drive The People Movers must both deliver, and be seen to deliver, quality and trustworthy outcomes.

- Ensure standards and accredited inspections/ enforcement mechanisms for vehicles involved in any car-share or lift-share scheme.
- Standards for drivers in any shuttle or lift-sharing scheme that we monitor and enforce – for instance, GoGet requires a police and insurance check on applicants to know whether they have a safe record of driving. It also means that any driver using another person's car in a car-sharing scheme must show a good record of driving.
- Begin by offering shuttle services only to minimise the risk of one-on-one interactions until systems are robust and The People Movers has a trusted cadre of drivers and passengers.
- Transport options use existing networks of friendship and trust in the community as a starting point to build confidence in projects such as The People Movers.
- The People Movers cannot be implemented unless robust screening and safety systems and insurance coverage are developed, tested and implemented.
- A full risk assessment must be carried out and an ongoing risk assessment process developed.
- The People Movers will adopt and promote a zero-tolerance stance in relation to intimidation, physical or verbal abuse, discrimination and harassment from staff or passengers. Offenders will be required to exit the vehicle and repeat offenders may be banned from riding.
- The People Movers will enact a community awareness campaign for The People Movers vehicles and services as a safe and viable transport option.

Independence, Control, Choice and Freedom

Findings

Increased demand-responsive transportation options enhance people's feelings of:

- control and independence by allowing them to go where they want to go, when they want to go there, and at a price they can afford;
- choice and freedom by allowing them to choose which service, school, provider or shops they use.

The way in which The People Movers will be delivered potentially enhances feelings of individual and collective control because it:

- consults and co-designs its routes with local people, based on their needs,
- creates an enterprise that can be transitioned into community control, building a collective organisation together with the skills required to do so,
- generates revenues that can be applied for community benefit and/or to employ local people, giving them greater financial independence.

Equity considerations

- Women – the most likely to bear child-care responsibility; have time during the day; can make revenue as drivers/conductors; can benefit from increased mobility, e.g. if the family car is taken by their partner to work or if they have no car,
- Ageing population – more responsive and timely transport than community transport can provide,
- People with mobility challenges (but are ineligible for ACAT/HACC services)
- Young people – affords them greater mobility, more safely within 2168
- Unemployed/underemployed local people with strong driving records – could become a driver for The People Movers.

“Technology is about balance and smart use. People need education [to understand and use it well].” (workshop participant).

“The shuttle would need to be accessible and reliable for people, especially for people with high needs. There is no use getting to the station if you can't get to the platform! There needs to be a conversation with the bus and train providers too.” (workshop participant).

Enhancers and Inhibitors

Enhancers

- Greater access especially for people with mobility challenges; women; people on low incomes; and/or young people.
- Convenience – for instance, a group of participants in a mandatory traffic offenders’ intervention program at the PCYC Miller were unable to travel home when the program ended at 9.30pm as public transport ended at 9pm. This resulted in drop-out from the program.
- Reliability.
- Flexibility and connectivity – we have heard from respondents who are dependent on public transport that inter-suburban journeys often require multiple trips and longer journey times to reach their destination.
- Affordability – the greater the affordability of the service, particularly for parents with children, the greater access we will provide.
- Space and appropriate for children – women with a number of children face a challenge when travelling about how to fit all the children into a vehicle safely.
- Shuttles are a great solution provided they can be fitted with child-appropriate seating/restraints.
- Design a service around the needs of local people – involve local people in the design of the services to ensure they are relevant and meet the needs of local people.

“I know [transport] has a mental impact on my wellbeing. Because I know that when I need to travel around I need to make sure I have enough petrol. I know that I need to put x amount of dollars away to be able to, for petrol, for travel, I have to go distances sometimes, I have to travel within my area because I know I don’t have the money to move outside of my area, if that make sense. And if it comes down to using public transport, I have to pay for me and I have to pay for my children. You know, if I travel on a Sunday, then I’m OK. But every other day, I’m still having to support them.” (workshop participant, follow-up interview).

Inhibitors

- Accessibility, including disabled access.
- Need for a sense of safety.
- Accuracy of information – i.e., arrival of shuttle/ availability of cars.

“There is no point getting to the station on a shuttle if you can’t proceed to the platform to catch a train for lack of a lift.” (workshop participant).

“We need to feel safe.” (group of workshop participants).

Impact Statement

Improved transportation options and choices are most likely to have a significant impact on feelings of independence, control, choice and freedom of local people.

Recommendations

Ensure that The People Movers is designed in a way that maximises local people's input and ability to exercise control over the services that are provided, and how they are designed.

Ensure that The People Movers is run in a way that maximises diverse participation and that does not allow any one group to dominate or control the enterprise.

