



Australian Community Transport Association

# 20 National 24 Conference Sustainable Mobility

**Navigating the future together**  
Tipping Point 2024

## PROGRAM







**28-29 August**  
MELBOURNE



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[www.communitytransportaustralia.org.au](http://www.communitytransportaustralia.org.au)



# Program Day 1



Time	Topic	Speaker
8:30	Welcome & Opening Remarks	<b>Shawn Cosgrove</b> MC 
8:35	Welcome to Country	<b>Uncle Tony Garvey</b> Wurundjeri Elder 
<b>Session 1</b>		
8:50	Opening Address	<b>David McDonald</b> ACTA Chair 
9:00	DoHAC Pilot & General Sector Update	<b>Russell Herald</b> Assistant Secretary of Home Support Operations Branch DoHAC 
9:30	UniSA Pilot Update: Research and Data	<b>Akshay Vij</b> University of South Australia 
10:00	ACTA Pilot Update	<b>Murray Coates</b> ACTA CEO 

# Program Day 1

10:30	Panel Discussion <b>Facilitator:</b> <i>Lyndon Stevenson</i> <i>ACTA Director/CEO Community Transport Services, Tasmania</i>	ACTA, DoHAC, UniSA
11:00	Morning Tea	
11:30	Work Related Driving	<b>Russell White</b> Driver Safety 
12:00	Can a Digitally Enabled Workforce save Aged Care?	<b>Dr George Margelis</b> Chief Technology Advisor ACCPA 
12:30	Lunch	
<b>Session 2: Part 1</b>		
1:30	<b>Keynote</b> The Smallest of Acts Create the Largest of Changes	<b>Karni Liddell</b> Paralympian, Social Worker, Disability Activist, NDIS Ambassador 
2:30	Wheelchair Accessible Vehicles – Case Study, State Taxi Scheme	<b>Terry O’Toole</b> Deputy Chair, ACTA, & CEO, TransitCare 
3:00	Panel Discussion <b>Facilitator:</b> <i>Anne Muldowney</i> <i>Senior Policy Officer (OPAN)</i>	<b>Karni Liddell</b> <b>Terry O’Toole</b>
3:30	Afternoon Tea	

# Program Day 1

## Session 2: Part 2

4:00	Transport for Ageing in Place: Enhancing mobility and reducing social isolation	<b>Anne Muldowney</b> Senior Policy Officer, Older Persons Advocacy Network (OPAN) 
4:30	Employee Cyber Awareness – tackling blurred boundaries and human error	<b>Richard Rees</b> Senior Consultant – IT Solutions & Cyber, Loftus Technology 
5:00	Day 1 Closing Remarks	<b>Shawn Cosgrove</b> MC
6:30	Gala Dinner	Col Cameron



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# Synopsis



## **Russell Herald**

The pilot presentation update will include: Pilot aims and objectives, What we have done on the pilot to date, Where we are up to, CHSP and aged care reform updates.



## **Akshay Vij**

Vij will provide an update on the research activities being undertaken by UniSA as part of the Community Transport Pricing Pilot. In particular, Vij will summarise the research objectives of the pilot, describe the pilot evaluation framework, and present early findings.



## **Murray Coates**

Murray will discuss the aspects of the Community Transport Pricing Pilot (CTPP) from ACTA's perspective. He will also discuss ACTA's general work in the sector at a national and State level.



## **Russell White**

There is a direct connection between driving and sustainability. Driving is also the number one risk for any organisation. Vehicle incidents account for almost half of the work-related deaths and injuries in Australia. Organisations need to be proactive in how they manage that risk.



## **George Margelis**

The aged care sector faces many challenges, however the greatest at present is the workforce challenge. Insufficient numbers, lack of relevant skills and shortage of training resources lead to staff burnout and recruitment issues. In many other industries digitally enabling the workforce is seen as the solution. However aged care has a unique set of requirements. In this presentation we examine the workforce challenges, the opportunities of digital enablement, and how this will affect aged care.



