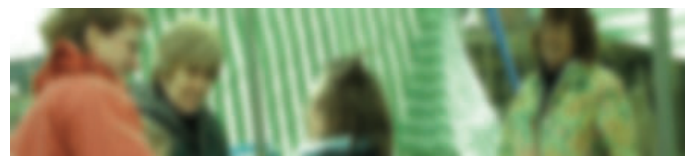


cbt Qld GUIDELINES

‘ **Community-based transport
from planning to action** ’



**Make getting from A to B safe, easy, accessible and affordable
for individuals and groups in your communities**



LOCAL GOVERNMENT
ASSOCIATION
OF QUEENSLAND INC.



**Queensland
Government**
Queensland Transport



**Cardno
Eppell Olsen**



Community-based Transport Queensland Guidelines

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TABLE OF CONTENTS

FOREWORD	4
GETTING STARTED	5
Why produce the CBT Qld Guidelines?	5
What is community-based transport?	5
What is in the CBT Qld Guidelines and Toolbox?	6
KEY LEARNINGS	8
Tailored services	8
Collaboration	8
Identifying needs and resources	9
Need for a champion	9
FIRST STEPS	10
Community-based transport needs	10
Levels of demand and service	11
Planning and implementation issues	12
DIFFERENT ROLES FOR STAKEHOLDERS	14
Local government	14
State government	16
Community	17
COMMUNITY TRANSPORT EXAMPLES	19
Community car services/volunteer driver schemes	19
Case study 1 – Taroom, Queensland	
Case study 2 – Booringa, Queensland	
Community bus services	21
Case study 3 – Tatiara, South Australia	
Case study 4 – Wynnum/Manly, Queensland	
Community car and bus services	24
Case study 5 – North and Central Burnett, Queensland	
Case study 6 – South Burnett, Queensland	
Taxis	27
Case study 7 – Brisbane, Queensland	
Case study 8 – Boreen Point, Queensland	
Mix of services	29
Case study 9 – Golden Connections, Victoria	
Case study 10 – Lismore, New South Wales	
Mobility management model	32
Case study 11 – Gold Coast Mobility Office	
CONCLUSION	35
APPENDICES	36
Appendix 1 – Additional community transport examples	36
Appendix 2 – Contacts	44
Appendix 3 – Tools	45
Appendix 4 – Funding and grant opportunities	46



Foreword

Transport is the common thread that binds the social, cultural and economic fabric of every Australian community, from Queensland's city centres to our more remote regions. Everywhere within Queensland, the State and local governments are dealing with the mobility needs of their residents and addressing the transport issues confronting their communities.

The national Local Government Roads and Transport Strategy adopted in 2006 acknowledges that sustainable urban communities require efficient and effective transport systems and networks, and that this is best achieved with a balanced mix of transport modes. For many communities there is an over-reliance on private vehicles, causing adverse effects including congestion, pollution and noise problems. This can dramatically reduce urban amenity and the economic efficiency of our cities and towns.

The *Community-based Transport Queensland Guidelines* and the *Community-based Transport Queensland Toolbox* are practical, hands-on reference points for local governments to help them solve transport problems.

They also offer examples of action taken by other councils to address their transport challenges.

The publications provide assistance to councils on the development of transport options and guidance in implementing these options.

Each sphere of government has a role to play in delivering transport solutions to the community and we hope the *Toolbox* and *Guidelines* become valuable aids in planning and improving transport access and options in Queensland communities.

Hon Paul Lucas MP
Minister for Transport and
Main Roads

Cr Paul Bell AM
President
Local Government Association of Queensland



Getting started

Why produce the CBT Queensland Guidelines?

Queensland Transport (QT) is the prime agency responsible for the provision of public transport services in Queensland and local government has traditionally been responsible only for provision of supporting infrastructure. In recent years however, local government is becoming increasingly interested and involved in the process, particularly in locations where the size of a community does not warrant the provision of public transport services. Local governments are also facing more pressure from their communities looking to them to meet their unmet transport needs. The solutions to these issues will be best achieved if councils develop a community engagement plan that complements their community-based transport plan.

One of the key issues for local governments in facing this challenge is how to provide a basic level of service for the mobility-disadvantaged members of their community. This particular need or demand is often relatively low and is consequently difficult to service due to capacity and cost efficiencies. In this sense, smaller communities are also difficult to service due to low demands, dispersed populations, long distances between centres/services and typically less available resources and expertise. Previous work by the Local Government Association of Queensland (LGAQ) in association with Cardno Eppell Olsen suggests that the small-medium sized local governments (including areas on the fringe of large local governments) are the areas in most need of assistance with regards to community-based transport.

In April 2001, the Queensland Government released a discussion paper entitled *Safe Mobility, for All, for Life – Personal Access and Mobility in an Ageing Society* (the SMFAFL discussion paper). Since this time, QT has been undertaking a program of demonstration projects and trials aimed at validating the key findings of the SMFAFL report and evaluating the report's main proposals. Importantly, what the QT research shows is that the key to developing and delivering sustainable community-based solutions lies in taking a collaborative approach that engages all the relevant stakeholders, including local government.

As an acknowledgment of the issues and challenges facing local governments for community-based transport now and in the future, QT and the LGAQ have undertaken this joint venture to provide assistance to local governments in the process of planning, designing and delivering community-based transport solutions in their area. The Community-based Transport Queensland Guidelines (CBT Guidelines) have been specifically designed to assist in assessing community transport needs and in highlighting what solutions have been worked up in other communities across Australia. The CBT Guidelines are a companion document to the Community-based Transport Queensland Toolbox (CBT Toolbox) which provides the basic tools to achieve locally based solutions that build on the experience of others.

What is community-based transport?

In every community there are transport needs for some individuals and/or groups where the private vehicle or conventional public transport systems, commercial bus services or taxis are not suitable or available options. Community-based transport solutions are needed to service the transport needs of the community in these instances. Community-based transport solutions provide access to recreation, shopping, education, medical care and social services as well as providing a source of social contact for potentially isolated people in a community, for example the disabled, rural youth or elderly.



Features of community-based transport:

- usually meets the needs of a particular target group;
- timetables, fare structures, vehicle type are tailored to the users of a service;
- services typically operate only on-demand. door to door and/or on fixed routes and at certain times/days; and
- services are not limited to short or long distances.

Some examples of community-based transport solutions include:

- community car/s;
- community bus/es (e.g. council, RSL, club, shopping centre bus);
- taxis (e.g. subsidized fares for specific users/trips); and
- brokering existing commercial services/vehicles.

What is in the CBT Guidelines and Toolbox?

To make this resource accessible and as useful as possible, information on community-based transport has been broken up into the two documents. The Guidelines explain what CBT is and where it is taking on different forms through case studies across Australia. The Toolbox as the name implies is intended to provide communities here in Queensland with the means of undertaking their own initiatives. For interested parties, the Guidelines and Toolbox provides answers to the following questions:

QUESTION	RESOURCE
What is Community-based Transport (CBT)?	Guidelines explain what the term means and relate examples via case studies.
What is my role?	Refer to the Guidelines for solid examples of what roles others have taken and work through the Toolbox to determine what is best for your situation.
What is best for my community?	Think about who makes up your community and work through the Toolbox to identify how to engage them to assist in assessing their travel needs.
What is community engagement?	Community engagement is any process that involves the public in problem solving or decision making and uses public input to make decisions.
What level of community engagement is desirable?	This will depend on the issue or problem to be solved and could be at an inform, consult or active participation level. The Toolbox provides a guide.
How do I know what will work locally?	The case studies in the Guidelines provide useful examples for range of communities in rural and urban areas of different sizes.
How do I get started?	The Guidelines provide important information to spark your thinking. The Toolbox can assist in an initiative moving.
Useful information	Use the contacts and resources in both documents to further assist with identifying people, funding/subsidy schemes etc, and check out useful websites and publications.



