Purpose/Objective

To provide a framework for the management of Council's Community Transport Program, to ensure services respond to the needs of the community and to provide fair and equitable access to Council’s Community Transport Program.

Scope

The Policy applies to Council's Community Transport services, which include the Community Bus, Home Support Van and Medical Car services.

Principles

The Community Transport Program provides affordable and accessible services to those in our community who may be otherwise unable to participate in community life.

Priority for access to Council's Community Transport Program will be given to the residents of the City of Port Adelaide Enfield and locally-based not-for-profit organisations.

Council's services should not duplicate existing public transport services.

Locally based businesses, services and attractions will be preferred when planning the services provided under the Community Transport Program.
Policy

1. The Community Transport Program provides services to those in our community who may be unable to access other forms of public or private transport as a result of one or more of the following factors:
   - physical limitations, e.g. disability, frail aged;
   - limited finances;
   - social or geographic isolation;
   - lack of carer or family support;
   - from a culturally or linguistically diverse background;
   - lack of nearby public transport services.

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

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

Community Bus Service

1. The Community Bus service will provide a regular service along fixed, timetabled routes.
2. The Community Bus service will be provided free of charge.
3. Community Bus routes will:
   - be designed to address identified needs related to transport disadvantage;
   - avoid duplication of public transport routes;
   - work within the physical limitations of the bus fleet;
   - include major regional shopping and service hubs;
   - include Council libraries and Community Centres where possible.

Community Bus Charter Hire

1. Council will provide a Community Bus Charter Hire Service to locally-based not-for-profit organisations or community groups with otherwise limited access to affordable group transport services.
2. Priority for the use of community bus vehicles will be given to Council's Social Support Program.
3. The Community Bus charter service will be subject to the availability of vehicles, the hirer agreeing to the Terms and Conditions of Hire and the payment of the necessary charter hire fees.
4. Charter hire fees will be listed in Council's Fees and Charges Schedule.
5. The Charter destination must be within 100km radius of the Council Depot at Kilburn, although no limit is set on total distance travelled.
6. Charter hirers must use the services of registered Council volunteer bus drivers.

Home Support Van Service

1. The Home Support Van service provides social support transport for frail aged people, people with disabilities and their carers through the Home and Community Care Program.
2. The Home Support Van service is primarily directed at meeting the client's need for social contact or accompaniment in order to participate in community life.
3. The Home Support Van will be provided free of charge for eligible clients.
4. The Home Support Van service is provided subject to funding from State and Commonwealth Governments.
5. Client eligibility will be determined by the Home and Community Care program requirements.
6. The Home Support Van service will:
   • support participation in social and recreational activities for socially isolated people;
   • provide a door-to-door service to a variety of local shopping centres for shopping.
   • be delivered in accordance with the Community Care Common Standards.