

CYCLING
WITHOUT AGE
Perth



Social Impact Report

2022-2023

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01 - Introduction

Cycling Without Age Australia (CWAA) is a volunteer-led, grassroots movement that provides older adults and People with Disabilities (PwD) who are unable to ride themselves with, trishaw rides. The intention is to connect them with their community, other people and the environment all whilst experiencing the “wind in their hair”.

The basis of our organisation comes from the initial act of GENEROSITY

In 2012 in Copenhagen a simple trishaw ride offered by a stranger, Ole Kassow, for a person in an aged care facility in Denmark planted the seed for what is now an international group of “Change-Makers”.

The ethos of giving the joy of “the wind in your hair” to others who would be unable otherwise, is now practiced in over 50 countries around the world!

The first couple of trishaws arrived in 2016 in Canberra with the assistance of the Danish Ambassador at the time. A number of independent Australian chapters later emerged, predominantly within aged care facilities.

This silo-ed approach to developing chapters made it more difficult with the steep learning curve required to implement this new concept into Australia. Our cycling infrastructure, attitudes and risk mitigation requirements are very different to those experienced in Europe.

Cycling Without Age Perth (CWA Perth) originally incorporated in 2018 in Western Australia with a handful of volunteers. We rapidly grew and were soon collaborating with other chapters across the country. So much so, that in November 2019, Perth hosted the inaugural CWAA National Summit, with attendance by founder Ole Kassow and the Danish Ambassador.

It was at this event, that the national management committee was formed and the registration of Cycling Without Age Australia as a national charity. Chapters utilising the association with CWAA were then known as “governed” chapters whereby they implement endorsed processes and practices whilst being managed locally.

Our Vision

To enable older adults and people with disabilities to enjoy life, feel involved in their community and connected to other people and the environment.

Our Purpose

To provide older adults and people with disabilities with trishaw rides, connecting them with their community and the environment.

“This is an absolute wonder for those who otherwise (are) not be able to get out and about.”

Quote from Passenger survey feedback

02 - Our Key Stakeholders

Cycling Without Age Perth is one of 17 chapters of Cycling Without Age Australia, managed by a subcommittee of volunteers. The Perth chapter currently have an Executive Team of seven volunteers, supported by a Captain for each ride location.

Passengers

Our passengers are those who cannot ride for themselves. Predominantly they are older adults and people with disabilities (PwD) who have life challenges arising from:

- Frailty or poor health
- Vision, hearing or mobility impairment
- Memory loss, dementia or cognitive impairment

To ensure the rides are available to as many as possible, we offer regular, free Community Rides to the public in scenic locations across the metropolitan area. These rides are particularly popular for those wanting to take out a family member, a neighbour or even a client for those who are 1:1 carers.

We also look for opportunities to attend Special Events which enable us to participate in large community gatherings like the annual Have a Go Day, local government festivals and Wildflower rides at Kings Park and Wireless Hill.

We work alongside organisations in the Aged and Disability sector by offering:

- Free Community Rides (limited in passenger volume)
- Tri-a-Trishaw events which allows exclusive hire of our service at a cost-recovery option
- Sponsorships which enable exclusive and regular rides for an organisation

Volunteers

Our volunteers are simply amazing! We have been able to attract and retain enough volunteers for rides as we deal with the increasing demand for our community service. Our demographic of volunteers is more split by age than by gender, with predominantly most of our volunteers being over 55 years of age and many of them being retired or semi-retired.

Hundreds of in-kind hours are given by our volunteers each month to keep our wheels turning (literally!)

- ✓ **Physical health**
- ✓ **Mental well-being**
- ✓ **Social inclusion**
- ✓ **Community Building**

Benefits felt by BOTH passengers and volunteers alike!

Supporters

We have developed strong, ongoing, positive relations with many organisations in both the aged and disability sector who have become Sponsors.

With the help of grant funding from the private sector as well as local, state and federal government, we have been able to grow our assets. As a registered charity with DGR status, we also have many who have kindly made donations of all sizes.

