

<b>Policy Name</b>	<b>Community Transport</b>
<b>Policy Number</b>	CD28
<b>Responsible Section</b>	Community Services
<b>Responsible Department</b>	Community Development
<b>Date Last Adopted</b>	8 February 2022
<b>Date of Next Review</b>	February 2025
<b>Applicable Legislation</b>	Passenger Transport Act 1994 Local Government Act 1999
<b>Related Governance Documents</b>	City Plan 2030 Integrated Transport Strategy 2021-2031 Public Health and Community Wellbeing Framework 2021-2026 Inclusive Communities Plan 2019-2024
<b>City Plan Theme</b>	Community Leadership

## 1. PURPOSE/OBJECTIVE

The City of Port Adelaide Enfield recognises that affordable and accessible transport is essential for people to access services and supports they need, and to participate in community life.

This document establishes a framework and principles for a planned, equitable and transparent approach to Council’s Community Bus and Charter Hire Programs, which for the purposes of this policy are jointly referred to as Council’s Community Transport Program.

## 2. SCOPE

This Policy applies to Council's Community Transport Program. It excludes the Home Support Van and Medical Van transport services provided by Council which are funded by the Commonwealth Home Support Program and subject to the eligibility criteria and terms of that program.

### 3. POLICY PRINCIPLES

The planning, delivery and use of Council's Community Transport Program will give:

- priority access to residents of the City of Port Adelaide Enfield; and
- priority support to businesses, services and attractions within the City of Port Adelaide Enfield.

Community Transport services will be operated by suitable, qualified volunteer drivers.

#### 3.1 Community Bus Service

The Community Bus Service offers transport to those living independently in our community, who may be transport disadvantaged due to one or more of the following factors:

- lack of personal or family/carer transport;
- inaccessible public transport services;
- limited finances;
- social or geographic isolation.

The Community Bus routes will:

- be designed to address identified areas of transport disadvantage;
- avoid duplication of public transport routes;
- be designed to optimise efficiency and service outcomes;
- work within the physical limitations of the Council bus fleet and volunteer drivers;
- prioritise access to local business and service providers;
- support access to Council facilities and services.

Council will work proactively with state government and public transport service providers to enhance and improve the standard and scope of public services within the Council area.

Passengers who are self-identified or identified by a driver as finding it difficult to use the Community Bus due to health, mobility or other reasons, may be supported by Council to explore other transport options, including the Commonwealth Home Support Program transport services (Home Support Van and Medical Transport).

#### 3.2 Charter Hire Service

Council will provide a Charter Hire Service to locally based not-for profit organisations or community groups with otherwise limited access to affordable group transport services.

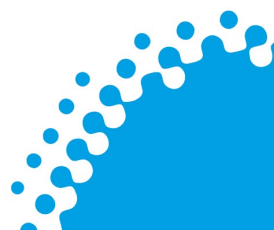
The agreed Charter destination will be within a designated distance from the Council Depot at Kilburn, and within timeframes set out in the Community Transport Program Guidelines.

A Council bus will be hired to eligible groups and organisations subject to the:

- availability of a vehicle;
- availability of a Council-appointed volunteer driver.
- agreeance by the Hirer of the payment schedule and *Terms and Conditions of Hire*.

Charter hire fees will be listed in Council's *Fees and Charges Schedule*.

Priority for the use of community bus vehicles will be given to Council programs.



## 4. ROLES AND RESPONSIBILITIES

The State Government is responsible for providing an efficient and responsive state-wide transport network. The PAE Community Transport Program will complement this network.

Council is responsible for:

- endorsing a Community Transport Policy;
- allocating a budget for the Community Transport Program;
- endorsing major changes to the Community Transport Program which significantly alter the services offered or eligibility criteria.

Council Administration is responsible for:

- developing Community Transport Program Guidelines (see below);
- developing operating procedures, forms, timetables and marketing material;
- operation and oversight of the Community Transport Program;
- minor changes to Community Transport Program routes, operations, timetabling and similar such matters;
- regular monitoring, review and service improvement to the Community Transport Service.

The Community Development Manager is responsible for the oversight of the Community Transport Program and the review of this Policy.

The Community Development, Community Services Team is responsible for the day-to-day operation of the Community Transport Program.

## 5. GUIDELINES

Community Transport Program Guidelines will support this policy.

The *Guidelines* will include specific information regarding:

- the structure and operation of each service;
- access to the services;
- review, withdrawal, revocation and refusal of the services.

A booking process and forms will accompany the Community Bus Service for any door-to-door component.

A *Confirmation of Booking and Terms and Conditions of Hire* will accompany the Charter Hire service.

