

Transport Resource Kit for HACC Organisations & CALD Communities

*Eastern Metropolitan Region
of Victoria*



2005



A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



A.B.N. 27 084 251 669

This resource kit was produced by the Eastern Transport Access Network (ETAN) Cross Boundary Transport Working Group and the Multicultural Equity & Access Program (MEAP). Both ETAN and MEAP are funded by the Department of Human Services (DHS). The Cross Boundary working group consisted of representatives from ARBIAS, Cambodian Community Welfare Centre, DHS, ETAN, Eastern Volunteer Resource Centre (EVRC), the Migrant Information Centre (Eastern Melbourne) (MIC), Polish Community Council of Victoria and Whitehorse City Council. Credit is also due to the EVRC and the EMR Home and Community Care (HACC) Team, who in support of ETAN, contributed to the post-construction analysis and editing of this kit.

The information contained in this resource kit is intended as a general guide only.

The authors, contributors, MIC, ETAN and DHS can accept no liability for errors or omissions in this kit.

This information is also available on the MIC & ETAN website.

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Glossary

CALD	Culturally and Linguistically Diverse
CSO	Community Service Organisation
DHS	Department of Human Services - Eastern Metropolitan Region
EMR	Eastern Metropolitan Region (Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges)
ETAN	Eastern Transport Access Network
ETR	Eastern Transport Register
EVRC	Eastern Volunteer Resource Centre
HACC	Home and Community Care
LGA	Local Government Area
MEAP	Multicultural Equity & Access Program
MIC	Migrant Information Centre (Eastern Melbourne)
PAG	Planned Activity Group
YRCAP	Yarra Ranges Community Access Project



Introduction

The Transport Resource Kit is supported and funded by the Home and Community Care (HACC) Program of the Department of Human Services (DHS) (EMR). The HACC Program is funded jointly by the Commonwealth, State and Territory Governments under the *Home and Community Care Act (Commonwealth) 1985*. HACC funds services which are targeted to frail older people, people with disabilities, and their carers, providing basic support and maintenance to people living at home whose capacity for independent living is at risk, or who are at risk of premature or inappropriate admission to long term residential care.

The Transport Resource Kit is a joint initiative of Multicultural Equity & Access Program (MEAP) and Eastern Transport Access Network (ETAN). The MEAP is managed by the Migrant Information Centre (Eastern Melbourne) (MIC). The aim of MEAP is to increase access to HACC services for people from culturally and linguistically diverse (CALD) backgrounds which is achieved through enhancing the capacity of the ethno specific sector to effectively participate in the planning and development of HACC services and through increasing the awareness of mainstream organisations of the needs of CALD communities and developing service models to meet these needs. ETAN (refer to page 8) is managed by a Committee of Management (comprised of representatives from 7 local governments, a CALD representative, 2 specialist services and DHS) and the Eastern Volunteer Resource Centre (EVRC) (refer to page 16).

In an ETAN Forum held in February 2002, ethno specific organisations located in the EMR identified that cross boundary transport was a significant issue for their communities. The ethno specific workers indicated that people from CALD backgrounds are more likely than other consumer groups to travel across a number of local government areas (LGAs) to attend culturally specific activities.

A cross boundary working group was formed to look at cross boundary transport issues within the EMR. In 2002, the working group in partnership with DHS Planning and Information Technology Units undertook a research report on community transport. A research survey was distributed in June 2002 to 60 organisations in the EMR that provide/arrange transport for HACC consumers. The survey comprised of two parts:



- a. A generic organisation survey, which asked questions about the provision of transport for social support (defined as Planned Activity Group (PAG) Core, PAG High, Volunteer Coordination Small Group, Flexible Service Response Group) and Volunteer Coordination Transport.
- b. A log of all the trips taken in a particular week to provide information on costs, kilometres travelled and numbers of trips and people transported.

General Survey Information	
Number of organisations survey was distributed to	60 organisations
Response rate	47 organisations responded, representing 52 service outlets (organisation sites)
Number of organisations that do not provide transport	10
Organisations that provide cross boundary transport	10
Organisations that provide cross boundary transport who are willing to transport other clients	8 organisations from 12 sites

The report on the research survey was completed in 2003, the major findings showed:

- ◆ Provision of transport is vital to HACC programs. 74% of program participants are provided with transport to enable them to attend their programs.
- ◆ 1,225 transport services were provided over the one week period. Of these trips, 773 were for travel through one LGA and 334 were for travel in two LGAs.
- ◆ 54% of trips were provided by volunteer drivers. 34% of all trips were done in volunteers' own cars.
- ◆ 60% of trips were in cars/station wagons, followed by 17% in minibuses and 11% in taxis.



- ◆ Volunteer drivers did 78% of their trips in cars/station wagons and paid drivers did 72% of the trips in minibuses. Most trips in council owned vehicles were with paid drivers.
- ◆ The Volunteer Coordination Transport programs provide 85% of cross boundary trips. Just under one third of Volunteer Coordination Transport trips are across LGA boundaries.
- ◆ Only 7% of clients live outside the LGA in which their program operates and most of these clients receive transport assistance.
- ◆ Over the week, 29,872kms of transport were provided by all organisations. 73% of trips were for distances of 30kms or less. The most frequent trips were up to 10kms followed by 11 to 20kms.
- ◆ Yarra Ranges showed a much higher frequency for trips of 5kms or less (35.7%) than organisations in the other LGAs.
- ◆ There is a strong correlation between numbers of LGAs travelled through and the distance travelled. This aspect requires further investigation due to the widely varying sizes of the LGAs in the region with Yarra Ranges covering a much larger area than the other LGAs.
- ◆ Uptake of transport in the Shire of Yarra Ranges is consistently higher than in other LGAs for both single and multi LGA trips. The next highest uptake of transport is in Whitehorse. The size of general population was also considered and when these are considered, Maroondah residents also emerge as high users of transport services.
- ◆ Travel provided by the organisations surveyed was to destinations covering most of the Melbourne metropolitan area – well beyond the EMR. Trips outside the EMR were mainly for medical appointments and group outings.
- ◆ CALD organisations that provide transport show a strong trend for multi LGA travel.
- ◆ In 41% of trips there was only one passenger, followed by 17% with two passengers after which passenger numbers drop off although there is a small peak for 10 and 11 passengers reflecting the use of



minibuses in group transport. Most medically related trips carried one passenger.