## **Karni Liddell**

Karni's Keynote presentation aims to inspire, inform, and engage attendees, with a specific focus on accessible transport in Australia and featuring her remarkable journey and contributions.



## **Terry O'Toole**

Terry's presentation focuses on Wheelchair Accessible Vehicles, he will take us through an interesting Case Study, and also highlight the Queensland State Taxi Scam.



# Synopsis



## Anne Muldowney

The Older Persons Advocacy Network (OPAN) developed a position statement on transport to advocate for improved access to a range of affordable, accessible, flexible and safe transport services for older people receiving aged care services. It is a human right to have freedom of movement and to have access to and be included in the community. Transport needs to be regarded as an essential support for older people receiving aged care services at home and in residential care. Aged care funding models should ensure equity of access to transport for health care and other services, and to maintain social and cultural connection. Appropriate investment in transport services will support older Australians to age in place and enjoy freedom of movement between residential aged care and their community.



## Richard Rees

The boundaries of digital behaviour between personal and work-related risk have never been so closely linked as they are today. Richard dives into the topic of educating employees in Cyber Awareness & PII and the role it plays in keeping your organisations secure. Today, poor personal digital behaviour quickly and easily translates to severe business risk but where and what are the boundaries and are their also wellbeing benefits in making training available.



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# Program Day 2

Time	Topic	Speaker
9:00	Welcome & Opening Remarks	<b>Shawn Cosgrove</b> MC 
<b>Session 1</b>		
9:05	<b>Keynote</b> The Power of Connection - Together we do what we cannot do alone.	<b>Jackie Furey</b> Psychotherapist 
10:05	Community Transit in the States: Innovations and Successes to Share	<b>Scott Bogren</b> Executive Director, Community Transportation Association of America (CTAA) 
10:35	Morning Tea	
11:05	<b>Keynote</b> The role of Age Discrimination Commissioner, and Positive Ageing	<b>Robert Fitzgerald AM</b> Age Discrimination Commissioner, Australian Human Rights Commission 
11:35	IHACPA's role and how pricing is determined	<b>Prof. Michael Pervan</b> CEO, Independent Health & Aged Care Pricing Authority (IHACPA) 

# Program Day 2

Time	Topic	Speaker
12:05	Public Policy in our World	<b>Prof. Adam Graycar</b> Emeritus Professor, University of Adelaide 
12:35	Panel Discussion <b>Facilitator: Stephen Cummins</b> <i>ACTA Director/Principle Strategic Planning St John WA</i>	<b>Prof. Michael Pervan</b> <b>Prof. Adam Graycar</b>
1:05	Lunch	
	<b>Session 2</b>	
2:00	Flying Doctor Community Transport: Connecting Healthcare & Community	<b>Erin Foster &amp; Jocelyn Syme</b> Royal Flying Doctors Service Victoria 
2:30	Community Transport as a Social Justice Issue	<b>Viv Cunningham-Smith</b> CEO, EV Strengthening Communities 
3:00	Exploring links between transport and social exclusion in Victoria - findings and new methods	<b>Prof. Graham Currie</b> <b>FTSE</b> Director of Public Transport Research Group, Monash University 
3:30	Thank You & Closing Ceremony	<b>Shawn Cosgrove</b> MC

# Synopsis



## **Jackie Furey**

Clinical psychotherapist Jackie Furey believes, “nothing will affect our lives more profoundly than our relationships.” Scientific studies from a wide range of disciplines clearly show how social connection, our relationships with each other, strengthen communities and how strong communities strengthen their people. People who experience relational support within their communities live longer and stronger embracing better cognitive, physical and mental health. During this insightful Keynote presentation Jackie will share clinical research along with stories of significance and success relating to the Power of Connection – demonstrating how together, with a common purpose, we truly are the difference!



## **Scott Bogren**

The Community Transportation Association of America's (CTAA) Scott Bogren will share some innovative community transport innovations happening in the US, along with his assessment of key issues facing operators and policy makers.



