



Tasmanian Council of Social Service Inc.

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# Getting Where You Need to Go: Derwent Valley Final Report



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# Acknowledgments

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## About TasCOSS

TasCOSS is the peak body for the community services sector in Tasmania. Our membership includes individuals and organisations active in the provision of community services to low income, vulnerable and disadvantaged Tasmanians. TasCOSS represents the interests of its members and their clients to government, regulators, the media and the public. Through our advocacy and policy development, we draw attention to the causes of poverty and disadvantage, and promote the adoption of effective solutions to address these issues.

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## Executive summary

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The ability to get where you need to go when you need to is essential to participating fully both socially and economically in Tasmania.

For transport-disadvantaged Tasmanians—people who struggle to own or operate a private vehicle due to a variety of factors, and who can't afford or lack access to public transport that can take them where they need to go—the journey to education, training, work and family can use up as much energy as the destination, if the destination can be reached at all.

Tasmanian young people who do not yet have a driver licence are the most vulnerable to transport disadvantage, potentially entrenching social and economic disconnection for entire generations in non-urban areas of our State.

Transport has the potential to improve many of our State's poor outcomes measures, from health, to family support, childcare, training, education, employment, sport, social connections, involvement in the art, science and natural experiences Tasmania has to offer.

As one of Tasmania's most disadvantaged and disconnected communities, the Derwent Valley is poised to improve on this wide array of measures if practical solutions to transport disadvantage are identified, engaged with and implemented on-the-ground in the community.

With this in mind, the Derwent Valley Transport project used an innovative co-design framework specifically designed for this project and a parallel project, the Community Innovation and Investment Project, to facilitate diverse community discussion and encourage progressive ideas. By empowering communities to address their local transport barriers, we hope to promote long-term, sustainable change and ongoing community engagement.

The Derwent Valley community greeted this project with enthusiasm, energy and a high level of positive engagement: This is evident in the breadth of people who participated at all stages of the consultation and in the range of practical solutions that comprise the Derwent Valley Transport Action Plan.

The Derwent Valley community is clearly ready and willing to take on the challenge of developing and implementing the solutions in the Action Plan. The community has reached a critical moment where practical opportunities to reconnect people across the area as well as improving connections between surrounding areas and Hobart wait ready to be realised.

While the final Derwent Valley Transport Action Plan is presented in its entirety separate to this report, the following Action Plan Items comprise the recommended opportunities that sit at its core.

## Derwent Valley Transport Action Plan Items

### *Bring bus fares down*

Bring non-metropolitan general access fares in line with Metro fares, and eliminate the surcharge to cross the river at New Norfolk.

### *Establish more direct services between New Norfolk and Bridgewater*

Provide direct bus/shuttle bus services that link with Trade Training Centre timetables.

### *Establish after-hours transport from Hobart to New Norfolk*

Create a shuttle bus or vanpool service that picks people up/drops people off along a flexible route to help people with late shifts in Hobart get home.

### *Establish a Children's Bus to help families get to learning*

Create a service that has the child safety equipment (car seats, harnesses) to carry young children and parents to Launching into Learning, playgrounds, appointments and childcare.

### *Establish a New Norfolk Shopper Shuttle*

Set up a service covering areas within a set radius of the New Norfolk CBD.

### *Establish a shuttle bus between New Norfolk and Maydena*

Create services running eastward to bring people to New Norfolk for employment, shopping, or connection to buses running onwards to Hobart or Bridgewater, and running westward to carry people to agricultural employment and tourists to Mt Field National Park.

### *Establish feeder services to main bus routes*

Create feeder services to pick people up in places like Lachlan, Molesworth and the Central Highlands and get them to main route bus stops.

### *Establish a shuttle bus to employers in the Derwent Valley*

Create services travelling through several pick-up points to get people to and from work around the region, particularly through the peak agricultural season.

### *Let people pay their vehicle registration in smaller installments*

Give people the option of making monthly or quarterly payments.

### *Establish a school-based program to get a driver licence by the end of Year 12*

Give all eligible students the chance to leave New Norfolk High School with a driver licence.

### *Attract more driver mentors and community transport drivers*

If more people volunteered as driver mentors or community transport drivers, the Derwent Valley Community House could help more people get their licences and community transport services could help more people who don't drive.

### *Help people use buses*

Establish a volunteer Transport Champions program to show people the ropes of catching buses.

### *Encourage carpooling*

Enlist trusted community organisations to bring people together to share rides, using apps (Parachuute) or websites (CoSeats).

### *Create a "How Are You Getting Here? How Are You Getting Home?" campaign*

Encourage services to ask people making appointments how they are getting around, match appointment times to services, and pass on information about transport options.



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*Keep building and improving footpaths, cycleways and bus shelters*

Create wide footpaths with ramps for bikes, prams and mobility scooters to get on and off, cycleways to make it safer for children to ride their bikes to school or for fun, and bus shelters to make it nicer to wait for the bus in bad weather.



## Introduction

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The ability to get where you need to go consistently emerges in TasCOSS consultations as a key issue for transport-disadvantaged Tasmanians—people who can not own or drive a private vehicle due to a variety of factors, and who lack easy access to public transport that can take them where they need to go.

From the individual's perspective, inability to own or operate a private vehicle can stem from age (whether young or old), disability, ill health, financial constraints, or a combination of these factors. People may be:

- Unable to obtain a licence—a particular problem for young people who do not have support in learning to drive from the family.
- Unable to drive temporarily or permanently, including due to suspension or revocation of a licence.
- Unable to afford to purchase or run a car—again, particularly a problem for young people without family backing, since vehicles, fuel, registration and maintenance all cost more in Tasmania than in many parts of Australia.<sup>3</sup>

Discussion of transport disadvantage often focuses on elderly and disabled Tasmanians. In fact, the people most vulnerable to transport disadvantage in the State are young people who do not yet have their driver licence, although people who have lost their licences and people on very low incomes are also vulnerable.

The factor that turns lack of access to a vehicle into transport disadvantage is lack of easy access to public transport. While some significant route gaps have recently received services and new timetables proposed under Project 2018 promise to bring better services to a number of areas, outside Tasmania's metropolitan areas (in particular Hobart and Launceston) the Tasmanian public transport scene is characterised by:

- *Limited hours and frequency of operations* Both core passenger services and general access services are limited in their hours of operation and in the frequency of services. Hours of operation are biased typically towards standard business hours and commuter flows. Not-for-profit door-to-door providers can offer only limited services due to funding constraints and, in some cases, reliance on volunteer drivers.
- *Limited geographic scope.* The routes of both core passenger services and general access services are limited to particular areas. Only a small percentage of Tasmanians live or require transport to destinations within the recommended 400-600 metres of a bus stop.
- *Limited connectivity* (other than school buses) between regional shopping/service/employment centres and other regional towns.
- *Limited integration* in ticketing, physical location of terminals and stops, and timetables persists, although improvements have been heralded.
- *Limited affordability* Low-income Tasmanians, particularly those living in rural or remote areas and those having to travel frequently, often find general access services or taxi fares unaffordable, even with concessions and/or the Transport Access Scheme.
- *Limited eligibility* While a wide variety of not-for-profit transport services operate across the State, most of these cater only to those Tasmanians who fall into the categories for which the

providing organisations are funded (frail aged, disability, users of particular services, etc.). Tasmanians on limited wages are often also ineligible for transport concessions and/or the Transport Access Scheme.

- *Limited information.* It can be very difficult to find out what services are available in different areas, as well as their routes, timetables, and costs.

These factors come together in regard to three key transport issues/challenges across the State:

- Employment located outside urban areas. Tasmanian bus services have historically been biased towards commuters working standard hours in urban centres. Tasmania's growing agriculture, dairy and tourism sectors, however, are geographically dispersed; meanwhile, rising inner-urban land prices are encouraging the development of industrial hubs based outside urban centres.
- The 'last mile' problem. Many residences and businesses already lie beyond easy walking distance to a public transport stop; meanwhile, transport providers are increasingly withdrawing services from side roads, leaving former customers feeling stranded.
- Lack of intra-regional networks. Transport services in Tasmania are largely set up to move people in straight lines between regional areas and major metropolitan centres. However, circulation within regions can be equally or more important than such longer-distance services.

These three challenges rarely exist in isolation. Most areas of the State face at least two, and often all three of these issues.



## Why Does Transport Disadvantage Matter?

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Individual Tasmanians, families, businesses, community, government and society as a whole benefit when relevant, safe and accessible transport connects people both socially and economically.

At the individual level, access to transport is crucial to many areas of life, including physical and mental health, educational and training outcomes, social connection, and economic security. Lack of transport affects access to health services, other social services, childcare, training, employment, healthy and affordable food, family and social engagement.

At the societal level, access to transport for all Tasmanians is vital to the State's continued economic and social development. Without access to transport, Tasmanians cannot take advantage of expanded and diversified employment, education and training opportunities. Meanwhile, issues linked to lack of transport—not only broad social issues such as poor health outcomes, but also day-to-day issues such as no-shows for hospital appointments, for example—place burdens on government services and finances.

TasCOSS consultations consistently identify lack of access to a vehicle as a major barrier to finding and taking up employment. As one community support officer working in conjunction with a Jobactive service provider put it:

“It is so difficult to build capacity and confidence when transport is the big let-down every time.

“People have to limit their job and training searches to options that fit in with limited bus routes and schedules, which creates downward pressure on aspirations.

“It is very sad to see dreams inhibited by lack of mobility.”



# The Getting Where You Need to go Project

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Based on an understanding of the importance of addressing transport disadvantage in Tasmania, TasCOSS received funding from the State Government to examine transport disadvantage in the Derwent Valley.

This project's objectives were to:

- Gain an understanding of the sources and nature of transport disadvantage in the Derwent Valley.
- Gain an understanding of the impact of transport disadvantage on Derwent Valley residents.
- Generate local ideas for solutions to local transport problems and identify possible additional models available in Australia and internationally.
- Develop a community co-designed Transport Action Plan for the Derwent Valley.



## About the Derwent Valley

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Although a region of great natural beauty and strong community connections, the Derwent Valley is not a wealthy area, and Derwent Valley residents face a range of challenges related to income, employment, education, housing, health and safety (please see [Appendix A Derwent Valley Demographic Information](#)).