Additionally, we have been gifted so many “in-kind” hours on a pro-bono basis from professionals particularly in the field of Grant Writing, Business Management and Photography.

03 - Our Pre-Program Story

Prior to 2022, our Perth chapter had slow but steady growth based around set locations primarily based in communities where our dedicated volunteers lived.

Our Executive Team were aware of the importance of social connection and community to the health and wellbeing of our passengers. Many other Cycling Without Age chapters around the world operate through aged care facilities, however we want our services to be inclusive of the whole community, not just aged care residents. So we operate Community Rides, available to older adults and PwD from popular locations which provide a connection with both community and the environment. But, to meet this larger market for our service, we were limited in these key areas:

1

Assets

We operated five trishaws in Perth predominantly in three ride locations (Fremantle, Bicton and Wilson simply due to the location of key volunteers).

Two other trishaws were in a trailer that required transporting to and from rides if we had available volunteers willing to do that task.

We were receiving requests to ride in areas in new locations right across Perth that were closer to other care facilities but did not have an easy way to transport the trishaws.

2

Passengers

We had no way of booking in passengers or recording their ride history as the only records were done manually on a sheet of paper to capture their emergency contact details.

We kept a spreadsheet to register the number of rides at each location which gave us basic data as our benchmark, but there was no easy method to get passenger feedback.

3

Volunteers

The need to transport the trishaws to site using a trailer was difficult as only four volunteers had a suitable private vehicle and capability to manoeuvre a trailer.

We relied on ad-hoc volunteers for all administrative tasks which was being undertaken in an unstructured manner.

No one was willing to take on the growing administrative role as they preferred the fun of being on the saddle instead!

Despite several attempts at embedding a Volunteer management system, we weren't quite there yet with a way to easily manage shifts, have quick communication with our volunteer base and be able to accurately measure the number of valuable volunteer hours.

4

Supporters

We established positive relationships with all our Supporters due to the dedication of our volunteers. But we still needed sustainable funding to take it to the next level.

04 - Our More Rides Program

So at our Strategic Planning session we set ourselves some goals, a project plan and looked for opportunities for funding.

**Quite simply, we identified that we wanted to provide
“More Rides” for “More People” in “More Locations”**

Utilising the framework provided by the Western Australian Community Impact Hub, we developed our “More Rides Program” which required the following resources:

- purchase a van to transport our trishaws around the metro region.
- a dedicated part-time admin person to implement, manage and measure the program.
- more trishaws.
- more trained and qualified volunteers to build capacity to ride at more locations on more days.
- a Volunteer Management System .

In mid 2021, we submitted our grant application to fund our More Rides program. with Impact100 WA. After a diligent and robust assessment and voting process, in October it was announced that we were awarded a \$100,000 grant over two years for our “More Rides” Program. By January 2022, we had purchased our new vehicle, aptly named “Joy”, recruited our part-time Program Coordinator and the wheels were in motion for our More Rides program.



**Impact100 WA
Award Recipient
\$100,000**

**More Rides
Program
established
2022**



05 - Our Successes

We hit the ground running in 2021, and set about conducting ride route assessments in new locations, recruiting and training new pilots as well as networking with more aged and disability care providers. We attended many community events to raise the awareness of our program as a way to recruit both passengers and volunteers. Other key aspects of our success included:

- ✓ Attracting additional Sponsors
- ✓ Upscaling our rigorous training program to enable more volunteers to be trained and qualified
- ✓ Generating support of some local councils who funded additional trishaws
- ✓ Implementing the Better Impact Volunteer Management System for our volunteers and then tweaking it to also book in our passengers.
- ✓ Implementing the Passenger Feedback Survey process



We were able to EXPONENTIALLY INCREASE our capacity allowing us to achieve the objective of the MORE RIDES PROGRAM

