

# Tennant Creek Transport Project



NTCOSS Conference  
Alice Springs - June 2015

# Tennant Creek Transport Project

Jonathan Pilbrow

(On behalf of) NTCOSS

& Georgina Bracken

TCT Inc

# NTCOSS Transport Policy & Advocacy

- Survey of NGOs
- Regional Transport Forums (incl. T/Creek)
- Pre Budget Submissions
- NTCOSS Conferences
- Media Work

# NTCOSS Transport Policy & Advocacy

Transport a high priority issue

Link between transport - life outcomes

Access to:

Health, education and training, shopping, banking, cultural activities

# NTCOSS Transport Policy & Advocacy Issues for Tennant Creek

Mothers/children - access to shopping

Returning home from hospital

Limited options – seniors/people with disability

Rural & remote transport issues – medical appointments

Organisations' staff providing transport

# Tennant Creek Key Demographics

Socially disadvantage: in bottom 10% in SEIFA  
(*Socio-Economic Indexes for Areas*)

Unemployment - very high

Labour Force - low participation rate (55%)

Population - High proportion of Aboriginal  
people (57%)

Greyhound Bus/Bush Bus

# Tennant Creek Key Demographics

Town Living Areas – Town Outskirts

Young pop'n but older pop'n growing

Aboriginal Languages spoken (35% of pop'n)

Jobs: Aboriginal Org's/Gov/Stations/Mining

Household car ownership – low rate

(17.4% of households w/o a car)

# NTCOSS Conference 2011

## Keynote Presentation on Community Transport



David Denmark- Principal,  
Transport Planning and  
Management

David Denmark, Senior Transport Planner



# NTCOSS Conference, May 2011

## Recommendation by Conference Delegates

**“Funding be sought for a trial of a community transport project – with Tennant Creek and Katherine proposed as locations.”**

# Project Formation - Transport in Tennant Creek

Funding Applications 2011-12

Funding base built: 2012

Local/NT agencies/Sidney Myer Fund/NTG

NTCOSS Support - ongoing

# Funding Success

- ▣ Getting the right funding fit



ABN 75 274 949 866

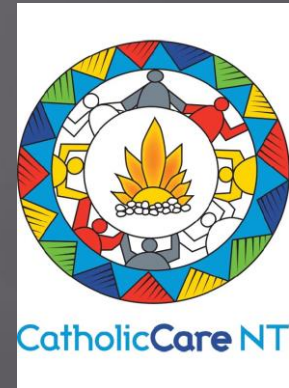


- ▣
- ▣

Department of Lands and Planning  
Department of Transport

# Funding Success

## Local Tennant Creek Organisations & NT Organisations



Individual Donor

# Tennant Creek Transport Project

- David Denmark Project Officer on board April 2012

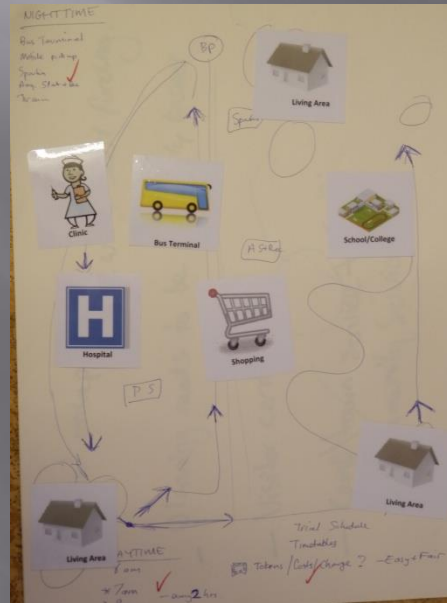
Aim of Project:

