

# Community Transport Charter Policy



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Record number	D20/98899
Responsible Manager	Director Community and Cultural Development Manager Community Development and Engagement
Other key internal stakeholders	
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## 1. PURPOSE

The purpose of this policy is to outline the operational framework for the charter of the Community Development and Engagement buses and van 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 development and engagement services and programs. We 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 buses and van 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 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 bus 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 buses or van 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
- c. School groups, childcare centres, kindergartens etc. only accessing Council's programs e.g. Library, Road and Cycle Safety Centre etc. (Community buses only).

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 bus 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 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.

#### 4.1 Other references

Council's document including:

- a. Council's Volunteer Management Policy

### 5. STRATEGIC PLAN/POLICY

#### 5.1 Strategic Plan

The following strategic objectives in Council's Strategic Plan 2025 are the most relevant to this report:

Objective	Comments
<b>Community</b>	
<i>People feel a sense of belonging, inclusion and connection with the City and the community</i>	
<i>Diversity is welcome and celebrated</i>	
<i>There are opportunities for people to volunteer, give back and share their skills with others</i>	

<b>Economy</b>	
<i>Modbury Precinct is revitalised as the city's key activity</i>	
<b>Places</b>	
<i>Opportunities exist to express and experience art and culture</i>	
<b>Leadership</b>	
<i>Customer service provides a positive experience for people and is based on honesty and transparency</i>	
<i>Delivery of services is sustainable and adaptable</i>	

## 5.2 Organisation Plan

Our Strategic Plan is supported by an Organisation Plan which focuses on four key themes of organisational excellence. The themes most relevant to this report are: Customer Care; Learning & Growth; Future Capability; Sustainable Operations.

## 6. POLICY IMPLEMENTATION

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