- ◆ Shopping trips for individuals or small groups did not cover more than two LGAs.
- ◆ 57% of trips were for PAG related activities followed by 20% for medical and allied health appointments.
- ◆ 12 out of 49 organisations indicated that they would be prepared to take clients to services provided by other organisations.
- ◆ The Volunteer coordination transport programs reported the highest number of hours in organising transport for clients – up to 156 hours per week. This group also provide the bulk of individualized/ad hoc transport.
- ◆ Carers are generally not accessing transport and when they do it is mainly to attend medical and allied health appointments.
- ◆ For over 90% of trips no out of pocket expenses were worn by drivers, and if such expenses occurred they were generally \$10 or less. Over the week \$7,288 was paid to drivers, most frequently in the range \$6 to \$10.
- ◆ 87% of trips cost \$30 or less. Most trips costing \$10 or less were with volunteer drivers. Taxis were more frequent for trips costing \$11 to \$20.

The research concluded that the need for HACC community transport in the region will increase, and underlined the importance of further investigation into how existing transport resources could be optimised. This already happens through the Eastern Transport Register (ETR) (refer to page 10) and other vehicle sharing arrangements. Some organisations have indicated they would be willing to assist with transporting clients from other organisations where logistically possible. The research has shown the importance of transport services to HACC programs and to the level of independence and quality of life of members in the HACC community.

The second phase of the cross boundary working group was to focus on increasing the knowledge within CALD communities of transport



assistance in the EMR. The MIC formed a partnership with ETAN to develop this transport resource kit. The purpose of the resource kit is to increase knowledge of CALD communities of the availability of transport options in the EMR.

Definitions

Public Transport

Public Transport includes bus, taxi, train and tram.

Community Transport

“Community Transport provides cooperative, community based, flexible, affordable, accessible transport solutions, complementing gaps in existing transport systems.”

as per Victorian Community Transport Association definition

HACC Consumer/Assisted Transport

HACC consumer/assisted transport is a subset of community transport, it is funded by HACC and provides transport assistance to HACC eligible clients.

Forms of Community Transport

- *Door to door transport*
- *Vehicles for loan or hire by community groups*
- *Fixed route buses or mini-buses*
- *Voluntary driving services*
- *Home-help transport (assisting consumers to shop or bank etc)*

Cross-boundary Transport

Cross Boundary Transport is defined as a journey where a client is in a vehicle with a paid or voluntary driver and the trip encompasses more than one LGA.



A number of transport options exist in the EMR for HACC consumers, three levels of transport are commonly utilised:

1. **Regional Transport Services** which include ETR and Australian Red Cross Victoria. In addition, ETAN is a planning and consultative body on transport issues in support of HACC transport providers within the EMR.

2. **Cross Boundary Transport** which includes transporting clients over one or several LGAs. With cross boundary transport two forms of transport exist:
 - 2.1 **Individual Social Support** – Volunteer Resource Centres are key service providers of individual social support, which takes a client either within and/or outside of their residential community. For example, Monash Volunteer Resource Centre can pick up a client who lives in the community and travel to an event or an appointment from Monash and travel across into another LGA (e.g. City of Whitehorse) to attend a senior citizen group or go to the City to attend an allied health appointment.