**Research a sustainable community**

**Transport system for Tennant Creek.**

# Tennant Creek Transport Project

## Consultations on need and available resources



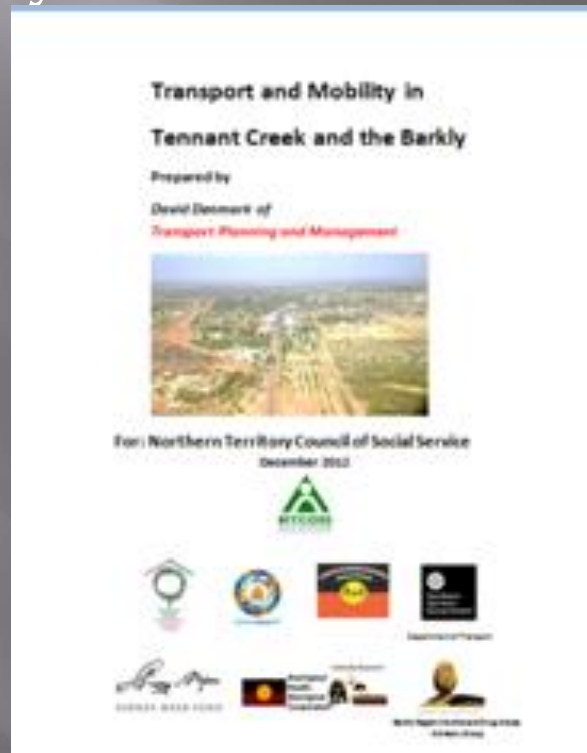
# Tennant Creek Transport Project

Consultations with other transport services on need and available resources



# Project Report Sept 2012

Report: 'Transport and Mobility in Tennant Creek and the Barkly December 2012'





# Project Report Sept 2012

- ▣ The Report covered:
- ▣ Profile – Tennant Creek and surrounding areas

Challenges to improving mobility

No public bus & limited taxi service

Impacts on Town:

- ▣ Ability to attend health services
- ▣ Reduced mobility for people with disability
- ▣ Impact on ability to access to shopping/food
- ▣ Agency resources diverted from core business

# Tennant Creek Transport Project

Local Committee Formed (Aug 2012)

Incorporated Body Formed (Sept 2012)



# Tennant Creek Transport Project

Website Created

<http://www.tennantcreektransport.org/>



The screenshot shows the homepage of the Tennant Creek Transport website. At the top, there is a navigation bar with links for Home, About Us, Services, Contact Us, and a dropdown menu for News. Below the navigation bar is a banner with a yellow background and the text "TENNANT CREEK TRANSPORT" in red. The main content area is divided into two columns. The left column contains a vertical list of menu items: Home, About Us, Services, Contact Us, News, and a dropdown menu for News. The right column features a "Who we are" section, a "Latest News" section with a headline "Town Bus Service starts in Tennant Creek", and a "News" section with a headline "It requires a bunch of dedicated residents...".

**Who we are**

Tennant Creek Transport was founded by a group of local people who are working towards developing and improving public and community transport in the Barkly region. Everybody with an interest in transport is invited to join.

**Latest News**

**Town Bus Service starts in Tennant Creek**

Tennant Creek residents are now enjoying a new bus service which is running five days a week throughout the town. The service is the first of its kind in Tennant Creek and started just as the town's only taxi suspended its operations.

Two years ago a report published by TfNSW highlighted the problems some Tennant Creek residents have in getting around town and accessing essential services such as shopping, the hospital and other services in the centre of town.

It requires a bunch of dedicated residents formed a non-profit transport group Tennant Creek Transport (TCT).

The group spent nearly two years trying to set up a bus service assisted by a grant from the Centenary Foundation and support from local agencies and Tennant Creek Advisory Board. Earlier this year TCT engaged a transport worker, Charles Richardson, to apply for approval to run a public bus service and to find and train some drivers. Charles founded the work in July having set up the town's first bus service.

