Fact Sheet Three: CTPP – Data Today, Better Transport Tomorrow!

ACTA
Australian Community Transport Association

National Variable Pricing Matrix (NVPM)

Why are you reading this?

You've received this fact sheet because you play a crucial role in the data collection process for the National Variable Pricing Matrix (CTPP) Pilot Project. The NVPM 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).

Whether you're a service manager, team lead, scheduler, or service coordinator, your accurate data collection is vital. It helps us ensure the long-term sustainability of community transport, enhance service quality, and support your organisation in delivering essential transport services that enable independence and wellbeing for the people who need them most.

Data Collection Process: Fields and Responsibilities

Drivers

- Empty Run
- Trip origin (location and start time)
- Loading time
- Trip destination (location and end time)
- Unloading time

Office staff

Trip Distance (quoted)	Service delivery	Gender
Trip Distance (planned)	Vehicle ID	Disability Type
Trip Distance (actual)	Ownership	Driver ID
Trip Distance (planned)	Language spoken at home	Volunteer status
Booking time	Indigeneity	Number of passengers
Funding source	Age	

How are we doing it?

The CTPP is collecting trip data from 31 community transport providers, focusing on services for seniors under CHSP funding. Each trip requires 24 data fields, with drivers handling some (e.g., pick-up time, loading times, and empty runs) and office staff, like you, completing the rest. **The Data Collection Process: Fields and Responsibilities** section on **page 1** outlines the individual roles responsible for collecting information in each data field. If you need definitions for specific data fields, please refer to the **terminology** on **pages 4 to 5.**

Help us comply with Data Quality Requirements

The University of South Australia conducts monthly data quality checks on the trip-level data submitted by the 31 NVPM pilot participating organisations. To meet our quality performance targets, it's essential to clarify and standardise how and when certain data fields should be recorded, ensuring a unified approach across all participants. Below, you'll find some quick facts about key data fields to help you record the data accurately.

Disability Type

The data fields currently being collected are based on the two types of support needs outlined in the CHSP Manual: physical and psychosocial needs. However, the current data list requires you to specify the level of impairment within these two main categories. For example, someone using a walking stick should not be recorded as having a 'Physical Restriction' under Disability Type. Instead, this should be marked as 'Other' or left as a 'Nil Value' if your IT software permits. To help clarify this process, we've created a quick summary to guide you in accurately recording disability types according to the CHSP manual criteria.

Disability type being collected by CTPP	CHSP Programme Equivalent
1 = Sensory and speech (e.g. loss of sight, difficulty with hearing and/or speech) 3 = Physical restriction (pain, discomfort, disfigurement or deformity that restricts everyday activities) 5 = Head injury, stroke or acquired brain injury (ABI)	Physical support needs
2 = Intellectual (difficulty learning or understanding things, dementia) 4 = Psychosocial (nervous, emotional, mental or behavioural condition that restricts everyday activities)	Psychosocial support needs
6 = Other	Low support needs

Age and Funding Source

The NVPM data collection focuses on community transport trips funded under the CHSP. However, if your organisation also provides trips through National Disability Insurance Scheme (NDIS) or other funding sources, you may report this additional data for analysis. The majority of trips reported should involve people aged 65 and over (or 50 and over for Aboriginal and Torres Strait Islander people) or frail, prematurely aged individuals 50 and over (or 45 and over for Aboriginal and Torres Strait Islander people) who are on low incomes, as per CHSP manual.
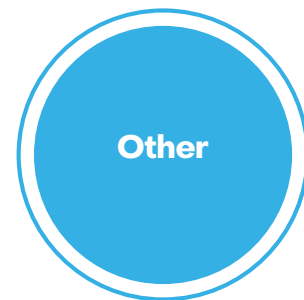
Service Delivery and Ownership

You can record community transport trips under the following service delivery options:

1. **Self or own**   2. **Taxi**
3. **Brokerage**   4. **Other**

Then, link the service delivery type to one of the available ownership values, such as:

Owned/leased by operator   **Owned/leased by staff**   **Other**

Volunteer status

You can record community transport trips under the following volunteer status options:

1. **Volunteer**   2. **Employee**
3. **Other**

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.

Terminology

Trip origin postcode

Postcode where passenger(s) was picked up.

Trip destination postcode

Postcode where passenger(s) was dropped off.

Trip distance (quoted)

Quoted distance refers to the specified measurement between two locations (pick-up and drop-off), typically used for pricing, billing, or service estimation purposes.

Trip distance (planned)

This may differ from the quoted distance in cases where multiple trips are being served on the same run, and other passengers need to be picked up and/or dropped off.

Trip distance (actual)

The actual distance travelled on the day, which may differ from planned distance due to daily conditions.

Booking time

Timestamp when the trip booking was made.

Trip start time

Timestamp when the vehicle departs with the passenger from pick-up point.

Trip end time

Timestamp when the passenger has been unloaded at drop-off point.

Empty Run

Time spent driving from depot to pick-up point, and/or driving back to depot after drop-off, or the waiting time between the drop-off and the pick-up of the next trip. This information can be reported at both the vehicle and trip levels. For further details, please consult your IT provider regarding the specifics of empty run reporting levels.

Terminology

Loading time — Time spent loading the passenger at pick-up point (the recorded value).

Unloading time — Time spent when the passenger has been unloaded at drop-off point.

Trip total time — Time spent driving from pick-up point to drop-off point.

Funding source — Identification of the subsidy allocation, such as: NDIS, CHSP, etc.

Service delivery — Service type provision and business model, such as: self, brokerage, etc.

Vehicle ID — The unique vehicle ID within the organisation.

Ownership — Information on financial management and business model. For example, owned cars or leased ones.

Language spoken at home — Useful to identify diverse groups like CALD, and others. Available options are English or other.

Indigeneity — Information on culturally sensitive services provided to First Nations people. Available specifications are Aboriginal, Torres Strait Islander, both or neither.

Terminology

Age — Identify service users by age group, helping with demographic analysis and targeted service provision.

Gender — Captures the gender of passengers.

Disability type — Identifies passengers with specific disabilities **Detailed disability type (optional, if your software provides you with the data field).**

Driver ID — The unique driver ID within the organisation.

Volunteer status — Tracks whether the driver is a volunteer or paid employee, essential for workforce management analysis.

Number of passengers — Refers to paying passengers on board covered by specific government funding programs, such as CHSP or NDIS, excluding attendants (non-covered by govement funding and non-paying individuals.