- The Derwent Valley LGA, with a total population of just over 10,000 people, is divided between two ABS SA2s: New Norfolk and Derwent Valley. The New Norfolk SA2 encompasses the town of New Norfolk, its immediate surrounds (Magra, Lawitta) and points east and southeast, primarily Molesworth; it makes up some 70% of the LGA's population. The Derwent Valley SA2 extends to the west, southwest and northwest of New Norfolk and makes up some 30% of the LGA's population.
- Half of the Derwent Valley's residents earn less than \$41,505—an amount nearly 4% lower than the Tasmanian median income, and over 11% lower than the Australian median. The region has a higher proportion than the Tasmanian average of disability support pensioners, and a higher proportion of the region's older residents rely on the aged pension. Residents of the region who can't find a job are also more likely than the State average to remain unemployed for longer than six months. As a consequence, surveys have found that a higher-than-state-average proportion of people living in the region were unable to raise \$2000 within two days in case of emergency.
- As in Tasmania as a whole, the impact of the Derwent Valley's low incomes is disproportionately concentrated on the region's children: some 41% of the region's children live in low-income families, and 20% live in jobless families. The area also has a higher than State average proportion of single-parent families; this figure is often correlated to low incomes, not only due to the lack of two incomes in a family, but also due to lower average incomes for single parents. A higher-than-state-average proportion of the region's children also live in households where the mother's income did not go above Year 10—a fact that is significant because low parental educational attainment often contributes to lower family incomes.
- A higher proportion of people in the Derwent Valley are unemployed than in Tasmania as a whole.
- Housing costs in the Derwent Valley have risen dramatically since the latest figures were collected (2016), and availability has dropped. Even in 2016, however, a higher proportion of Derwent Valley households were receiving rent assistance than the Tasmanian average, and a higher proportion of low income households were in either mortgage or rental stress, despite the fact that a higher proportion of dwellings in the region than in the State as a whole are more affordable social housing.
- A lower proportion of Derwent Valley residents than Tasmanians as a whole have Internet access at home.
- A higher proportion of Derwent Valley residents left school at Year 10 or below than in Tasmania as a whole. All of the region's schools have a highly disproportionate number of children from low socio-economic backgrounds, and students are less likely to be participating full time in secondary school education at the age of 16 than Tasmanian children as a whole. They are also

less likely to be engaged in education or paid work at ages 15-19. And even when they are enrolled, four of the six State schools in the area had 90% attendance rates of less than 70% in 2017.

- A substantial number of children in the Derwent Valley show signs that they might need extra support once they go into school (as assessed by vulnerability in early childhood).
- Although the figures are old, in 2014 a notably lower proportion of Derwent Valley residents felt safe/very safe walking alone after dark than the State average.
- Compared to Tasmanians as a whole, Derwent Valley residents are:
  - At a higher risk of fair-to-poor health
  - At a higher risk of psychological distress
  - Significantly more likely to die from suicide or self-inflicted injuries
  - More likely to be physically disabled
  - More likely to die prematurely
  - More likely to smoke
  - More likely to consume risky amount of alcohol
  - More likely to be obese
  - Less likely to consume adequate amounts of fruit
  - Less likely to engage in exercise
  - Likely to die three years earlier.

When Derwent Valley residents are able to get to jobs, early learning and schools, training, and health facilities measures across these areas will improve.

# Methodology

## The co-design approach

This project proceeded from a community co-design approach. Unlike traditional feedback methods that ask user groups to comment on services that have already been planned or implemented, a co-design approach involves working with people who will be using services and programs to create services and programs that not only will work in the context of their lives, but also will reflect their own values and goals.

The overarching aim is to create services, programs and systems that are truly inclusive of and responsive to the people they intend to serve, and whose sustainability reflects their relevance to creating the futures that people want for their communities—while at the same time benefiting the organisations commissioning the co-design process.

## Benefits of co-design in service design projects<sup>1</sup>

|                                      | Benefits for service design project  | Benefits for service’s customers or users  | Benefits for organisation(s)  |
|--------------------------------------|--|--|---|
| <b>Improving ideas generation</b>    | Better ideas<br>Better knowledge about needs<br>Better idea generation                                   |  | Improved creativity   |
| <b>Improving the service</b>         | Higher quality of service definition<br>More successful innovations                                      | Better fit between service and needs<br>Higher quality of service<br>More differentiated service     |   |
| <b>Improving project management</b>  | Better decision-making<br>Lower development costs<br>Reduced development time<br>Continuous improvements |  |   |
| <b>Improving longer-term effects</b> |  | Higher satisfaction of customers or users<br>Higher loyalty of customers or users<br>Educating users | More successful innovations<br>Improved innovation processes<br>More support and enthusiasm for innovation and change<br>Better relations between service provider and customers<br>Better public relations |

<sup>1</sup> Steen, M, M Manschot and N De Koning (2011) “Benefits of co-design in service design projects.” International Journal of Design, 5(2): 53-60, p. 58.



This project proceeded from the principles that:

- All Tasmanians deserve to be able to participate in the activities that make their lives richer and more fulfilling and people in the Derwent Valley are no exception. The project has aimed to find workable solutions to any transport issues people experience in the Derwent Valley, whether getting to work, accessing health and social services or connecting with family, friends and fun activities.
- The creativity, insight and on-the-ground experience of Derwent Valley residents are needed to determine how transport for people living in the Derwent Valley can be changed and improved. TasCOSS understands how to draw ideas and creativity out of people while Derwent Valley residents are the experts on the topic and on their area. This is the Derwent Valley community's project, and TasCOSS's role has been to build capacity, support, guide and facilitate expression of the community's thoughts and ideas.

Starting from these principles, TasCOSS engagement with the Derwent Valley community was designed to:

- Capture key transport issues facing a broad cross-section of the Derwent Valley community.
- Capture the needs and ideas of key groups disproportionately affected by transport disadvantage, including people with low literacy, young people, people looking for employment, older people, people living with disability, and people on low incomes.
- Mobilise and facilitate community creativity in generating potential solutions to key issues.
- Test a final list of solutions with a broad cross-section of members of the Derwent Valley community.

## What we did

Preparing for the project, we conducted a desktop mapping of the current transport environment in the Derwent Valley, as well as of the area's demographic and economic profiles; identified likely issues; and conducted a desktop literature scan for possible models for solutions to key issues, both those which we identified as likely to emerge and those that emerged in the course of consultations. We received training from Co-design Studio in co-design principles and methods, as well as training in the Emerging Voices model, an approach designed to help people find their voice.

Our initial consultations took in the thoughts of nearly 250 people in the Derwent Valley.

- We spoke to key contacts from organisations, including local government, schools and LINC/online centres, early years and aged care centres, community sector organisations, health and employment services providers, employers, and transport operators.
- We distributed a paper-based and electronic survey via local government, schools, early years and aged care centres, community sector organisations, and health and employment service providers.
- We conducted small group discussions at the Derwent Valley Community House, Workskills, Corumbene, Ptunarra Child and Family Centre, and New Norfolk High School.
- We held public forums at New Norfolk, Maydena and Westerway.

In these discussions, we asked people to speak of their own experiences of transport in the Derwent Valley; to identify what they considered to be the biggest issues facing Derwent Valley residents; and to propose solutions for the issues that they raised.

At the public forums, we solicited participation in a smaller Transport Action Team, for which eight participants volunteered—two from Westerway, one from Maydena, and five from New Norfolk. This group met twice to prioritise issues and proposed solutions for a draft Transport Action Plan and to suggest ways of testing ideas with the Derwent Valley Community.

To test the draft Transport Action Plan, we gauged community response through channels with the potential to capture the views of people likely to be facing transport disadvantage as well as the broader Derwent Valley community. The Transport Action Team and TasCOSS staff:

- Displayed posters at the LINC, the Derwent Valley Council, Ptunarra, and the Derwent Valley Early Learning Centre.
- Conducted pop-up consultations at the PCYC, the Salvation Army Doorways program, Workskills, and the Maydena Railtrack Riders Work for the Dole program.
- Distributed printed surveys via the New Norfolk Community Health Centre and the Corumbene Help@Home program.
- Distributed links to an on-line survey.

A total of 151 people registered their approval or disapproval of the ideas in the draft Transport Action Plan. The final Transport Action Plan identifies ways in which these ideas might be implemented in the context of the current Derwent Valley transport environment.



## Current Transport Environment

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The Derwent Valley is a sprawling region, with key businesses and social services highly concentrated in New Norfolk.

There are small general stores in Bushy Park, Westerway and Maydena; otherwise, New Norfolk has the Derwent Valley's only major supermarket and GP practices, as well as dentist, optometrist, physiotherapist, pathology office, pharmacies, ambulance station, NQF long-day care provider, bank ATMs, employment services, Community House and Child and Family Centre, emergency relief provider, and indoor sports facilities.

### Private vehicles

Access to a private vehicle remains the most basic mechanism for overcoming transport disadvantage, particularly in rural areas. However, people facing a range of significant transport barriers (mental health issues, drug and alcohol problems, poor spatial awareness, disability) are less likely to be able to benefit from the private car. Private transport also depends on people keeping their licences, making repayments, and earning enough to be able to afford to keep running, registering and maintaining a vehicle.

The Derwent Valley as a whole is highly car-dependent. In the 2016 Census, about 2.1% of people reported travelling to work by public transport, compared to 3% of people Statewide.<sup>2</sup> However, 7.5% of households in the Derwent Valley LGA (287 households in total) do not have a car. This figure rises to 9.7% (251 households) for the New Norfolk SA2, and to 11.4% (247 households) for New Norfolk town.<sup>3</sup> This may be in part due to the high concentration of Housing Tasmania properties in New Norfolk town (218 properties, of a total of 219 in the Derwent Valley LGA): Housing Tasmania renters historically have had significantly lower rates of car ownership than the general population.<sup>4</sup> In addition, nearly 15% (14.8%) of Derwent Valley LGA dwellings with more than one person resident have only one car.<sup>5</sup>

The Derwent Valley's vehicle fleet is also an older one, and therefore less reliable. As of 2016, a higher proportion (70%) of the Derwent Valley's registered vehicles were over ten years old than in Tasmania as a whole (59%).<sup>6</sup> Since 2013, the NILS scheme has made 89 loans related to vehicle registration and repairs in the Derwent Valley area, representing 3.76% of their total vehicle registration/repair loans across the State—a disproportionately high rate, since the Derwent Valley represents only 2.1% of the State's population.<sup>7</sup>

Although the gap varies, New Norfolk petrol prices appear to be higher on average than those in Hobart. On one day in October 2017, unleaded petrol was 4.4 cents per litre (3.3%) more expensive

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<sup>2</sup> 2011 Census Quickstats, Derwent Valley (LGA)

<sup>3</sup> ABS Census Quickstats, 2016.