Acronyms

CBT – Community-based Transport

LGAQ – Local Government Association of Queensland

QT – Queensland Transport

Work through the Guidelines and Toolbox at your own pace, and allow time to look at the case studies and the steps outlined in the Toolbox. Potential considerations are:

Do you think your community needs to address unmet transport needs?

Test your understanding. Do you know....	Yes	No
What types of trips are required within your community?	<input type="checkbox"/>	<input type="checkbox"/>
Whose travelling needs are not being met?	<input type="checkbox"/>	<input type="checkbox"/>
What the current level of transport service is and who provides it?	<input type="checkbox"/>	<input type="checkbox"/>
What is an appropriate level of service for your size community?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any special needs due to your geographic area?	<input type="checkbox"/>	<input type="checkbox"/>
Who could be the champion for the service?	<input type="checkbox"/>	<input type="checkbox"/>
Who could be the coordinator for the service?	<input type="checkbox"/>	<input type="checkbox"/>
How will you find and keep volunteers?	<input type="checkbox"/>	<input type="checkbox"/>
What service management skills might be required to run the service?	<input type="checkbox"/>	<input type="checkbox"/>
What are the existing resources within your community?	<input type="checkbox"/>	<input type="checkbox"/>
How volunteers are going to be insured?	<input type="checkbox"/>	<input type="checkbox"/>
If there will be an impact on local transport services and local businesses?	<input type="checkbox"/>	<input type="checkbox"/>
If applying for HACC funding will it limit your service?	<input type="checkbox"/>	<input type="checkbox"/>
If it will be more effective and efficient to bring services to community instead of moving people to the services?	<input type="checkbox"/>	<input type="checkbox"/>
What role could council take in the needs analysis process?	<input type="checkbox"/>	<input type="checkbox"/>
If being on a community-based transport steering committee is an option?	<input type="checkbox"/>	<input type="checkbox"/>
What type of support could council provide?	<input type="checkbox"/>	<input type="checkbox"/>
Have key stakeholders and the community been engaged – particularly those you could collaborate with?	<input type="checkbox"/>	<input type="checkbox"/>
If appropriate State Government expertise has been engaged (i.e. QT)?	<input type="checkbox"/>	<input type="checkbox"/>
If all potential state funding sources and support has been explored?	<input type="checkbox"/>	<input type="checkbox"/>
If a community car service, volunteer driver scheme or community bus service is most appropriate for your community?	<input type="checkbox"/>	<input type="checkbox"/>
Is a taxi service appropriate for your community?	<input type="checkbox"/>	<input type="checkbox"/>
Is the level of need high enough to consider a mix of services?	<input type="checkbox"/>	<input type="checkbox"/>
If taking a regional approach to developing or delivering community-based transport services is the best option?	<input type="checkbox"/>	<input type="checkbox"/>



Key learnings

The case studies have provided many lessons and success factors which can assist those wanting to be involved in community-based transport.

Tailored services

Each of the community-based transport case studies was successful in meeting the demands of their respective communities, whether these demands were very low or high. The services were tailored to meet the specific needs of whole communities, sections of the community or individuals within a community.

Selecting the vehicle

A community car scheme is often the best response to community transport needs, particularly in remote rural areas where demands are low. Cars are an efficient vehicle to provide transport services for several reasons:

- Cars are a cheaper resource than a bus, so original purchase, replacement and maintenance costs are cheaper.
- A car may already be available within a community to provide transport (e.g. council owned car) and so no purchase costs are involved.
- A community car can be used for other purposes.

Using a bus to provide a community-based transport service is more costly and inefficient and all aspects and costs, for example, driver authorisation and licensing, insurance, replacement costs should be considered before providing a bus service.

Designing the service

A key success factor was to have a service run only when required. Keeping community-based transport services simple is often the key to ensuring usability and long-term viability. In some cases services ran every day, however in many a service is provided on demand on a scheduled basis. This means that if a service is not booked in advance it will not run and so no empty bus or car will run around town incurring operating costs when it is not needed. The on-demand services were usually provided on a scheduled basis, meaning that the service was available during a particular time or on a particular day to provide transport to the community. This allows additional efficiencies in that volunteers know exactly when they will be needed and frees the vehicle up to be used for other purposes at all other times.

Collaboration

Another feature in some of the case studies was the collaboration between different stakeholders within a community, which was considered as one of the key success factors for the service. Collaboration between stakeholders allows for better consultation and coverage of community needs and improved efficiencies in service provision that otherwise would not occur. Different stakeholders may also bring to the table resources that can be made available for the service. In particular, collaboration between stakeholders can result in the provision of



a single service that meets the needs instead of multiple services to meet these needs – which is a more costly and inefficient method of providing community-based transport.

It was also found that collaboration with QT leads to improved community-based transport solutions, particularly during the planning stages. QT has significant experience in planning and delivering transport, including community transport, and is a valuable resource to councils and groups becoming involved in community-based transport.

Identifying needs and resources

The case studies highlighted the importance of identifying community needs and available resources in developing community-based transport solutions which are tailored to individual communities. This includes understanding what sort of transport is required, how often the service is required and who requires it. Understanding the specifics of ‘what’, ‘when’ and ‘who’ will assist in developing an appropriate response to the needs. However, during the stage of ‘how’, it is also very important, and potentially time and money saving, to identify what existing resources are available to help provide a community-based transport service. Identifying available resources can lead to improved economies of scale (which was very important in some of the case studies) and a more efficient community-based transport service both for the users and for the providers.

Need for a champion

The case studies highlighted the importance of the champion or lead driver of the service. As the role of champion involves a high level of interaction with the community, this role could potentially be filled by a councillor. Councillors already have a leadership role in the community as well as having local knowledge of their community and needs and are well placed to be the advocate of a community-based transport service.



First steps

Community-based transport needs¹

While every community is different, there are also aspects which are common or generic to them all, starting with the notion of unmet community-based transport needs. Community-based transport needs are those not met by the use of private vehicle, public transport systems or walking or cycling. In areas where these different transport networks are provided, they still may not be appropriate to the transport needs of some individuals. For example, many people with mobility impairments do not have access to private vehicle travel, cannot afford the regular use of a taxi and cannot easily access available public transport systems.

It is a common assumption that unmet community-based transport needs are those relating to providing access to medical treatment. Because of this assumption there can be a tendency to design services solely around access to Home and Community Care funding (HACC).² However, there are also other needs which should be considered including recreational and social trips to encourage the establishment of social networks and to provide social opportunities for people who are otherwise isolated.

The first step involves identifying the unmet transport needs in the community through in-house knowledge or through a needs analysis.

Access trips within, to/from local communities

One of the most basic community transport needs is for people to move within their local communities around the town centre. There is also a need for people living in outlying areas to have access into town to be able to utilise the services and facilities.

Access trips to/from regional centres

Another common need is for communities to access regional centres which may be located within or outside their local area. Getting to regional centres may involve a significant amount of travel and although the majority of people will have direct or indirect access (e.g. through family and friends) to a private vehicle, there is still a need to provide affordable and convenient travel options. The provision of community-based transport solutions assists in meeting these needs and reduces the potential for social isolation within a community.

¹ This section and the following section are based on a presentation made to the LGAQ Infrastructure Symposium 2006, by Martin Thomsett, Principal Policy Officer (Passenger Transport), QT.

² Home and Community Care (Community Transport Sub-Program) is a national program (shared federal and state funding) to provide community care services to frail aged people, people with disabilities, including children. HACC eligible people are these individuals and their carers.



Group transport needs

Group travel needs include access trips for essential services as well as providing social and recreational opportunities for isolated groups of the community. For example, some group movement needs could be for youth groups to access recreational/educational activities, aged care home resident outings or for a local choir to attend a regional competition.

Levels of demand and service

The next step is to consider the level of demand within the community.

