

COMMUNITY TRANSPORT CHARTER POLICY

1. PURPOSE

The purpose of this policy is to outline the operational framework for the charter of the Community vehicles to the City of Tea Tree Gully community.

2. POLICY

The Policy aims to ensure that all user groups have fair and equitable access to the Community Transport Program.

The City of Tea Tree Gully owns vehicles that are used on a regular basis to encourage participation in community services and programs. Council have an established volunteer community transport program that provides community members with a convenient and affordable method of transport to a wide range of services and groups.

There is a limited opportunity for the external charter of vehicles when not being used for Council programs. First priority will be given to Council operated community services that may, from time to time, require access to the vehicles for their activities.

The provision of any Community Transport service is unlikely to have capacity to meet all needs in a community. Council may provide charter services to not-for-profit organisations and those assisting disadvantaged members of our community by offering a fair and equitable fee structure (see Council's Fees and Charges Register).

In providing these external charter opportunities, Council does not intend to compete with local businesses that rely on the patronage of their vehicle hire. Council recognises that for some external organisations, the accessibility and affordability of transport can prove a barrier in meeting the needs of our Community.

2.1. Criteria for Determining Charter of Council's Community

2.1.1. Transport Service

Council staff may charter Council's community vehicles to the following groups locally based in the City of Tea Tree Gully:

- a. Community groups and/or organisations whose members are financially and/or socially disadvantaged and/or isolated due to age, frailty or disability
- b. Not for profit, charity organisations and/or groups who support residents who may have limited transport resources, e.g. elderly, disabled or socially isolated

All charters must use a City of Tea Tree Gully volunteer driver subject to availability. Should the majority of the group's membership base reside outside the City of Tea Tree Gully, the group must first approach their own Council to enquire of the availability of their service.

The chartered vehicle must not travel outside a 150km radius of the City of Tea Tree Gully.

Council will consider charter to private hirers who do not fit into the above mentioned groups at a higher charter fee (see Council's Fees and Charges Register).

3. DEFINITIONS

For the purposes of this policy the following definitions apply:

Community Transport

Is a low-cost and accessible service that is available to those in the community who may not otherwise be able to use public or private transport.

Locally based

Pertains to organisations that conduct the majority of their activities within the Council area and/or working within the community of City of Tea Tree Gully.

Not-for-profit organisations

Are incorporated associations whose primary objective is service to the community rather than profit.

4. LEGISLATIVE FRAMEWORK

There is no legislative requirement for Council to have a policy relating to this area.

The following legislation applies to this Policy:

Passenger Transport Act 1994

Part 4 of this legislation covers Accreditation of operators.

4.1. Other references

Council's document including:

- a. Council's Volunteer Management Policy
- b. Fees and Charges Register

5. STRATEGIC PLAN/POLICY

5.1. Strategic Plan

The following strategic objectives in Council's Strategic Plan 2030 are the most relevant to this report:

Aspiration	Comments
Our Community	
Our programs, events and services are accessible, inclusive and adaptable to meet community needs	Transport services provide opportunity for community connection

5.2. Organisation Plan

Our Strategic Plan is supported by an Organisation Plan which focuses on five key themes of customer care, learning & growth, future capability and sustainable operations. The key theme most relevant to this policy is [Customer Care](#).

6. POLICY IMPLEMENTATION

This Policy will be implemented by the Chief Executive Officer or relevant portfolio General Manager and managed in accordance with Council's scheme of delegations.

Record number	D25/12955
Responsible Manager	Manager Health & Recreation Services
Other key internal stakeholders	General Manager Community Services
Last reviewed	20 May 2025
Adoption reference	GPC
Resolution number	83
Previous review dates	22/06/21, 15/6/21, 20/6/18, 9/12/15, 14/08/12
Legal requirement	N/A
Due date next review	April 2029
Delegations	Yes