



# Safe Travel on Public Transport



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# Overview

1. Port Phillip CRC
2. Why access to transport is so important?
3. Outline the barriers our clients experience when using public transport?
4. What is the Tram Group? and why is it different to standard OT intervention?
5. What are the benefits from this group?
6. What does the future hold?



## Port Phillip CRC is:

- A community rehabilitation program for adults with recent health changes
- We are part of the Alfred health network and we are co-located and managed by Inner South Community Health Centre in South Melbourne.
- Team consists of a community nurse, occupational therapists, physiotherapists, social worker, speech pathologist, allied health assistants and rehabilitation doctor



# Why is access transport so important?

- **Safe, reliable, affordable** transport is a key determinant of people's opportunities to **access health services and programs, education and secure employment.**
- Limitation in regards to transport is related to **social isolation** and also has a relationship with **sedentary lifestyles.**

# Barriers to Public Transport Reported by Clients

- Difficulty alighting
- Fear of falling
- Client's perception that public transport service does not cater for the needs of people with impaired mobility.
- Lack of information about public transport

HERMAN®



"I'm not stealing it. I'm moving  
it closer to my house."

# Traditional Community Access Training

- One on One sessions with the Occupational Therapist catching in service public transport.
- Concerns:
  - > Risk Management – crowds, moving trams
  - > Audience of strangers



# What is the group?

- Public transport training group that is run in conjunction with Yarra Trams
- Uses stationary trams in the Tram Depot
- It is a single session group that is run approximately once per month
- Numbers are limited to 6 clients, 2 PPCRC staff, 1-2 Yarra Trams Staff



# My Role - Customer Relations and Marketing Office

## What does a CRMO do at Yarra Trams?

- My Job is to engage with the community to get them using trams!!
- Work with members of the local community to support our business objectives and promote theirs
- To push the 'Tram' message – 'Love your trams'

## How does this program fit into my role?

- Working with the 'Tram Group' allows me to support an important member of the local community, Inner South Community Health
- This group is about getting people back on trams so it's a perfect fit!

# Yarra Trams – Dealing with Safety

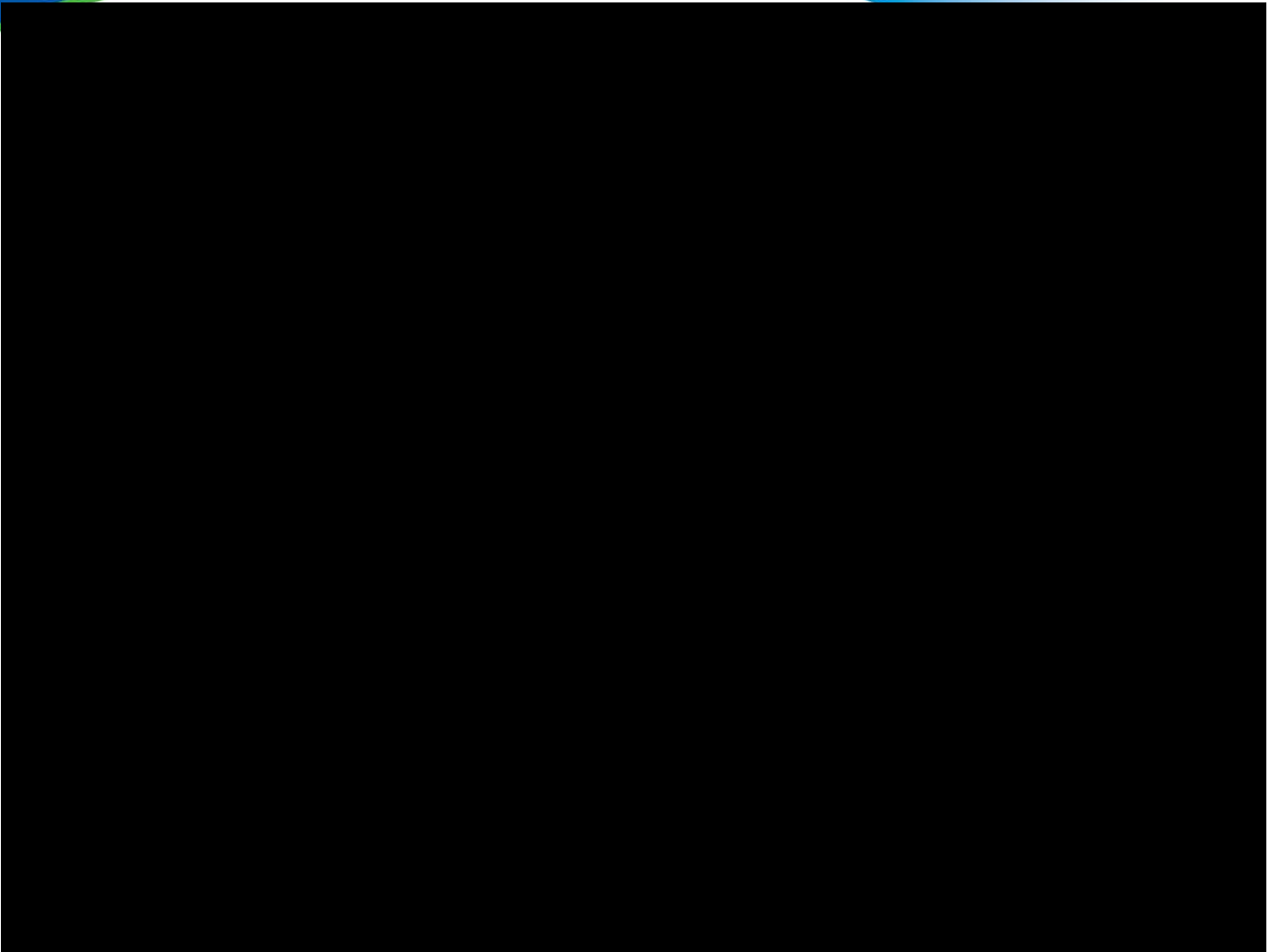
- Responsibility of the 'Rail Safety' department
- Constant collection and evaluation of data
- 'Falls' form part of the driver training and 'refresher' training
- Recent 'Did you know' campaign
- Upgrade to C Class breaks to improve stability
- The Tram Group