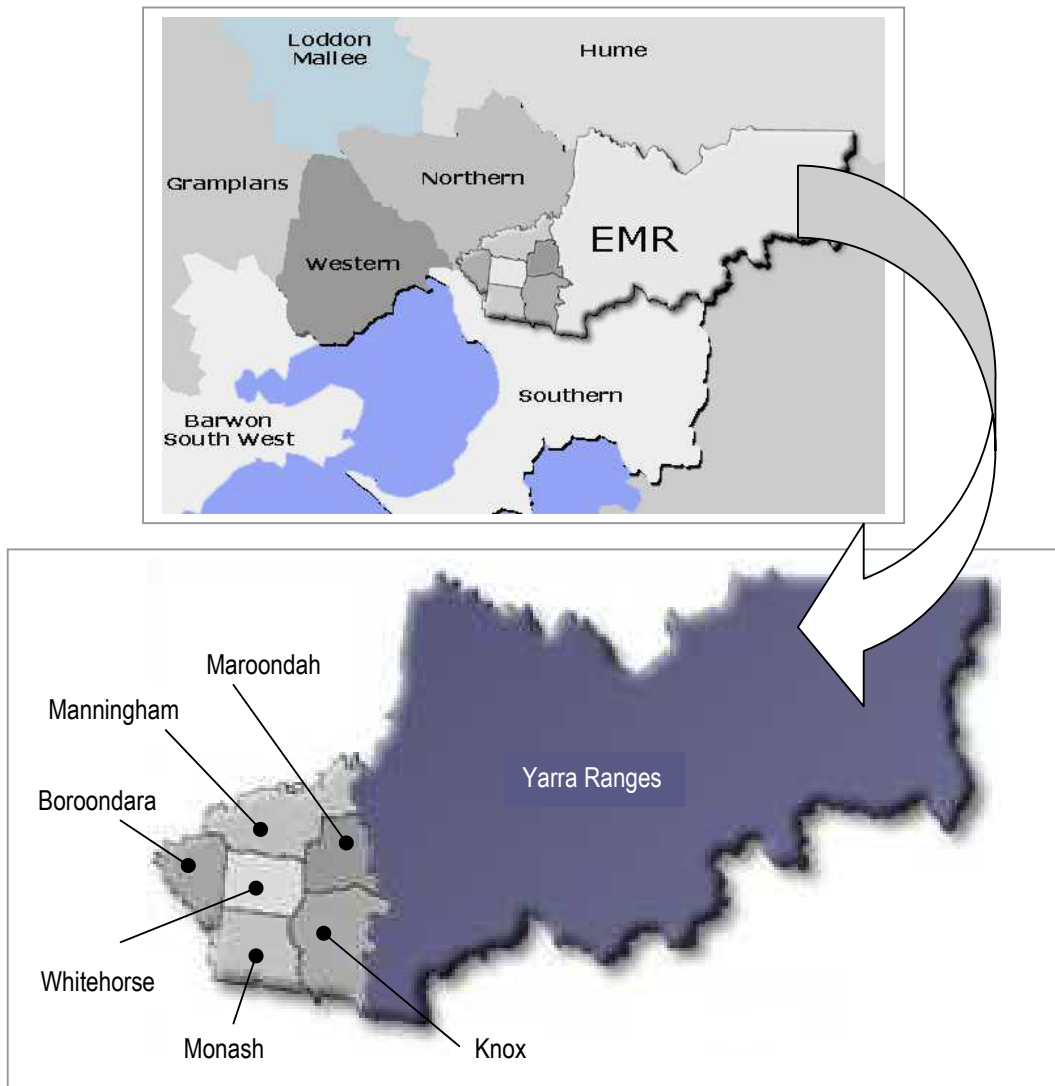
 - 2.2 **Planned Activity Group Transport Arrangement** – PAG services maintain an individual's ability to live at home and in their community, by providing a planned program of activities directed at enhancing the skills required for daily living and providing physical, intellectual, emotional and social stimulation. It is the responsibility of the service provider to ensure that the appropriate mode of transport is available to meet specific client/consumer needs.

3. **Local Transport** - transporting a client within one LGA. Local councils are the key providers of local transport. It includes fixed route community bus and door to door assisted transport within one LGA. Besides local councils, all individual social support transport providers also provide local transport for local HACC eligible communities.



MAP of EMR

Figure 1 Map of the Eastern Metropolitan Region (EMR)





Eastern Transport Access Network (ETAN)

ETAN is a network of groups and organisations representing providers and users of transport who are eligible for HACC funding within the seven local government areas of the EMR. These areas include: Boroondara, Maroondah, Manningham, Monash, Knox, Whitehorse and Yarra Ranges. The core function of ETAN is to identify the transport needs of the HACC eligible population and to plan and prioritise strategies in support of HACC funded community service organisations (CSOs) within the EMR.

ETAN aims to encourage coordination and build cooperative partnerships between service providers across government and community sectors. It allows for innovative problem solving for disenfranchised members of the community by increasing the value and efficiency of transport provision for the target group. A strong emphasis is placed on providing solutions to clients' needs by giving providers the opportunity to be involved in all aspects of ETAN's development.

ETAN is funded by DHS (EMR) and managed by a Committee of Management comprised of experienced representatives from the 7 LGAs, a CALD representative, 2 specialist services, DHS and EVRC, which is located at Maroondah Federation Estate.

Key elements of ETAN's function include:

- Strategic Planning – The coordination of working groups to address areas highlighted in ETAN Forums.
- Consultation – Liaising with community and transport service providers, creating network alliances and inter-agency procedures.
- Taking a lead role in the sharing of expertise on “transport issues” which affect HACC funded consumers within the EMR. ETAN does this by sending out quarterly newsletters, holding forums and communicating through a membership based website (www.etan.info).

Community organisations can become involved in the network by either nominating for membership of the committee of management or by liaising with the community representative in your area.



The CALD Group's representative on the ETAN committee of management is Wina Kung from the MIC. Any ideas or concerns will be brought to the committee via your representative or by the ETAN coordinator.

Keeping Informed

You can keep informed by joining ETAN's mailing list, receiving quarterly newsletters and/or participating in workshops and forums conducted by ETAN throughout the year.

ETAN

Address: 32 Greenwood Avenue, Ringwood 3134

Phone: (03) 9870 9393 or (03) 9870 7822

Fax: (03) 9879 4200

Website: www.etan.info

Email: etransnet@netspace.net.au (before May 2005)

etan@evrc.org.au (after May 2005)

CALD Group representative at ETAN:

Wina Kung (Equity and Access Officer)

Migrant Information Centre (Eastern Melbourne)

Address: 333 Mitcham Road, Mitcham 3132

Phone: (03) 9873 1666

Fax: (03) 9873 2911

Website: www.miceastmelb.com.au

Email: wkung@miceastmelb.com.au



Section 1: Regional Transport Services

Eastern Transport Register (ETR)

The ETR was developed to assist organisations servicing HACC clients with their transport needs by offering a centrally computerised register of vehicles across the EMR (www.etr.com.au). Vehicles are available for loan to EMR members.

Mission Statement (Purpose of the ETR)

To improve access to services for HACC clients, through the efficient use of transport resources.

Eligibility

Organisations servicing HACC clients and HACC eligible individuals (frail aged and younger persons with disabilities and their carers) within the municipalities of Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and the Shire of Yarra Ranges.