The level of demand for community-based transport depends on:

- population size;
- demographics (e.g. age, disability);
- location (e.g. urban, rural);
- existing transport systems; and
- established social networks.

There are a wide variety of potential community-based services, however the appropriate service will vary depending on the individual characteristics of an area. The following generic comments, while based on QT's experience in the field, are intended as a rough guide.

Population around 1,000

Populations of around 1,000 will typically experience very low travel demands. At this level of demand, it may only be necessary to provide a car service that is available to the community one or two days a week on a door-to-door, operating only on demand basis.

Population around 5,000

Populations of around 5,000 may attract marginally higher transport demands, and potentially more broadly across a week. This may involve operating a car service to a timetable, introducing a higher capacity vehicle, for example, people mover or maxi taxi, or providing an additional town service one or two days a week on a door-to-door basis.

Population around 10,000

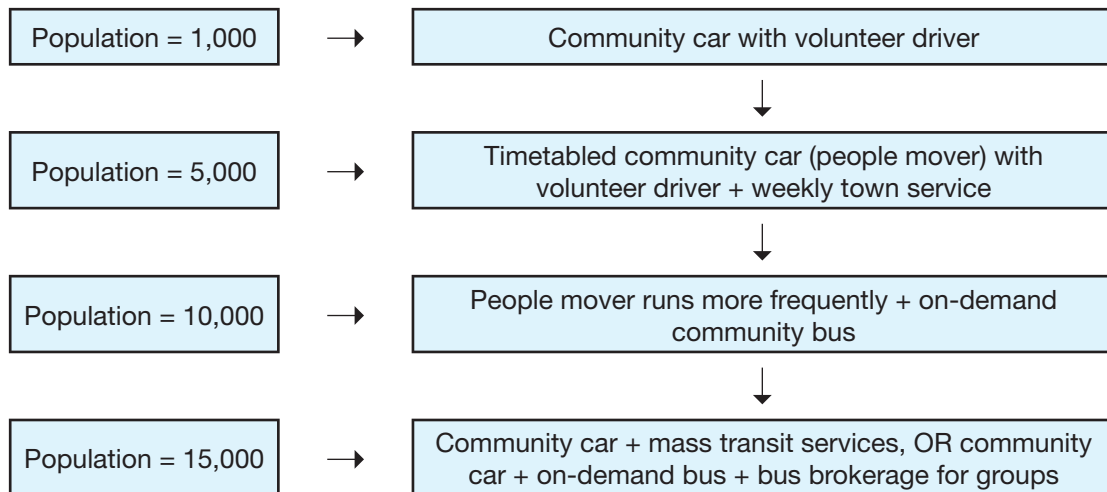
With increased demands from areas with larger populations there may be the need to provide more services. Options include increasing service frequency of a people mover/maxi taxi to daily or more frequently or splitting a service area into two or more notional routes or zones. The next progression to meet demands may be to introduce a larger vehicle, such as an on-demand community bus, in addition to a community car service.

Population greater than 15,000

As communities get into the larger end of the scale, the shift towards being able to provide



fixed-route or mass transit bus services (even if only in the morning and afternoon peaks) can start to occur as better economies of scale are experienced. In areas with a population of this size however, there may still be a need to provide additional community-based transport solutions, for example a community car. In cases where no mass transit services are provided, there may be a need to provide a range of community-based transport solutions, such as a door-to-door, on-demand bus service, bus brokerage services for groups or a community car.



Levels of Service

Planning and implementation issues

An important action at this stage is to examine all the limitations and challenges which arise in providing a new and innovative service.

There are a wide range of issues which will need to be carefully considered, these will vary according to population, geographic area, target market or existing resources.

Geographic area:

- Dispersed populations (i.e. many small communities in a large geographic area) create issues with a lack of route efficiency and higher costs associated with longer distances. In addition, regional centres may be a significant distance from these areas, requiring long and expensive trips. For example, there may be air flight service and overnight accommodation required.

Staff and knowledge:

- There is a need for technical expertise, particularly in the planning and operation of community-based transport solutions. Not all local governments have this expertise



in-house. Where this is the case, local government can look to state government for assistance. Regional QT offices in particular can assist local government with advice on local transport issues and solutions.

- There is a need to identify a champion for the service, who will provide enthusiasm and drive and lead the project. This person could be responsible for overseeing a service and act as the spokesperson in dealing with all stakeholders.
- There is a need for a coordinator to ensure the successful implementation of a service. This role would cover the administrative and management side of a service and would also ensure collaboration between stakeholders.
- There is a need for volunteers as community-based transport services often rely on the generosity of volunteers, whether as drivers or administration assistants. It is sometimes difficult to recruit and retain volunteer workers and addressing this aspect needs to be a key part of the project.

Service management:

- Service providers need to be competent in a wide range of tasks including: purchasing, ongoing maintenance, operation and storage of vehicles. Other ongoing operational tasks include the management of staff/volunteers, taking booking requests, marketing the service, etc.
- Consideration of how volunteers are insured and who pays for this insurance will need to be considered in the planning stages.
- Use of existing resources – if existing resources and/or vehicles are used to provide a service, the contractual agreements of these must be considered to ensure that services do not conflict with existing contractual commitments or insurance policies.
- Community-based transport service operators should communicate and coordinate with other commercial transport operators to avoid any potential conflict.
- Consideration will need to be given to the impact on small town local businesses if clients use the service to conduct their shopping in other regions.

Government and policy:

- The limitations of HACC funding to provide a community-based transport service will need to be considered if it is accessed for providing a service as it may exclude other members of the community as well restrict the types of needs addressed.
- Consider the access approach instead of transport – sometimes a transport solution is not the best or only approach to take. For example the solution to a community's needs may be not to transport people to the services but instead bring the services to the people.



Different roles for stakeholders

Local government

There are many different roles that local governments could potentially play in the provision of community-based transport; each with varying levels of involvement and commitment.

Local governments with their local knowledge, and expertise are well placed to understand the needs of their local community and get involved in the development of transport solutions.

Needs analysis, consultation, planning

Local government could become involved in the initial stages of the process which could include any or all of these steps:

- conduct needs analysis and community engagement to establish specific unmet transport needs in the community;
- audit and map the available assets and resources in the community through coordination with state government, other sectors of local government, local business and organisations;
- prioritise unmet transport needs taking into account urgency and level of demand;
- identify options to meet transport needs, trying to maximise on one option to meet as many needs as possible and select the preferred option;
- develop an action/business plan that addresses the what, who and how of implementing the preferred option;
- monitor and evaluate the service to determine the success of the initiatives and where, if appropriate, suggest or implement service provision changes; and
- ongoing community engagement to identify emerging transport needs and to provide a check that current services are appropriate.

Membership on a steering committee

Local government could become a member of the steering committee set up to oversee the development and management of a community-based transport service. QT experience indicates that steering committees are more effective with council participation. Membership on a steering committee could provide council with a minimal level of involvement when council does not wish to take on the operational, day-to-day management of providing a service, but would like to play a guiding role in terms of providing policy advice and approval of overall service details.

Local government is able to provide valuable input into a steering committee with their extensive experience in project management and community engagement as well as their knowledge of existing resources and transport systems.



Provide funding/support in kind

The provision of funding or support from local governments may take on many forms. Some options for council assistance include:

- purchase of vehicle or providing access to an existing vehicle;
- ongoing maintenance of vehicle;
- one-off grants to organisations/operators to assist in setting up service;
- variations to existing contracted services;
- human resources;
- providing space to garage vehicles or office space for coordinators/drivers;
- marketing assistance;
- providing insurance for volunteers, drivers and vehicles; and
- fully funding the operational shortfall of a service.

Facilitator/driver role

The facilitation role for local government involves council providing higher policy advice and acting as a driving body for a service. In this role, local government could champion a service bringing enthusiasm and support to those involved in the project.