The work was then taken over by the bus new drivers who have achieved endorsement by the NP Department of Transport and a very hard working committee, (led by

# LESSONS LEARNED

- ▣ Local Buy-in
- ▣ 2000 hours contributed  
(including 1000+ hours voluntary)
- ▣ True cost of the project to establish  
Town Bus Service: \$250,000

# A champion for your cause

- ▣ *Champion: 'An ardent defender or supporter of a cause or another person'*
- ▣ Patrick Moriarty - Our Community  
Director of Training & Development



[ourcommunity.com.au](http://ourcommunity.com.au)

Where not-for-profits go for help



# A champion for your cause



The screenshot shows the GiveNow.com.au website interface. At the top, the logo features a stylized heart with purple, green, and blue petals. The text reads "GiveNow.com.au" and "Give more, give smarter, give better, give now!". Below the logo is a navigation bar with buttons for "GIVE MONEY TO A CAUSE", "OTHER WAYS TO GIVE", "SPONSOR EVENTS", "WHAT'S ON", "GIVE YOUR WORK", and "GET YOUR CAUSE". A search bar is present with "My search" and filters for "All interests" and "All Locations". A "Priority sponsored by Westpac" logo is visible on the left. The main content area is for "Town Bus Service" by "Tannock Creek Transport Inc.", with a URL and email address. It includes buttons for "GIVE A ONE OFF DONATION" and "GIVE A RECURRING DONATION". The text describes the service's purpose and need for donations. On the right, a thermometer graphic shows a progress bar with the text "\$4,470 raised so far".

**GiveNow.com.au**  
Give more, give smarter, give better, give now!

Priority sponsored by **Westpac**

**Town Bus Service**  
Tannock Creek Transport Inc.  
<http://www.tannockcreektransport.org>  
Email: [info@tannockcreektransport.org](mailto:info@tannockcreektransport.org)

**GIVE A ONE OFF DONATION** | **GIVE A RECURRING DONATION**

TC Transport was formed by a group of residents to address the lack of public transport in Tannock Creek.

There is no transport and only one taxi which provides intermittent service.

We have borrowed a small bus and are trialling a fixed service bus route which provides transport for anyone at a small cost to get from the edges of town and the local indigenous urban living areas in to the service centre of town.

Our population is 60% indigenous and extremely disadvantaged.

Providing transport allows people to access a range of services, attend vital health appointments, and access the supermarket, chemist etc. and get home with essential supplies.

We urgently need donations to continue to provide and build on this vital service to the community.

**\$4,470**  
raised so far

**\$4470 raised so far!**

# Contact Details

Jonathan Pilbrow

Policy Advisor (Sep-Dec 2014), Alice Springs

Northern Territory Council of Social Service (NTCOSS)

[www.ntcoss.org.au](http://www.ntcoss.org.au)

E: [orPilbrowjj@gmail.com](mailto:orPilbrowjj@gmail.com)

M: 0403 611 815





# WHO WE ARE

- ▣ Tennant Creek Transport Inc. is a community based, not-for-profit organisation started by local residents of the Barkly region in August 2012.
- ▣ It is incorporated under the NT Associations Act and has an Australian Business Number, holds Deductible Gift Recipient Status and is a Public Benevolent Institution under Australian Tax Office Rules.

# WHO WE ARE

The Board of Tennant Creek Transport meets on a monthly basis and organisation has a website at [tennantcreektransport.org](http://tennantcreektransport.org)

We are a small group of Volunteers who have had to play a very hands on role in the development of the Service as we simply couldn't afford to start the service any other way.

# WHO WE ARE

We have collectively:

Liaised with Government departments,

Created Policies and procedures,

Recruited drivers and provided administrative support,

Organised and sometimes carried out maintenance & repairs,  
counted floats, banked monies, processed pays,

Washed the vehicle,

Stenciled temporary bus stops,

Driven and timed loops around the town,

Looked at stop locations,

Printed tickets, and

Submitted funding applications (15) & managed our finances

Put in a submission to the NT Commercial Passenger Vehicle  
Industry Review.

## *steps*

- ▣ The NT Department of Transport provided us with draft specifications for the operating licence for our current service. This followed extensive communications with the Department concerning the type of service that we saw as a necessary first step in trying to address the lack of transport in Tennant Creek .
- ▣ The service has been accredited as a “Motor Omnibus” service. It now runs to a timetable on a regular route with defined bus stops, but has the flexibility to stop closer to the home of any person who has a mobility difficulty, as long as they are on the route.