Access to services, social opportunities and resources

Findings

Increased access to demand-driven transportation options enhances local people's:

- social connectedness
- economic independence
- emotional wellbeing
- sense of belonging
- access to and choice of services
- choice of employer and location of employment
- choice of location for place of residence; educational institution; and economic support
- choice in how they spend their discretionary income
- sense of control and autonomy
- access to recreation, entertainment and cultural opportunities
- use of available time and control over their own time.

“Transport offers freedom and choice and maintains your mental wellness.” (Workshop participant).

Equity considerations

The People Movers proposal advances the wellbeing of the entire user population, but in particular:

- Low-income residents/households
- Female headed households
- The aging population
- People of Aboriginal and Torres Strait Islander background
- People from culturally and linguistically diverse (CALD) backgrounds
- Job-seekers

“Transport is just an issue. You have to have food. You have to have a roof over your head. Those are the most ... You have to be emotionally stable in order to be able to look after yourself and to look after your children. And then that issue there is transport. Do you know?”

I can't afford to take my children to sport. I can't afford to put them in anyway! Because it costs money. And so that is just, I suppose, it is the thing that we know is there but we can turn a blind eye to it."(Workshop participant, follow-up interview).

Enhancers and Inhibitors

Enhancers

Infrastructure Australia identified access to transport as a critical economic and social equity consideration for the outer suburbs of Australia's cities.²⁵

Recognition of the interconnectedness²⁶ of:

- accessibility of services, education, employment and recreation opportunities,
- mental wellbeing,
- sustainable population growth, and
- appropriate and affordable transportation options.

Integration of demand-responsive transportation into transport planning, including public transport planning to ensure integration of services. For instance, we know the greatest challenge is often the first kilometre of a trip as travellers connect with mainstream transport. Local responsive transport networks can remove this obstacle and help people to connect to bus and train lines more efficiently and safely.

Impact Statement

The People Movers will have a significant impact on users' ability to access services, social opportunities and resources they require.

The People Movers removes barriers to accepting shift work by providing safe, affordable access to main transport hubs at times that would otherwise be perceived as unsafe/unviable.

Recommendation

The People Movers should be accessible, affordable and appropriate for diverse population groups.

²⁵ Australian Infrastructure Plan Priorities and reforms for our nation's future Report February 2016

²⁶ <https://wsroc.com.au/issues-campaigns/transport>

The People Movers should operate at times that allow job-seekers to accept shift work.

Education, Awareness raising and Advocacy

Finding

The MWIA workshop participants identified transport and transport disadvantage as “silent” issues, and requiring greater prioritisation in the 2168 area.

Participants identified a need to educate local people about:

- The connections between transport and health/wellbeing,
- Transport disadvantage,
- Innovative transport options.

Equity considerations

This is a whole-of-community equity issue as a population that does not enjoy depth of choice re transportation; especially those without cars.

Impact Statement

An important dimension of the feasibility of The People Movers is to improve the understanding amongst local community members of what improved transport will enable.

Recommendations

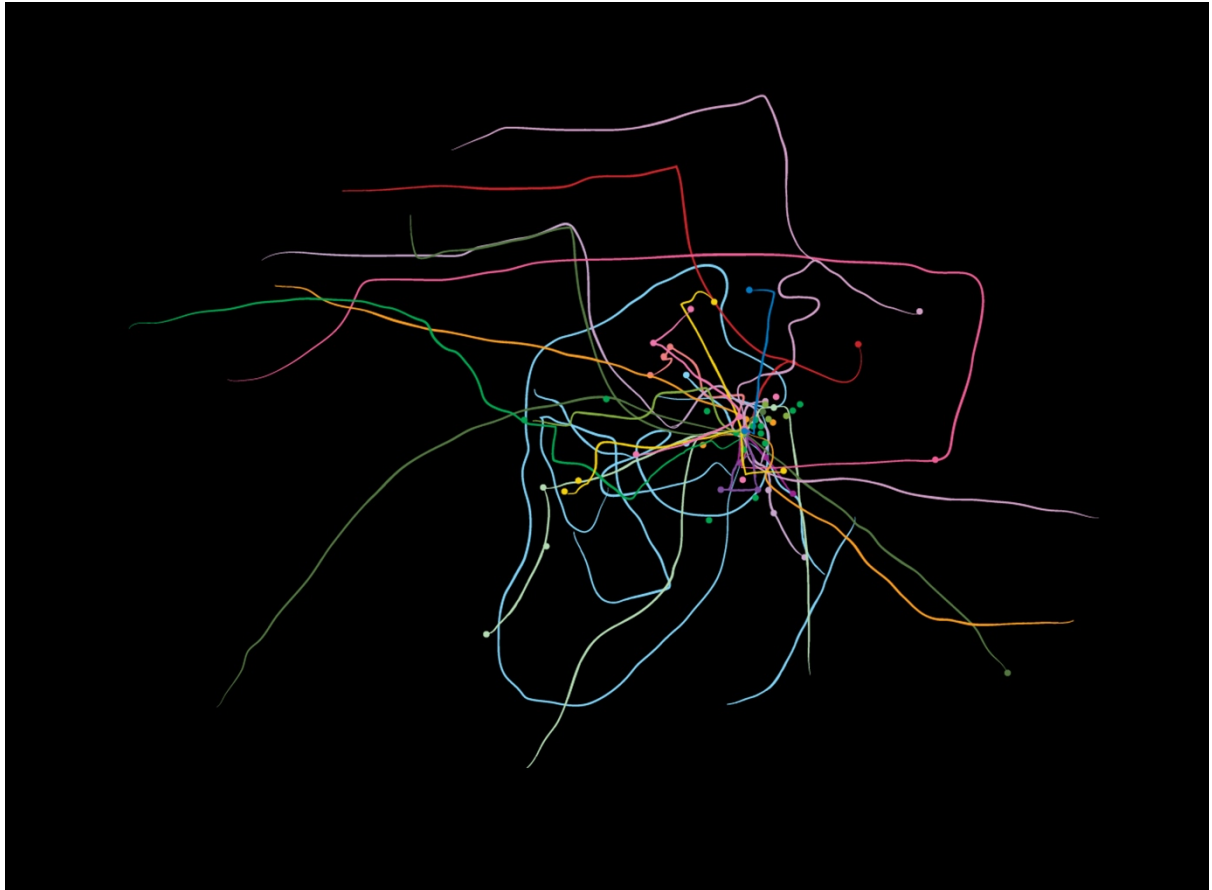
The delivery of The People Movers must ensure it includes a program of public education.

