

Fact Sheet Four: Your Role in Helping Us Shape the Future of Community Transport

National Variable Pricing Matrix (NVPM)

What is the NVPM?

The National Variable Pricing Matrix (NVPM) pilot project is a collaborative project between the University of South Australia and the Australian Community Transport Association. Its goal is to develop a pricing model and explore alternative policy frameworks that ensure the long-term sustainability of community transport. The model will accurately reflect the social and economic value of community transport trips for senior Australians under the Commonwealth Home Support Programme (CHSP).

Why should you read this?

You've received this fact sheet because you are likely involved in the data collection process for the NVPM project. Whether you are a driver, team lead, scheduler, or service coordinator, accurate data collection will help us:

- Ensure the sustainability of the community transport sector
- Enhance the quality of services provided
- Support your organisation in delivering essential community transport services to individuals who rely on them for independence and wellbeing

How are we doing it?

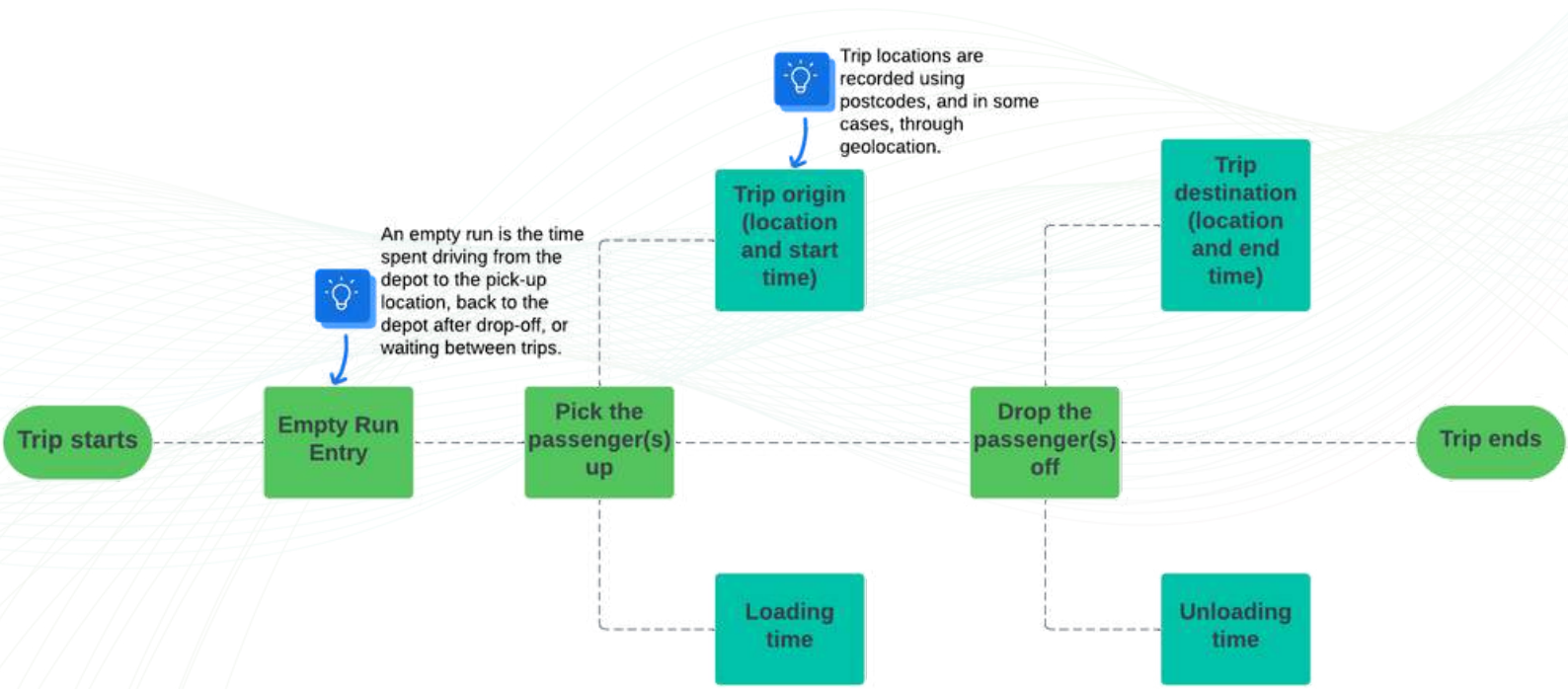
Trip Data Collection

The NVPM project is gathering data on trips from 31 community transport providers, focusing on trips delivered to senior Australians under the CHSP funding program. These 31 participants were selected in December 2023 based on their distinct business models, geographic locations, infrastructure, and compliance with CHSP contract requirements.

Trip data collection in your organisation

Your organisation may use software to record, schedule, manage, and track community transport trips. Some IT providers also offer a mobile app version of this software. If you are involved in the data collection process, it is the organisation's responsibility to provide you with training on how to use the mobile app effectively, ensuring that all community transport trips are accurately recorded in accordance with the required data fields.

What data is being collected by you?



Why are drivers so important for the NVPM data collection?

Drivers have a crucial role in the NVPM data collection as they are delivering the service and interacting with senior Australians that use community transport services on a daily basis. If you are a driver, you're the front-line team member ensuring that data is accurately recorded, whether on a mobile app, spreadsheet, or any other system. Please make sure the data you record for the community transport trips follows these principles:



1. Accuracy
2. Consistency
3. Reflects the reality of the service
4. Clear order

Questions?

If you have questions about how to record the trip data for your community transport trips more accurately, please consult your team lead.

Team leads, managers, and CEOs may need to arrange specific training sessions with IT providers if further training is required. Please note that a fee may apply for the IT provider's training services.