<sup>4</sup> Australian Bureau of Statistics (2007) General Social Survey, Tasmania, 2006 (cat. No. 4159.6.55.001).

<sup>5</sup> ABS Census Quickstats, 2016.

<sup>6</sup> ABS Regional Statistics.

<sup>7</sup> Email, NILS, 25 September 2017.

in New Norfolk than at the equivalent retailer in Glenorchy.<sup>8</sup> Prices in Westerway, the region's only other petrol station, appear to be generally one-cent-a-litre higher than in New Norfolk.

From a demographic perspective, nearly a third (32.2%) of Derwent Valley LGA residents are not of legal age to drive independently, are more likely to be on L or P plates, or less likely to want to drive at night, over long distances or in poor conditions (ages 0-19, 75+).<sup>9</sup> Towns with the highest proportion of these ages are Westerway (35.6%), New Norfolk (35%), Magra (33.3%) and Ellendale in the Central Highlands LGA (32%). The Derwent Valley LGA is ageing faster than Tasmania as a whole: in 2006, its median age was one year below the State's, but by 2016 it was one year above.<sup>10</sup>

## Buses

### *New Norfolk*

O'Driscoll's Coaches run from/to New Norfolk/Hobart via the Lyell Highway and Granton around ten times a day on weekdays, nine times on Saturdays and three times on Sundays. They also run from/to New Norfolk/Hobart via Boyer Rd and Bridgewater once a day. Riders can transfer to Metro services at Granton, Claremont, Glenorchy or Hobart. Project 2018's initial planning proposes that New Norfolk be provided on average at least an hourly service offering at most times throughout the week. Initial planning is for buses leaving New Norfolk and Hobart earlier in the morning to accommodate people wanting to arrive in Hobart before 7am and in New Norfolk before 8am. Additional services are also projected for Saturdays, Sundays and public holidays. However, the last services towards New Norfolk, both on weekdays and weekends, are still projected to leave Hobart no later than the current 9pm.

### *Outside New Norfolk*

There is only one bus a day running to New Norfolk from the west, leaving Ellendale at 6:50am and servicing Westerway, Glenora, Bushy Park, Macquarie Plains, Rosegarland, Hayes, and Lawitta on its way to New Norfolk, arriving New Norfolk Central at 7:45am and Glenorchy at 8:15am. The return service leaves Glenorchy at 3:50pm and New Norfolk at 4:25pm, requiring a passenger to spend the entire day in either location.

Both these services are too early/ too late to drop off or pick children up at school, and the early hour of the morning service may discourage all but the most essential trips. Project 2018's initial planning proposes that the Ellendale-Glenorchy route convert to a student-only service due to very low use by non-student passengers. At present, Tassielink's Hobart-Strahan buses also run through New Norfolk, Gretna, Hamilton and Ouse on Tuesdays, Thursdays, Fridays and Sundays; however, it is proposed this service be discontinued, with alternative options under investigation, including demand-responsive transport for Ouse, Hamilton and Ellendale.

Meanwhile, 30.3% of the Derwent Valley LGA's population—about 3,000 people—live in ABS State Suburbs that do not have bus services, including points to the south of New Norfolk (including Lachlan and Molesworth, which make up 15% of the LGA's population) and all points west of Westerway on the Gordon River Road (Tyenna/National Park/Maydena).<sup>11</sup>

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<sup>8</sup> <https://petrolspy.com.au>, accessed 13 October 2017. Prices were \$136.9/litre at Woolworths Caltex New Norfolk and \$132.5/litre at Woolworths Caltex Glenorchy.

<sup>9</sup> ABS Census Quickstats, 2016.

<sup>10</sup> 2016 Census Time Series Profile, Derwent Valley (LGA)

<sup>11</sup> Lachlan, Molesworth, Magra, Maydena, Tyenna, National Park, Uxbridge, Moogara, Mt Lloyd, Glenfern, Black Hills.

Issues raised in relation to bus services during consultations included:

#### *Infrequency of intra-regional services*

Only one bus runs daily from New Norfolk to Bridgewater, leaving New Norfolk at 7am and arriving at Bridgewater at 7:40am. The return bus leaves Bridgewater at 4:08pm and arrives at New Norfolk at 4:55pm. A number of interviewees noted that some Derwent Valley residents would prefer to access social services at Bridgewater (it is closer and offices are less crowded than those in Hobart) but are put off by the complexities of transferring at Granton between the O’Driscoll service from New Norfolk to Metro services towards Brighton. The same issues apply to young people wishing to access the Bridgewater Trade Training Centre (see [Appendix B Bus Fares and Travel Times](#)).

#### *Cost*

Non-metropolitan general access service passengers, such as passengers from New Norfolk, pay significantly higher prices than Metro riders for equivalent distances, due to differences in pricing, Greencard concessions, and daily caps.

- For example, for a concession adult, a trip from New Norfolk to Hobart (35.5kms, \$4.10) costs 2.3 times as much as the Metro Greencard fare from Blackman’s Bay to Brighton (42.5kms, \$1.84), and 1.2 times as much as the Metro Greencard fare from Kettering to Hobart (33kms, \$3.36).
- From Fairview (\$4.50), the ratio is even higher (2.4/1.3).<sup>12</sup>
- Further afield, an adult concession trip from Westerway to Hobart (64.1kms, \$6.70) costs 1.5 times more than from Cygnet to Hobart (54.4kms, \$4.32).

Some interviewees believed that there are many Derwent Valley residents who rarely leave the Derwent Valley due to cost, particularly low-income workers who are not eligible for bus concessions.

Respondents also noted that the impact differential costs within the New Norfolk town area. For example, a person living in Fairview who is not on a concession card has to pay \$3.20/\$5.20 to get to the shops in central New Norfolk, compared to \$1.80/\$3.60 for someone on the New Norfolk side of the river.

#### *Lack of bus infrastructure*

The majority of Derwent Valley bus stops lack bus shelters—an important barrier to bus use in an area with bitter winter weather. The lack of footpaths in many areas also makes it dangerous to walk to bus stops.

#### *Distances to bus stops*

No figures are available on what proportion of Derwent Valley LGA residences are within the recommended 400-600 metres of a bus stop, but as noted above, at least a third of residents live in State suburbs without a bus stop at all. What different people consider to be “walking distance from a bus stop” varies according to physical health, mental health, age, gender, the need to transport heavy or unwieldy items, bus stop infrastructure, and weather. Interviewees observed that many transport-disadvantaged Derwent Valley residents would struggle to walk 400-600 metres to a bus stop due to physical or mental health issues or age-related frailty. Many interviewees also said that the prospect of a walk in bad weather can discourage people who might walk to the bus stop at other times, for instance parents who cannot afford risking either their small children or themselves getting sick.

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<sup>12</sup> <https://www.metrotas.com.au/fares/non-urban-fares/>, accessed 23 March 2018.

## Not-for-profit transport

Community Transport Services Tasmania (CTST), which relies on volunteer drivers, has a Toyota RAV4 and six volunteer drivers based in New Norfolk, and a four-seater RAV4 and two volunteers based in Maydena. CTST also has a six-seater wheelchair-capable van assigned to Glengrey House adult day respite centre Monday-Friday, driven by agency drivers. CTST also has a large fleet across the wider region, allowing flexibility for vehicles to deploy to the Derwent Valley from other CTST locations, as demand requires.

In January-March 2018, CTST made 1,895 trips for 133 individual clients, of whom 94 were CHSP (over 65), 24 were HACC (under 65 disabled) and 14 were private and carers (non-HACC/CHSP). Ten requests were not filled in this period for a range of reasons (including capacity and being outside CTST hours of operation).<sup>13</sup>

CTST has also recently begun a new service transporting jobseekers to local employers, training, education, and community activities on a daily basis.

Some not-for-profit services can stretch their eligibility criteria in certain circumstances: for example, although HACC and CHSP clients have priority, other people can use CTST services, provided that it does not interfere with a HACC/CHSP booking. However, the fact that HACC/CHSP clients have priority means that a non-HACC/CHSP user cannot be absolutely certain that their booking can be met until the last minute. Indeed, few interviewees were aware of the fact that non-HACC, non-CHSP users can access CTST services. Additionally, increasing demand for CTST's HACC/CHSP services may mean that the service will have to hold more strictly to its eligibility criteria.

## Taxis

There were nine perpetual taxi licences (PTLs) held in the New Norfolk area as of August 2016. There are no owner-operated (OOTL) or wheelchair-accessible (WAT) licences in the area. Of the nine PTLs, it appears that only five are in use: four held by New Norfolk Taxis and one held by Fairview Taxis. According to interviewees, only one vehicle has EFTPOS facilities, which cannot be used for shorter trips.

Derwent Valley-based taxis appear to show some of the same limitations as other modes of transport: Fairview Taxis, for instance, operates 6am-6pm Mon-Thur/Sun, although later on Fri/Sat. Although taxi company representatives said that they would travel anywhere if they have a booking, some interviewees also said that, in practice, taxis are reluctant to travel to outlying communities. Moreover, taxis are not an affordable option for most: although people living in the immediate New Norfolk area who lack their own transport will use taxis for shopping, high cost leads to trip rationing. Most interviewees said that taxi fares are prohibitive for people living outside New Norfolk.

## Ride-sharing services

There appear to be no ride-sharing services (Uber, Shebah, Hi Oscar, etc.) operating in the Derwent Valley area. As of 2016, 70% of the Derwent Valley's registered motor vehicles were ineligible for use as Uber vehicles due to their age (older than ten years).<sup>14</sup>

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<sup>13</sup> Email, CTST, 19 April 2018.

<sup>14</sup> ABS Regional Statistics.



## School buses

There are nine school bus operators in the Derwent Valley with a total of 17 contracts. While school buses are crucial to school attendance, the existence of a school bus route does not guarantee that children will be able to catch the bus. Educators said that in rural communities 60-80% of children catch buses to school; buses make it possible for children to get to school not only when parents don't drive, but also when parents are working hours that don't permit a drop-off/pick up. In a few exceptional cases, educators also said buses make it possible for children to get to school by themselves when parents are not available to provide support. However, many children in rural areas still live at considerable distances from the school bus stop, meaning that they are still vulnerable to lapses in transport to and from the stop.

Meanwhile, extending high schools to Year 12 appears to be putting pressure on local school buses, which in turn may be having an impact on attendance. Interviewees said that rural school buses (from Ouse, for instance) are increasingly overcrowded due to rising numbers of 16-18 year olds; overcrowding may be contributing to behaviour issues, which can pose a safety risk. Behaviour issues can lead to students being barred from the bus. When this happens and parents cannot drive them to school, then they have to stay home. In some cases, parents have chosen to drive unlicensed rather than have their children miss school.