[LAY OUT INSTRUCTIONS:

GRAPHIC RESOURCE: ANIMATION OF SCALE OF WORLD – TDTF – see

<https://vimeo.com/146737815>

See also:



*****END LAY OUT INSTRUCTIONS**

Enhancers and Inhibitors

Enhancer

The People Movers project, in actions:

- Community of active users of The People Movers.
- More responsive and cohesive community that is motivated to take action together and to influence their community, colleagues and neighbours.

Inhibitor

Focusing only on the individual transport user, rather than the collective benefit, loses the opportunity to speak about a community-wide impact. It also loses an opportunity to build collective capacity to diagnose a problem and take action in response to it.

There is a lack of well collected data. While community transport and public transport providers have user numbers, it is hard to measure:

- who is not travelling at all and why?, and
- where people actually want or need to go? TDTF has some limited data in which 2168 residents have drawn their typical travel patterns and indicated ideal travel patterns. The TDTF experience in collecting that data shows it difficult to collect and to analyse.

Unless people are informed and can see the significance of improved transport options, there will be no demand and no collective action.

By creating an avenue for advocacy, there is a risk that local people will feel powerlessness by naming a need and not being able to realise it. If marginalised people are mobilised with no effective way of taking action or of taking effective action, there is a risk that the community feels it is “[b]etter not to raise your head above the parapet in the first place.”

Impact Statements

Transportation remains a low priority in 2168 planning and service provision and potentially will remain that way unless compelling data and community demand can be generated.

If The People Movers is delivered, it will potentially increase transportation choices and mobility of local people, raising community awareness and a focus for community mobilisation and collective action in support of improved transport.

This has the potential for positive impacts on wellbeing.

Recommendation

The People Movers processes should include communications, education and avenues for collective action.

Participation and Inclusion

Finding

Potential service users/community members have both the desire and capacity to design The People Movers services; and to be part of running the services.

Enhancers and Inhibitors

Enhancers

- See Education, Awareness-raising & Advocacy
- Co-design/ consultation in the design and timing of routes of shuttle services, and subsequent services including lift-share/car-share services,
- Employment of local people/inviting local people to be drivers in lift-share/ride-share models,
- Increasing community capacity to exercise decision-making powers and to eventually take over the running of The People Movers enterprise.

Inhibitor

- Stigma and disbelief:

“Things this good don’t happen around here.”(workshop participant).

Impact Statement

If done well, The People Movers is likely to provide both a process and a service that:

- enhances feelings of belonging and inclusion: promotes wide participation, promotes interaction and the opportunity for exchange, friendship and support between diverse groups of people in the community who may not otherwise interact, provides local people with the feeling that they have a valued role in a collective enterprise, provides enhanced mobility to local people at a cost that they can afford.
- will operate to improve access to places that promote community participation and interaction between community members and at times that do so – e.g., community centres; council meetings; theatre/cultural events.

Recommendations

The People Movers must be designed and delivered using participatory and inclusive methods that allow people to exercise levels of control appropriate for different groups.

The People Movers must be delivered as a service for the benefit of the entire community, with all participants, travellers and employees understanding how they can contribute to that objective.

Stress

Finding

Lack of transport options; lack of safety on public transport; and the cost of transportation create stress and anxiety in low-income and other vulnerable transport users.