In need for vehicles

The ETR provides members with

- Access to an online vehicle search and booking system for a range of vehicles, including hoist vehicles to accommodate wheelchairs,
- Insurance excess cover in the event of an accident (conditions apply)

Memberships

There are 5 types of membership available:

- Lenders
- Single-use one-off registration for both organisations and individual clients
- Annual borrowers membership for both organisations and individuals
- Multi branch annual borrowers
- Combined borrower / lenders – 10% discount on borrower fee.

For further information regarding memberships please call the ETR on 9879-6975.



The ETR has a pool of volunteer drivers who are able to drive ETR vehicles. If organisations are not able to find their own driver they may be able to access one of the ETR volunteers. This can be achieved by contacting the ETR office during business hours. (Please note that the more notice that your organisation can provide the ETR, in needing a volunteer driver, the more likely that a driver can be provided).

What the ETR does?

- Provides standardised procedures for borrowing vehicles
- Provides a comprehensive policies and procedures manual
- Encourages greater usage of vehicles in providing social support to HACC clients.

How do I contact the Eastern Transport Register?

Ringwood office services Boroondara, Knox, Manningham, Maroondah, Monash & Whitehorse.

Contact ETR Coordinator

Phone: 9879 6975

Fax: 9879 4200

Email: eastrans@netspace.net.au (before May 2005)

etr@evrc.org.au (after May 2005)

Website: www.etr.com.au

Hours: Monday, Wednesday & Friday 9.00 am – 4.00 pm
Tuesday & Thursday 10.00 am - 3.30 pm.

Healesville Office at Yarra Ranges Community Access Project (YRCAP) office services all parts of the Yarra Ranges (refer to page 27).

Contact for Healesville office

Phone: 5965 3523

Fax: 5965 3520

Email: yrcap@netspace.net.au (before May 2005)

yrcap@evrc.org.au (after May 2005)

Hours: Mon/Tues 9am to 5pm, Thursday 9.00am to 12.30pm,
Friday 1pm to 5pm



Eastern Transport Register (Cont...)

General Information

Title of Contact Person	Coordinator
Address	Maroondah Federation Estate 32 Greenwood Ave Ringwood, 3134
Telephone	9879 6975
Website	www.etr.com.au
Email	eastrans@netspace.net.au (before May 2005) etr@evrc.org.au (after May 2005)

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Boroondara <input checked="" type="checkbox"/> Knox <input checked="" type="checkbox"/> Manningham <input checked="" type="checkbox"/> Maroondah <input checked="" type="checkbox"/> Monash <input checked="" type="checkbox"/> Whitehorse <input checked="" type="checkbox"/> Yarra Ranges
Eligibility Criteria for Access to Transport	HACC funded agencies and HACC eligible consumers.
Transport Services	Vehicle loans: minibus, minibus with hoist and car.
Costs/Donations	Ask office for details on Membership and loan fees.
How to apply	All Users have to be registered with the ETR. Please phone for membership and eligibility details.
Bookings	For booking please visit our website – www.etr.com.au or phone to book on 9879 6975.
Note	Membership fees apply.



Australian Red Cross Victoria

General Information

Address	Greater Metropolitan Melbourne 23-47 Villia Street, North Melbourne, VIC 3051 Telephone (03) 83277868
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Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Boroondara <input checked="" type="checkbox"/> Knox <input checked="" type="checkbox"/> Manningham <input checked="" type="checkbox"/> Maroondah <input checked="" type="checkbox"/> Monash <input checked="" type="checkbox"/> Whitehorse <input checked="" type="checkbox"/> Yarra Ranges
Other Regions Serviced	<input checked="" type="checkbox"/> Northern Metropolitan Region <input checked="" type="checkbox"/> Southern Metropolitan Region <input checked="" type="checkbox"/> Western Metropolitan Region <input checked="" type="checkbox"/> Barwon South Western Region <input checked="" type="checkbox"/> Gippsland <input checked="" type="checkbox"/> Grampian <input checked="" type="checkbox"/> Hume <input checked="" type="checkbox"/> Loddon Mallee
Eligibility Criteria for Access to Transport	Clients unable to access alternative transport, either through geographic isolation, financial restraints, physical disability or no family support. The focus of the service is on transporting people who need essential short-term medical treatment (up to six weeks). It does not provide transport for social or recreational purposes. Resources are limited therefore priority of use is based on client needs.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (sedan, wagon, Red Cross Fleet vehicles only)



Australian Red Cross Victoria (Cont....)

Service Hours	8:00am to 5:00pm (Monday to Friday).
Costs/Donations	Donations encouraged, and are acknowledged by a receipt (all donations over \$2 are tax-deductible).
How to apply	Prospective clients need to obtain a referral from a doctor or hospital-based health professional and telephone the relevant Zone office. The transport coordinator will assess the request, the availability of drivers and arrange appropriate transport.
Note	The eligibility criteria need to be met to qualify for this service. Any further questions should be directed to program coordinator on 8327 7868.



Section 2: Cross Boundary Transport

2.1 Individual Social Support

Volunteer Resource Centres are the key service providers of individual social support transport. Transport service providers, e.g. Volunteer Resource Centres, provide transport assistance to HACC eligible consumers who live within their service area boundaries. Transport can be offered both within local LGA boundaries and also across other LGA boundaries. For example, members of the Centre for Philippine Concerns Australia joined a PAG at the East Burwood Centre in the City of Whitehorse. Most of the group members reside in the City of Knox. A transport assistance arrangement has been made between Knox Community Volunteers Inc and the Filipino group. A bus picks up the Filipino group members in the Knox area and transports them to and from the East Burwood Centre every fortnight.

The transport service providers under this category provide transport assistance for social activities, allied health/medical appointments, day care and shopping.

