

Case Study: Lutheran Community Care

Lutheran Community Care provides community services on behalf of the Lutheran Church in South Australia and Northern Territory. The organisation aims to address poverty and injustice and offers a range of community services empowering individuals and families to achieve their full potential, including foster care, financial counselling, community education, refugee services, homelessness support and more. Lutheran Community Care employs some 120 staff at 10 sites and the commuter bikes are available to three sites and approx. 30 staff.

The Rationale

Lutheran Community Care has a vision for strong, caring communities with services based on respect, integrity and compassion. This is a nice link with the organisation's health and wellbeing program that seeks to support staff to remain healthy, active and engaged in what their lives have to offer. The health and wellbeing program is being firmly embedded in the organisation's strategic and program business plans.

In late 2013 a grant through the Department of Planning Transport and Infrastructure (DPTI) provided funding for the purchase of three commuter bikes and bike safety training. The aim of the bikes is to provide greener, cost-effective and healthier transport options for staff commuting between sites for

meetings or for short trips to the post office or bank. Staff are also encouraged to use the bike for short recreation sessions during their lunch breaks. Added benefits include teambuilding and morale boosting benefits.

The Process

The first bike was purchased in early 2014 along with accessories including helmet, backpack, high visibility vest, light, bell, cable lock, floor pump, puncture repair kit, tyre levers, tools, rain jacket, slap bands and inner tubes. Advice was sought through Avanti Plus Norwood and the SACOSS Healthy Workers Adviser, and a Tern™ folding bike was purchased.

Staff training was provided through Ride a Bike Right. The training was very flexible and well received by staff who participated. As a result staff are more confident to ride the bike and one staff member purchased their own bike after the course to go riding with family outside of work. A second staff member was prompted to attend a community bike kitchen to build a bike that they had kept in storage for some time. This indicates that staff have been inspired to get more active in their personal time since the training.

After the initial bike purchase and first round of staff training the remaining two bikes purchased were Orbea™



hybrid bikes based on feedback from staff and consultation with the training provider Ride a Bike Right. The offices are currently being fitted with proper storage facilities. The state office is on the first floor of the building and proper wall hanging facilities will eliminate the barrier of the bike needing to be carried up and down stairs.

Policies and Procedures

Use of the bikes is recorded, using a pre-existing vehicle log system, of a whiteboard and booking sheet. Some of the bike equipment is stored in a storage box for each site e.g. warranty information. Commonly used items, such as trouser clips, a helmet and high visibility vest are kept in the backpack.

Staff use the DPTI 'Cycle Instead Journey Planner' to plan their routes and this online tool is promoted to staff. The health and wellbeing committee intends to produce a document with recommended route information as well as a WHS risk assessment and usage policy, that are currently under development.

Overcoming the Challenges

Staff engagement in the training sessions was a challenge, particularly because training was held leading up to and following the end of the financial year.

The organisation intends to source additional funds for follow up training in 2015 to encourage more staff to become involved and use the bikes.

The health and wellbeing committee is considering how best to promote and support bike use long term.

Positives and Achievements

Formal evaluation is yet to be completed and a short online survey is being undertaken in the near future to evaluate the project's success. The bikes are currently used once or twice each week, predominantly for visits to the post office and bank.

The bikes have brought enthusiasm, joy and laughter and general feedback from the training was that it was "lots of fun." The bikes are also being used to facilitate use of work vehicles in place of personal cars. For example at one site the manager will use the bike to get home if a staff member needs the car for work purposes, and it is expected that over time there will be some financial saving with less use of personal vehicles.



LCC Bike Safety Training

Find out more about how you can create a healthy workplace and find a Healthy Worker Adviser for your sector:

Healthy Workers Healthy Futures Initiative: www.sahealth.sa.gov.au/healthyworkers