Coordinating role

Local government could be the coordinating body for a service, in terms of providing direction to the service operators and funding bodies and ensuring successful implementation of a service. In this role, local government may coordinate discussions between the different operational bodies, organise administrative aspects, coordinate with other service providers and generally be the chairperson for the setting up and running of a service. This is a more formal role than the facilitator role as local government would directly be involved in the implementation of a service.

Local government auspice

In some instances it may be appropriate for local government to act as an auspice body for a community body. In this role local government provides the legal framework and organisational structure to enable the unincorporated community organisation to function as a service provider and coordinator. Local government would hold the funding received for the service and act as the legal umbrella for the group. For example, while insurance and registration would be organised by the local government it would not necessarily be directly involved in the management or operation of the service. Local government may choose to do this on a permanent basis or with the view to the community body growing to a state such that they can become incorporated and take over all legal responsibilities.



Service provider/manager

In this role, local government would be the primary body responsible for the planning, design and delivery of a service. Council would need to either provide funding, whether it is entirely local government or shared funding, to an operator to be the service provider or provide the necessary personnel to manage and run the service. Overall, local government would be required to undertake or fund the day-to-day, operational management of the service and be responsible for the policy and upper management of a service.

Regional approach

A regional approach and sharing services can result in economies of scale and improved cost performance, as well as cost savings through the sharing of available technology and resources.

A regional approach can provide a solution where demands may be too low to warrant the direct provision of a service in a single local government area but might work if coordinated with neighbouring councils experiencing similar demands. The opportunity exists for local governments to coordinate across a region to provide more integrated solutions that meet regional transport demands and access to regional centres across different local government areas. The opportunity to sharing services relates not just to resources, such as a bus or car, but also to combining processes (e.g. administrative) to ensure a more streamlined approach to service management.

State government

The roles that state departments can play will vary throughout different areas, depending on the level of involvement of other players, for example, local government or community groups. Involvement of state government is not limited to QT, but includes the Departments of Health, Education, Families, Youth and Community Care, Queensland Ambulance Service and so forth.

Policy guidance and expertise

State government, QT in particular, is able to provide expertise and policy guidance to assist local government and community groups develop appropriate and viable community transport services. QT, as the primary public transport provider in Queensland, has expertise in:

- contract development and negotiation;
- operation and coordination of a service;
- communication and coordination with other State agencies;
- needs analysis;
- auditing existing resources and services; and
- efficient use of existing resources.



Funding support

Funding is a key concern of local governments and other bodies getting involved in community-based transport. Funding opportunities are available from a number of state government departments (see Appendix 4). State government is also able to provide information to local government on what funding sources are available.

Whole-of-government coordination

Just as there is a need to coordinate planning and service delivery at the community level, there is a need for similar coordination at the whole-of-government level. To this point, no one agency within state government has been assigned this role, with the lead agency varying dependent on the specific issue – for example, QT for mainstream public transport matters and Queensland Health for health transport.

Service development

State government may also be involved in community-based transport service development, especially in respect of services that target the needs of specific state government client groups/programs.

Community

Fully engaging with the community and existing community organisations are key factors in the development and implementation of sustainable transport solution.

Community engagement

This could occur at a number of levels depending upon the depth and breadth of the decisions to be made. The most basic level of community involvement in the delivery of a community-based transport service is through feedback via community consultation. This is most likely to occur through formal local government processes or through community representation to government to raise awareness of their needs.

Membership on a steering committee

Membership on a steering committee encourages community involvement in needs identification, policy development and coordination between stakeholders to provide an efficient service. This may include representatives of local resident groups, community groups, local businesses or the chamber of commerce.

Community organisation service provider

A community organisation could take the role as service provider providing overall day-to-day management and operation of the service. A community organisation as service provider would potentially look to local government and state government for funding assistance and



additional expertise. Furthermore, if the community organisation is unincorporated, there is the need for an auspice body to provide the legal framework.

Existing community service operator

An existing service provider could expand their services to provide more community-based transport. In this instance, the local commercial operator will already have the necessary experience and resources to enable them to provide a service. They may, however, require the assistance of government, either local or state, to provide additional funding and/or expertise.

For further information on the community's role in community-based transport, refer to the CBT Queensland Toolbox which is the companion document to these guidelines.



Community transport examples

Community car services/volunteer driver schemes

Community car services are typically a single car, or a pool of cars, owned by council using volunteer drivers to provide transport for individuals in a community. The community car, particularly with volunteer drivers, is the primary response in cases of low community-based transport demands and is appropriate in areas with smaller populations such as those with 1,000–3,000 people.

Advantages:

- comfortable and convenient, particularly for people with mobility impairments who need to travel long distances;
- suitable for when on-demand services are necessary due to irregular and potentially infrequent demands; and
- efficient as the car can be used for other purposes, for example, car for local doctor to make runs, hospital, or council use.

Case Study 1 – Taroom, Queensland

Background – where?

Taroom is the largest town in Taroom shire with a population of 2539 people, covering an area of approximately 18,645 km². The town is located 485 km north-west of Brisbane and its closest regional centre is Toowoomba. Taroom provides the shire with essential services such as retail and minor medical; however access to other services such as specialist medical services is available only at distant towns and regional centres (i.e. Miles, Chinchilla, Dalby, Toowoomba, Rockhampton and Brisbane).

The only available public transport is a long-distance coach service from Brisbane to Rockhampton which travels through the shire three times a week in both directions. This service does not meet the needs of the community for day trips to major centres and it is not easily accessible, particularly for those with mobility difficulties.

Service details – what, when?

The community car is a single station wagon used to transport people to specialist medical appointments not available in the shire. The long-distance, on-demand service leaves from Taroom and Wandoan and transports patients to Miles, Chinchilla, Dalby, Toowoomba and Brisbane. Patients travelling to Brisbane must gain special permission from council due to the difficulties in providing the service. Due to the distance to Brisbane (485 km), the trip times are too long to enable a day trip to be made. Consequently, the client must cover the cost of accommodation for themselves as well as the volunteer driver.

The vehicle is also used as a local hearse with funerals taking priority over transport to medical appointments. When the car is not being used as a hearse or to transport patients, it is used by council for other purposes and garaged at council offices.

Patients using the service must pay the full fee up front, which varies according to destination. They may then claim for the Patient Travel Subsidy through Queensland Health (a subsidy is



also available for accommodation) which will cover a portion of the travel cost.

On average, this service runs approximately once every two weeks and has provided transport to 28 individual clients, with 84 requests for service made in the last three years.

Management – who, how?

This service is managed through a partnership agreement between Taroom Shire Council and the Leichhardt Villa aged care facility and has been operating since July 2003. Council purchased the vehicle and is responsible for fuel, maintenance and registration costs. The car was purchased to respond to the needs of the transport disadvantaged and also because the local funeral director could no longer afford to maintain a hearse. Thus council was catering for two important local needs in the purchase of the vehicle.

Although council funded the purchase of the vehicle, the community car service is operated by the local aged care facility Leichhardt Villa. The Villa is responsible for taking and coordinating bookings and coordinating volunteer drivers. Volunteer drivers are paid a daily fee to cover their food costs while they are transporting clients. Leichhardt Villa receives HACCC funding, part of which is used to provide this service. Under the agreement, as the coordinating body, the Leichhardt Villa is to report to council on a monthly basis on the trips made, patients transported and so forth.

Each potential client is assessed individually in terms of need and transport disadvantage. This assessment of need is made simpler by the small size of this local government and its general awareness of the local community's travel needs.

Marketing of this service was initially done through an awareness campaign. While awareness campaigns continue to be held on an irregular basis, word of mouth from clients is an effective marketing tool. All medical practitioner offices are able to provide information and refer the patients they consider to be in need.

Case Study 2 – Booringa, Queensland

Background – where?