Our Passenger Surveys

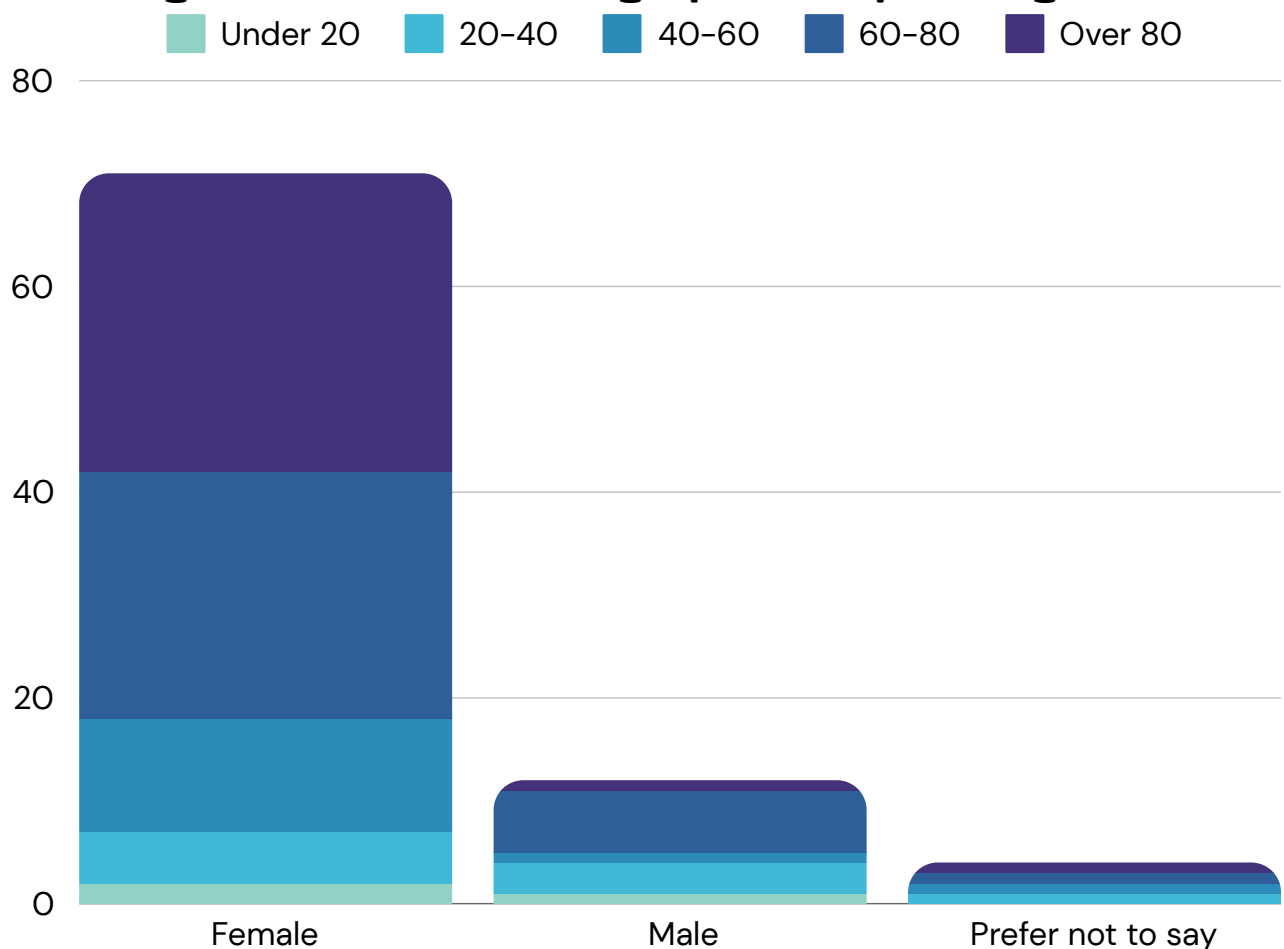
As part of our evidence gathering on the More Rides program we assessed the program by sending out a simple, post-ride google form survey to the Passenger. This has challenges and limitations as majority of the recipients of our service are either seniors or with disability, who have limited or non-existent digital literacy.