## Other transport assets

- The Salvation Army has a 12-seater bus, which is primarily hired out to support the church. The main clients are the Derwent Valley Community House and Freedom Health and Fitness.
- The Ptunarra Child and Family Centre has a 7-seater van, which is used to collect clients from as far afield as Maydena and to pick up food from Hobart.
- The New Norfolk PCYC has a 12-seater bus, which is used for activities.
- Rail Riders in Maydena has an 8-seater van for participants in their Work for the Dole scheme.
- Corumbene is trialling a 9-seater bus to run from Maydena fortnightly on a Thursday, currently offering to New Norfolk (\$5 return) on April 5, May 3 and 17, and June 14 2018 and to Glenorchy (\$7 return) on April 19, May 31, and June 28 2018. CHSP funding limits eligibility for this service to people over 65 (over 55 if Aboriginal or Torres Strait Islander) and carers.

## Driver mentoring programs

The Derwent Valley Community House runs a driver-mentoring program for people without access to a vehicle. The program currently has four mentors and 18 participants, with a realistic wait time of close to two years; eligibility technically is limited to people whose families do not have a car.

## Active transport

The Derwent Valley is not a hospitable environment for active transport overall. Within New Norfolk itself, the Derwent River acts as a significant physical barrier, with a single crossing point: for example, to walk from the PCYC on the Fairview side to Woolworths in central New Norfolk is a distance of two kilometres, compared to 1.2 kilometres as the crow flies. Walking across the bridge is also a significant challenge for some people with mental health issues.

The area also suffers from a general lack of walking and cycling infrastructure. Nearly a third of survey respondents cited a lack of footpaths as one of their most serious challenges in getting around; in the 2016 Census, 2.5% of Derwent Valley residents walked to work, compared to 4.8%

Statewide.<sup>15</sup> In New Norfolk itself, there are no footpath connections from some of the newer developments—the Gateway development, for instance—to the town centre, making it difficult for parents with prams or people with shopping trolleys to get around on foot. On both the outskirts of New Norfolk and in outlying areas it appears that footpaths do not extend to all bus stops.

Lack of walking and cycling infrastructure puts children at risk in particular: a few interviewees noted that riding bikes to school was dangerous due to one-lane bridges and narrow roads, and that children are not safe walking on town roads without footpaths or on dirt roads.

### **Carpooling**

There are no formal carpooling arrangements operating in the Derwent Valley. Interviewees said that carpooling does occur in some close-knit communities—Ouse, Bushy Park, Ellendale and Molesworth were cited—but that arrangements are very dependent on close social ties. Pride and fear keep people from asking for rides, and carpooling tends to be limited to people who know each other well. For example, parents who are socially isolated, particularly the region's transient population, cannot access other parents for support in getting children to/from school.

### **Mobile services**

Mobile services are the flip side of transport services, bringing services to people who cannot get to services themselves. The New Norfolk Community Health Centre nurses have a caseload of between 24 and 30 clients a week in the Derwent Valley; Corumbene Help@Home provides services to about 80 clients a week, about 75% of who do not drive.

### **Nature and impact of transport disadvantage in the Derwent Valley**

The project's first stage of consultations suggested that:

*A higher number of Derwent Valley residents struggle with transport than the carless households statistics would suggest*

Educators suggested that a third of school families across the Derwent Valley may struggle with transport, a proportion rising to 50%-80% of families in some outlying communities. (One educator estimated the level of transport disadvantage in their community as 'low,' defined as 'only' 20%.) This is because in an environment with poor public transport, other members of households with only one car can be left stranded as occurs, for example, when one member has taken the car for the day to go to work.

*Higher housing costs in particular are driving transport disadvantage*

Many interviewees have observed that people on low incomes—many of whom may have no vehicle or only one vehicle per family, and/or struggle with the costs of registration, maintenance and petrol—are moving farther out in the Derwent Valley as rents in Hobart and even New Norfolk rise. Outlying locations lack public transport for those without a car; longer drives for those who do have a vehicle mean more wear and tear on the car, even as higher weekly petrol costs leave people with less to spend on maintenance and/or insurance. Meanwhile, as rents in outlying regions rise, people have less money available for higher petrol needs, leading people to ration travel. The Salvation Army reports that where previously petrol cards were requested by people experiencing unusual circumstances, now they are for everyday need—particularly for people living in outlying areas such as Westerway or Maydena, which are 60-100kms return from New Norfolk.

*Precarious transport is as common as no transport*

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<sup>15</sup> 2011 Census Quickstats, Derwent Valley (LGA)

Many interviewees observed that many people in the Derwent Valley are driving unlicensed—whether due to having lost a licence or never having acquired one—and/or driving unregistered cars. Meanwhile, many more are driving cars that are in poor repair and are not insured, leading to issues of safety, reliability or both. One person’s loss of a licence, or a vehicle breaking down, can leave an entire family stranded, particularly in more isolated areas.

#### *People on low incomes can struggle with the costs involved in running a vehicle*

A full 50% of survey respondents cited the cost of petrol as one of their biggest challenges in getting around—the highest proportion of any individual challenge. Petrol prices in New Norfolk appear to be on average 2-3 cents a litre higher than those in Glenorchy, and are an additional cent higher in Westerway. This issue has become more acute as housing prices have risen, forcing people to drive longer distances to find affordable rentals: for example, for someone living in Maydena it is a 19km drive to the nearest petrol in Westerway. An additional 34% of respondents cited the cost of vehicle registration as one of their key challenges in getting around (registration is a significant periodic impost for someone on a low income, with six-monthly registration payments ranging from \$215.10 for a three-cylinder vehicle to \$270.10 for an eight-cylinder vehicle).<sup>16</sup> A third of respondents said that the cost of repairs was one of the biggest challenges they faced in getting around.

#### *Transport disadvantage differs in its extent and impact by gender*

A number of respondents believed that young women in the Derwent Valley are more likely to never have held a driver’s licence which may reflect lower aspirations and/or higher social barriers.<sup>17</sup> Anecdotally, this may translate to a disproportionate impact on single mothers (at 78.8%, the largest proportion of single parents in the Derwent Valley LGA<sup>18</sup>). Women and girls can also face constraints around taking public transport or walking/cycling after dark due to safety concerns.

#### *Both health and mental health play an important role in people’s ability to access transport options*

As noted earlier, poor health can constrain people’s ability to walk to a bus stop; mental health issues—which a few interviewees said are a significant issue in the Derwent Valley as a whole—can create internal barriers to accessing public spaces and buses as well as to gaining a licence. Financial stress—which in itself drives transport disadvantage—is often implicated in both physical and mental health issues.

#### *Where sacrifices need to be made, transport misses out*

Interviewees said that people on low incomes prioritise housing, power and food bills over vehicle maintenance, insurance, registration and non-essential trips. Respondents indicated vehicles are assets that can be sold in tough times.

#### *Transport disadvantage generates transport disadvantage*

Interviewees said that people trying to get a licence often struggle to get their practice hours up, particularly when a lack of public transport keeps them from being able to get to driver mentoring programs. The problem is particularly acute in families without a private vehicle, but also affects families with a single vehicle that may be in use by someone needing to get to work, or be in too precarious a condition to risk at the hands of a learner.

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<sup>16</sup> [http://www.transport.tas.gov.au/fees\\_forms/registration\\_licensing/quick\\_reference\\_fees](http://www.transport.tas.gov.au/fees_forms/registration_licensing/quick_reference_fees)

<sup>17</sup> Plan International (2017) The Dream Gap: Australian Girls’ Views on Gender Inequality.

<http://apo.org.au/system/files/113711/apo-nid113711-449256.pdf>

<sup>18</sup> ABS Census Quickstats, 2016



# Impacts of Transport Disadvantage

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The impacts of transport disadvantage in the Derwent Valley can be seen across many aspects of life, including employment, education and training, health and safety.

## Employment

Lack of transport puts many jobs in the Derwent Valley, Hobart and Brighton out of reach. A number of important employers in the Derwent Valley, representing more than 1000 seasonal jobs<sup>19</sup>, lie along the O’Driscoll’s Ellendale-New Norfolk bus route to the west of New Norfolk. These include:

- Plenty: Reid Fruits, Kinvarra Estate
- Rosegarland: Hansen Orchards, Wandin Valley Farms
- Bushy Park: Hop Products Australia
- Glenora: Nook Cherries
- Westerway: Westerway Raspberry Farms

However, as noted above, the only west-running bus leaves New Norfolk in the late afternoon, going as far as Westerway before turning north to Ellendale. A few notable employers also lie to the west of Westerway; these include Tassal Russell Falls Hatchery and Waterfalls Café (National Park) and the upcoming Maydena Bike Park (Maydena). However, as noted above, there are no bus services to this area.

As a consequence, interviewees said, seasonal work at almost all of the Derwent Valley’s agricultural businesses is out of reach for most people without transport—and of 150+ under-30s jobseekers on Workskills’ books, only six have licences.

Beyond the Derwent Valley, bus timetables from Hobart cannot accommodate late shifts: interviewees told of people who were not able to accept offers of work in Claremont and Hobart because the proposed shifts ended after the last bus had departed. Meanwhile, with only one direct bus service a day between New Norfolk and Bridgewater early in the morning, it is difficult for jobseekers to seek employment in Brighton (where 43% of jobs in the Southern Central Sub-region are located).<sup>20</sup>

### *People who do not have licences are at a severe disadvantage in relation to employment, including but not limited to employment outside of bus routes or walking distance*

Over 40% of survey respondents who faced difficulty getting to work cited “getting a licence” as one of the biggest challenges that they faced in getting around. By the same token, over 40% of survey respondents saying that they got around by bus cited work as something that they could not participate in because they couldn’t get there. Meanwhile, a driver licence not only gives a person the ability to access employment, but also is increasingly viewed as a prerequisite for employment, even for positions that do not involve driving a company vehicle: the Workskills New Norfolk office estimates that the majority of jobs on their books (by their estimate, ranging at any given time from 50%-90%) require a driver licence.

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19 The Tasmanian Chamber of Commerce and Industry’s employer survey should provide more complete figures.