List of organisations under this category:

- Eastern Volunteer Resource Centre
- Healesville Interchurch Community Care Inc
- Knox Community Volunteers Inc
- LinC Church Service Network Transport Service (Yarra Junction)
- LinC Manningham Inc
- Manningham Home & Community Care Transport
- Monash Volunteer Resource Centre
- Yarra Ranges Community Access Project



Eastern Volunteer Resource Centre

General Information

Title of Contact Person	Transport Coordinator
Name of Contact Person	Lyn Coad
Address	Maroondah Federation Estate, 32 Greenwood Avenue, Ringwood 3134 Postal Address: PO Box 6025, Bedford Road Ringwood East 3135
Telephone	9870 7822
Fax	9879 4200
Website	www.eastervolunteers.asn.au
Email	evrc@netspace.net.au (before May 2005) evrc@evrc.org.au (after May 2005)

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Maroondah <input checked="" type="checkbox"/> Whitehorse <input checked="" type="checkbox"/> Yarra Ranges
Eligibility Criteria for Access to Transport	HACC clients, residents of Maroondah, Whitehorse and specified areas of Yarra Ranges.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer's car)
Service Hours	Please contact the office for details.
Costs/Donations	Donations applied according to distance travelled.



Eastern Volunteer Resources Centre (Cont...)

How to apply	Ring, fax or email EVRC to register.
Bookings	Telephone to book. Service is subject to availability of volunteers. Please give a minimum two days notice when booking for social support transport.
Note	Transport services provided to frail, aged and disabled consumers who are disadvantaged. Residents of Cities of Maroondah, Whitehorse and specified areas of Shire of Yarra Ranges.



Healesville Interchurch Community Care Inc.

General Information

Title of Contact Person	Transport Manager
Name of Contact Person	Kerri Goding
Address	231 Maroondah Highway Healesville 3777
Telephone	5965 3522
Fax	5962 3520
Email	hicci@hotkey.net.au (before May 2005) hicci@hicci.org.au (after May 2005)

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Yarra Ranges
Eligibility Criteria for Access to Transport	Clients must be eligible for HACC services. They must be frail aged or a younger person with a disability. Also they must be a resident of Yarra Glen, Toolangi, Healesville, Dixons Creek or Steels Creek.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer's car)
Office Hours	Tuesday to Friday 10:00am to 4:00pm.
Costs/Donations	A scale of donations, based on kilometres travelled is available from the HICCI office.
How to apply	Contact transport manager to register.
Bookings	Give at least 3 working days notice when requesting a service when possible.



Healesville Interchurch Community Care Inc. (Cont...)

Note	<p>Our volunteers drive our clients to social support activities and appointments which may be local or as far as the city etc.</p> <p>Clients are picked up in a van and driven to Chirnside Shopping Centre to do their shopping.</p> <p>Clients must be independent shoppers, as our drivers are not qualified carers.</p>
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Knox Community Volunteers Inc.

General Information

Title of Contact Person	Transport Coordinator
Name of Contact Person	Rita Lang
Address	658 Mountain Hwy, Bayswater, VIC 3153
Telephone	9729 9499
Fax	9720 6885
Website	www.vicnet.net.au/~knoxvols
Email	rital@kecv.asn.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Knox <input checked="" type="checkbox"/> Yarra Ranges
Eligibility Criteria for Access to Transport	Elderly people or those with disabilities residing in the areas of Knox and South West Yarra Ranges.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer's car)
Service Hours	Mon- Fri 8 am- 5 pm.
Costs/Donations	\$10, \$15 or \$25 depending on distance travelled. Very long distances may be more- \$25 maximum.



Knox Community Volunteers Inc.(Cont....)

How to apply	Contact the office for initial contact. An intake form is required for each new client. Processing normally takes approximately 1 week before a client is eligible to receive a service.
Bookings	Three days' notice required, preferably longer for trips to central Melbourne. Service subject to availability of volunteers. All telephone contact with drivers is handled through office.
Note	Volunteers provide transport for elderly people or those with disabilities to access HACC eligible appointments. Two hoist vehicles available.



LinC Church Service Network Transport Service (Yarra Junction)

General Information

Title of Contact Person	Coordinator
Name of Contact Person	Jennie Slater
Address	PO Box 233, Yarra Junction 3797
Telephone	5967 2119
Email	linc@yarraranges.org.au (after May 2005)

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Yarra Ranges
Eligibility Criteria for Access to Transport	Residents of the Upper Yarra and Lilydale regions, who are aged or have disabilities are eligible.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer's car)
Costs/Donations	Ask office for details.
How to apply	Contact office (Telephone: 5967 2119) to register.
Bookings	Preferably one weeks notice should be given. When possible appointments should be made on Wednesdays and Thursdays. Please phone to book on 5967 2119.
Note	Volunteer drivers use their own cars to provide transport on all weekdays.



LinC Manningham Inc

General Information

Contact Person	LinC Referral Centre
Address	PO Box 138 Doncaster East 3109
Telephone	9841 4025 & 9841 6717

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Manningham
Eligibility Criteria for Access to Transport	Residents of Manningham who are aged or have disabilities, single parents and families in need are eligible.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer's car)
Service Hours	Monday 1pm – 4:30pm Wednesday 9am – 12 noon Friday 9am – 12 noon
Costs/Donations	Ask office for details.
How to apply	Referrals can be made by health professionals, social workers, day centres or families. Self referrals can be made to the LinC Manningham Referral Centre.
Bookings	Please ring the Referral Centre on Monday afternoon, Wednesdays and Friday morning.
Note	Volunteer drivers use their own cars to provide transport.