Booringa Shire covers an area of 27,793 km² and is located halfway between Longreach and Brisbane. Toowoomba is the closest regional centre. Half of the 2,000 shire population live in the major town, Mitchell, with the remainder dispersed throughout the shire in two smaller centres of Amby and Mungallala. Shopping, medical and other services are located within Mitchell. Public transport services travelling through the area include a long-distance coach service from Brisbane to western Queensland towns (e.g. Mt Isa) and the Queensland Rail line. Both of these services stop in Mitchell.

Service details – what, when?

A community car service (one car) operates in Booringa Shire, providing transport for Mitchell, Amby and Mungallala. The car is available for anyone with the exception of parents travelling with young children who require a child car seat. The transport services provided by the car and volunteer drivers are:

- around-town service in Mitchell; and
- town-to-town service from Amby and Mungallala to Mitchell.



Passengers in Mitchell are provided with a door-to-door service (e.g. home to shops) with pick-up and drop-off points designated in Amby and Mungallala. The service does not provide transport from outlying areas/residences to town. Instead passengers must find their own way to one of the service towns to be transported. The car operates between 9:00am and 1:00pm on Fridays and bookings must be made with Booringa Shire Council on the Thursday before noon.

Management – who, how?

The service began on a trial basis within Mitchell for aged pensioners and was funded by QT through the Maranoa Health Enhancement Program (MHEP). The trial was expanded to provide service to all residents and include pick-up from Amby and Mungallala. The vehicle was purchased by Booringa Shire Council before the program began and was donated for use as a community car. When the car is not being used for this purpose, it is used by council for other purposes. Council does not directly fund the service, however, it covers booking, administration and car operation costs. One worker within council gives time to the service, sometimes only half an hour a week to take bookings and coordinate drivers. When the MHEP funding is exhausted, the ongoing costs of the service will be covered by council if people continue to use it. Currently, three people use the service in Mitchell and one in Mungallala. The car typically operates as a community car every Friday.

Community bus services

Community bus services are appropriate when community transport demands require more frequent/regular services and greater in number than the demand met by community cars. The purchase of a bus exclusively to provide community-based transport must be carefully considered, particularly in terms of actual demand and increased operating costs.

Advantages

- meets many different types of trip purposes and short and long-distance transport demands; and
- efficiencies through being able to transport larger number of individuals or groups.

Case Study 3 – Tatiara, South Australia

Background – where?

Tatiara District Council is located in the northern section of the Limestone Coast, South Australia, covering approximately 6,476 km². The two major towns servicing the area are Bordertown and Keith. The area is home to approximately 7,114 people with 4,500 residing in Bordertown, 1,500 in Keith and the remainder in the smaller towns and on outlying properties.

The two major centres providing medical and other services and shopping opportunities to the district are located in Bordertown and Keith. The closest major centres to the region are Naracoorte, Mt Gambier and Adelaide.



Service details – what, when?

The Tatiara area is serviced by a single 24 seat, wheelchair accessible bus which is driven by a single, full-time driver. The bus is used in the mornings and afternoons as a school bus, picking up and dropping off students. In the hours between the school runs, the bus is used for other community purposes, such as medical and passenger services. Passenger services are scheduled services (i.e. timetabled route), not on demand. The services provided by the bus vary according to the day of the week, as per the bus timetable.

The health centres have access to the bus for a period of time and are allocated a number of kilometres of use of the vehicle per week. The use of the allocated time and kilometres is decided by the health centres. The community transport needs for health centres vary according to demand each day/week and the health centres can accumulate their allocated kilometres to allow flexibility in meeting long-distance transport demands. Due to the limited time between school transport runs and the long distances between centres, the scope of travel that can be done between school services is limited. In the school holiday periods, health centres have the opportunity to use the bus for longer periods.

Timetable information for the passenger services is available on the Bus SA website. Passengers must pay a fare of \$5.00 each way (half price for seniors). All Tatiara residents are eligible for these services as they are not targeted towards certain groups/individuals. The shopping, or passenger services, are experiencing patronage of up to 15 people each run.

Due to the high number of people living on properties in the area, there is some flexibility in pick-up locations. In most cases, people can catch the bus only from the town centre, however, if the service travels past their residence (i.e. remote areas), the bus will pick passengers up from the roadside, but this must be arranged at time of booking.

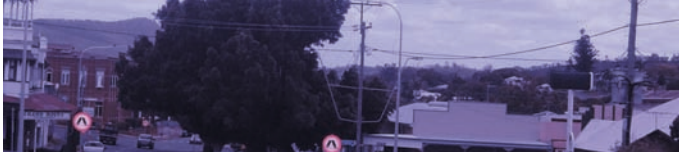
Management – who, how?

The Tatiara Passenger Transport Service is operated and managed by PG & MA Stone Pty Ltd and is one of South Australia's Integrated Passenger Networks (IPNs). PG & MA Stone Pty Ltd is an established transport business which provides 16 transport services for schools under contract to the Department of Education. The IPN is a whole of community approach to community-based transport solutions to provide services that are appropriate to the specific needs of a community. Generally, IPNs are a package of the following:

- stand-alone services to major service centres;
- feeder services into existing passenger transport services to enable access to major service centres;
- ad hoc services aimed to reduce social exclusion (i.e. targeted at elderly and youth); and
- services to facilitate access to/from community destinations (e.g. schools, hospitals).

All IPNs, including Tatiara, are delivered by one organisation under a five year contract to the South Australian Department of Transport, Energy and Infrastructure (DoTEI). Under this contract, PG & MA Stone Pty Ltd keeps the fares paid by passengers and applies to the DoTEI for the remainder of the subsidised fares.

Funding of the contract is predominantly by the South Australian DoTEI, but contributions are also made by that state's Department of Education to cover the cost of providing a school service, and the two health centres that have use of the bus. Contributions by the health centres were determined in the early stages of the process, based on discussions with the DoTEI. The health centres and DoTEI established an approximate number of kilometres



required each week to meet their needs, thus providing a basis for monetary contributions. Funding from the Department of Education and the health centres goes directly to the DoTEI which is then used to fund the contract for the service.

While the full-time driver's wage is paid by the operator; the cost is covered under the contract to the DoTEI. Also, while the original purchase of the vehicle was through the DoTEI, the ongoing maintenance and operational costs are covered by the operator.

Marketing of the service is predominantly through the different service offices, the Bus SA website and through the local paper. The operator has found that word of mouth has been a powerful marketing tool for the service.

Local government does not play a role in the delivery of this service as the South Australian DoTEI has taken a leading role in the state to provide community-based transport solutions.

Case Study 4 – Wynnum/Manly, Queensland

Background – where?

Wynnum and Manly are coastal suburbs in Brisbane City Council, located approximately 17 km to the south-east of Brisbane. The service caters for residents of Wynnum, Manly and Lota, with an estimated population of over 17,000 people. The area forms part of the Brisbane metropolitan area.

The area is located within the TransLink public transport service area and there are bus and train services available. The Wynnum, Manly Flexiride bus service caters for those who cannot use these services.

Service details – what, when?

Passengers are picked up from their home once a week and taken to one of two shopping centres for \$2.50 per journey. The service provides one bus that frequents two zones (routes) at different times of the day. After a couple of hours at the shopping centre the passengers are then taken home. It is a requirement that bookings be made by midday on the day before. Passengers can have a standing booking requiring them to call only if they will not be travelling that week.

The service has been in operation for six years and in 2004 had 93 regular passengers and approximately 2863 passengers per year. The service caters for the whole community, not just HACC-eligible clients (though the majority of people using the bus are mobility disadvantaged). The bus service also provides clients with the opportunity for shopping and social interaction.

An escort travels on board to assist passengers when required. The escort and the bus driver are the same every week and this forms an integral part of the service. Carers and children travel for free, although many clients who would ordinarily need a carer do not require one because of the escort. The bus caters for clients with wheelchairs, walkers and those who would usually have trouble alighting a bus unassisted. Evaluation reports indicate that there is potential to expand the service to other locations on an infrequent basis on top of the weekly service.