Enhancers and Inhibitors

Enhancer: Increased demand-responsive transport options.

Inhibitor: Disbelief

“These are just good ideas, that we won’t see happen.” (community member).

Impact Statement

If The People Movers is delivered well, users will experience lower levels of stress and anxiety.

Impact Statements – Summary

- Unless The People Movers project is designed and delivered in a way that engenders trust, it will fail and its potential benefits will not be delivered. The way we handle personal information, protect users' safety, maintain high standards for vehicles and drivers, and leverage existing relationships in the community can all promote trust in The People Movers.
- Improved transportation options and choices are most likely to have a significant impact on feelings of independence, control, choice and freedom of local people.
- The People Movers will have a significant impact on users' ability to access services, social opportunities and resources that they require.
- The People Movers could remove barriers to accepting shift work by providing safe, affordable access to main transport hubs at times that would otherwise be perceived as unsafe/unviable.
- Health, safety, life, and mental health are critical considerations. The existence of The People Movers could increase safer options available to residents and reduce less safe options e.g. walking/ accepting a lift.
- Transportation remains a low priority in 2168 planning and service provision and potentially will remain that way unless compelling data and community demand can be generated.
- If The People Movers is delivered, it will potentially increase transportation choices and mobility of local people, raising community awareness and a focus for community mobilisation/collective action in support of improved transport.
- If done well, The People Movers is likely to provide both a process and a service that enhances feelings of belonging and inclusion, promotes wide participation, promotes interaction and the opportunity for exchange, friendship and support between diverse groups of people in the community who may not otherwise interact, provides local people with the feeling that they have a valued role in a collective enterprise, provides enhanced mobility to local people at a cost that they can afford.
- The People Movers will operate to improve access to places that promote community participation and interaction between community members and at times that do so – e.g., community centres; council meetings; theatre/cultural events.
- If The People Movers is delivered well, users will experience lower levels of stress and anxiety.

Recommendations – Summary

- The People Movers should be designed to reflect the needs of local people, and with a view to maximising ease of use, affordability, appropriateness (culturally; timing; etc).
- The design and implementation of the systems that drive The People Movers must both deliver, and be seen to deliver, quality and trustworthy outcomes.
- Ensure that The People Movers is designed in a way that maximises local people’s input and ability to exercise control over the services that are provided, and how they are designed.
- Ensure that The People Movers is run in a way that maximises diverse participation and that does not allow any one group to dominate or control the enterprise.
- The People Movers should be accessible, affordable and appropriate for diverse population groups.
- The People Movers cannot be implemented unless robust screening and safety systems and insurance coverage are developed, tested and implemented.
- A full risk assessment must be carried out and an ongoing risk assessment process developed.
- The People Movers will adopt and promote a zero-tolerance stance in relation to intimidation, physical or verbal abuse, discrimination and harassment from staff or passengers. Offenders will be required to exit the vehicle and repeat offenders may be banned from riding.
- The People Movers will enact a community awareness campaign for The People Movers vehicles and services as a safe and viable transport option.
- The People Movers’ processes should include communications, education and avenues for collective action.
- The People Movers must be designed and delivered using participatory and inclusive methods that allow people to exercise levels of control appropriate for different groups.
- The People Movers must be delivered as a service for the benefit of the entire community, with all participants, travellers and employees understanding how they can contribute to that objective.
- Ensure standards and accredited inspections/ enforcement mechanisms for vehicles involved in any car-share or lift-share scheme.
- Standards for drivers in any shuttle or lift-sharing scheme that we monitor and enforce – for instance, GoGet requires a police and insurance check on applicants to know whether they have a safe record of driving. It also means that any driver using another person’s car in a car-sharing scheme must show a good record of driving.
- Begin by offering shuttle services only to minimise the risk of one-on-one interactions until systems are robust and The People Movers has a trusted cadre of drivers and passengers.
- Transport options use existing networks of friendship and trust in the community as a starting point to build confidence in projects such as The People Movers.