Manningham Home & Community Care (HACC) Transport

General Information

Title of Contact Person	Coordinator
Name of Contact Person	Jackie Goodhead
Address	Unit 1, 1020 Doncaster Road, Doncaster East, VIC 3109
Telephone	8841 3041
Fax	8841 3031
Email	Jackie.goodhead@mannchs.org.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Manningham
Eligibility Criteria for Access to Transport	Frail elderly and people with disabilities (HACC clients) who are residents of the City of Manningham and who have limited or no access to public transport and/or also have mobility difficulties. Also available to HACC groups or groups whose members are HACC clients through ETR.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer's car) <input checked="" type="checkbox"/> Bus <input checked="" type="checkbox"/> Vehicle Hire (Please list type of vehicle): One 9-seater bus Four station wagons
Service Hours	9:00-5:00 Monday-Friday.



Manningham Home & Community Care Transport (Cont...)

<p>Costs/Donations</p>	<p>Contribution per trip Suggested amounts:- Within Manningham \$4.00 Outside Manningham\$6.50 Greater than 25 kms \$10.00</p> <p>For vehicles, through ETR, where a group provides its own driver, the charge is \$20 plus GST and refueling costs for minibus, \$10.00 for a station-wagon.</p>
<p>How to apply</p>	<p>Coordinator will assess eligibility and appropriateness of service to individual needs. Client must be registered as a client of Manningham Community Health Service and needs to provide the details of their requirements and of the journey so that a driver and a vehicle may be provided. Clients may be referred through other organisations.</p>
<p>Bookings</p>	<p>For individual appointments, phone the office to book, telephone: 8841 3041. Vehicles are booked through the ETR database.</p>
<p>Note</p>	<p>Manningham HACC Transport Service provides transport for residents of Manningham who have limited or no access to public transport due to a variety of reasons, including reduced mobility. Primarily the service aims to link socially isolated frail older persons and people with a disability to community groups and activities. Our one-off trip service provides trips to appointments when a vehicle is available.</p>



Monash Volunteer Resource Centre

General Information

Title of Contact Person	Manager
Name of Contact Person	Gloria Mahoney
Address	5 Myrtle Street, Glen Waverley 3150
Telephone	9562 0414
Email	mvr@inet.net.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Monash
Eligibility Criteria for Access to Transport	Elderly people or those with disabilities residing in the areas of Monash.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer's car)
Service Hours	Please contact the office for details.
Costs/Donations	Donations apply.
How to apply	Prospective Consumers can register through a day centre, social worker, medical personnel, council staff or self referral.
Bookings	Registered consumers need to give 48 hours notice of booking. All telephone contact with drivers is handled through office.
Note	Volunteers provide transport for HACC eligible consumers or to access appointments such as social activities/groups, day centre activities, exercise classes, visiting family/friends in care/hospital, allied health appointments & rehabilitation, podiatry, physiotherapy, hydrotherapy etc.



Yarra Ranges Community Access Project

General Information

Title of Contact Person	Coordinator
Name of Contact Person	Teresa O'Donnell
Address	Community Services Annexe. 231 Maroondah Highway, Healesville, 3777
Telephone	5965 3523
Fax	5965 3520
Email	yrcap@netspace.net.au (before May 2005) yrcap@evrc.org.au (after May 2005)

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Yarra Ranges
Eligibility Criteria for Access to Transport	HACC eligibility applies. HACC agencies and consumers in Shire of Yarra Ranges.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car <input checked="" type="checkbox"/> Bus – with hoist facility. <input checked="" type="checkbox"/> Vehicle loan through ETR: hoist minibus and station wagon
Service Hours	Monday – 9 – 2.45pm Wednesday – 9 – 5pm Thursday – 9 – 2.45pm Friday – 9 – 2.45pm
Costs/Donations	Ask office for details on membership and loan fees.
How to apply	Ring, fax or email YRCAP to register for membership.



Yarra Ranges Community Access Project (YRCAP) (Cont...)

Bookings	Telephone to book. Service is subject to availability of volunteers. Please give a minimum two days notice when booking for social support transport.
Note	Membership fees apply.



2.2 Planned Activity Group Transport Arrangement

The PAG services maintain an individual's ability to live at home and in the community, by providing a planned program of activities directed at enhancing the skills required for daily living and providing physical, intellectual, emotional and social stimulation. It is the responsibility of the PAG provider to ensure that an appropriate range of transport modes suitable to meet individual consumers' needs is used.

In this resource kit, details of individual PAG's transport arrangements will not be listed. However, ETAN is collecting trip details from community transport providers in the EMR including PAGs via the ETAN's website www.etan.info. The collected information will be analysed by ETAN and the data can provide future strategic directions for community transport development in the EMR. Please contact ETAN to obtain a user name and password for your organisation, so your organisation can access more transport information which can assist you in organising trips for your clients.



Section 3: Local transport: transport a client within one LGA

City councils are the key providers of local transports. The local transport providers only provide services within a defined boundary, i.e. one LGA only, they would not travel across LGAs.

The transport services provided by individual organisations also vary. Some of the community transport providers for HACC consumers might provide their services under different names such as assisted transport, mobile services and community bus etc. For the scope of services provided by individual organisations, please see organisation profiles.

List of organisations under this category:

- ◆ Boroondara City Council Community Transport Service
- ◆ Bass Care
- ◆ Knox City Council Community Transport Service
- ◆ Manningham City Council Aged & Disability Support Services
- ◆ Maroondah City Council Community Transport
- ◆ Monash City Council Community Bus Service
- ◆ Whitehorse City Council Assisted Transport
- ◆ Shire of Yarra Ranges Mobile Services
- ◆ Upper Yarra Community Bus



Boroondara City Council Community Transport Service

General Information

Title of Contact Person	Coordinator
Name of Contact Person	Helen Kerley
Address	360 Burwood Road, Hawthorn
Telephone	9278 4769
Website	www.boroondara.vic.gov.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Boroondara
Eligibility Criteria for Access to Transport	Resident of Boroondara who are aged/disabled or less mobile and unable to use other forms of transport due to frailty or disability.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Bus X 4 <input checked="" type="checkbox"/> Vehicle Hire (Please list type of vehicle): One 9-seater bus, plus driver Bus bookings by arrangement
Service Hours	8.30 – 5.00 Mon – Friday.
Costs/Donations	\$38.50 half-day / \$66.00 full day hire. Costs presently under review. Daily travel \$2.00 flat rate / \$3.00 Excursions.