Therefore, we advise the following caveats:

- Some of these surveys were sent out the the carer / family member who made the booking who completed it on their behalf.
- For our large group bookings from care facilities, they do not have the time to complete a survey for all the individual residents they bring along for a ride (sometimes up to 15 residents), so they do an aggregated response.
- We do not re-send the survey to our regular passengers
- We do not identify the survey respondents to protect their identity
- Some respondents selected the option “prefer not to say” in response to gender / age.

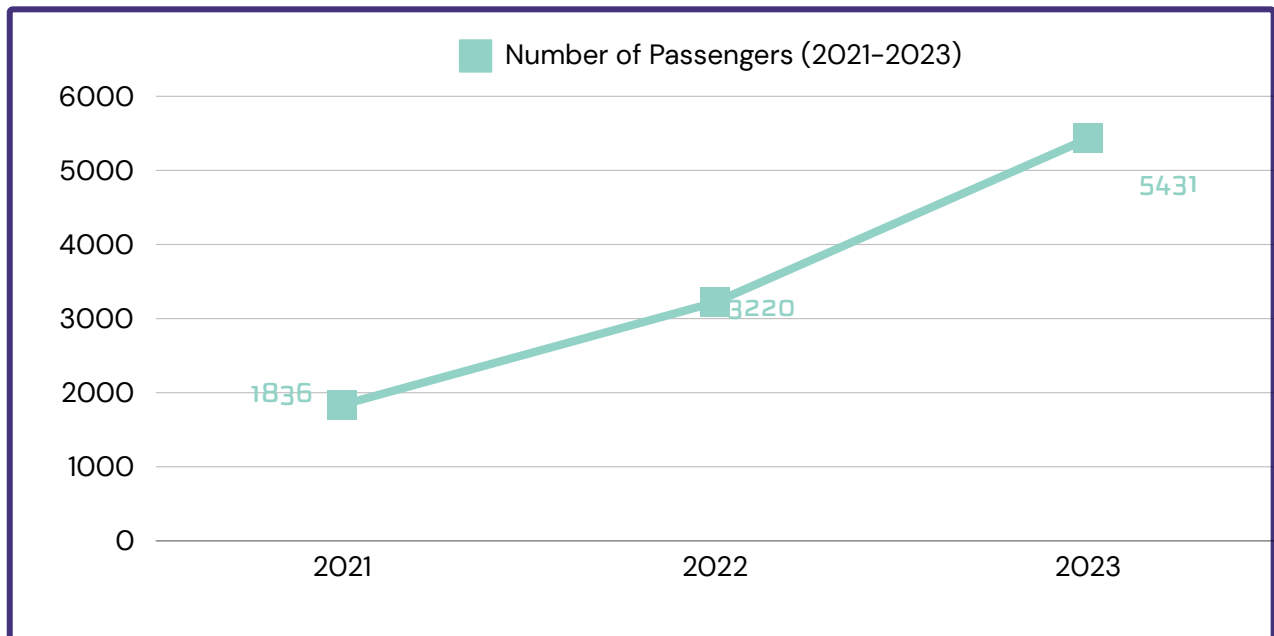
Our main passenger cohort are WOMEN who are OVER 60 YEARS of age who have come on the recommendation of their FAMILY / FRIENDS or CARE FACILITY.

Age and Gender demographics of passengers



Our Growth in Numbers

Our passenger statistics are calculated by recording the number of passengers who participate in a ride (this does not include the volunteer pilot). Some rides might be short in duration (such a special event rides like Seniors Recreation Council of WA's "Have a Go Day") and others vary in length, to longer rides at one of our 11 standard ride locations.