# *Steps*

- ▣ Drivers needed to be recruited and trained and have the appropriate 'clean' drivers licences, Criminal history Checks, Medical Checks and pass an "H" endorsement to be able to operate our bus service. We also required the drivers to have an Ochre Card clearance.
- ▣ These processes take time and all need to be current. We found there was a huge time lapse and difficulty in obtaining all these things and it was frustrating both for us and the potential drivers. It is still not an easy or quick process – with the added obstacle of all the paperwork having to be processed in Darwin or Alice Springs.

# *Steps*

- ▣ We started with 2 drivers but have only been able to support one Indigenous driver full time until recently. We have several members and volunteers who have now attained H endorsement. They are able to provide special charter services for events and afterhours activities.
- ▣ We are now training and recruiting more potential drivers.

# *Steps*

- ▣ Project Consultant - Charlie Richardson – March – July 2014
- ▣ **Town Bus Project: Purpose** to establish a public transport service in Tennant Creek - priority to enable people from town living areas to access Food Barn, Gov services/commercial businesses in and around the Main St
- ▣ **This included**
- ▣ **Consultation with Government and others**
- ▣ **Identify suitable vehicles and drivers**
- ▣ **Establish operational arrangements for the operation of the service**
- ▣ **Establish the financial viability of the minibus operation**
- ▣ **Trial Service**

# *Steps*

- ▣ The bus service is open to any member of the public, but its route is designed to make it easy and convenient for people living in the Community Living Areas to get to Tennant Creek's only supermarket, to Centrelink, to other services in the main street and to the hospital and to the clinics.
- ▣ The service will also help people keep in touch with and visit relatives and friends living at the opposite end of town.



# The Tennant Creek bus begins!

The service began on Thursday the 24<sup>th</sup> of July 2014 .The service is licensed as a fixed Route Bus Service.

At this time the service was considered as a trial Service – we had very little financial reserves and very little experience in the field – with the exception of one board member David Denmark. But we wanted to give it a go.



# The Official Launch

- ▣ The new bus service was officially launched on the 1<sup>st</sup> of August 2014 in front of a large gathering of residents and service providers.



# Building our capacity.....

After some months – we simply ran out of money and were on the verge of closing the service when.....

We received news that:

- ▣ The Department of Transport would subsidise our service until June 30<sup>th</sup> 2015

That we had been successful in gaining a number of small grants that would allow us to: Build our capacity, promote our service and extend our hours of service. We are extremely grateful for this support

- ▣ NGO Business Support – Department of Business small grant
  1. Governance – Planning and documentation
  2. Policies and Procedure
  3. Marketing Plan



Department of **Business**

# Building our capacity.....

## ▣ FRR Grant

1. Promotion of Service & Promotion materials
2. Bus audio – to increase awareness of Service



## ▣ Australian Ethical Grant

1. Early Morning Service to get people to work
2. provide an additional 15 hrs per week employment for an Aboriginal bus driver over 6 months



# Building our capacity.....

- ▣ Other Grants
- ▣ Other Grants Have been submitted for Vehicle infrastructure ( Buses) Specifically with disability lifters and access for wheelchairs to ensure equity of access to our service for all.

Since the original funding submissions to get the project started in 2011, there have been around 15 additional funding submissions written – around half have been successful

Give Now Donation Website

## *Assistance from other local businesses and organisations*

- ▣ Ticket sale arrangements are in place and the “Food Barn “ – our only Supermarket - is the main outlet for the purchase of pre-paid and multi-ride tickets.
- ▣ Barkly Regional Arts agreed to lease us their bus for the trial service. TCT had to provide suitable insurance and get the MO plates for the bus.
- ▣ When we ran out of money BRA waived the lease fees. We have been able to provide free charter using volunteer drivers for special events in return for this support. The Bus has required significant repairs and maintenance which TCT has managed to organize and pay for.