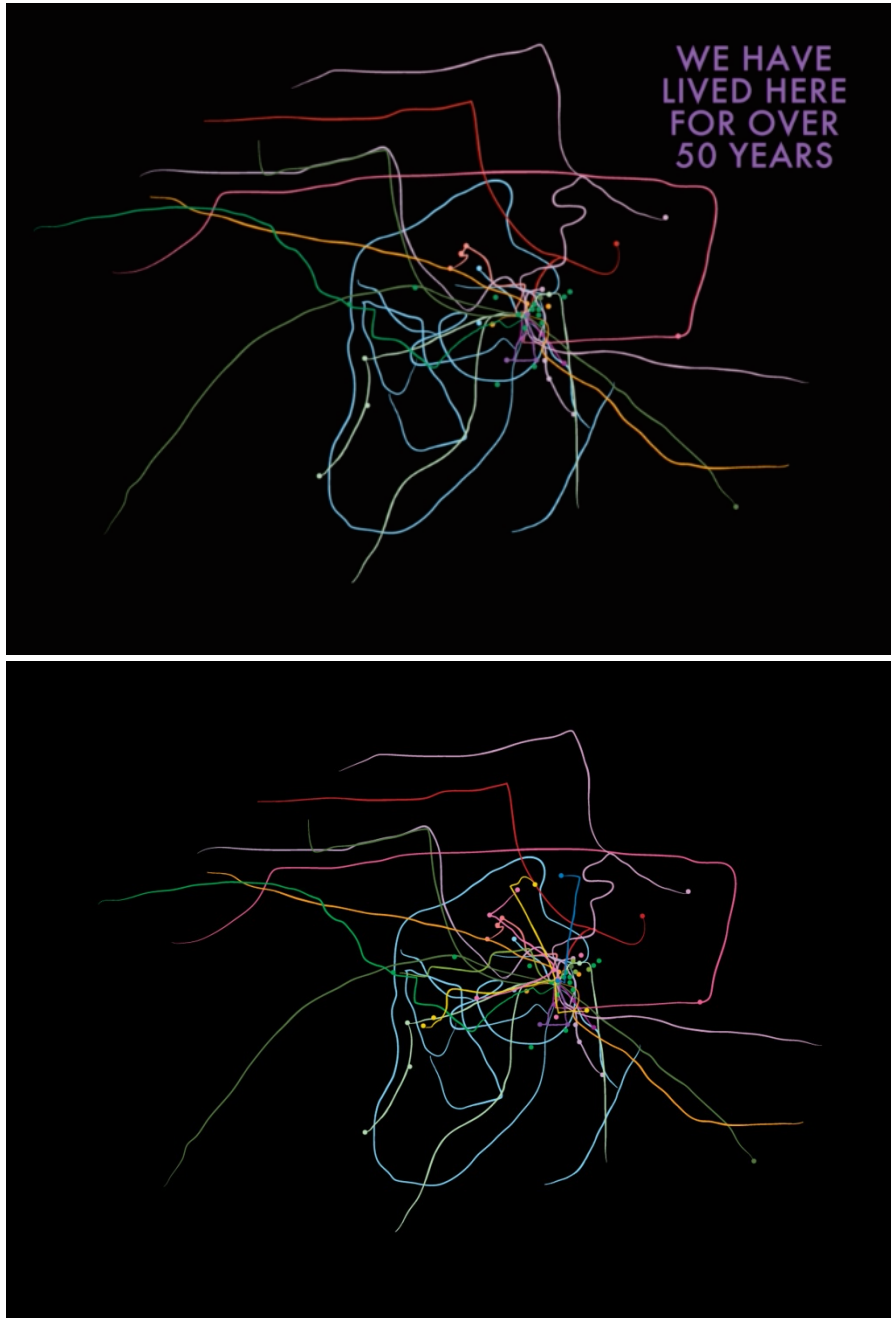
Conclusion

Community development projects have important implications for the wellbeing of the communities in which they are implemented. In order to reduce exacerbating existing inequalities key stakeholders must take into consideration a number of factors to ensure that projects enhance wellbeing rather than remove the self-agency of those already experiencing disadvantage. In the case of transport disadvantage it is clear that improvement in transport has the potential to provide significant benefits to wellbeing. The literature while limited clearly states that people who have poor transport options experience isolation, reduced participation and dependency on others. It is clear from the summary of recommendations that the 2168 community feels it is time to invest in the transport landscape of the area. With consideration for safety and trust the People Movers project has the potential to not only reduce the transport inequality felt by the people in 2168 but also have a positive impact on their wellbeing.

Appendix

A. Workshop data

Stills, *Mapping 2168*, Province Studio commissioned by Think+DO Tank Foundation, 2015.



B. WSCF FACT SHEET

2168 Transport Hotspot Community Consultations

FACT SHEET

EMERGING TRENDS

This fact sheet provides an overview of findings from community consultations held between November and December 2015 in the 2168 postcode area. The community consultations form part of a broader Action Research Strategy to address transport disadvantage in the 2168 area.

About the 2168 Transport Hotspot Community Consultations

Transport Hotspots

A transport hotspot is a geographically disadvantaged area where a large number of transport disadvantaged communities reside.