9
Additional ride locations



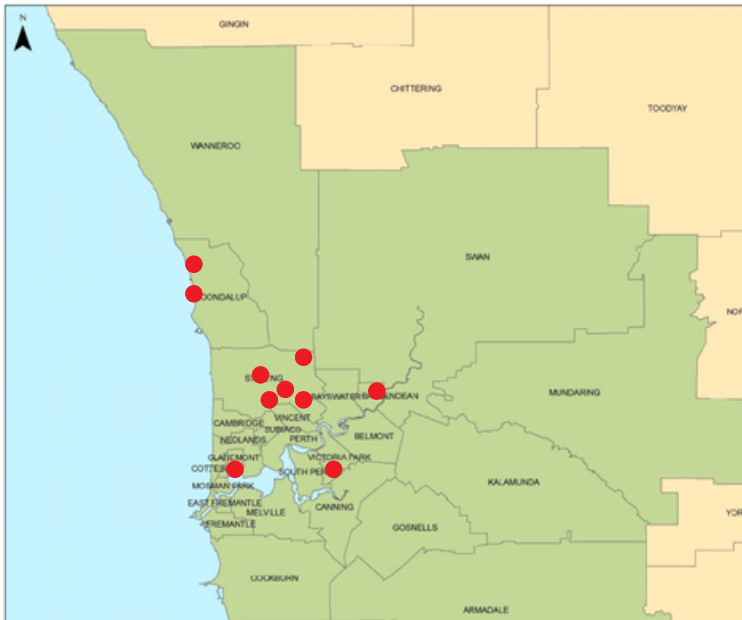
6
Additional Trishaws

50
Additional Volunteers

Our Growth in Locations

From an offering of three ride locations in the southern parts of Perth, we have now expanded to 11 standard ride locations, operating six days a week.

We are continually looking to expand our ride locations to meet the interest, need and volunteer availability at a local level.



"My daughter has a disability which impacts her accessing the community. The trishaw bikes are calming for her and she just loves the rides. My daughter struggles in the community with crowds and this is a fantastic way for her to get out and be social without getting overwhelmed."

Quote from Passenger survey



Our positive impact in numbers

In the passenger surveys, respondents were asked to on a scale from 1 to 5, to rank their responses with 1 being “No different” and 5 being “Felt Connected / Felt Better” here are the results of # people who responded with either 4 or 5 .



86.5%

How connected to your
COMMUNITY did your ride make
you feel?



92.6%

How connected to your
ENVIRONMENT did your ride make
you feel?

97.2%

How much FUN did you have on
your ride?

87.6%

Rated 4 or 5 in response to
feeling better about LIFE!

"I loved the honkey horn. I loved the greenery. We are so lucky to have volunteers doing this. I'm towards the end of life and having you come along makes it fun and I feel silly again."

Quote from Passenger survey



“Volunteers helped me get into the chair, assisted with seat belt and mobility. They were friendly and it reduced my fear to be in the community. It was refreshing not to be judged as my disability is invisible to others.”

Quote from passenger survey



“I think these rides are a fabulous idea. This is the third time I’ve taken my elderly parent/s on one. They are very enjoyable, a good way to get mum out doing something DIFFERENT and FUN. Thank you so much for offering these rides to the community.”

Quote from passenger survey



“A group of 7 of our residents from our aged care facility went and they all absolutely loved the experience. The volunteers who ran the group were fantastic and very helpful. We have already booked the next session and the residents cannot wait for the next group.”

Quote from passenger survey



“The best experience ever!

The rider was very friendly and (we) exchanged stories.”

Quote from passenger survey

93

Qualified Pilots
(volunteer cyclists)

“Becoming a Cycling Without Age Pilot changed my life and filled it full of colour.”

Volunteer Pilot Albert



06 - Our Challenges

Like many organisations, our exponential growth has provided some challenges. It is through the dedication of our volunteers that we have been able to problem-solve most of our challenges along the way, however going forward we need to have a considered approach, particularly around:

1

Administrative Resources

With the funding of the Impact100 WA grant, we were able to employ a part-time Program Coordinator for an overall average of 10 hours per week. However, realistically this more like 30 hours per week and getting volunteers to assist with taking on components of this role has not proven successful. The majority of our volunteers are in the 60+ age bracket who are retired or semi-retired and not wanting to take on this skilled commitment.