## *Assistance from other local businesses and organisations*

- ▣ We have now incorporated the BRA logo on the bus in recognition of their support and have provided free charter for BRA events and the Desert Harmony Festival.
- ▣ BRA have also now provided some office space – a place for a desk and internet access at a very minimal cost.
- ▣ The Traditional Credit Union opened its first office in Tennant Creek recently. They have assisted us by subsidizing our fuel bills and in return we carry their logo on the bus.

## *Assistance from other local businesses and organisations*

- Prospect NT – BP Complex has also supported our Service and allowed us an account for fuel which is currently being paid by the TCU.



- We will incorporate a bus stop on the Prospect NT premises and have been offered ongoing support by this organization.
- Many other local organisations have supported this new service – in kind or by purchasing pre paid tickets for staff and clients.



# Our First Bus – we coloured it up by hand to make it stand out!



# Working out the schedule and stops

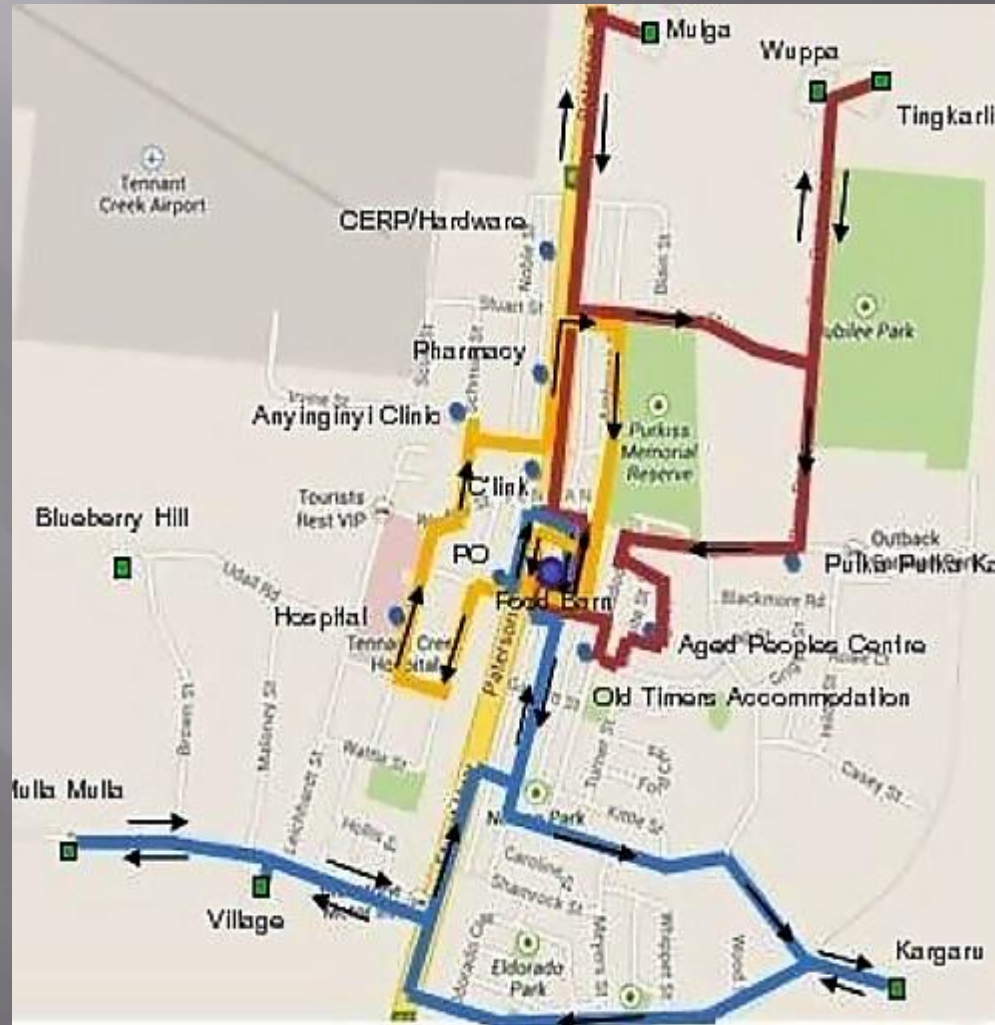
## Tennant Creek Town Bus Service Timetable

