



Myriad Consultancy

'the Market Research people'

Appendix D

Additional responses – ACROD members

In order to gain additional response from advocacy groups and service providers, ACROD distributed a survey questionnaire to its members statewide (refer to Appendix C). A total of 8 responses were received.

Responses have been collated for each survey question.

Question 1

Approximately how many members/clients does your organisation cover/represent?

Organisations ranged in size of membership from 15 – 200, with an average number of 80 members.

Question 2

Where are they mainly located?

Region	Freq.
South	6
North	2
NW	2
	10*

* 2 organisations covered two regions

Question 3

Approximately how many of your clients/members are wheelchair reliant? (ie. confined to a wheelchair at least 50% of the time)

Question 4

How many of your wheelchair reliant clients/members have their transport needs covered under the Transport Access Scheme, ie. taxi vouchers provided?

Total members	Number of members w/c reliant	Number of members TAS
50	8	unsure
160	112	na
200	5	*
100	34	30
15	4	4
24	7	7
30	10	10
75	3	3

* most are in supported accommodation and have own vehicles

Question 5a

Please indicate the type of transport used by your wheelchair reliant clients/members.

	Freq.
standard taxis	4
special purpose cabs (SPCs)	2
wheelchair accessible taxis (WATs)	6
other	5
	17*

* multiple responses

other

- *organisation leased vehicles*
- *buses with wheelchair access (limited, though numbers are increasing. BUT wheelchairs are not secured and move about in the bus)*
- *some people have their own vehicle and require a person without a disability to drive them to their destinations*
- *ordinary vehicles, cars, buses, Nippi scooters*
- *our service vehicles are specifically modified to be wheelchair accessible*

Question 5b

And of the above, which transport is used most often?

	Freq.
standard taxis	2
special purpose cabs (SPCs)	0
wheelchair accessible taxis (WATs)	3
other	4
	9*

* multiple responses

Question 5c

And which is the preferred mode of transport?

	Freq.
standard taxis	0
special purpose cabs (SPCs)	0
wheelchair accessible taxis (WATs)	3
other	4
	7

other

- *own vehicles*
- *own house vans*
- *obviously the cheapest for the client, as ours is still free as part of our service provision. However, when the demand is higher than supply or staff, clients are encouraged to use the WAT in the area*
- *not able to determine*

Question 6

Now thinking about wheelchair accessible taxi transport (SPCs or WATs), and feedback from your clients/members, how would you rate the service currently provided in terms of the following aspects – on a scale of 1 to 5, where 5 = very good, 3 = OK, 1 = poor?

	5	4	3	2	1	Average	% 4/5
general availability	1	3	2	1	1	3.4	50.0
booking courtesy, efficiency	1	3	4	-	-	3.6	50.0
response times	1	2	4	-	-	3.6	42.9
driver courtesy	1	4	2	1	-	3.6	62.5
vehicle comfort	2	1	5	-	-	3.6	37.5
vehicle safety	3	4	1	-	-	4.3	87.5
convenience entry/exit	3	1	4	-	-	3.9	50.0
driver attention	2	3	2	1	-	3.8	62.5
affordability	1	2	2	2	-	3.3	42.9

Comments:

general availability of wheelchair accessible taxis

- *not available when needed, all booked out*
- *if ordering previous day rather than on day of need*

response time – from booking to arrival

- *differs from day to day*
- *not able to determine*

driver courtesy/attitude/understanding

- *most people we have spoken with are very happy*

vehicle comfort – seating position, ride

- *all depends on type of wheelchair and person's degree of impairment*

vehicle safety

- *Strapping looks good in some taxis but the access to it is cramped (difficult for taxi driver)*

convenience of passenger entry/exit (ramp/hoist)

