

2012- 2013

South West Transport Connections – Action Plan



Background

Transport Connections is a Victorian Government place-based initiative to help communities with limited transport options to improve access to services and facilities. Transport Connections supports communities to participate in decision-making to find ways to use existing transport more effectively, and develop innovative solutions to increase access to education, health, employment and social opportunities.

Transport Connections is now in Phase 3 (2010-13) and is focusing on innovative transport solutions such as; better use of community transport and private vehicles (eg. carpooling), active transport, improved information delivery and virtual access (telehealth). Transport Connections has moved away from the conventional public transport options and trying to make better use of existing resources.

As of 1st July 2012, governance and delivery of the South West Transport Connections Project moved to the Southern Grampians Glenelg Primary Care Partnership. This Action Plan is the operating plan for the final year of Phase 3 Transport Connections.

The Transport Connections project is guaranteed funding in the current format through DPCD until end June 2013. SGGPCP needs to grow and adapt its approach to the issues of access and transport disadvantage in a changing funding environment, given that improved access will continue to be a need of our rural community. This means building knowledge, capacity, partnerships and demonstrating achievements to position ourselves to respond to future access needs and opportunities.

The process used to develop this action plan comprised of:

- Collation of local data
- Priority setting of strategic themes through workshop with SGG PCP Executive Committee
- Stakeholder consultation to determine detailed projects
- Finalisation by Executive Committee.

From this process the agreed strategic directions for 2012 / 2013 are:

- **Needs Assessment** – Large scale data collection across the catchment to better understand the community's needs with respect to access and transport disadvantage.
- **Learning By Doing** – Using a community development approach to work with a target group to generate a community driven solution to an identified local access issue or concern. This will initially link with the Portland Heywood Needs Analysis and the priority community concerns. The outcomes of the *Learning by Doing Model* could then provide opportunities for implementation with other communities and cohorts across the region. This process would complement the needs assessment and facilitate some clear outcomes across the catchment.
- **Telehealth** – A project known as *Virtually Healthy – Making Telehealth Happen* has been funded under the local stream of the Transport Connections Innovation Fund. This project will support health services to establish sustainable telehealth options for our community.

Actions

1. Needs Assessment:

Current Data: Portland and Heywood Needs Analysis, Food Security Needs Assessment, Great South Coast Health and Wellbeing Profile, 2007 Community Indicators Victoria.

Objective: To increase SGGPCP partners understanding of the needs of our community regarding access and transport disadvantage by the end of April 2013.

To complete a Needs Analysis Report around access and transport needs across the SGGPCP catchment (excluding Heywood / Portland)

Strategy	Person Responsible	Key Partners	When by:
1. Recruit a project officer OR Deakin Grad/students.	- Project Officer - New	- PCP Partners - Community	- Nov 2012
2. Engage partners to re-orient partners focus to 'access' as the primary issue. (Non-transport solutions to local access issues).	- Project Officer - New	- PCP Partners	- Ongoing
3. Undertake community needs assessment and complete report.	- Project Officer - New	- PCP Partners - Community	- May 2013
4. Disseminate report and findings through various forms including website, forums and meetings. Advocate to Great South Coast Group & beyond for support.	- Project Officer - New	- PCP Partners - Community	- June 2013
Evaluation: Needs Assessment report developed and disseminated by June 2013; SGGPCP partners evaluation/feedback of increased understanding			

Actions

2. Learning By Doing:

OPTION ONE: Access to Nutritious Food

Current data: Portland & Heywood Transport Needs Analysis, Food Security Needs Assessment			
Next Steps: Respond to community need - "Close the Loop" - needs assessment, solution generation, capacity building, implementation and evaluation.			
Objective: Increase economic and physical access to nutritious food for low SES families of Heywood by the end of June 2013.			
Strategy	Person Responsible	Key Partners	When
1. Strengthen partnerships with services in Heywood that work with target group.	<ul style="list-style-type: none"> - Project Officer - Access & Transport - Manager – Health and Wellbeing 	<ul style="list-style-type: none"> - Loaves and Fishes, Uniting Church, Second Bite, Centrelink, Salvo's, HEARL, PEARL, Glenelg Shire, Winda Mara, Oz Child, Brophy, Aspire, Advancing Country Towns, PEARL / HEARL, HRH, Glenelg Shire, Winda Mara 	<ul style="list-style-type: none"> - Ongoing
2. Undertake further local community needs assessment to identify main barriers to food access in Heywood area for low SES families to gather base line evaluation data.	<ul style="list-style-type: none"> - Project Officer Access & Transport 	<ul style="list-style-type: none"> - Local partners - Heywood community - Target group 	<ul style="list-style-type: none"> - Nov 2012

Actions

3. Work with cohort to generate community driven-solution to access need.	<ul style="list-style-type: none"> - Project Officer Access & Transport 	<ul style="list-style-type: none"> - Local partners - Heywood community - Target group 	<ul style="list-style-type: none"> - Dec 2012
4. Implement Solutions.	<ul style="list-style-type: none"> - Project Officer Access & Transport 	<ul style="list-style-type: none"> - Local partners - Heywood community Target group 	<ul style="list-style-type: none"> - May 2013
5. Evaluate Solution.	<ul style="list-style-type: none"> - Project Officer Access & Transport 	<ul style="list-style-type: none"> - Local partners - Heywood community - Target group 	<ul style="list-style-type: none"> - June 2013
6. Share knowledge & explore opportunities for undertaking similar projects across catchment.	<ul style="list-style-type: none"> - Project Officer Access & Transport 	SGG PCP Partners	<ul style="list-style-type: none"> - June 2013 / ongoing
Evaluation: Combination of process evaluation from partners involved and impact evaluation dependant on solutions implemented.			

Actions

3. Access to Health Services - *Virtually Healthy – Making Telehealth Happen:*

Objective: To increase the number, quality and viability of patient-health professional consultations using video conferencing technology, for residents of the Southern Grampians and Glenelg Shires.			
Strategy	Person Responsible	Key Partners	When
1. Develop project plan and priority site project plans.	- Project Officer Telehealth	- Various site partners	- Aug – Nov 2012
2. Implement priority site plans	- Project Officer Telehealth	- Various site partners	- Nov 2013
3. Conduct quarterly operational reviews and promote telehealth outcomes – particularly financial viability models.	- Project Officer Telehealth	- Various site partners	- Ongoing til Dec 2013
4. Develop sustainability action plan for all project sites to facilitate ongoing operational success.	- Project Officer Telehealth	- Various site partners	- Dec 2013
Evaluation: Service provision / patient satisfaction; Amount of kilometres travel reduced; Telehealth consultation rate			

Actions

4. Brokerage Funding

Objective: Allocate \$10,000 brokerage funding to facilitate financial support to organisations to develop their own solutions to local access issues.			
Strategy	Person Responsible	Key Partners	When
1. Develop sub-committee to revise guidelines / processes.	- Sub-committee	- PCP Partners	- Nov 2012
2. Promote and circulate brokerage information / submission opening & closing dates to networks across catchment.	- Project Officer Access & Transport	- Local partners - Local community	- Dec 2012
3. Process submissions and allocate funding / contact successful applicants.	- Sub-committee	- PCP partners	- May 2013
4. Evaluate – include findings in SWTC final report.	- Project Officer Access & Transport	- Local partners - Successful applicants	- June 2013