2

Transportation Logistics

Having our van has been fantastic. However, as our footprint across Perth has grown from South Beach right up to Yanchep (and everywhere in between), this has been a logistical issue to deal with in getting the van to the next location for the next day. Despite aligning our ride calendar geographically, there is still a requirement for many volunteers to drop the van at other volunteer's homes the night before and then either cycling or catching a train home!



3

Storage of assets

Being able to store our van, trailer and volunteer supplies has proven difficult. We rely on the generosity of volunteers to be able to store some of the trishaws either in their garages or on trailers outside their homes, as well as our van which moves between locations regularly.

4

Demand for our Resources

To service the increased demand, we are typically riding at many locations on the same day. This has sometimes meant that we have to say no to ride Sponsorship rides or Tri-a-Trishaw opportunities which are a way of helping us with our sustainability.

5

Digital challenges

As majority of our passengers are elderly or with cognitive challenges, the implementation of digital solutions has proven difficult.

This is particularly evident in getting our passengers booked and post-ride surveys completed. We have tried conducting on-site feedback with an iPad but this has not proved successful either. We find that we have to rely on family or carers to do the bookings and surveys on behalf of our passengers.

07 - Our Other Programs

A key component in the More Rides program was to look at ways for our sustainability and increasing our breadth of service.

Whilst acknowledging the positive impacts being reported in the well-being, mental health areas, as well as disability sector, we actively established connections with government and organisations with this focus.

To follow are details of our additional programs, which we also see as success stories for our local communities. We hope to expand on these programs in future, with additional funding and support.

PROGRAM	DETAILS	OBJECTIVE
Rides 4 All	Increasing our fleet to create “Hubs” which include wheelchair accessible bikes and sufficient trishaws stored at location	Enabling local communities to become autonomous and resourced “Hubs” whilst improving access and inclusion for our diverse passengers
Ride 4 a Reason	Providing volunteering opportunities for women from Boronia Pre-Release Correctional Facility	Assisting with social reintegration for Boronia women back into the community
Wellbeing in Nature - Fremantle	Providing a fun, safe and active way for a vulnerable cohort to connect with community at our South Beach ride location	Improving, physical health and mental well-being and social skills for a select group of participants within Fremantle Older Adults Mental Health Group
Wellbeing in Nature - Midland	Providing a fun, safe and active way for a vulnerable cohort to connect with community at our Woodbridge ride location	Improving, physical health and mental well-being and social skills for a select group of participants from the Midland Community Mental Health Clinic



“Rides 4 All” is a program which is all about access and inclusion.

With the assistance of local and federal government grants we have been able to purchase 3 new trishaws which are specially designed to take wheelchairs so that it allows those who cannot transition to our normal trishaws, the same opportunity to “feel the wind in their hair”. This addition to our fleet will deliver on our aim to promote inclusivity and engagement to all.

Attending the Perth Disability Connections Expo in August 2023, has allowed us to engage further with the disability sector, which has correlated already in increased bookings and enquiries.



Partner: Department of Justice

Partnering with SwanCare and Department of Justice as part of their “Re-integration through Volunteering” strategy, we are already seeing the benefits of our Ride for a Reason program.

After years of obtaining the required approvals, this unique program allows selected women from Boronia Correctional Facility to volunteer on the rides conducted right next door to their facility at SwanCare. This program, named specifically by the ladies from Boronia, has been nominated for a Department of Justice Correctional Services Award.





Partner: Department of Health

Alongside our general community rides at South Beach we are connected with the Fremantle Hospital Older Adults Mental Health Group. What commenced as a serendipitous opportunity has now evolved into a deep connection between our volunteers and this group of locals in the Fremantle area. We have been able to assist with their weekly walking group by taking those who struggle with the walking, on our bikes instead so that they too can enjoy being outdoors and connected with environment and community. The group has been nominated for an award within Department of Health for which we are recognised as being partners.