Management – who, how?

The Wynnum Flexiride service is run by the Wynnum Transport Alliance provided by the Transport Options Project (TOPS) which is funded by HACC and auspiced by the Queensland Council of Social Service Inc. The bus and driver are chartered from Veolia Transport and the service operates in lieu of the Council Cabs service (Brisbane City Council). The Council Cab (Brisbane City Council) funding for the area is subsequently used to help fund the service. The Flexiride service is reviewed annually and a community reference committee and the Flexiride Monitoring Group meet regularly to guide the project. Wynnum Transport Alliance and Veolia Transport also meet quarterly to monitor the service.

Funding for the project comes from different sources, including HACC, BCC Council Cabs and passenger fares. Other financial and non-financial assistance (i.e. coffee and doughnut vouchers) is provided by the Wynnum Plaza shopping centre and local RSL clubs.

Community car and bus services

The combination of community car and bus to provide community-based transport is appropriate in areas with a population of 10,000 or higher and where there is a variety of transport needs. It may be more cost efficient and effective to introduce this type of service across a region, as neighbouring shires may experience similar transport demands. The combined demands and resources of a region can help to address these issues and meet the needs of a greater number of people.

Case Study 5 – North and Central Burnett, Queensland

Background – where?

The northern and central Burnett community covers six shire council areas, comprising: Biggenden, Eidsvold, Gayndah, Monto, Mundubbera and Perry. The closest regional centre for the region is Bundaberg. This regional community is home to approximately 45,000 people covering approximately 30,000 km². Limited public transport is available in the region, including school bus services and some HACC services.

Service Details – what, when?

The North and Central Burnett Community Transport System pilot provides three separate services using a bus and community car with volunteer drivers. These routes, providing access from rural areas into the regional centres (return trips) are as follows:

- a central east west route – Mundubbera to Bundaberg;
- a northern east west route – Eidsvold, Monto, Perry to Bundaberg; and
- a community car service – provided to supplement above (e.g. when clients need to stay overnight in Bundaberg).

All three services are fully operational and are available to all members of the community. The two route services operate door-to-door on a weekly basis, subject to demand. Bookings need to be made in advance through the respective local councils. The community car is a more flexible service than the bus and operates any day at any time. The community car is coordinated by St John Ambulance Transport Access Service and uses volunteer drivers.



Management – who, how?

The Burnett Inland Economic Development Organisation (BIEDO), in partnership with QT, the Department of Health, six shires of north and central Burnett (Perry, Mundubbera, Gayndah, Biggenden, Eidsvold, Monto) and various community agencies have developed and delivered these community-based transport services. BIEDO is a peak regional development body for 11 shires in the Burnett region and comprised of representatives from communities, councils and business. Local government provides funding and manages BIEDO. The six shires of north and central Burnett are represented on the Transport Advisory Group which:

- oversees the transport pilot (i.e. strategic decisions, not operational);
- provides a regional discussion forum on transport issues; and
- ensures information flow to the shires and is the contact point with QT.

BIEDO conducted a Transport Needs Analysis (funded by QT) to identify community needs. QT has provided funding for all three services on a pilot basis. All three services, operate under different auspices. The management of each service is:

- Mundubbera to Bundaberg – community-based service (i.e. Jena Boran) with advisory and funding support from QT;
- Eidsvold, Monto, Perry to Bundaberg – community-based service (i.e. Wakka Wakka), with Eidsvold Shire Council coordinating. Operator accreditation is also provided by Eidsvold Shire Council; and
- Community car service – operated by St John Ambulance Transport Access Service.

QT has funded the employment of a part-time transport coordinator based in Eidsvold Shire Council to coordinate all services. The coordinator's role includes coordinating, monitoring and evaluating services.

Local government is represented on the Transport Advisory Group and provides in-kind support to the service as well as being a 'local face'. Each council is involved in information distribution, marketing, being the first point of contact for the community, taking booking requests, issuing tickets and in some cases taking fares. Councils have a formal administrative process with the community bus operator whereby fees and booking information are exchanged. As a result of being the booking agent, local governments have developed an information database that enables ongoing monitoring and evaluation of services. Councils are also responsible for receiving complaints and suggestions that will assist in improving the services.

The system has been developed and implemented in partnership with QT, which has funded the pilot. The partnership has also resulted in the introduction of a twice weekly, contracted long distance coach service operating over a north-south route between Biloela and Maryborough which connects with the Tilt Train at Maryborough West, providing a link for passengers wishing to travel on to Brisbane or to other coastal centres north. This service is also subsidised by QT.

Case Study 6 – South Burnett, Queensland

Background – where?

The South Burnett region in Queensland comprises the shires of Kilkivan, Murgon, Wondai, Kingaroy, Nanango and the community of Cherbourg, comprising approximately 35,000 people. The closest regional centre to the area is Toowoomba. Public transport is available throughout the South Burnett region, including commercial bus operators and school bus services.



Service details – what, when?

South Burnett Community Integrated Transport Service (SBCITS) is a service for HACC- eligible clients in the South Burnett region. This service aims to assist clients to access transport through family and friends, or access existing public and community transport services and provides a direct transport service as the last resort. The service works on a case-by-case basis, addressing the specific needs of each individual client. SBCITS provides clients with advice and all of the necessary information on available transport options and subsidies. To assist clients, SBCITS produced a South Burnett Transport Directory (see Appendix 3) which includes information on and contact details for:

- transport schemes and subsidies;
- hospitals and medical facilities;
- bus services;
- bus and taxi information; and
- other transport services (e.g. rail, school bus).

If the client cannot be accommodated by traditional transport systems, SBCITS will provide a door-to-door service using volunteer drivers. While transport is provided to areas within and outside of the shire (e.g. Toowoomba) services are not provided for major medical and emergency trips. One bus (with wheelchair lift) and three station wagons are available with one car stored at Blackbutt, one car in Kingaroy and a car and bus stored at Murgon.

The head office of SBCITS is located in Murgon, which receives all booking requests and coordinates trips and drivers. Passengers pay a contribution for services, however this is not mandatory.

The pool of vehicles is also brokered out to other groups on weekends. Clients using the vehicles on weekends must also be providing transport to HACC-eligible people.

On average, SBCITS will provide direct transport to around 50 clients a week, after having coordinated other clients onto existing services. This is an indication that there are significant community transport demands in the region that cannot be met by traditional transport networks.

Management – who, how?

SBCITS is a non-incorporated community organisation which was originally auspiced by Graham House (a community centre in Murgon), but is now a program within Graham House. As the service is HACC funded, all clients must be HACC-eligible and a service report is provided to HACC on a quarterly basis. All vehicles were purchased using HACC funding.

The SBCITS head office is located in Murgon at Graham House. A room at the Country Women's Association in Blackbutt is rented on a yearly basis to allow SBCITS to work one day a week in this location, distributing job cards to volunteer drivers (volunteer drivers are located in Blackbutt). SBCITS also uses a separate agency in Kingaroy to help with the distribution of job cards to volunteer drivers in this location.

Marketing of the service is predominantly through pamphlets distributed throughout South Burnett through various means such as doctors' surgeries and from referrals through other agencies, for example Home Care.

In addition to working with QT through the driver authorisation and operator accreditation process, SBCITS is involved in a Transport Reference Group (TRG) of which QR is a member. The TRG has been set up for the South Burnett region as a formal framework for identifying



transport needs, gaps in service delivery and so forth. Membership on the TRG includes SBCITS, QT, Queensland Ambulance Service and District Health. This group will assist in further development of the SBCITS program and services.

Local government has limited involvement in the operation of SBCITS, however it does help to facilitate HACC funding.