Boroondara City Council Community Transport Service (Cont....)

How to apply	Contact coordinator to apply.
Bookings	Telephone to book excursions, shopping, senior citizens, recreation facilities etc. Also to book hire bus for business or alternate uses.
Note	City of Boroondara has four buses available for community transport of frail aged & disabled clients who are residents. Provides weekday pick-up service and also day excursions.



Bass Care

General Information

Title of Contact Person	Social Support Manager
Name of Contact Person	Guy Thomson
Address	2 Rochester Road, Canterbury, VIC 3126
Telephone	9880 4709
Fax	9888 5776
Website	www.basscare.com.au
Email	guy@basscare.com.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Boroondara
Eligibility Criteria for Access to Transport	HACC clients resident in the City of Boroondara who are unable to walk confidently without assistance, whose disabilities prevent use of public transport and do not have family support.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer's car) <input checked="" type="checkbox"/> Bus <input checked="" type="checkbox"/> Vehicle Hire (Please list type of vehicle): One 11-seater van
Service Hours	7 days per week.
Costs/Donations	Donations encouraged, excursions have a set fee depending on venue. Hire cost \$20 per day, plus \$0.20 per km.



Bass Care (Cont...)

How to apply	Contact Social Support Manager to register.
Bookings	Telephone to book. When considering hire, please note that bus is often in use as Inner East Social Support, service runs seven days.
Note	The Social Support Service assists HACC clients who reside in Boroondara. Clients are able to access social and recreational activities through Social Support programs, and each provides transport and general assistance required.



Knox City Council Community Transport Service

General Information

Title of Contact Person	Community Transport Coordinator
Name of Contact Person	Bruce Griffin
Address	511 Burwood Hwy, Wantirna South, VIC 3152
Telephone	9298 8518 or 0419 532 952
Fax	9298 8500
Website	www.knox.vic.gov.au
Email	bruce.griffin@knox.vic.gov.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Knox
Eligibility Criteria for Access to Transport	Senior resident in the City of Knox. Community based groups (not for profit) Youth Groups
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Bus <input checked="" type="checkbox"/> Vehicle Hire <ul style="list-style-type: none"> • 29 seat bus (with wheelchair hoist) • 31 seat +2 wheelchairs bus (with wheelchair hoist) can be altered to carry up to 5 Wheelchairs and 21 others
Service Hours	weekdays 9am-5pm.



Knox City Council Community Transport Service (Cont....)

Costs/Donations	Donation of \$1.10 per journey for services. To hire vehicles, \$64.10 per journey on weekdays. All other times, \$32.10 booking fee plus \$35.25 per hour.
How to apply	Telephone Community Transport Office 9298 8518.
Bookings	Contact Community Transport Coordinator on 9298 8518.
Note	Available for hire to community based non-profit groups, nursing homes and aged person hostels, based in the City of Knox. Limit of travel 200 km radius. Bookings taken on first working Monday of December, for the following year. Larger bus used weekdays except Mondays for permanent work. Smaller bus has varying roster. Both buses are available for hire when not on regular work. Must use registered drivers.



Manningham City Council Aged and Disability Support Services

General Information

Title of Contact Person	Intake/ Screening Officer
Name of Contact Person	Simone Marais / Caroline McKenzie
Address	8 Montgomery Street Doncaster East 3109
Telephone	9841 5044
Fax	9841 5012
Website	www.manningham.vic.gov.au
Email	caroline.mckenzie@manningham.vic.gov.au simone.marais@manningham.vic.gov.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Manningham
Eligibility Criteria for Access to Transport	Must be HACC eligible
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer's car) <input checked="" type="checkbox"/> Bus
Service Hours	9 am to 5pm Monday to Friday.
Costs/Donations	Bus – \$2 per day Community Car – based on hours of service provided.
How to apply	Referral to this office for eligibility assessment and needs assessment.
Bookings	Contact office on 9841 5044.
Note	Transport in the car is only for Homecare, Personal Care and Respite Care Clients.



Maroondah City Council Community Transport

General Information

Title of Contact Person	Customer Service Officer
Name of Contact Person	Tierney Hamilton
Address	24-28 Lincoln Road, Croydon 3136
Telephone	9294 5666
Fax	9298 4345
Website	www.maroondah.vic.gov.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Maroondah
Eligibility Criteria for Access to Transport	HACC clients and participants in Council youth community groups, casual groups and individuals within Maroondah are also eligible to hire the buses.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Bus (one 12 seater bus)
Service Hours	8.15 am–4.45 pm.
Costs/Donations	Hire cost \$0.55 per km plus fuel costs.
How to apply	Have an initial discussion with Customer Service Officer about eligibility.
Bookings	New customers require a minimum of 1 weeks notice. Once registered, 24 hours is sufficient. Telephone to book between 8.15 am–4.45 pm.



Maroondah City Council Community Transport (Cont...)