“We get very positive feedback from the group, and when we see the volunteers down there - for the group members – it’s a bit like seeing your friends that you say hi to – it really helps them feel engaged in the community. It gives them a feeling of belonging, and for most of them – it is the only place they possibly feel that at this point in their life. The bike riders there very much enhance this aspect for the group members.”

Veronica - Senior OT
Fremantle Hospital Older Adult Mental Health Service



Partner: Department of Health

Based on the success of the Wellbeing in Nature program, we partnering with the team at Midland Mental Health Centre to implement the same program at our Woodbridge ride location. This is scheduled to launch in February 2024, with participant pre and post surveys to be conducted.

07 - Our Future

It is evident that the demand for our community service is growing and has a great deal more potential for growth. How we meet this demand in a sustainable, safe manner is our key focus going forward.

As part of our strategic planning sessions to address the challenges indicated earlier and meeting growing demand, we have identified the concept of community “Hubs” which improves asset utilisation and efficiency at a more local level.

This model has already proven to work well at three “Hubs” where two trishaws are now locally stored at or near the ride location, which has enabled increased number of ride days being offered:

- Woodbridge
- Quinns Beach
- Canning

To meet this upscaling and service other new programs, additional resources are required which include:

- Procurement of two additional VeloPlus Wheelchair bikes (already secured via federal grants and arriving early 2024)
- Funding for Program Coordinator role
- Funding for Booking Coordinator role
- Purchase of additional van to be used in the northern suburbs for servicing Sponsorships, Tri-a-Trishaws, special events and back up for hub rides, so that the existing van can be based in the southern suburbs to do the same
- Finding storage solutions for the fleet
- Finding meeting office space
- Increasing our volunteer capacity to service the hubs

Please contact us should you wish to discuss how you can support us in any of these areas:



FUND

Sustain our services



SUPPORT

Partner with us to grow



GIVE

Contribute financially

08 - Our Thanks

A famous quote says “the true measure of any society can be found in how it treats its most vulnerable members”. If that is the case, then there are plenty of people to thank for supporting us to provide this service to our elderly and those with disability.

We thank each and every one of our Volunteers who kindly donate their time and talent. Without them, we simply would not exist.

We also acknowledge our passengers for trusting us with their care. The stories they have shared, the laughs we have had and the smiles we have witnessed, continue to be our “Why”.

Much work has gone on behind the scenes in assessing the right framework to measure and evaluate our impact. This process has been supported by the guidance and mentoring of Jo Kirker from Kirker Consulting, to our Program Coordinator who implemented, managed and assessed this evaluation.

Special acknowledgement goes to Impact100 WA, for their significant grant funding which allowed us to implement our More Rides program. Without this funding, it would have undoubtedly taken us years to get to the place we are now. We trust that we have made Impact100 WA proud with what we have been able to achieve.



References

Australian Institute of Health and Welfare (2022). People Using Aged Care.
URL: <https://www.gen-agedcaredata.gov.au/Topics/People-using-aged-care>

Commuity Impact Planner. URL:
<https://communityimpacthub.wa.gov.au/plan-your-project/community-impact-planner/>

Appendix

Pivot tables showing data results (based off Passenger 1 feedback)

Connection to Enviroment	
Row Labels	Count of No of Passengers
3	5
4	11
5	71
(blank)	
Grand Total	87
Total 4 or 5 as %	92.6091954

How much Fun	
Row Labels	Count of No of Passengers
3	1
4	11
5	75
(blank)	
Grand Total	87
Total 4 or 5 as %	97.20689655

Connection to Community	
Row Labels	Count of No of Passengers
1	2
3	7
4	21
5	57
(blank)	
Grand Total	87
Total 4 or 5 as %	86.51724138

Feel better about life	
Row Labels	Count of No of Passengers
1	2
2	1
3	5
4	19
5	59
(blank)	1
Grand Total	87
Total 4 or 5 as %	87.60465116
1 provided no response	

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