

Issue #19, September 2008

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Travel Assist: "Keeping you on the move"

LDC Group has been commissioned to evaluate the outcomes of the pilot program **Travel Assist: "Keeping you on the move"**. Car driving is an important mode of travel for many people. The prospect of driving less, or not at all, can be made more stressful if people don't have the knowledge of transport alternatives and confidence to use them. For many, the decision to stop driving is made difficult

because they are not aware of the range of practical travel options available to them.

The Travel Assist Keeping you on the move" Pilot program is one of the outcomes of the 'Maintaining Mobility' report that was launched by Minister Kosky in November 2007, which recommended a range of practical travel options to help support Victorians as they reduce or stop driving. This Pilot has been developed in partnership with the Department of Transport, the Department of Planning and Community Development, Vic Roads, TAC, RACV, the Municipal Association of Victoria, Mornington Peninsula Shire Council and the Monash City Council.

The Travel Assist Program is a free service specifically designed for those who want to continue being independent and mobile after they choose either to reduce or give up driving completely. A Travel Assist Advisor works directly with participants to assess their travel needs across three main areas of their life – basic needs, health, and social and recreational activities – in order

to develop a personalised Travel Assist plan. The plan will be tailored to fulfil all travel requirements in day to day life such as;

visiting friends, going shopping, taking part in recreational activities or attending appointments. The plan will provide advice on:

- Available transport options;
- Support services and programs;
- Concessions,
- Motorised mobility devices; and,
- Public and community transport.

Support information, such as maps and timetables, may also be provided to assist with making confident choices about travel options.

The pilot is aimed at people living in the Mornington Peninsula Shire or the Monash City local government areas who:

- Have retired from driving in the last 12 months
- Who are limiting their driving
- Would like to reduce their driving yet are unaware of alternative transport options

The Pilot is free to participate in and will run from 13 October 2008 to 30 June 2009. The Travel Assist Pilot aims to directly address the concerns people may have about their ability to stay independent once they longer drive. The program can assist people by:

- Outlining the best transport options for individual requirements;
- Ensuring people stay involved in social and recreational activities;
- Helping people to independently attend scheduled appointments;
- Giving people information which supports your journey planning;
- Working with people to implement new travel alternatives in the most practical way possible; and
- Allowing people to stay independent without a car.

The Quality Support Network

A Quality Support Network has been established in Grampians Region comprising 15 disability organisations that

are working together to share their knowledge and experience in implementing the Quality Framework for Victorian Disability Services.

Liz Dimitriadis and Jill Lane from LDC Group have been working with the network to develop a communication strategy and resources providing separate, simple and succinct information about the Quality Framework to specific groups, e.g. Boards of Management, service users, direct care staff etc.

In addition, a workbook is being developed that brings together the Industry and Outcome Standards, the Life Areas and the respective indicators within a single document to facilitate performance review. The document, which is still in development, is organised around the key headings: Planning Support, Delivering Support, Reviewing Support and Improving Support.

The outcomes of these initiatives and other projects will be presented at a National Disability Services Quality Networks Project conference in early February 2009.

If you are interested in a particular subject that you would like us to write about, please email us. If we consider that we can competently discuss the subject then we will provide an article in the newsletter. Requests should be emailed to: mark@ldc.net.au

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