**Caulfield**  
HOSPITAL

**YARRA**  **TRAMS**





# Why do we run the group?

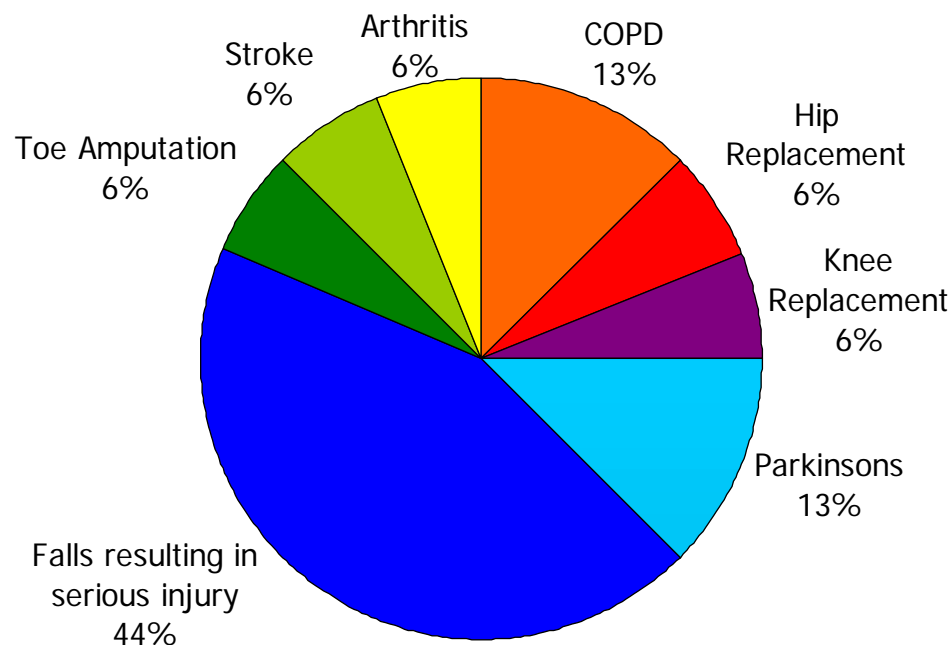
- To increase participant's **Confidence, Safety** and **Independence** when using Public transport
- To assess client's safety using public transport
- Graded approach to public transport training



# Who attends the group?

- 17 clients attended from November 2007 to October 2008
- 7 groups were conducted