Transport disadvantage exists where:

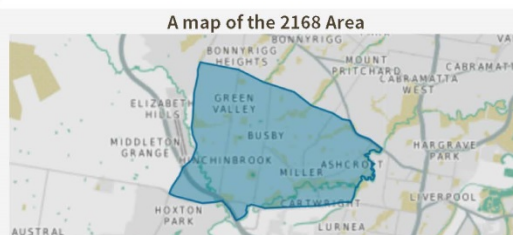
- o Public transport is unavailable or difficult to access due to cost, availability of services or poor physical accessibility; or
- o Private transport is difficult to sustain due to the costs associated with maintaining a vehicle; and
- o This impacts on community integration, productivity and liveability.¹

Transport disadvantage affects some geographical areas more than others. This includes outer urban areas where transport services are not frequent, not available at particular times (such as the late evening or weekend), and not accessible (with limited stops available or located in an inconvenient location).

Transport disadvantage also affects certain communities more than others. This can include young people, sole parent families, older people, unemployed people, people with a disability, indigenous people and people from culturally and linguistically diverse backgrounds.²

The 2168 Area

The 2168 area is an outer urban area located within the Liverpool Local Government Area. It encompasses the suburbs of Miller, Green Valley, Ashcroft, Busby, Cartwright, Heckenberg, Hinchinbrook and Sadleir.



Source: MapData Services Pty Ltd (MDS), PSMA Australia Limited

The 2168 area has a larger percentage of communities that are likely to experience transport disadvantage when compared to Greater Sydney.

- o 32.8 per cent are 19 years old or younger, compared to 25.5 per cent in Greater Sydney;
- o 24.3 per cent of people live in sole parent households, compared with 15.7 per cent in Greater Sydney;
- o 9.7 per cent are unemployed, compared to 5.7 per cent in Greater Sydney;
- o 11.9 per cent provide unpaid assistance to a person with a disability, compared to 10.8 per cent in Greater Sydney;
- o 0.0236 per cent are indigenous people, compared to 0.0125 per cent in Greater Sydney;
- o 47.7 per cent are born overseas, compared to 40.1 per cent in Greater Sydney;
- o 25.3 per cent live in social housing, compared to 5 per cent in Greater Sydney; and
- o the median personal weekly income is \$392, compared with \$619 in Greater Sydney.³

Community Consultations

The community consultations took place over a period of two months. During this time 24 stakeholders were consulted through one-on-one interviews. These stakeholders included local residents, service providers, government agencies and special interest advocacy groups. The interviews were conducted with the aim of generating an open-ended discussion into the key issues relating to transport disadvantage in the 2168 area.

¹ Rosier, K., and McDonald, M., (2011). The relationship between Transport and disadvantage in Australia. Resource Sheet, Communities and Families Clearinghouse Australia.

² Hurni, A (2007). Marginalised groups in Western Sydney: The experience of sole parents and unemployed young people. In Currie, G., Stanley (Eds.), No way to go: Transport and social disadvantage in Australian Communities (pp.10.1-10.11). Melbourne: Monash University Press.

³ Australian Bureau of Statistics, 2011, Census Quickstats, Code POA2168 (POA), <http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/quickstat/POA2168>; Australian Bureau of Statistics, 2010, Census Quickstats, Code 1GSYD (GCCSA), <http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/quickstat/1GSYD?opendocument&navpos=220>.

Results from the community consultations identified **six emerging trends relating to transport disadvantage in the 2168 area** as well as the impacts these had on particularly disadvantaged communities within the area.



Connectivity

Nearly half of all stakeholders interviewed identified poor transport connectivity as a transport disadvantage trend in the 2168 area.

Poor transport connectivity has a direct negative impact on residents seeking to travel within the 2168 area. It also has a direct negative impact on residents participating in the Work for the Dole program in Miller.

Stakeholder example: A journey from Carnes Hill to Heckenberg is 7.2km using private transport. However, on public transport a resident must travel on a 15.1km bus journey to Liverpool and back to Heckenberg in order to reach their destination. This requires multiple trips and longer journey times to reach their destination.



Affordability

Nearly half of all stakeholders interviewed identified that private transport was too expensive and nearly one fifth of all stakeholders interviewed identified public transport as too expensive.

The lack of affordable transport has a direct negative impact on residents experiencing financial constraints.

For example: A community service provider explained that clients were reluctant to access community transport or utilise taxi subsidy schemes because of the financial costs of these types of transport.



Frequency

Nearly half of all stakeholders interviewed identified poor transport frequency as a transport disadvantage trend in the 2168 area.

Poor transport frequency had a direct negative impact on residents seeking to utilise multiple services on the same day at Miller Shopping Centre.

Stakeholder example: There are only two buses a day that travel to Miller Shopping Centre. Residents have two hours to complete their errands if they want to catch the return bus home. Residents who access a general practitioner and purchase groceries on the same day are likely to miss the return bus home.



Availability

Nearly one fifth of all stakeholders interviewed identified the lack of available transport as a transport disadvantage trend in the 2168 area.

The lack of available transport has a direct negative impact on the ability to access programs that ran late into the evening. It also had a direct negative impact on residents attempting to complete the traffic offenders intervention program in Miller.