20 KPMG (2017) Southern Central Sub-region (SCS) Regional Workforce Planning: Final Report, p 17.

## Education and training

### *Early years*

The impact of transport disadvantage can be particularly severe in the early years. A few interviewees noted that because young women often are not getting licences, young mothers are often dependent on public transport or on others to get to birth-to-four programs or to childcare. However, any child under the age of around four is required to be in a fixed car seat;<sup>21</sup> this means that a friend or family member who does not have such a seat installed cannot offer a ride. Child seat attachment points only became mandatory in vehicles sold in Australia in 2005, meaning added expense to modify older vehicles.<sup>22</sup> There are no bus services for preschoolers, and some interviewees said that birth-to-four programs are not always well scheduled to link to bus timetables (where buses exist). Taxis are legally able to transport infants without car seats—a situation that leads to the complaint that “your child can be unsafe, as long as you’re paying for the privilege” — but are unaffordable for people on low incomes or in outlying areas.

### *School years*

The existence of a school bus route does not necessarily overcome transport disadvantage. Many children in rural areas still live at considerable distances from the school bus stop, meaning that they are still vulnerable to lapses in transport to and from the stop. If a child misses their bus, there may be no other options to get them to school.

Lack of transport affects school attendance and ability to attend enrichment activities. If parents have to drive children to school on their way to work and they start work later than school starting hours, then children will often be late. Some educators have noted that in transport-disadvantaged families, when one child misses school, all miss school.

- In some cases, the difficulty stems from lack of alternative forms of transport for children. For example, if one child is sick, then all the family’s children have to stay home because parents are reluctant to leave a sick child at home alone while driving others to school or to the bus stop.
- In other cases, it stems from the clash between bus schedules. For example, if a parent in Westerway needs to attend an appointment in New Norfolk, they have to take all their younger children along, since they won’t be back in time to let them into the house after school.
- Children don’t access holiday programs because they can’t get there when school buses aren’t running.

Family lack of transport and reliance on school buses leaves schools carrying additional responsibility and prevents parental engagement. Sick children end up staying at school because parents cannot get to the school to pick them up. If a child has a behaviour issue that is escalating, it can be difficult to get them home or to bring their parent to school to assist. In school catchments where a substantial proportion of students catch buses due to family transport disadvantage, it can be very difficult for parents to come to school to engage with teachers and learning activities.

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<sup>21</sup> The formula for determining whether a child requires a fixed backward-facing seat, a fixed forward-facing seat, or a booster seat is complicated and can depend on the make of car seat; see <http://www.transport.tas.gov.au/roadsafety/people/carseats>

<sup>22</sup> <https://www.legislation.gov.au/Details/F2012C00358/Html/Text#primary-content>. We appreciate the RACT’s assistance with this issue.



Parents' lack of transport and the lack of buses linking Derwent Valley towns mean that schools limit after-school activities and are less able to access each other's programs. Educators said that schools don't plan after-school programs because many students rely on the school bus to get home and cannot get transport otherwise; even daytime trips have to be planned so that students return in time to catch the bus home. Meanwhile, schools do not routinely access each other's programs during school hours due to the high cost of hiring transport: an excursion from Westerway to New Norfolk, for instance, costs \$300 in bus hire. This has implications for New Norfolk High School's ability to partner effectively with Glenora District School.

### Training and higher education

Time-consuming and complicated travel pathways limit access to training and higher education. A recurring theme in consultations has been the difficulty of accessing both vocational training, at either the Bridgewater Trade Training Centre or the Clarence campus of TAFE by public transport, and tertiary education at UTAS.

- Depending on the services used, total daily travel and waiting time for a New Norfolk student attending a course at the Bridgewater Trade Training Centre will be between 2.5 and 3.5 hours.
- For the Clarence TAFE campus, total daily travel and waiting time is roughly 4.25 hours.
- A trip to the UTAS Sandy Bay campus from Westerway involves a 7am start, a total daily travel time of at least 3 hours 50 minutes (plus an additional half hour wait in the morning if one misses a two-minute connection between the O'Driscoll's and Metro buses), and a requirement to be out of the day's last class in time for a 2.56pm bus from the university (Churchill Ave) to Glenorchy. (Refer to [Appendix B Bus Fares and Travel Times](#))

The cost of getting to training can also be high, particularly for a young person on Youth Allowance.

- To attend a Certificate II automotive course at the Bridgewater Trade Training Centre (three days a week), for instance, will cost a New Norfolk-based student aged 19 or older \$8.78 a day—nearly 43% of that day's Youth Allowance of \$20.58.
- To attend a Certificate III in Horticulture at the Clarence TAFE campus (three days a week) will cost the same student \$10.38 a day—50% of the day's allowance.<sup>23</sup>
- For a student coming from Westerway, the additional cost of getting to and from New Norfolk is \$3.90 a day.
- If the student is younger than 18, fares drop to \$6.40 a day to either destination, regardless of origin. This represents 37% of the lower daily allowance of \$17.10 for this age group.

Lack of transport ultimately limits aspirations. Interviewees noted that many children and young people simply lack exposure to a world beyond walking distance, limiting their opportunities, experiences, and ultimately aspirations.

### Adult learning

Low literacy is a contributing factor of transport disadvantage—and lack of transport affects people's ability to offset low educational attainment. Several interviewees noted the barriers that people with low literacy face in getting a licence and dealing with registration and insurance paperwork. At the same time, more than a third of the clients of the New Norfolk 26TEN program do not drive, making it difficult for them to attend programs. Serial absenteeism discourages tutors, putting programs at risk.

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<sup>23</sup> The current Youth Allowance rate (\$144.05 a week) for a student aged 18 or older living at home, enrolled part-time.



## Health and mental health

Lack of transport complicates access to health services. Availability and affordability of transport has a clear effect on Derwent Valley residents' ability to access medical care and prescriptions. The only GPs and pharmacies in the region are in New Norfolk; interviewees noted that for a resident of Maydena (a 100km return journey), running out of a prescription can lead to missing medication. Similarly, if a child whose parents lack transport falls sick in an outlying school, it can be difficult to get them to a GP in New Norfolk. Access to medical appointments in Hobart—particularly ones located outside the CBD, such as Paediatric services in Lenah Valley—is also time-consuming and expensive, requiring a transfer between services. Lack of transport also affects access to determinants of health such as healthy food: a few interviewees noted that there are no health food stores on the Fairview side of the river in New Norfolk, or in outlying communities.

Ill health makes transport more difficult. Interviewees said that while existing services to Hobart may work for people in good health, people who are ill require more support. Some also observed that services do not always ask people about how they are getting to and from facilities, meaning that appointments can be scheduled for times that do not fit well with bus timetables or not-for-profit service requirements.

Good transport options can play a crucial role in good health and recovery. As one interviewee said, “When it’s hard to get up the courage to leave the house, transport can be either a significant barrier or a significant facilitator”.

## Safety

Safety at night is a concern, particularly for women. A few interviewees felt that women are not safe walking or waiting for buses at night. Catching the bus in the late evening from Hobart can be intimidating due to perceptions of the behaviour of people in the Glenorchy bus mall.

Lack of safe transport options can force people without transport into unsafe situations. A few interviewees wished that young people in particular were able to ride with a safe driver, rather than with whoever happens to be going their way.

## Key Themes and Proposed Solutions

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The first survey found that Derwent Valley community members rated the importance of transport at 66 out of 100.

Twenty per cent of respondents had their own car and an additional 46% were from families with more than one car.

In total, 119 respondents contributed ideas for what would help them or others get around in the Derwent Valley and beyond (see [Appendix C The First Survey](#)).

After the initial consultations, we distilled findings and solutions down to a few key themes:

- More options for getting between Maydena to the west, Molesworth and Lachlan to the south, and New Norfolk.
- More options for direct travel between New Norfolk and Bridgewater.
- More options for children still requiring child car seats.
- More options for people to access employment.
- Easier pathways for people to gain their driver licence.
- Reduced transport costs—bus fares, petrol, registration and repairs.
- An option for getting back from Hobart at night.
- Services and the community working to raise awareness of people’s transport challenges.
- Better active transport infrastructure and bus shelters.

Between the initial consultations/survey and a literature scan, 59 possible options were identified that would address these issues and otherwise help people get around the Derwent Valley. Of these options, some were effectively duplicates (carpooling to address petrol and parking costs, access to employment, and after-hours services, for example).

After preliminary sorting, 48 options were presented to the Transport Action Team, producing a shortlist of 27 possible actions. The Transport Action Team then re-examined the list, condensing and refining it further to 15 action items for consultation with the broader community. The Team took the following into consideration when re-examining the list:

- How many people would benefit from a proposal.
- The proportion of community members that would benefit.
- Whether some key transport-disadvantaged members of the community would be left out.
- Whether the issue would cause division in the community.
- Whether existing businesses would suffer.



# Derwent Valley Transport Action Plan Items

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## **Bring bus fares down**

Bring non-metropolitan general access fares in line with Metro fares, and eliminate the surcharge to cross the river at New Norfolk.

## **Establish more direct services between New Norfolk and Bridgewater**

Provide direct services, whether larger buses or shuttle buses, that link with Trade Training Centre timetables.

## **Establish after-hours transport from Hobart to New Norfolk**

Create a shuttle bus or vanpool service that picks people up/drops people off along a flexible route to help people with late shifts in Hobart get home.

## **Establish a Children's Bus to help families get to learning**

Create a service that has the child safety equipment (car seats, harnesses) to carry young children and parents to Launching into Learning, playgrounds, appointments and childcare.

## **Establish a New Norfolk Shopper Shuttle**

Set up a service covering areas within a set radius of the New Norfolk CBD.

## **Establish a shuttle bus between New Norfolk and Maydena**

Create services running eastward to bring people to New Norfolk for employment, shopping, or connection to buses running onwards to Hobart or Bridgewater, and running westward to carry people to agricultural employment and tourists to Mt Field National Park.

## **Establish feeder services to main bus routes**

Create feeder services to pick people up in places like Lachlan, Molesworth, or the Central Highlands and get them to main route bus stops.

## **Establish a shuttle bus to employers in the Derwent Valley**

Create services travelling through several pick-up points to get people to and from work around the region, particularly through the peak agricultural season.

## **Let people pay their vehicle registration in smaller installments**

Give people the option of making monthly or quarterly payments.

## **Establish a school-based program to get a driver licence by the end of Year 12**

Give all eligible students the chance to leave New Norfolk High School with a driver licence.

## **Attract more driver mentors and community transport drivers**

If more people volunteered as driver mentors or community transport drivers, the Derwent Valley Community House could help more people get their licences and community transport services could help more people who don't drive.

### **Help people use buses**

Establish a volunteer Transport Champions program to help show people the ropes of catching buses.

### **Encourage carpooling**

Enlist trusted community organisations to help bring people together to share rides, using apps (Parachuute) or websites (CoSeats).

