

HUME CITY COUNCIL

Community Transport Policy

Policy reference No:	POL/154
File No:	HCC05/392
Strategic objective:	3.2: A healthy community with access to opportunities.
Adopted by Council:	8 September 2003
Re-Adopted:	24 October 2022
Date for review:	October 2027
Responsible officer:	Manager Community Health and Wellbeing
Department:	Community Health and Wellbeing

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1 POLICY STATEMENT

- 1.1 Hume City Council is committed to supporting residents to remain independent and connected with their community. Council provides a community transport service to eligible older residents, people with disabilities and other transport disadvantaged residents to achieve this end.
- 1.2 Council's community transport service includes providing services to and from social and community activities, events and settings, as well as offering a community bus hire to not-for-profit organisations, community groups and community members. The services provided by Council aim to supplement, not replace, existing public and commercial services.

2 PURPOSE

- 2.1 The purpose of this policy is to guide Council in relation to the management of Council's Community Transport Service which encompass both community bus and community vehicle hire services. Currently, Council manages a fleet of 7 buses including a large bus (19 seater) and 6 mini-buses (10-12 seater). The policy describes:
 - The scope of this policy
 - Underpinning objectives; and,
 - Policy implementation.
- 2.2 This policy should be read in conjunction with Council's Standard Operation Procedure (SOP) for Community Transport Bus Use (4.07) which provides greater detail on conditions of use, service eligibility, risk and emergency management procedures.

3 SCOPE

- 3.1 This policy is applicable to all staff, community groups, not-for-profit organisations and community members involved in the delivering Community Transport Services or operating community bus hire vehicles.

4 OBJECTIVE

- 4.1 Council provides a Community Transport Service to offer an affordable and accessible service for those in the Hume community who may not otherwise be able to participate in community life.
- 4.2 Priority access to Council's Community Transport Services is given to clients in receipt of Council aged and disability services, community members who experience restrictions to mobility, are frail or otherwise transport disadvantaged.
- 4.3 Access will also be expanded to include individual community members and support informal social gatherings of families and friends.
- 4.4 The service is delivered in a way that complements transport services provided by other stakeholders and agencies with a view to improve the overall transport system in the municipality.

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5 POLICY IMPLEMENTATION

- 5.1 Council's Community Transport Services aim to provide services to those residents who may otherwise be unable to use public or private transport as a result of one or more of the following factors:
- Physical or general health limitations (e.g. disability, frailty)
 - Limited finances
 - Lack of carer support
 - Social or geographic isolation
 - A lack of transport alternatives
- 5.2 The service provides transport to Council's aged and disability programs, as well as to events, facilitates and amenities such as Senior Citizens Centres and shopping centres.
- 5.3 A minimal fee toward the service is requested from all passengers using the service. The fee is reviewed and adjusted annually. These fees are discussed and agreed with clients before the service is delivered. Fees for the service are principles-based and seek to ensure those that can contribute toward the cost of their care do so, whilst protecting those who are financially vulnerable.
- 5.4 Priority use of Council vehicles is given at all times to Council's own programs. These include:
- Community Transport Shopping Shuttles
 - Transport to Senior Citizens Centres
 - Transport to centre-based meals programs
 - Leisure centres transport
 - Transport to social support programs
 - Community outings to local events and community facilities.
- 5.5 When not being used by Council, the community buses may be hired by members of the community. Groups may fall into one of the following categories.
- 5.5.1 Priority Group One:
- Isolated people
 - People with disabilities
 - Senior Citizens
 - Youth groups
- 5.5.2 Priority Group Two:
- Individual community members
 - Schools
 - Social gatherings
 - Sporting clubs
 - Other community groups and organisations
- 5.6 Use of the community vehicles requires agreement by the hirer to comply with Council's 'Conditions of Hire and Use', payment by the hirer of Council adopted fees and charges, and approval by Council Administration.

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- 5.7 All staff and community members hiring the buses must provide a driver that holds a valid Victorian drivers licence and depending on the vehicle hired, may require driver accreditation through Transport Safety Victoria (TSV). Further information on requirements for driver accreditation can be found through their website: https://transportsafety.vic.gov.au/bus-safety/bus-accreditation-registration-in-victoria/bus-operator-accreditation/bus-accreditation-faqs#_ga=2.243429836.813917538.1664150825-450815861.16333811
- 5.8 The CEO or nominee is delegated with the authority to deal with and make decisions pertaining to special requests and those uses of Council vehicles which are not explicitly covered in this Policy.
- 5.9 Council's City Services & Living Directorate, in particular Community Support Services, has responsibility for the effective implementation of this policy.

6 DEFINITIONS AND ABBREVIATIONS

- 6.1 **Community Transport:** a low-cost, accessible service for those in the community who may otherwise not be able to access the community.
- 6.2 **Locally based:** pertains to organisations and community groups that conduct the majority of their activities in the municipal area and/or for the primary benefit of the Hume City community.
- 6.3 **Not-for-profit:** incorporated associations whose primary objective is to service the community, rather than to profit from the delivery of services or supports.
- 6.4 **Community bus service:** refers to a range of services delivered by Council for which buses are utilised including; Community Transport Shopping Shuttles, Transport to Senior Citizens Centres, transport to centre-based meals programs, leisure centres transport, transport to social support programs, community outings to local events and community facilities.
- 6.5 **Transport Safety Victoria:** the transport safety regulator for Victoria, playing a central role in monitoring the safe operation of bus and recreational and commercial maritime activities for the benefit of all Victorians.

7 RELATED DOCUMENTS

- 7.1 Where appropriate, list the related documents and attach to the policy. These may include:
- 7.1.1 Local Government Act 2020
 - 7.1.2 Hume City Council Standard Operating Procedure: Program and Community Transportation Bus Use (9.02)
 - 7.1.3 Bus Safety Act 2009
 - 7.1.4 Bus Safety Regulations 2010 (Vic)
 - 7.1.5 Hume City Council Plan 2021-2025

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