The service operates Tuesday to Friday from 9 am to 12 noon and 1 pm To 4 pm

Northern Loop			Southern Loop		
00 on the hour	Foodbarn		24 past the hour	Food Barn depart	
03 past the hour	Mulga		26 past the hour	Swimming Pool	
05 past the hour	Wuppa		27 past the hour	Staunton Street/Griggs Street	
07 past the hour	Tingkarli		28 past the hour	Training Centre	
09 past the hour	High School		30 past the hour	Kargaru	
11 past the hour	Pulka Pulka Kari		34 past the hour	Meyers Street	
15 past the hour	Anyinginyi Clinic		35 past the hour	Weaber Rd/Kathleen St	
18 past the hour	GP Clinic		38 past the hour	Village	
19 past the hour	Hospital		41 past the hour	Blueberry Hill	
21 past the hour	Food Barn arrive		45 past the hour	Anyinginyi Clinic	
			46 past the hour	GP Clinic	
			47 past the hour	Hospital	
			50 past the hour	Food Barn	

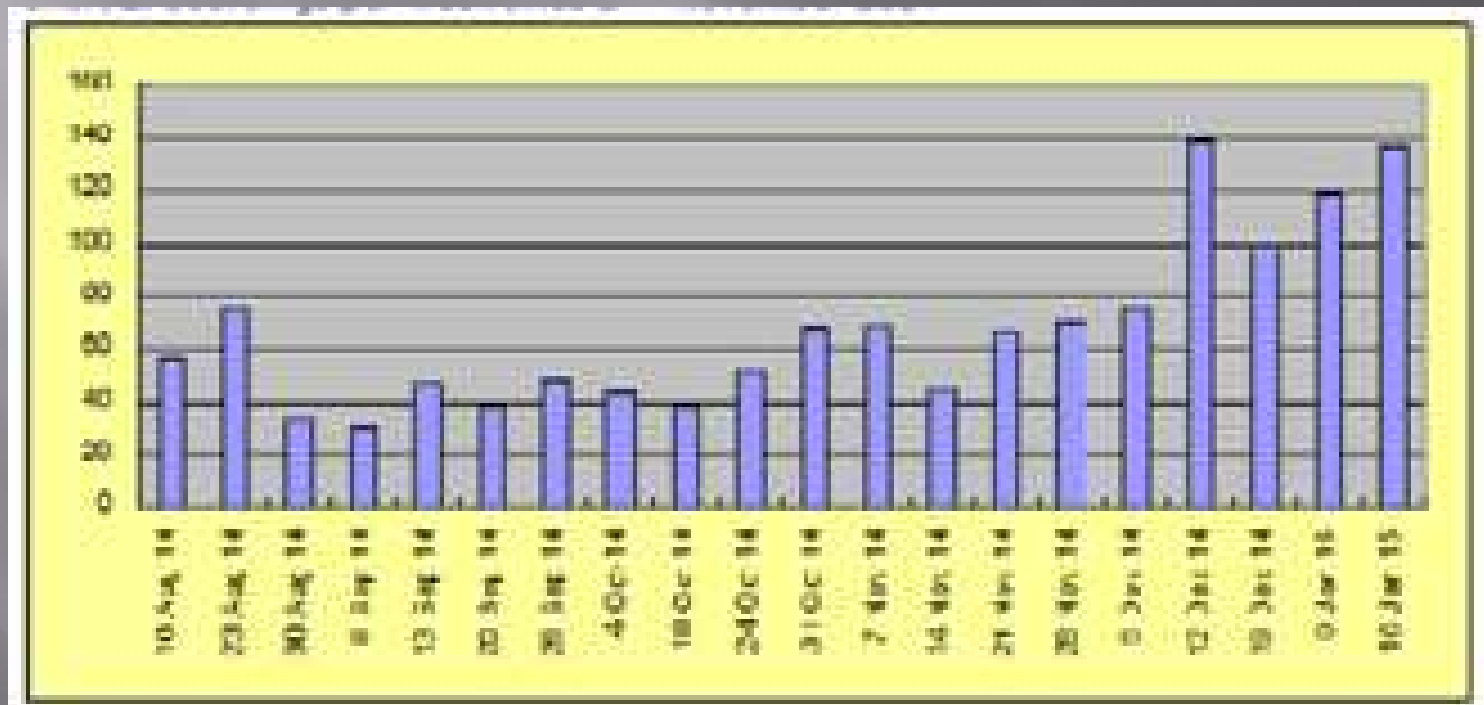
# Fixed Route Bus Service

Map of proposed town route