## **Robert Fitzgerald**

Mr Robert Fitzgerald AM, Age Discrimination Commissioner, as a Keynote speaker the Commissioner will talk about his role and its current focus, as well as the relationship between positive ageing and community transport.



## **Michael Pervan**

Professor Michael Pervan was appointed as Chief Executive Officer of the Independent Health and Aged Care Pricing Authority (IHACPA) on 1 February 2023. Prior to this, Michael was Secretary of the Department of Natural Resources and Environment Tasmania, the Department of Communities Tasmania and the Department of Health where for nearly a decade he was responsible for designing and implementing major health sector and organisational reforms. Michael has represented Western Australia and Tasmania at the Australian Health Ministers Advisory Council and at Council of Australian Governments working groups on system reform, health workforce and mental health over a number of years. This has included leading financial governance initiatives, and implementing reform programs across health, human services, child protection, out of home care, youth justice and ambulance services as part of his role at the former Department of Health and Human Services Tasmania.



## **Adam Graycar**

Public policy is what governments choose to do, or choose not to do. There are more claims on the government than the government has the capacity or willingness to meet. This presentation charts the fundamentals of public policy and how policy is developed and influenced.

# Synopsis



## **Erin Foster & Jocelyn Syme**

The Royal Flying Doctor Service Community Transport service commenced as a pilot program in partnership with Heathcote Health in 2018. In 2022, RFDS embarked on a three-year project in partnership with three rural Victorian Primary Health Networks (PHNs) to expand the Flying Doctor Community Transport (FDCT) program to eight new rural Victorian communities.



The project addresses transportation barriers faced by community members over 65 years or with a health care or pension concession card, ensuring access to local medical appointments. The FDCT service model relies on a dedicated volunteer workforce of over 150 individuals who are pivotal not only to day-to-day service operation but in nurturing local connections and embedding the service into the local community. The volunteer workforce is supported by local on-site staff who possess a deep-rooted understanding of local dynamics and the challenges faced by rural and regional communities.

A deep understanding and connection with the communities we operate in is key to FDCT service sustainability and expansion and the success of this approach is grounded in program data. Since commencement, FDCT has provided over 40,000 transports at no cost to the client covering 1,705,484km of travel reaching over 3400 clients. This reach is only possible through the trust and buy in of regional communities.

In conclusion, whilst service sustainability must be considered in monetary terms and return on investment, there is significant benefit and power in also looking at sustainability in terms of service contribution to a broader tapestry of community resilience and vitality. By designing services that fit this metric FDCT illustrates the lasting impact of tailored, community-driven initiatives in rural settings.



## **Viv Cunningham-Smith**

The session will explore the provision of Community Transport and sustainable mobility as a social justice issue. The five main principles of social justice include access to resources, equity, participation, diversity, and human rights. Mobility is particularly key to access and participation and we will connect sustainable mobility as a foundation for achievement of a socially just society. Sustainable mobility is critical to building social capital in communities and for social inclusion.

We will explore mobility through the definition of social inclusion and map how our community transport sector contributes to social capital defined as being about the value of social networks, bonding similar people and bridging between diverse people, with norms of reciprocity. We will argue that we are at a tipping point with aged care reform to make a real difference for the social inclusion of our elders and to harnessing their ongoing contributions to community and a social justice lense is key to this. We will leave listeners with the challenge of measuring the social justice outcomes/impact of community transport.



# Synopsis



## Graham Currie

This presentation outlines findings of one of the first studies to measure how transport access links to social exclusion and social well being. The research was undertaken in Victoria and developed new measurement methods to quantify transport disadvantage and how this impacts life quality, psychological well being and social exclusions. Findings are summarised in the book 'New Perspectives and Methods in Transport and Social Exclusion Research' and will be summarised in this presentation.

- Social benefits of CT
- Professor Currie is the Director of Monash University's Public Transport research group

## Notes

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# Gala Dinner



Hosted by **Colin Cameron**

**6:30pm Wednesday 28th August**

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