For example: Residents attending a court mandated traffic offenders intervention program were unable to travel home when the program ended at 9.30pm, as public transport services stop operating in the area at 9pm. This places significant pressure on attendees who face the possibility of being incarcerated if they do not complete the program.



Safety

Nearly half of all stakeholders interviewed identified actual or perceived safety concerns either while waiting for, or riding on, public transport as a transport disadvantage trend in the 2168 area.

Actual or perceived safety concerns resulted in residents feeling reluctant to access public transport.

Stakeholder example: A woman from a culturally and linguistically diverse background was taunted on several occasions while riding on a bus. She reported that the bus driver and other passengers did not intervene on any of the occasions.



Reliability

Nearly one fifth of all stakeholders interviewed identified poor transport reliability as a transport disadvantage trend in the 2168 area.

Poor transport reliability has a direct negative impact on residents ability to arrive at their desired location on time. This also impacted on their ability to successfully participate in paid employment.

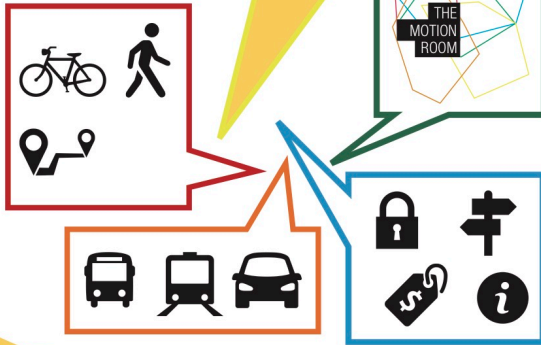
For example: A resident who caught public transport from Busby to Liverpool for three years in order to travel to work reported that the bus was often late and resulted in her being late for work.

Understanding the Results

Results from the community consultations demonstrate that transport disadvantage is present in the 2168 area and has a negative impact on communities. These results document the first stage of ongoing community engagement that informs the 2168 Transport Hotspot Action Research Strategy. The second stage of community engagement will invite stakeholders to actively participate in developing strategies that optimise existing local transport resources and address transport disadvantage in the 2168 area.

C. The Motion Room Survey on Transport Use

THE MOTION ROOM
is starting a conversation
about the way you move
around and use public
transport in your area.



ABOUT US

THE MOTION ROOM is a long term project in Green Valley and Cecil Hills.

We hope to kickstart a long term process that moves Green Valley towards greener pastures by connecting people; creating jobs; and improving public spaces.

We can't do this work without you. If you'd like to be part of The Motion Room, moving Green Valley to a better place, please make sure you give us your contact details and an idea of what you'd like to contribute.

facebook.com/motionroom
 hello@themotionroom.net.au
 www.themotionroom.net.au

TRANSPORT

We are designing a community transport service owned and operated by local people.

It may include a mix of commuter vehicles (10 passengers) and cars available for sharing.

Please help us to know what would make life better and how you could be involved.

TICK WHAT APPLIES TO YOU

- I can get where I need to go using public transport
 It is affordable to use public transport
 It is convenient to use public transport
 There is no need to own a car around here
 I own or have regular use of 1 / 2 / 3 / 4 / 5+ cars. (please circle the correct number)

MAKING TRANSPORT WORK FOR YOU

How could transport improve? _____

How could you become less reliant on a car? _____

Please turn this paper over and use the map to show us how you:

- A. use public transport now _____ solid line
 B. would like to use public transport _____ dashed line



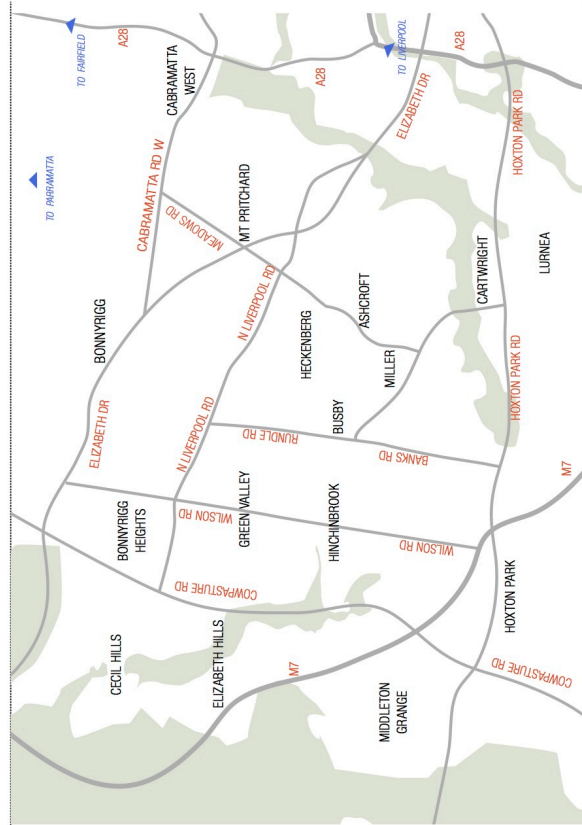
ABOUT YOU

Please tell us a few things about yourself and tell us how you'd like to be involved in bringing solutions to life.