### **Create a “How Are You Getting Here? How Are You Getting Home?” campaign**

Encourage services to ask people making appointments how they are getting around, match appointment times to services, and pass on information about transport options.

### **Keep on building and improving footpaths, cycleways and bus shelters**

Create wide footpaths with ramps for bikes, prams and mobility scooters to get on and off, cycleways to make it safer for children to ride their bikes to school or for fun, and bus shelters to make it nicer to wait for the bus in bad weather.

## Testing the Draft Transport Action Plan

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The Transport Action Team and TasCOSS staff displayed posters presenting the draft Action Plan at the LINC, the Derwent Valley Council, Ptunarra, the Derwent Valley Early Learning Centre, and the Maydena Community Hall.

We used the posters and printed surveys for pop-up consultations at the PCYC, the Salvation Army Doorways program, Workskills, and the Maydena Railtrack Riders Work for the Dole program.

We distributed printed surveys via the New Norfolk Community Health Centre, Corumbene and the Corumbene Help@Home program. In all of these cases, we made it possible for people to register approval (via a tick or gold star), disapproval (with a cross or red sticker), or no response/neutral (leaving the space blank).

We also distributed an electronic survey via email and Facebook. This survey only registered approval (via a tick), although a space was provided for comments. It also provided an opportunity to collect demographic information (see [Appendix D The Second Survey](#)).

In total these collection methods gathered 151 responses.

The approval ratings generated by these consultations cannot be considered to be statistically robust for the entire Derwent Valley population, but do give a general sense of interest levels and the suitability of different ideas.

Approval ratings and interpretation:

### **Establish after-hours shuttle bus or vanpool from Hobart to New Norfolk.**

*Overall approval rating: 64%*

The popularity of this measure likely reflects both the inability of people without cars to take up jobs in Hobart that involve late shifts and safety concerns about waiting for a bus after dark. A flexible fixed-route service could pick people up/drop people off closer to their workplaces and homes, helping to allay safety concerns.

### **Let people pay their vehicle registration in smaller installments**

*Overall approval rating: 59%*

The Derwent Valley's lower incomes overall means that this measure would potentially benefit people across the board. South Australia already permits registration fees for 3 or 12-month periods to be paid off monthly through direct debit to either a credit card or a bank account; Victoria, Queensland and Western Australia permit the payment of registration on a quarterly basis.

### **Establish a Children's Bus to help families get to learning**

*Overall approval rating: 59%*

Where bus services exist, they are not easy for people with very small children: interviewees have said that people feel judged for their children's behaviour or for holding bus drivers/passengers up as they struggle with prams. A maxi-taxi or small bus that has child safety equipment (car seats, harnesses) can carry children and parents to Launching Into Learning, playgrounds, appointments and childcare. Such a service could be an incentive for LiL enrollment for parents who currently are not engaged. LiL programs would want to stagger their scheduling to accommodate the service.

## **Establish a New Norfolk Shopper Shuttle**

*Overall approval rating: 58%*

Businesses in New Norfolk as well as people who cannot afford taxis could benefit from the establishment of a shuttle bus servicing areas within a set radius of New Norfolk.

## **Bring bus fares down**

*Overall approval rating: 56%*

Concerns expressed in consultations in relation to the cost of current bus fares for people on particularly low incomes, and the sharp rise in ridership reported in response to free travel on Metro buses before 7am all suggest that reducing the cost of both rural and urban bus services would have the potential to reduce trip rationing and ease financial pressures on low income earners.<sup>24</sup> Bringing non-metropolitan general access fares in line with Metro fares and eliminating the surcharge to cross the river at New Norfolk would end an inequity between Hobart and Derwent Valley residents and between residents of different parts of New Norfolk.

## **Keep on building and improving footpaths, cycleways and bus shelters**

*Overall approval rating: 52%*

Wide footpaths with ramps for bikes, prams and mobility scooters to get on and off would make it easier for young children and their parents and for people who no longer drive to get around in New Norfolk and beyond. Cycleways make it safer for children to ride their bikes to school or for fun. Shelters would make it more pleasant to wait for the bus in bad weather.

## **Establish a shuttle bus between New Norfolk and Maydena**

*Overall approval rating: 50%*

Services running eastward can bring people to New Norfolk for employment, shopping, or connection to buses running onwards to Hobart or Bridgewater. Services travelling westward from New Norfolk can carry people to agricultural employment and tourists to Mt Field National Park.

## **Establish feeder services to main bus routes**

*Overall approval rating: 50%*

Create and promote feeder services to pick people up in places like Lachlan, Molesworth, or the Central Highlands and get them to main route bus stops.

## **Establish more direct services between New Norfolk and Bridgewater**

*Overall approval rating: 48%*

More direct services would help people who wish to use Centrelink and other services, people wishing to do shopping, and people wanting to access the Bridgewater Trade Training Centre. Timetables should be linked to Trade Training Centre class timetables. It is not clear whether demand would support a general access service, or whether shuttle buses would be more appropriate.

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<sup>24</sup> [http://www.premier.tas.gov.au/releases/positive\\_year\\_for\\_metro](http://www.premier.tas.gov.au/releases/positive_year_for_metro)



## Attract more driver mentors and community transport drivers

*Overall approval rating: 48%*

Currently driver-mentoring programs, which rely on volunteer mentors, are not able to keep up with demand. Volunteering rates in the Derwent Valley are comparatively low: on the 2016 Census 16% of Derwent Valley respondents stated they had volunteered for a group or organisation in the past 12 months, the third lowest level of Tasmania's 29 council areas (21.3% Statewide).<sup>25</sup>

A community campaign could work with Volunteering Tasmania to boost the profile of volunteering in the program. However, expansion of the mentoring program would likely require more vehicles; these should be manual shift vehicles, given that agricultural employers often require a manual shift licence. Meanwhile, some interviewees suggested that pent-up demand for CTST services exists, suggesting that more drivers may need to be recruited.

## Establish shuttle buses to employers in the Derwent Valley

*Overall approval rating: 40%*

Shuttle buses could travel through several pick-up points to get people to and from work around the region, particularly through the peak agricultural season. This has been proven to have a positive social benefit in other jurisdictions.

For example, a Social Return on Investment analysis of a centrally coordinated transport-to-employment project in remote and rural Scottish communities with low population density, higher-than-average unemployment and limited public transport revealed a 3.07:1 rate of social benefit return, with a payback period of 9.17 months and a break-even number of clients of 7.64.<sup>26</sup>

## Establish a school-based program to get a driver licence by the end of Year 12

*Overall approval rating: 40%*

With driver licences increasingly treated as a prerequisite for employment, young people from transport-disadvantaged families are at a double disadvantage in the job market. Giving all eligible students the chance to leave New Norfolk High School with a manual driver licence would level the playing field for young people in relation to mobility and employment, and could also be an incentive to stay in school.

## Create a Transport Champions program to help people use buses

*Overall approval rating: 36%*

The mechanics of bus use can be complicated, especially for older people, people with low literacy, or people with anxiety or depression. Timetables can be hard to read, people are uncertain where stops are located and whether exact change is required, etc.

COTA ran a Transport Champions program in the Huon Valley to help older people use buses; a similar model could be extended to other age groups as well.<sup>27</sup>

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<sup>25</sup> 2016 Census General Community Profile, Derwent Valley (LGA)

<sup>26</sup> Payback period: number of months that 10 clients must remain employed to break even on initial investment. Break-even number: number of clients required to remain in employment for a year to break even on initial investment.

<sup>27</sup> COTA's Tas Champions are people within the community who are passionate about issues affecting older people in Tasmania. In the Huon Valley, COTA Champions have been involved in helping older residents navigate public and not-for-profit transport options. See <http://www.cotatas.org.au/wp-content/uploads/2011/04/COTA-Transport-research-DRAFT-280311.pdf>

## Encourage carpooling

*Overall approval rating: 27%*

Carpooling is a good way to cut costs by sharing the expense of petrol and parking, and can help with short-term transport gaps. Informal carpooling appears to occur already in rural communities in the Derwent Valley, where people are more likely to know each other.

In New Norfolk, trusted community organisations could help bring people together to share rides, using apps (Parachuute) or websites (CoSeats or Cool Pool). The Parachuute app, for instance, leverages people's existing social networks to enable the exchange of transportation favours via a smartphone app; app users set up trusted networks of drivers to whom they can send requests for or offers of transport for single or multiple events.<sup>28</sup>

## Create a “How Are You Getting Here? How Are You Getting Home?” campaign

*Overall approval rating: 25%*

Although services are often helpful to people who mention transport problems, many people are embarrassed to admit that they do not have access to a car or are no longer driving. Encouraging services to ask people making appointments how they get around not only could help match appointment times to services, but also could create opportunities to pass on information about transport options.

## Discussion

*The bulk of these action items clearly resonated with respondents*

The most commonly heard comment at in-person sessions was “These are all really good ideas”. Four of the proposed solutions had approval ratings of around 60%, and eight had ratings of 50% or above. Such a positive finding lends validity to the co-design approach.

*People were attracted to solutions that cover a range of modes*

Of the six most popular proposals, three were for small vehicle services (after-hours transport, ranked #1; a children's bus, tied for #2; a shopper shuttle, ranked #3); one related to private vehicles (smoothing registration payments, tied for #2); one related to general access services (bringing bus fares down, ranked #4); and one related to infrastructure (better footpaths/cycleways/bus shelters, ranked #5).

*Several proposed solutions enjoyed strong majority support*

Nearly 65% of respondents favoured the creation of an after-hours vanpool or shuttle bus between Hobart and New Norfolk, which would permit young people to take late-shift jobs in Hobart. At least 50% of respondents in all of the survey settings—59% overall—favoured the idea of permitting vehicle registrations to be paid in smaller installments.

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<sup>28</sup> [https://www.theguardian.com/sustainable-business/2017/jun/19/smart-city-traffic-social-isolation-melbourne-technology?CMP=Share\\_AndroidApp\\_Yahoo7\\_Mail](https://www.theguardian.com/sustainable-business/2017/jun/19/smart-city-traffic-social-isolation-melbourne-technology?CMP=Share_AndroidApp_Yahoo7_Mail)

*Some proposed solutions were particularly popular with certain groups of respondents ...*

Some groups' preferred solutions were related clearly to specific concerns.