**Primary Diagnosis of Clients attending Tram Group**



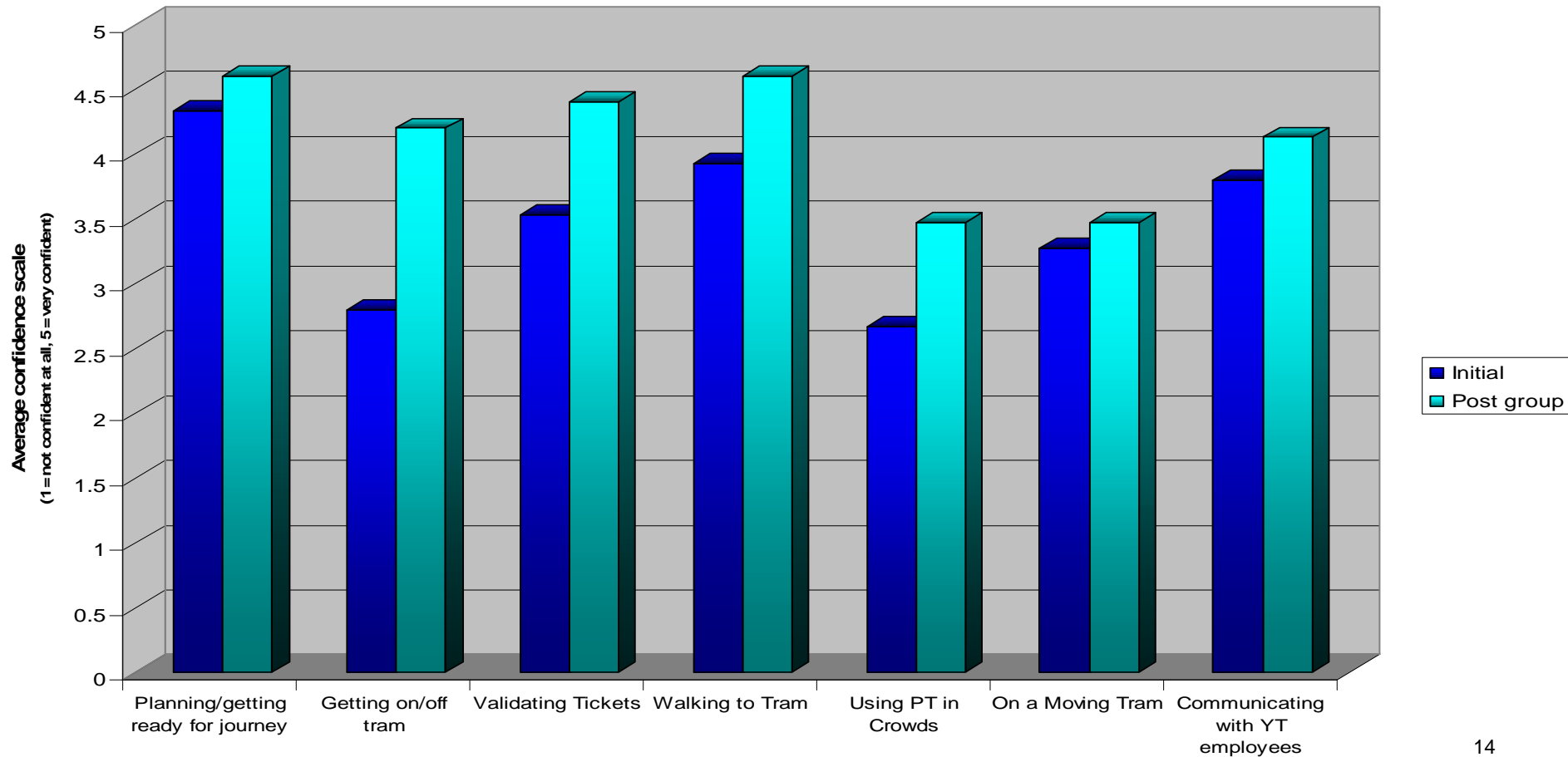
# How does the group run?

- Interdisciplinary Screening (OT, Physio, Nurse, Social Work)
- At the depot
  - Education Component
  - Practical Component
- Follow up
  - Phone call
  - One on One session by the OT or AHA





# Confidence Scales Before and After Tram Group Attendance





# The Benefits for the clients

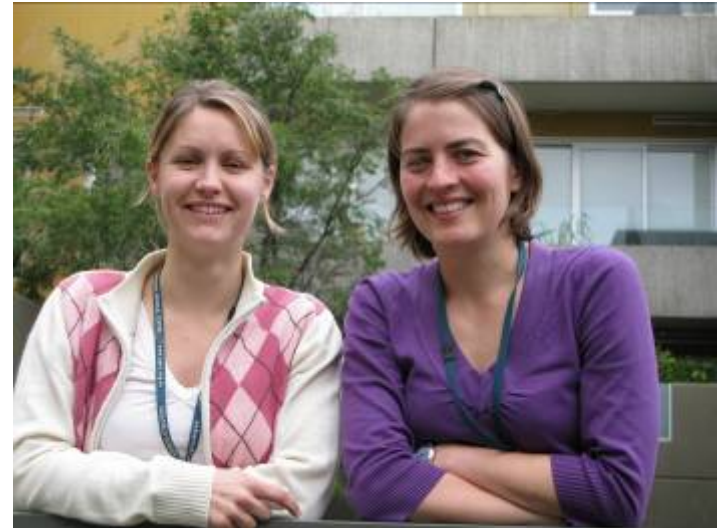
- Repetition of task components
- Reduce fear of falling during the session
- Improved confidence in advice provided
- Peer Education





# The Benefits for the Health Professional

- Risk management
- Assessment and treatment initially conducted without an audience.
- Improved understanding of the public transport system.
- Improved relationship with Yarra Trams





# The Benefits for Yarra Trams

- Provides an opportunity to participate in the community in a positive, mutually beneficial way
- Increased patronage – Yarra Tram’s number one objective
- Reduced Falls
- An opportunity to encourage safe travel habits
- A chance to get feedback from the public
- Increased communication between Yarra Trams and Port Phillip Community Rehabilitation Centre





## The Future.....

- Continue to offer monthly group to clients.
- Starting at other tram depots
- Continue to foster relationship between Health Organisations and Yarra Trams





“Having been a tram user for many years, it was truly wonderful to see that the rehabilitation team had included the "Tram Class" in their program. It continues to reinforce the steps we should take to make our journey more comfortable and incident free.”

David Smith 2008