Name _____
 Suburb _____
 Phone _____
 Email _____
 Age 15-18 19-24 25-30 31-36 37-42 42-50 50+
 How many people in your household? 1 2 3 4 5 6+
 Contribution you'd like to make _____
 Skills _____

Are you happy for us to contact you about upcoming events? YES NO
 Please confirm you have read and understood the privacy agreement? YES NO

We promise to protect your privacy. We will not share your details with anyone else, but we may be in touch to invite you to participate in our work.



D. Case study

REFLECTIVE INTERVIEW WITH LOCAL RESIDENT WHO PARTICIPATED IN THE MWIA WORKSHOP

Transcript of Reflective Interview (anonymised)

Community Resident speaking with Jane Stratton, Think+DO Tank Foundation about THE PEOPLE MOVERS Mental Wellbeing Impact Assessment Workshop, 6 May 2016 at the Miller Community Centre

Interview date: 12 May 2016

Transcribed by Jane Stratton

Jane:

So here I am with X. We are talking about the Mental Wellbeing Impact Assessment Workshop that happened at Miller last week on Friday. It's Thursday the following week. And X and I are sitting down to reflect on her thoughts about the workshop.

Resident:

There was a point that the man, Barry, had made in the introduction. What he had said was, "People need to understand you are not at fault. And what I heard from that was, OK, stop beating yourself up, stop blaming yourself so you can help yourself move forward. Does that make sense?"

Which for me, was really important to hear because a lot of the struggles with mental wellbeing is ... people don't know ... they can't forgive themselves, accept the situation that they're in. They get stuck and then they need that support to get out of it.

I was actually a bit offended. I spoke to someone else about this – where another lady in the group said that, "Maybe we don't know that travel has a mental issue, has an impact on mental wellbeing or mental illness."

Maybe, I'm sort of on this side but I understand, I get that transport for me is really important and it has a really negative impact on my life. Because it comes down to finances [interruptions] and so ... I understand that.

Jane:

Tell me that point again because we got interrupted. Transport you were saying has a really important ...

Resident:

I know it has a mental impact on my wellbeing. Because I know that when I need to travel around I need to make sure I have enough petrol. I know that I need to put x amount of dollars away to be able to, for petrol, for travel, I have to go distances sometimes, I have to travel within my area because I know I don't have the money to move outside of my area, if that make sense. And if it comes down to

using public transport, I have to pay for me and I have to pay for my children. You know, if I travel on a Sunday, then I'm OK. But every other day, I'm still having to support them.

Jane:

And ration your spend?

Resident:

And ration, yeah! I get that. I was a little bit put off when someone said, "Maybe they don't know?"

WE KNOW!!! [Laughter] We know it's just that all other areas of our life are impacting on the way we travel.

You can – Yeah. Trying to juggle everything, and that little bit extra, that issue of travel, just breaks the camel's back. Do you know what I mean?

Jane:

(Summarising the points the resident has made)

Acknowledgement of the connection between mental health and transport,

The sense of not punishing people,

Encouraging people with a mental health challenge to be kinder to themselves, [Yeah definitely]

Transport is a real challenge that affects your wellbeing and your ability to cope.

[Agrees]

Resident:

Deep down, we know it, but everything just compacts, one on top of the other.

Transport is just an issue. You have to have food. You have to have a roof over your head. Those are the most ...

You have to be emotionally stable in order to be able to look after yourself and to look after your children.

And then that issue there is transport. Do you know? I can't afford to take my children to sport. I can't afford to put them in anyway! Because it costs money. And so that is just, I suppose, it is the thing that we know is there but we can turn a blind eye to it.

Jane:

And so maybe that is why it hasn't been a priority? But imagine the difference in your life if that changed?

Resident:

Yes, definitely!

Jane:

And maybe what you're also saying is that it is a reminder to service providers that people on low-incomes know the predicament they're in and know how to manage the small amount they've got. Maybe that's a really good reminder to service providers.

Resident:

We beat ourselves up. And we don't need anyone else's help! Do you know what I mean, if that makes sense? That's what he said. He hit the nail on the head.

Stop beating yourself up. It's not your fault. What's happened has happened. That way, you can sort of get past ...OK, I can move forward.

Well what he said right at the beginning was really important that he said that right at the beginning because I felt that I could sit there and listen to some degree. I had my own issues, concerns going on. But it gave me room to breathe a little bit. Does that make sense?

Jane:

It is really powerful and it's really valuable.

Resident:

I am glad I went. I am glad I stayed!

Jane:

I'm glad you stayed too! I know that you wanted to leave at times. [Laughter] Thank you!

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