# Passenger Numbers

Boardings per week Aug 2014–Jan 2015  
up to 140 per week



# Fare Income

Weekly Fare Income July 2014 - Jan 2015

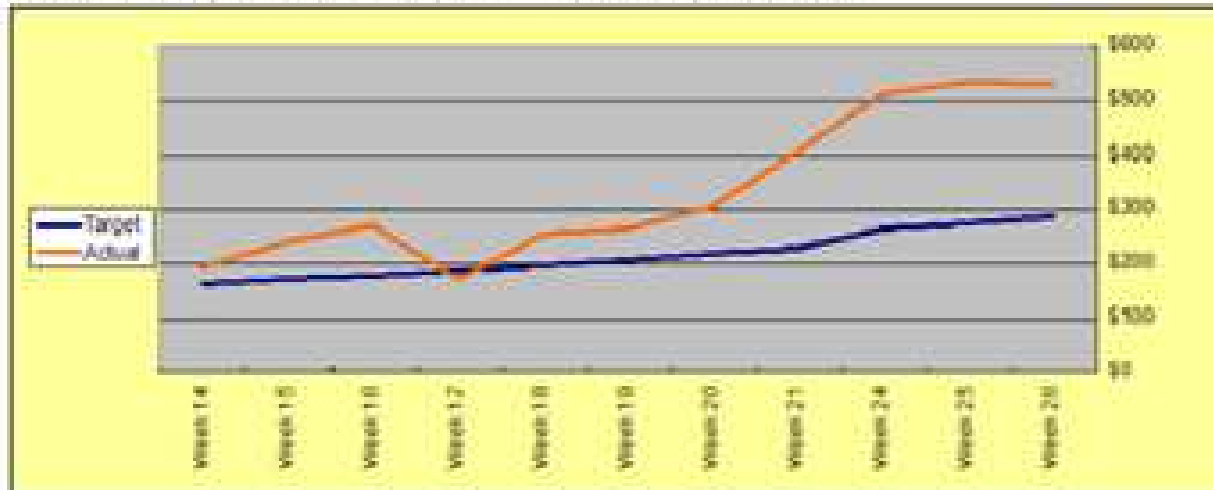


Weekly Fare Income ranges from \$120 per week in July 2014 up to \$550 per week by Jan 2015

# Fare Income

Actual Fare Income vs Estimated Fare Income Oct 2014- Jan 2015

Chart 6: Actual fare income compared to estimated fare income



David Denmark - TCT Transport Planner - January 2015

# Committee-Hands on and getting dirty!



# *Discussions with local boards and authorities*

- ❑ We have met with the Tennant Creek Local Advisory Board (the local advisory group to the Barkly Regional Council), and the Barkly Regional Economic Development Committee to explain our project, and received the enthusiastic support of both. The Local Board voted to contribute \$5,000 towards the development of the town bus service .