- All respondents who completed the survey at the Derwent Valley childcare centre favoured the establishment of a children's bus.
- All respondents who completed the survey via Corumbene's Help@Home program or the New Norfolk Community Health Centre visiting nurses supported more community transport drivers.
- 80% of respondents living in the Westerway-Maydena corridor favoured the establishment of a shuttle service between New Norfolk and Maydena.
- Over 85% of respondents at the PCYC youth basketball finals favoured both the establishment of a greater number of direct buses each day between New Norfolk and the Trade Training Centre at Bridgewater and the creation of an after-hours service from Hobart to New Norfolk.
- Strong majorities of participants surveyed at two Workskills sessions and at a Work for the Dole project in Maydena (66%, 66% and 100% respectively) favoured shuttle bus services to local employers.

*... but many of these still garnered majorities across the board*

An after-hours service from Hobart, as noted above, was the most popular suggestion across the board, at 64%. In the electronic survey, 57% of people who lived in New Norfolk favoured the establishment of shuttle buses between New Norfolk and Maydena. Even without respondents from the Derwent Valley Early Learning Centre, 53% of respondents favoured the establishment of a children's bus. Overall support for direct New Norfolk-Bridgewater services was close to 50%.

*Only one solution—a driver licence by Year 12—generated significant controversy among respondents*

Many respondents strongly favoured this concept, which they thought would level the playing field for young people, add to the employability of all Year 12 leavers, and could act as an inducement to stay in school.

By contrast, a number of respondents to the poster/paper survey (which provided a "thumbs-down" option) felt that Year 12 leavers were not yet old enough to drive responsibly and would be better served by more public transport. As a consequence, this solution had an approval rating of 41%, but also a disapproval rating of 14% (20 votes). This finding again lends validity to the co-design approach, and suggests that community consultation to allay concerns would be necessary if such a solution were to be pursued.

*Some other solutions that garnered some negative responses did so due to safety concerns*

No other solution garnered more than 3 votes against (1%). However, respondents mentioned safety concerns in relation to after-hours transport from Hobart to New Norfolk, carpooling and more direct services between New Norfolk and Bridgewater.

*Several of the proposed solutions probably could be combined under one service.*

Shuttle buses between Maydena and New Norfolk, feeder services to main bus routes, and feeder services to employers appear to fit together well. A Children's Bus and a New Norfolk Shopper Shuttle might fit together as well.

### *Taxis and school bus operators can be brought into the mix*

New services can draw on existing businesses. In the case of the Scottish transport-to-employment scheme cited above, taxi operators felt that the service had been a welcome addition to their trade, particularly in the winter months, and one operator had employed more drivers as a direct result of increased work due to the program.<sup>29</sup> Contracting local taxi operators to run the New Norfolk Shopper Shuttle service could allay concerns over the potential loss of some current fares. School bus operators in the region represent a pool of experienced transport business operators and drivers, although most of the buses currently in use do not appear to comply with Disability Discrimination Act requirements.

### *Two of the most popular solutions would benefit low-income Tasmanians Statewide*

- Low-income Tasmanians Statewide would benefit from being able to pay their vehicle registration in smaller instalments, as favoured by 57% of respondents.
- An extension of Metro-level pricing, as supported by 53% of respondents, to services operating within 40kms of the Hobart CBD—roughly the extent of Metro’s urban zone, extending from Blackman’s Bay to Brighton (42.5kms)— would benefit not only New Norfolk (35.5kms), but also Dodges Ferry (37.5kms) and Huonville (38.8kms). The application of a similar principle in the case of Launceston, where the greatest extent of travel on Metro is 20kms (between Hadspen and Rocherlea), would take in Grindelwald (18kms), Dilston (17kms) and Evandale (20kms).

### *Many of the proposed solutions could be replicated elsewhere*

- Organisations with Statewide reach—for instance, LINC’s, Neighbourhood Houses, or Child and Family Centres—could promote car-pooling.
- Driver mentoring programs across the State could engage in a combined drive to recruit more volunteer mentors.
- Other communities could explore many of the small-vehicle services suggested here, including shuttles to employers and feeder services to main bus lines.
- The idea of a Children’s Bus has obvious relevance to the Working Together for Three Year Olds targeted pre-school initiative and for Launching into Learning programs across the State.
- The need for better infrastructure is one that affects many, if not most councils in the State.
- Statewide, public health facilities can institute a “How are you getting here/home” policy.

### *Some of the proposals are relevant to the Community Investment and Innovation Project (CIIP)*

Transport has been raised as the number one barrier to employment in CIIP surveys and consultations in the Derwent Valley and Sorell, with measures to increase driver licensing raised by CIIP respondents as one possible solution, including increasing the number of driver mentors and extending mentoring programs to locations outside New Norfolk; shuttles to employment are clearly relevant as well. On a broader level, proposals that involve a volunteering component—a Transport Champions program as well as volunteering for driver mentoring and community transport—fit in with the CIIP’s objective of building community engagement through increased participation.

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<sup>29</sup> Payback period: number of months that 10 clients must remain employed to break even on initial investment. Break-even number: number of clients required to remain in employment for a year to break even on initial investment.

*Some of the proposals are community development opportunities as well as transport solutions*

In particular, the carpooling and Transport Champions proposals have the potential to build social ties and trust.

*The proposed solutions do not address some important issues identified in consultations*

The final list of solutions does not cover some of important issues that emerged in consultations, including:

- *Road safety.* Many respondents said that the Derwent Valley's roads are dangerous and that many drivers do not drive to conditions. Between 2010 and 2014 figures, Derwent Valley residents experienced 15.6 avoidable deaths from transport accidents per 100,000—double the Statewide level (7.5 per 100,000). The disparity in the region's level of premature mortality from road traffic accidents over the same period was even higher—13.3 per 100,000, compared to 5.2 Statewide.<sup>30</sup> With visitor levels to Mt Field National Park rising steadily, some respondents urged a more intensive safe-driving campaign aimed at tourists.
- *Unlicensed driving.* Interviewees said that levels of unlicensed driving in the Derwent Valley are high, which poses a safety risk to the individual and the community, and that a punitive approach can push people further into transport disadvantage through unpayable monetary penalties or cancellation of licences. While an application for a payment plan can lead to greater leniency, people are deemed ineligible for the program if they miss one payment. Other pathways could include broader use of Monetary Penalties Community Service Orders (MPCSOs) that are not generally extended to people on low incomes or benefits.<sup>31</sup>
- *After-hours petrol west of New Norfolk.* Some respondents said that the lack of after-hours petrol west of New Norfolk puts people at risk, and urged the installation of a card-operated pump at Westerway.

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<sup>30</sup> PHIDU, LGA data 2010-2014.

<sup>31</sup> The MPCSO website notes that: "Your application will only be accepted if you are assessed as having absolutely no capacity to pay. If you are employed or receiving benefits it is very unlikely your application would be successful." See <http://www.justice.tas.gov.au/fines/mpcso>



# The Final Transport Action Plan

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The Final Transport Action Plan is presented as a separate document, additional to this report.





## Appendix A: Derwent Valley Demographics

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### Demographics<sup>32</sup>

#### Population (2016):

- Derwent Valley LGA: 10,021
  - New Norfolk SA2: 6,605
  - Derwent Valley SA2: 3,100
    - New Norfolk: 5,432
    - Lachlan: 841
    - Magra: 699
    - Molesworth: 633
    - Lawitta: 232
    - Westerway: 225
    - Maydena: 222
    - Glenfern: 189
    - Black Hills: 179
    - Bushy Park: 126
    - Hayes: 110
    - Glenora: 78
    - Rosegarland: 75
    - National Park: 73
    - Mount Lloyd: 55
    - Moogara: 49
    - Macquarie Plains: 44
    - Tyenna: 43
    - Boyer: 40
    - Uxbridge: 26
- Median age: 43 (Tasmania: 42)
- Aboriginality (census): 4.7% (Tasmania 4.6%)

### Income<sup>33</sup>

- Median household income: (2015-15): \$41,505 (Tasmania: 43,067)
- Proportion of the population aged 16-64 who is disability support pensioners: 13.4% (Tasmania 8.7%)
- Proportion of the population aged 65+ who receive the aged pension: 85% (Tasmania 74.6%)
- Proportion of the working aged population receiving an unemployment benefit for longer than six months: 8.2% (Tasmania 6.6%)
- Proportion of the population unable to raise \$2000 in an emergency within 2 days: 22% (Tasmania: 16.9%)
- Unemployment benefit for more than 6 months: 8.2% (Tasmania 6.6%)

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<sup>32</sup> ABS Census QuickStats

<sup>33</sup> Estimates of Personal Income for Small Areas, 2011-15, STE, LGA, ABS; PHIDU 2016; PHIDU 2014

- Unable to raise \$2000 in an emergency within 2 days: 22% (Tasmania: 16.9%)

### Children<sup>34</sup>

- Proportion of children under 15 years that live in low-income families: 41% (Tasmania: 29.2%)
- Proportion of children under 15 years who are in jobless families: 20.4% (Tasmania: 15.3%)
- Proportion of families with children under 15 years that are single-parent families: 29% (Tasmania: 26.8%)
- Proportion of children under 15 years living in families with low maternal educational attainment: 36.1% (Tasmania: 27.6%)

### Employment<sup>35</sup>

- Unemployment (December 2017): 8.6% (Tasmania: 6.2%).
- Proportion of total families with children under 15 years that are jobless: 20.6% (Tasmania: 15.9%)

### Housing<sup>36</sup>

Housing costs have gone up dramatically since the latest figures, collected in 2016.