Taxis

The use of existing taxis to provide community-based transport is another potential service delivery option in areas that have a taxi, even if it is only one vehicle. Typically, these types of services provide the community, or certain individuals within a community, subsidised travel utilising taxis. The fare arrangements may work on the basis that the service provider covers the subsidy (i.e. pays remainder of the fare not paid by user), or pays the taxi operator a set amount per trip.

Advantages

- appropriate in areas where demands are low and are for shorter distances;
- appropriate in very small communities or for small sections of large communities;
- removes the difficulties and costs of purchasing a vehicle, finding drivers and some administration (e.g. taking booking requests); and
- existing resources are utilised.

Case Study 7 – Brisbane, Queensland

Background – where?

Brisbane is the major centre in Queensland, covering an area of 4637 km² and home to 1,735,181 people. A wide range of transport services are available to local residents in suburban centres as well as in the Brisbane CBD. An extensive public transport system operates in the South East Queensland region, including rail, bus and ferry. An integrated ticketing system assists people in moving between centres and across different transport networks in the region. All public transport services are timetabled and as such some smaller communities or parts of the population within Brisbane may have poor service coverage (i.e. both in areas captured by a route and timetabling). In other cases where public transport is readily available, certain people within a community may not have complete access due to mobility or other impairments.

Service details – what, when?

Brisbane Council Cabs operates at a local community level, covering most suburbs in Brisbane, and provides access from a local community/residence to local shopping facilities. Passengers are picked up from their home in the morning, taken to any of the designated 'set-down' areas in their local shopping precinct and returned home around midday. Passengers pay a fare of between \$1.00 and \$3.00 to the driver directly for a one-way trip. Support workers, carers or children under the age of five travel with passengers at half fare.

Due to the availability of existing public transport options eligibility criteria restricts the use of the service to the target market. The criteria are:

- over 60 years old; or



- mobility impaired; or
- a Pensioner Concession Card or Centrelink Seniors Card holder; or
- a child under the care of an eligible person; or
- a carer accompanying someone who is eligible.

Yellow Cabs are the operators for the service and receive and coordinate booking requests in instances where regular customers travel together. These booking requests are received through their call centres, which has a different number to regular taxi bookings. The cabs operate weekly, or in some areas twice weekly, and bookings must be received before noon on the day prior to travel. Passengers who use the service can notify Yellow Cabs and be placed on the 'Privileged User' list to ensure a regular weekly or fortnightly booking. The Brisbane Council Cabs provide an average of 82 services each week.

Monthly 'Fun Runs' have also recently commenced in some areas such as smaller shopping precincts where there are fewer services available. This service provides access to the closest regional shopping centre for additional shopping and service opportunities that cannot be met in a local community.

While there are no specially allocated drivers who take these some drivers have expressed enjoyment in carrying out this particular work and are informally placed on the jobs.

Management – who, how?

Brisbane City Council brokers Yellow Cabs to operate the on-demand service. Yellow Cabs were engaged through a tendering process and are on a two-year contract to council which pays a contract fee and subsidises trip fares (i.e. client pays minimal fee, council covers what remains on the meter). There is no state government involvement in this community-based transport service initiative.

Brisbane City Council is also predominantly responsible for marketing the service through advertisements and editorials in local papers and providing brochures at doctor surgeries, HACC providers etc.

As the service operator, Yellow Cabs is responsible for the operation of the service, including bookings and coordination of trips. The administration costs of providing this service are absorbed by Yellow Cabs. As existing taxi drivers are used to meet bookings no extra driver training or recruitment is required.

Case Study 8 – Boreen Point, Queensland

Background – where?

Boreen Point is a small community of approximately 200 people overlooking Lake Cootharaba, 20 km north of Tewantin and north west of Noosa Heads on the Sunshine Coast. There are no public transport services between Boreen Point and Tewantin as the area sits outside of the contracted SunBus services on the Sunshine Coast. SunBus services do operate through Tewantin. The closest major centre is Noosa Heads.

Service details – what, when?

The flexi-link taxi, currently being trialled, operates between Tewantin and Boreen Point from Monday to Saturday. The service area is limited to Boreen Point (including Cooroibah to the



south) which is located outside of the TransLink/SunBus contracted service area. The service departs three times a day, Monday to Saturday and is coordinated with buses in Tewantin.

Bookings for the service are required at least two hours beforehand through SunCoast Cabs booking service. The service follows a set route unless bookings allow a more direct route and picks up passengers who have booked ahead anywhere along the route. The pick-up point is provided when the booking is made. People who are wheelchair dependent can be picked up from their door (passenger's state their travel needs when booking). Vehicle types (e.g. standard taxi, multiple-passenger taxi, maxi taxi) used to provide the service vary according to passenger needs and numbers. Designated passenger set-down locations apply to the service, including one location in Boreen Point and two in Tewantin.

The service costs \$2.00/adult passenger with concession prices (\$1.00) for students, pensioners and seniors. In the event that the taxi is late, causing passengers to miss a connection service (e.g. SunBus), SunCoast Cabs will transport passengers to their destination or a connecting service, whichever is closest.

The flexi-link taxi currently provides between 57 and 67 trips for 140 to 231 passengers over a month. This is quite a high level of patronage given the very low population that is being serviced.

Management – who, how?

The Boreen Point to Tewantin flexi-link taxi was a Noosa Council initiative after the community raised concerns about their lack of access. Council considered that an on-demand service would be appropriate to meet the needs and approached QT for assistance.

As a result of this process, a joint venture, on a 12 month trial, between QT and Noosa Shire Council with SunCoast Cabs as the service provider was established. Council covers approximately 75% of the costs with QT covering the remainder. The service is provided through a contract between QT and SunCoast Cabs with council providing the funds directly to QT. A set fee for each trip was established through the contract (i.e. not dependent on number of passengers). The fares received from passengers are used to pay the operator with the remainder covered through council and QT funding. The monthly bill received from SunCoast Cabs is also used to derive patronage data.

Noosa Shire Council also assists with marketing of the service and receives community calls requesting information about the service (i.e. not booking requests).

Mix of services

A mix of services is provided to meet a variety of transport needs, typically in larger areas such as large local government areas or regional areas. The transport services may include a combination community car, bus, taxi subsidy, brokering existing transport services, on-demand services, fixed route services and so forth. Providing a mix of transport services is necessarily more costly and as such will be appropriate only in areas with higher levels of demand such as areas with a population greater than 15,000.



Case Study 9 – Golden Connections, Victoria

Background – where?

The Golden Plains Shire Council is located to the north west of Melbourne covering 2,700 km² with a population of approximately 16,730 people. The shire consists mainly of rural land uses and contains no major towns resulting in 85% of the population working outside of the local area. There are instead many smaller towns including Bannockburn, Inverleigh, Teesdale, Shelford, Meredith, Rokewood, Corindhap, Dereel, Enfield, Cape Clear, Linton, Scarsdale, Smythesdale and Haddon. The closest regional centres are Ballarat and Geelong. Very limited public transport is available in the shire and is concentrated along the borders travelling between regional centres. One taxi is also based in Bannockburn.

Service details – what, when?

The Golden Connections program provides the following on-demand community transport services using the three 12 seaters community buses and a station wagon:

- door-to-door community car service for medical and social trips throughout the shire and to Geelong, Ballarat and Melbourne;
- community bus hire for groups (volunteer driver or self-drive) with rates based on distance travelled and petrol costs;
- services to identified community and social events, including planned excursions; and
- regular transport routes to larger towns and regional centres such as a Friday night service from Geelong and a fortnightly Thursday shopping trip to Ballarat.

The program actively promotes and advertises these services and all public transport options in the region through brochures, presentations to local groups and newspaper articles.

The program has achieved patronage levels between 300 and 800 passengers per month. In the case that only one passenger has made a booking the service will still run. If demand exceeds the achievable level of service using the available vehicles, other vehicles are brokered (e.g. private operators, school buses). These services are targeted towards the transport disadvantaged members of the community but are not restricted to HACC-eligible clients.