- *OK for user/passenger – lifting heavy ramps not so good for taxi driver*
- *would have preferred side entry to protect driver injury in having to lift chair up gutter and also danger of accident when loading on/off WAT but we accept that was not practical. We were against hoist operated vehicles*

driver attention to client's special needs

- *I don't think the drivers have a great deal of knowledge*
- *driver assists to use hoists, etc*
- *members have indicated that driver's are trained but WAT owners should ensure all new drivers are trained by people in wheelchairs – our organisation and one other could offer this service*
- *not really tested to date!*

affordability

- *same as normal taxi*
- *Transport Access Scheme makes it affordable, but certainly would not like to be reliant on this form of transport all the time*
- *members on Centrelink benefits who use WATs often would (possibly) have to budget carefully if they are to maintain their lifestyle*

Question 7

How does the service currently provided compare with that say 18 months – 2 years ago?

	Freq.
much better	3
somewhat better	3
about the same	2
somewhat worse	-
much worse	-

Comment:

- *I think there are more WATs available. More companies provide WAT service (although a service we have used for last 4 years has ceased WAT service because of regulations)*

Question 8

In the last 6 months have there been any circumstances when your members have been unable to obtain wheelchair accessible transport? Please provide details – eg. specific time, day, event, etc

- *no problem*
- *Yes many times. Busy times of day (9am and 3pm) impossible to get taxi (sometimes), all pre booked. Our residents do not rely on WATs – only use if other transport is not available.*
- *usually around peak times (early in the mornings and later in the afternoon, public holidays)*
- *not able to determine but our organisation is fairly sure that not everyone has had their needs met - but maybe they hadn't ordered the WAT early enough. Most people in wheelchairs (or their carers) are organised to order ahead of time, ie. day/s before the WAT is required.*
- *don't use as many now as we did – so cannot give specifics*
- *not that I am aware of, have had no complaints of that nature*

Question 9a

Is the current wheelchair accessible taxi service adequate to meet the current needs of your members/clients?

	Freq.
Yes	7
No	1

Comments:

- *we use WATs on call. If we prebook it's usually OK – but need to fit in timewise*
- *most times*
- *our organisation is concerned that if there are too many WAT licences in major cities then it may disadvantage WAT owners which in turn won't give the drivers a decent wage. Not sure of when that point is reached. Needs to be discussed with WAT owners and then a geographical analysis of where people in wheelchairs reside. Our organisation is concerned that many people in wheelchairs are still disadvantaged in rural, remote areas and we would consider that Community Transport, Metro and WAT owners need to have a forum to discuss how these providers can provide a reasonable service to rural Tasmania. It can be done and should be done as soon as practical. Maybe Community Transport has to consider whether it buys WAT vehicles, contracts them or just does nothing to assist people in wheelchairs who have no access to Community Transport at present as vehicles are not accessible in many rural areas. Community Transport's budget is well over \$1m and if it is not able to service the people HACC was set up for then it should forego some of its money so that an appropriate service is available. We have had input into Community Transport review some years ago but have had no feedback as to what the review achieved.*
- *I qualify that by saying the use is slowly growing as the service becomes better utilised and more visible in the area. I would like the opportunity to reassess that in 6 months time*

Question 9b

Over the next 1 – 2 years, do you see demand for wheelchair accessible taxis for your members/clients

	Freq.
increasing a lot	2
increasing a little	4
staying about the same	2
decreasing a little	-
decreasing a lot	-

Comments:

- *as clients independence grows their need will increase*
- *we have a wheelchair access van attached to the group home*
- *the need is definitely there for people in rural, remote areas so if the WATs were available we feel there would be people in wheelchairs who would rejoice*

Question 10

Do you have any other comments about current or future (transport) service needs for members/clients of your organisation?

- *all drivers need to be instructed in how to use the vehicle and in communication skills. We have had some negative experiences with drivers*
- *we have begun to encourage clients/families to focus on the WAT service available locally for their use - rather than regarding our vehicles as a community transport service. We try and reduce dependence by clients on our staff to attend events with them just because they need to be driven to functions. Clients can now attend without our support staff being sent to and from the functions.*