Note	The Maroondah City Council has two buses available for transport of HACC clients and other clients of council programs. Buses are also available for hire by community benefit groups, casual groups and other individuals who are residents within Maroondah.
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Monash City Council Community Bus Service

General Information

Title of Contact Person	Coordinator
Name of Contact Person	Meg McCardel
Address	293 Springvale Road, Glen Waverley, VIC 3150
Telephone	9561 5391
Website	www.monash.vic.gov.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Monash
Eligibility Criteria for Access to Transport	Persons in the HACC target group.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Bus <input checked="" type="checkbox"/> Vehicle Hire (Please list type of vehicle): Two 19-seater buses (one wheel chair accessible) Two 12-seater buses / Two 10-seater buses One 9-seater bus (with hoist)
Service Hours	Please contact the office for details.
Costs/Donations	Cost of the service varies. Hire cost depends on the size of bus used, distance travelled. Bookings subject to availability.



Monash City Council Community Bus Service (Cont...)

How to apply	Contact coordinator to apply.
Bookings	Please telephone to book.
Note	Hire buses may (when available) be hired for limited use by incorporated, not-for-profit, community and voluntary organisations based in the City of Monash (not available for private, corporate, individual or commercial use).



Shire of Yarra Ranges Mobile Services

General Information

Title of Contact Person	Coordinator, PAG & Mobile Services
Name of Contact Person	Wendy Mildren
Address	Anderson Street, Lilydale, VIC 3140
Telephone	9754 5699
Fax	9752 6089
Email	pag@yarraranges.vic.gov.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Yarra Ranges
Eligibility Criteria for Access to Transport	HACC clients resident in the Upper Yarra Valley (Wandin – East Warburton) who are unable to access existing transport services. Transport is provided to medical appointments, community services and local facilities.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer’s car) <input checked="" type="checkbox"/> Bus (hoist / wheel Chair Accessible) Available on request with adequate notice
Service Hours	Monday – Friday 8.30 – 5pm (not public holidays).
Costs/Donations	\$3.30 per hour.
How to apply	To be eligible you will need to be assessed by the Shire of Yarra Range’s assessment team.
Bookings	Booking for Mobile Transport Service by ringing 5967 2875 or 1300 368 333.



Upper Yarra Community Bus

General Information

Title of Contact Person	Bookings Coordinator
Name of Contact Person	Rosemary Crowley
Address	PO Box 600, Wesburn 3799
Telephone	5966 2568
Email	roshane.combus@bigpond.com

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Yarra Ranges
Eligibility Criteria for Access to Transport	HACC clients and other aged persons resident in the Upper Yarra Valley area where there are inadequate public transport options. Priority given to elderly, isolated residents and small community groups.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Bus <input checked="" type="checkbox"/> Vehicle Hire (Please list type of vehicle): Two 12-seater buses
Service Hours	7 days a week (Office Hours: 9 – 5pm week days).
Costs/Donations	On Application.
How to apply	Contact the office on 5966 2568.
Bookings	Telephone coordinator to check the availability of buses. * Please leave a message on message bank if phone is unattended and your call will be returned.
Note	When hiring a bus, driver must be registered with the officer. Please contact the office for details.



Whitehorse City Council Assisted Transport

General Information

Title of Contact Person	Coordinator of Integrated Social Support
Address	25 Mountainview Rd Nunawading 3131
Telephone	9877 6311
Fax	9877 6442
Website	www.whitehorse.vic.gov.au
Email	customerservice@whitehorse.vic.gov.au

Transport Service

LGAs Serviced	<input checked="" type="checkbox"/> Whitehorse
Eligibility Criteria for Access to Transport	A limited transport service available to aged/frail people and people with disabilities who are eligible for Home and Community Care services and have difficulty accessing transport from their homes to local facilities in Whitehorse. There is a small charge for each trip and access is on a needs and priority basis.
Transport Services	<input checked="" type="checkbox"/> Community Transport: <input checked="" type="checkbox"/> Car (Include agency or volunteer's car) <input checked="" type="checkbox"/> Bus
Service Hours	Monday to Friday 8.30 am to 4 pm.
Costs/Donations	Minimal charge.



Whitehorse City Council Assisted Transport (Cont...)

How to apply	Contact the City of Whitehorse In Home Support Service on 9262 6333.
Bookings	Contact In Home Support Service on 9262 6333.
Note	The Assisted Transport Service is only available to residents of the City of Whitehorse, who are HACC eligible. The assisted transport service does not operate outside the boundaries of the City of Whitehorse.



Useful Information

Useful Websites:

Commtran

<http://www.commtran.com.au/>

The website is designed to enhance the provision of community transport in regional areas through improved coordination of services.

Explore Transport (Department of Transport & Regional Services)

<http://www.dotars.gov.au/explore.aspx?facet=Transport>

Metlink Melbourne

<http://www.metlinkmelbourne.com.au/>

Multi Purpose Taxi Program

<http://www.doi.vic.gov.au/DOI/Internet/transport.nsf/AllDocs/DF597F556E7229C4CA256C1C0017CB91?OpenDocument>

Telebus

<http://www.invictabus.com.au/index.html>

Thinking Transport

<http://www.thinkingtransport.org.au/>

The website has been designed as a toolkit for integrated transport planning, policy and activities for local governments throughout Victoria.

Transporting older people: a training resource for community transport

<http://www.health.vic.gov.au/agedcare/transport/>

Victorian Directory of Community Transport

<http://www.victrip.com.au/community/>

Note: Alternatively you can visit ETAN's website (www.etan.info) to access the links.



Useful Contacts:

Link Community Transport (formerly Northern Care & Share)

Address: 182 Widford Street, BROADMEADOWS 3047

Phone: 93021949 (intake worker)

TransAccess

Address: 51 Bluff Road, BLACK ROCK 3193

Phone: 9533 1955

Victorian Community Transport Association (VCTA)

Address: 51 Bluff Road, BLACK ROCK 3193

Phone: 9533 1955

Website: <http://www.vcta.webcentral.com.au>