

Community Transport Appeal

A big part of living independently in your own home is accessing social and community events. This keeps us connected to our family, community and clubs. It is the same for people with all levels of ability from the transport disadvantaged, the aged and frail, their carers and families, to people with a disability who wish to access services from the NDIS.

Randwick Waverley Community Transport is the key enabler to access services and their community in the Eastern Suburbs.

Recent innovations include specialised low mobility access tours. We have developed expertise in low mobility, low vision or hearing impaired community access.

We have built the strongest National Disability Insurance Scheme (NDIS) service presence support in Sydney's Eastern suburbs. This enables participants to access their community, social and recreational activities.

Innovation brings additional demand. Our community is increasingly asking us to develop this expertise to access, social and community events. Demand is growing for our Thursday Art Gallery, Friday Lunches and Saturday Social Trips. As well as our *low mobility access tours* to Vision Australia, Sculptures by the Sea, Vivid Sydney, Tulip Festivals, Whale Watching, Botanic Gardens and Art Galleries. We now need to invest in our capability and build our expertise in safe and caring low mobility and wheelchair transport.

Why we would like your support to celebrate our thirty two year milestone.

Our Social Impact. As a proud *for purpose* social venture we can say that we know our purpose, achieve our objectives and can articulate our "theory of change". We are aware of our outputs, and we are able to feel the outcomes and attitudes. We monitor and have a strong sense of our social impact over the long term. These are the hallmarks of a social enterprise that is on the path to sustainability.

We innovate and learn what works for clients, communicate better and develop our talent. Our transparency allows our reputation to grow. Installing new wheelchair hoists is a metaphor for how we raise our clients, their independence and dignity for the benefit of the individual and the wider community. Our team merits support to continue as a best practice social venture.

Our Increasing Outputs are Producing More and Extensive Outcomes. The output of nearly 60,000 completed trips produces outcomes that extend beyond the individual standing in our vehicle hoist, to their independent sense of wellbeing. It extends to families and the community. It has a direct effect on government forward estimates. Our service employs more than 45 staff. This is twice the number of people employed in 2014.

Every client story highlights the long term benefits of access, inclusion and independence to community members. Each year over 150 clients call us and share their stories with us. They tell us how wonderful they feel about having access to the community, and how it empowers them to lead full, happy and independent lives. Our service changes lives, communities, business, and society.

How we monitor our Social Impact: Our client surveys add qualitative outcome metrics to the measured outputs of almost 50,000 trips each year. They tell us that they love our reliability, care and confidence it instils. Clients value most highly the feeling of independence from accessing day to day activity and events. They can freely and independently choose to attend social activities, whether lunch at their RSL club, shopping, hairdresser or a day trip. They value the friendship, comradery and the stimulation of visiting galleries, theatre and groups they would otherwise not be able to access. The families and carers benefit from the reliability and security in knowing their parents can continue to live independently without driving, saving time and parking fees. People who use community transport overwhelmingly report that they feel better about their lives.

The return on social investment is high. It is intuitive that for every dollar spent subsidising a person's independent living, or engaging with life for those who experience disability, by allowing community access, and reducing social isolation, the primary health network and the budget benefits. Direct aged care and disease costs are reduced by multiples. It extends to indirectly benefit families, carers, the community and congestion. This is analogous to the benefits from effective preventative health care.

When we meet with Health and Social Services in Canberra, they recognise that we are the "a *key enabler*" to access the new models of Health Care, Social Services and the NDIS.

Your investment of a hundred dollars in our social enterprise will enable thousands more in social returns.

Empirical research suggests that for every dollar invested in subsidising transport for independent living the government saves more than 14 to 18 times the cost in aged care and medical costs over the medium term. It can be summarised as a Social Return on Investment (SROI) multiple of between 15 and 30 times.

To allow us to expand and innovate we require greater capacity. The returns on investment extend a multiplier effect through the family and wider community. The social return on investment is high; and the value of the how our people feel is even greater. Your investment of a hundred dollars in our social enterprise will enable thousands more in social returns.