- Percentage of households in dwellings receiving rent assistance: 21.6% (Tasmania: 19.0%)
- Dwellings rented from housing authority: 5.1% (Tasmania: 4.7%)
- Low income households experiencing mortgage stress: 9.5% (Tasmania: 7.1%)
- Low income households experiencing rental stress: 36.3% (Tasmania: 31.9%)
- Internet access at home (2016): 71.2% (Tasmania 78%)

### Education<sup>37</sup>

- People who left school at Year 10 or below, or did not go to school, per 100: 55.6 (Tasmania: 41.8)
- Full time participation in a secondary school education at age 16: 60.8% (Tasmania: 75.6%)
- Learning or Earning, ages 15-19: 78.6% (Tasmania: 82.1%)
- Proportion of students in bottom ICSEA quarter, 2017:
  - New Norfolk Primary: 59%
  - Fairview Primary: 66%
  - Molesworth Primary: 29%
  - Westerway Primary: 69%
  - Glenora District School: 68%
  - New Norfolk High School: 75%
- Proportion of students attending 90% or more of the time:
  - New Norfolk Primary: 66%
  - Fairview Primary: 74%

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<sup>34</sup> PHIDU, LGA Data, 2016

<sup>35</sup> Labour Market Information Portal, ABS Labour Force Region –SA4 Data, Unemployment rate time series for state/territories; Small Area Labour Markets Publication December 2017, Data Tables—LGA; PHIDU, LGA Data, 2016

<sup>36</sup> PHIDU 2016

<sup>37</sup> [www.myschool.edu.au](http://www.myschool.edu.au)

- Westerway Primary: 65%
- Molesworth Primary: 74%
- Glenora District: 67%
- New Norfolk High School: 52%
- Vulnerable on one/two domains: 28.6%/12.9% (Tasmania: 21%/10.7%).<sup>38</sup>

### Safety<sup>39</sup>

- Felt safe/very safe walking alone after dark, per 100 (2014): 51 (Tasmania: 59.4)

### Health<sup>40</sup>

- Estimated population aged 15+ with fair or poor self-assessed health, per 100: 21.7 (Tasmania: 18)
- Estimated population aged 18+ with high or very high psychological distress, per 100: 16.8 (third highest in the State) (Tasmania: 13.6)
- Estimated population who are obese, per 100: 36.0 (Tasmania: 31.3)
- Estimated population aged 18+ who are current smokers, per 100: 23.8 (Tasmania: 19.4)
- Estimated population aged 15+ consuming high-risk levels of alcohol, per 100: 18.7 (Tasmania: 17.5)
- Estimated population aged 18+ with adequate fruit intake: 44.8 (Tasmania: 46.5)
- Estimated population aged 18+ who undertook no or low exercise in the previous week: 70.4 (Tasmania: 67.2)
- Premature mortality, per 100,000: 386.6 (Tasmania: 283.7)
- Proportion of the population with a profound or severe disability and living in the community, all ages: 7.4% (Tasmania: 5.9%)<sup>41</sup>
- Deaths from suicide and self-inflicted injuries, 0-74, per 100,000 (2010-2014): 19.8 (second highest in the State after Central Highlands) (Tasmania: 13.3)
- Avoidable deaths from transport accidents, 2010-2014, aged 0-74, per 100,000: 15.6 (Tasmania: 7.5)
- Premature mortality from road traffic accidents, 0-74 years (2010-2014), per 100,000: 13.3 (Tasmania: 5.2)

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<sup>38</sup> AEDC 2015, LGA Tables

<sup>39</sup> PHIDU, 2014

<sup>40</sup> PHIDU, 2014-15

<sup>41</sup> PHIDU 2016

## Appendix B: Bus Fares and Travel Times

### Some typical bus fares

New Norfolk-Granton (24.7kms):

- Adult single/return: \$6.40/\$10.20. Adult concession/tertiary student single/return: \$3.20/\$5.10. Senior single/return: \$5.80/\$9.30. Adult budget 10: \$48.00

New Norfolk-Claremont/Glenorchy/Hobart (35.5kms):

- Adult single/return: \$8.30/\$13.30. Adult concession/tertiary student single/return: \$4.10/\$6.70. Senior single/return: \$7.50/12.00. Adult budget 10: \$62.00.

Westerway-New Norfolk (29.3kms):

- Adult single/return: \$8.30/\$13.30. Adult concession/tertiary student single/return: \$4.10/\$6.70. Senior senior/return: \$7.50/12.00. Adult budget 10: \$62.00.

Westerway-Hobart (64.1kms):

- Adult single/return: \$13.30/21.30. Adult concession/tertiary student single/return: \$6.70/\$10.60. Senior: \$12/\$19.20. Adult budget 10: \$100.

Hobart urban area: Metro Greencard

- *Adult*: Weekday full fare daily cap is \$9.20 if first boarding is prior to 9 am, \$4.60 if after. Sat/Sun/PH full fare daily cap is \$4.60.
- *Concession*: Weekday adult concession daily cap is \$5.60 if first boarding is prior to 9 am, \$2.80 if after. Sat/Sun/PH adult concession daily cap is \$2.80.
- *Child/student*: Weekday child/student concession daily cap is \$3.40 regardless of boarding time or day.

### Travel times for training and education

**Bridgewater Trade Training Centre:** Courses at the Bridgewater Trade Training Centre typically start at 8:30 or 9 am and run until 3 or 3:30 pm.

- The only bus running from New Norfolk towards Bridgewater leaves New Norfolk at 7am, arriving in Bridgewater at 7:40am. The return bus leaves Bridgewater at 16.08 and arrives in New Norfolk at 16:55pm. These buses only run school days. *Total travel/wait time: between 1.5 and 2 hours each way.*
- Otherwise, getting between New Norfolk and Bridgewater requires changing to a Metro bus at Granton. To get to the Trade Training Centre from New Norfolk:
  - For an 8:30am course, Metro X20 leaves Granton at 8:04am, arriving Bridgewater 8:18am. To catch this bus, a person can catch the 7:33am from Fairview (7:45am from New Norfolk Central), arriving Granton at 8am. If this is too tight, then the 7:18am from Fairview (7:30am from New Norfolk Central) arrives Granton at 7:45am. *Total travel/wait time: between 1 and 1.25 hours.*
  - For a 9am course, Metro X20 leaves Granton at 8:31am, arriving Bridgewater 8:55am. To catch this bus, the only option is the 7:33am from Fairview (7:45am from New Norfolk Central), arriving Granton at 8am. *Total travel/wait time: roughly 1.5 hours.*
- To get back to New Norfolk from the Trade Training Centre:

- For a 3pm let-out, the next X20 is at 3:09pm. The 3:09pm arrives in Granton at 3:28pm. The next O'Driscoll's coach is at 4:05pm (school days only), arriving New Norfolk Central at 4:20pm and Fairview at 4:35pm. *Total travel/wait time: roughly 1.5 hours.* If you miss the 3:09pm, the next X20 is at 4:09pm (see below, *total travel/wait time: roughly 2 hours*).
- For a 3:30pm let-out, the next X20 is at 4:09pm, arriving Granton 4:28pm. This connects to the 4:35pm O'Driscoll's coach, arriving New Norfolk Central at 4:50pm and Fairview at 5:05pm. *Total travel/wait time: roughly 1.5 hours.*

**TAFE Clarence campus:** A Cert II in Horticulture, for example, runs from 9am to 3:30pm.

- Getting there: The Metro 655 leaves Hobart at 8:27am, arriving at TAFE at 8:42am. The only way to be sure of catching the 8:27am is to catch the 7:03am O'Driscoll's Coach from Fairview (7:15am from New Norfolk Central), arriving Hobart 8:15am. *Total travel time: roughly 1.75 hours.*
- Getting back: The Metro 655 leaves the TAFE campus at 29 minutes past the hour, meaning that either you'd have to leave your class early or wait until 4:29pm, arriving Hobart 4:47pm. You'd then catch the 5pm O'Driscoll's coach, arriving New Norfolk Central 5:50pm and Fairview 6:05pm. *Total travel/wait time: roughly 2.5 hours.*

## Appendix C: The First Survey

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Where in the Derwent Valley do you live?

- 36% of respondents lived in New Norfolk, with 64% living outside New Norfolk.
- Some 14% lived outside the Derwent Valley Council area, almost all in the Central Highlands Council area (Ouse/Ellendale/Gretna).

How do you and your family get around?

- 20% of respondents had their own car.
- Nearly 40% used buses, although many of these said that they also had access to a car.
- Only a total of 5.5% said that they used not-for-profit transport, whether CTST or another service.

How old is your family's youngest car?

- 42% said that the youngest car in their family's possession was more than 10 years old.

What are the biggest challenges you face in getting around?

- 50% said that the cost of petrol was one of their biggest challenges getting around
- A third cited the cost of vehicle registration, and 30% the cost of repairs.
- A third cited the lack of a bus service where they lived, and 30% said that there was no bus at the times that they needed to travel.
- Nearly 30% cited the lack of footpaths, and 20% said that they did not feel safe walking or cycling after dark.

Are there things that you can't do because you can't get there?

- Some 37% said that they had difficulty accessing work due to lack of transport, particularly on Sundays or at short notice. Almost the same number said that they could not spend time with family and friends.
- Nearly 30% said that they had difficulty getting to a doctor.
- A quarter said that they had difficulty getting to shops, and the same number had difficulty accessing community activities.
- Said one respondent, a Glenfern resident with a family income of \$104,000-\$150,000, "If I didn't have a car, all of the above would apply."

How big an issue is transport to you?

- Respondents scored the importance of transport at 66 out of 100.

What would help you get around?

Demographic information

Age

- 0-19: 0.00%
- 20-24: 0.00%
- 25-34: 20.45%
- 35-44: 29.55%
- 45-54: 20.45%

- 55-64: 18.18%
- 65-74: 6.82%
- 75-84: 4.55%
- 85-plus: 0.00%
- Prefer not to say: 0.00%

Are you:

- Male: 16%
- Female: 84%
- Transgender/non-binary: 0%
- Prefer not to say: 0%

Which answer best describes the people living at your home?

- Single person household: 20%
- Couple without children: 11%
- Single parent with children: 13%
- Couple with children: 55%
- Prefer not to say: 0%

What is your annual household income?

- \$1 - \$15,599: 9.30%
- \$15,600 to \$20,799: 2.33%
- \$20,800 to \$25,999: 6.98%
- \$26,000 - \$33,799: 4.65%
- \$33,800 - \$41,599: 9.30%
- \$41,600 - \$51,999: 2.33%
- \$52,000 - \$64,999: 16.28%
- \$65,000 - \$77,999: 6.98%
- \$78,000 - \$90,999: 4.65%
- \$91,000 - \$103,999: 4.65%
- \$104,000 - \$155,000: 9.30%
- \$156,000 or more: 4.65%
- Prefer not to say: 18.60%

Do you rent or own your own home?

- Rent: 25%
- Purchasing: 41%
- Own outright: 32%
- Prefer not to say: 0%
- Other: 2%





## Appendix D: The Second Survey

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Where in the Derwent Valley do you live?

- New Norfolk: 50%
- Lachlan: 12.5%
- Westerway: 6.25%
- Maydena: 6.25%
- Other: 25%

How old are you?

- 0-19: 12.50%
- 20-24: 6.25%
- 25-34: 25.00%
- 35-44: 25.00%
- 45-54: 18.75%
- 55-64: 12.50%
- 65-74: 0.00%
- 75-84: 0.00%
- 85+: 0.00%

Do you have a driver licence?

- Yes: 81.25%
- On my L plates: 18.75%
- On my P plates: 0%
- No – will get one someday: 0%
- No – don't intend to get one: 0%
- Had a licence but lost/suspended: 0%
- Prefer not to say: 0%