Tennant Creek Local Advisory Board

- ❑ A meeting with the Barkly Regional Economic Development Committee also resulted in a separate meeting with the Chief Minister's Tennant Creek representative, and an offer from him to assist us to overcome any bureaucratic obstacles that may occur with the Department of Transport.
- ❑ Barkly Shire Council also nominated their Executive Director of Operations to assist with the project for three months in 2014.
- ❑ There has been interest and assistance from a wide range of organisations and individuals.
- ❑ Pre purchased tickets have been purchased and given to clients to encourage use of the service and to acquaint them with the service.



# Objectives

- ❑ People's ability to move around affects how and when they are able to access goods, services, social and recreational pursuits, training, employment and their ability to partake and contribute as members of a community. Those people who have no ready access to private transport or who cannot access public transport for whatever reason are considered to be transport disadvantaged.
- ❑ The purpose of the association therefore is to provide a range of services that:
  - ❑ Address transport disadvantage in the Barkly region in whatever form it takes including by the provision of passenger transport services;
  - ❑ Assist people, who have no ready access to private transport, to access services and take part in activities of their choice;
  - ❑ Encourage healthy, active transport options such as walking or cycling;
  - ❑ Facilitate the development of suitable transport infrastructure such as transit centres or bus stops

# Where we are heading!

- ▣ Provision of transport services where this would bring about additional benefits to the community and transport disadvantaged people in particular;
- ▣ Coordination of passenger transport services in the region;
- ▣ Develop new transport services in the region;
- ▣ Coordinate and share community and government owned vehicles;
- ▣ Establish and maintain a driver pool.
- ▣ Establish a coordination or travel dispatch centre or centres in the region.

# Where we are heading!

- ▣ Provide information about transport options to the community;
- ▣ Advocate for improved transport services;
- ▣ Develop an access plan for the region;
- ▣ Conduct consultations and other research in the region about transport disadvantage and ways to increase people's mobility.
- ▣ The association will also seek funding and support from the community, the business sector, government and other agencies to assist in its work, and will charge fees for services where it is appropriate to do so.

# THANK YOU.

- ▣ The service has survived due to the goodwill of key supporters such as the Centrecorp Foundation, Barkly and in December 2014 the NT Department of Transport agreed to underwrite the service for the six months while the issue of a longer term subsidy is considered by the NT Government. This has now been extended by several months.

## Funders



# THANK YOU.

- ▣ The service has benefited from the goodwill of sponsors such as Barkly Arts, the Traditional Credit Union, the BP Garage and Red Cross

## Sponsors



Prospect NT – BP Complex



BP Garage



# THANK YOU.

- ▣ In December 2014 the NT Department of Transport agreed to underwrite the service for the six months while the issue of a longer term subsidy is considered by the NT Government. This has now been extended by several months.



**Northern Territory  
Government**

Department of Transport

# THANK YOU.

- ❑ NTCOSS was so fortunate to engage a national expert in the field (David Denmark), and for him to move with his partner and their dog from the Gold Coast to Tennant Creek, where they resided for the 4 months of the initial project! David has an enormous expertise and his hands on knowledge about transport systems, transport mobility, insurance options, license regulations, incorporation and tax status for NGOs etc - which would take years for most of us to get our head around. Without his expertise, the project would not have got off the ground.
- ❑ David has put in copious hours as committee member - and additional hours on top - sourcing funding opportunities, writing submissions - with never a complaint. With his unswerving belief that TCT can achieve sustainable transport services in Tennant Creek, and bringing with him a network of national connections - an invaluable resource to tap into - including being able to bring a contact up to Tennant for 4 months to help develop the service, he is indeed a champion for this cause - along with his partner Marella, who does a lot of behind the scenes bookwork and project support for TCT.
- ❑ And finally thank you to Jonathan Pilbrow and NTCOSS for their ongoing support, encouragement and advice to the Committee of TC Transport.

## Four years ago...

- ▣ There was no project
- ▣ No agency
- ▣ No bus
  
- ▣ What was needed was a whole of community response to a community need...



# ...Now there is this!!

## TCT's Partners & Supporters



ABN 75 274 949 866



Department of Business

▣ End