Management – who, how?

The Golden Connections service is one project within the state-wide Transport Connections Program (TCP). The TCP is a joint initiative of the Department of Human Services, the Department of Infrastructure, Department for Victorian Communities and Department of Education and Training. The program consists of nine pilot projects throughout regional Victoria (including Golden Connections) and aims to: “address the access and mobility needs of transport disadvantaged communities and individuals in rural and regional Victoria.” The Victorian Government has provided funding for three years with specific allocations to each of the pilot projects. The TCP funding is provided directly to council as the auspice body who then contribute their own, fairly equal amount, of funding for the project.

The Golden Connections program was based on preliminary work conducted by Golden Plains Shire, including a Community Transport Discussion Paper in February 2003. The Golden Plains Shire Council auspices the Golden Connections services and a part-time coordinator employed by council manages the services and program.

The project is overseen by a Steering Committee which meets monthly and comprises Golden



Plains Shire officers and the project coordinator. The program also has a Community Transport Reference group that meets quarterly to provide direction and advice on the project. This group includes shire officers, Hesse Rural Health (regional public health services) officers, a bus coordinator from the Victorian Department of Infrastructure, bus industry representatives, taxi representatives, school bus coordinators and community representatives. Project plans are updated annually and an annual project report is produced.

The Golden Plains Council manages all monies for the project including passenger contributions. The project coordinator is employed by the council and volunteers are covered under the council's insurance policy. Golden Plains Shire owns and maintains all the vehicles.

Case Study 10 – Lismore, New South Wales

Background – where?

Lismore is a part of the Richmond Valley in northern New South Wales. The major town in the Richmond Valley is Lismore and the closest regional centres are Brisbane (three hours drive) and Sydney (nine hours drive). Lismore City Council has an area of 1,267 km² and a population of 43,388 people.

Public transport in the Lismore area is extensive and includes services within Lismore city, to surrounding towns (e.g. Broadwater, Kyogle, Casino) as well as longer distances to Brisbane and Sydney. There are also school bus services and one taxi operator in the area.

Service details – what, when?

Four cars and three buses provide community transport services to the transport disadvantaged in Lismore. Vehicles are garaged in Nimbin and Lismore with Lismore Council providing a home for some of the buses. The service uses volunteer drivers who may also choose to use their own vehicle to provide transport for clients. Two to three volunteers donate their time every day and approximately 30 people volunteer for these services. Transport services provided are flexible and will transport passengers to any destination, including areas outside the council area, to as far north as Brisbane. Services are available to HACC-eligible and non-HACC-eligible clients, though more resources are available for HACC-eligible clients. Trip costs vary depending on the pick-up location and destination. The range of services includes:

- door-to-door, individual transport for HACC clients to attend non-emergency, medical related appointments in and around Lismore;
- a weekly access bus providing a door-to-door assisted service;
- monthly social trip for access bus clients;
- long distance trips for Veterans Affairs clients;
- Youth on Wheels Inc (YOWI), provides transport for groups of young people (12-24 years old) to access different locations and recreational activities (e.g. Gold Coast theme parks) - drugs and alcohol use banned for clients using the service;
- an Aboriginal transport program including community shopping trips and medical trips; and
- vehicle brokerage to other community groups including:
 - Lismore Family Support Service – e.g. young mother meetings/outings;
 - respite and day car services; and
 - transport to special education schools (i.e. students with disabilities).



The cost of long-distance trips is negotiated by the manager of the Northern Rivers Community Transport Inc. In the case that passengers cannot afford to pay for a service, they are still provided with necessary transport as fares are considered a donation. Passengers make transport requests through a general booking line and must book one to two days in advance. Commercial buses, taxi and hire cars are chartered when a service cannot be provided to meet a client needs, for example when all vehicles are fully booked.

Management – who, how?

The Northern Rivers Community Transport Inc (NRCT) group has been operating for 17 years and provides community transport services in the Northern Rivers region of New South Wales. This body is divided into two regions including the Richmond Valley and Byron/Tweed. Lismore is one of three shires within the Richmond Valley, which also includes Richmond Valley Shire and Kyogle Shire. Each shire has its own pool of vehicles and volunteers to provide transport services to the transport disadvantaged.

Ongoing funding for the NRCT comes from state government (including Ministry of Transport – Community Transport Program, Departments of Education, Health, and Veterans Affairs), HACC and minor funding from local government. Local government provides funding through Area Assistance Scheme grants (AAS), but does not provide ongoing funding to the program. Council provides in-kind assistance by storing some vehicles free of charge for the NRCT. The AAS funding from local government can be used to set up new services which, once proved to be viable, may be eligible to receive ongoing funding through the Community Transport Program. As HACC is the source of the majority of funding there are fewer resources available to non-HACC-eligible clients, however, transport is provided to many of these clients. Under their funding agreement, the NRCT retains customer contributions.

Lismore Council and the NRCT also have involvement in and support a Working Transport Group for the area. This group meets at council offices and includes all transport stakeholders, including council planners, taxi companies and bus operators. The Working Transport Group considers local transport issues and needs (including walking, cycling, and public transport), develops policies, provides input into large development applications and feeds advice back to council. The Working Group also provides a mechanism to identify needs and subsequent planning and delivery of other community-based transport solutions.

The Lismore community transport service has been very successful and vehicles run every day (though not every weekend), each providing multiple services within a day. In 2005, the NRCT provided 19,591 trips within Lismore local government area across all services for 2,248 clients. This equates to approximately 1,633 trips a month. To date, the service has catered predominantly for YOWI, elderly and disabled clients.

Mobility management model

The mobility management model is based on the more effective coordination of existing transport services in order to increase the use of seating capacity and to improve service flexibility. This may involve aggregating demand and parcelling it out to transport service providers in an efficient way such as grouping passengers going to similar destinations.

This type of approach may be based on the electronic transfer of booking and scheduling information from a central booking point. The model has great potential for further development particularly in relation to bringing transport modes together as a system and in linking transport information, operations and planning across the industry as a whole.



In effect, a mobility manager creates a market for local transport and acts as a clearinghouse for transport transactions which benefits passengers and transport operators alike. The mobility manager does not have a role in providing services, setting prices or setting service policies. However, where suitable transport services do not exist the mobility manager may have a role in the planning and development of suitable local services.

Case Study 11 – Gold Coast Mobility Office

Background – where?

The Gold Coast is experiencing strong population growth and with it an increasing number of ageing residents. Mobility is a major issue for many residents within the Gold Coast region due to limited public transport, fragmented and inconsistent community transport services and affordability of taxi services.

Service details – what, when?

The Gold Coast Mobility Office (GCMO) is an example of mobility management in practice in Queensland. The GCMO aims for better utilisation of existing transport resources through brokerage of vehicles and drivers and acting as a broker for transport funds within the region.

The activities of the Mobility Office are varied and include:

- transport information provision;
- acting as a broker for HACC transport funding for the region;
- supporting the Gold Coast Transport Consortium;
- booking agent for transport services provided by Blue Care and St Lukes;
- a planning function in relation to transport for older people, people with disabilities and young people;
- youth transport development;
- provision of transport subsidies to students undertaking alternative education;
- a bus and driver brokerage service;
- the provision of council cab services in three Gold Coast localities; and
- acting as convenor of the Gold Coast Transport Forum which involves community and public transport providers and other agencies interested in passenger transport issues.

Existing clients are referred from HACC agencies, no assessments are undertaken by the office. New clients who are considered HACC-eligible are referred to HACC agencies for assessment. People who are transport disadvantaged can use the service if routes and times are suitable within existing services. Clients do not pay the GCMO any fees for service, they only pay the transport fees as determined by the transport providers.

Management/who,how?

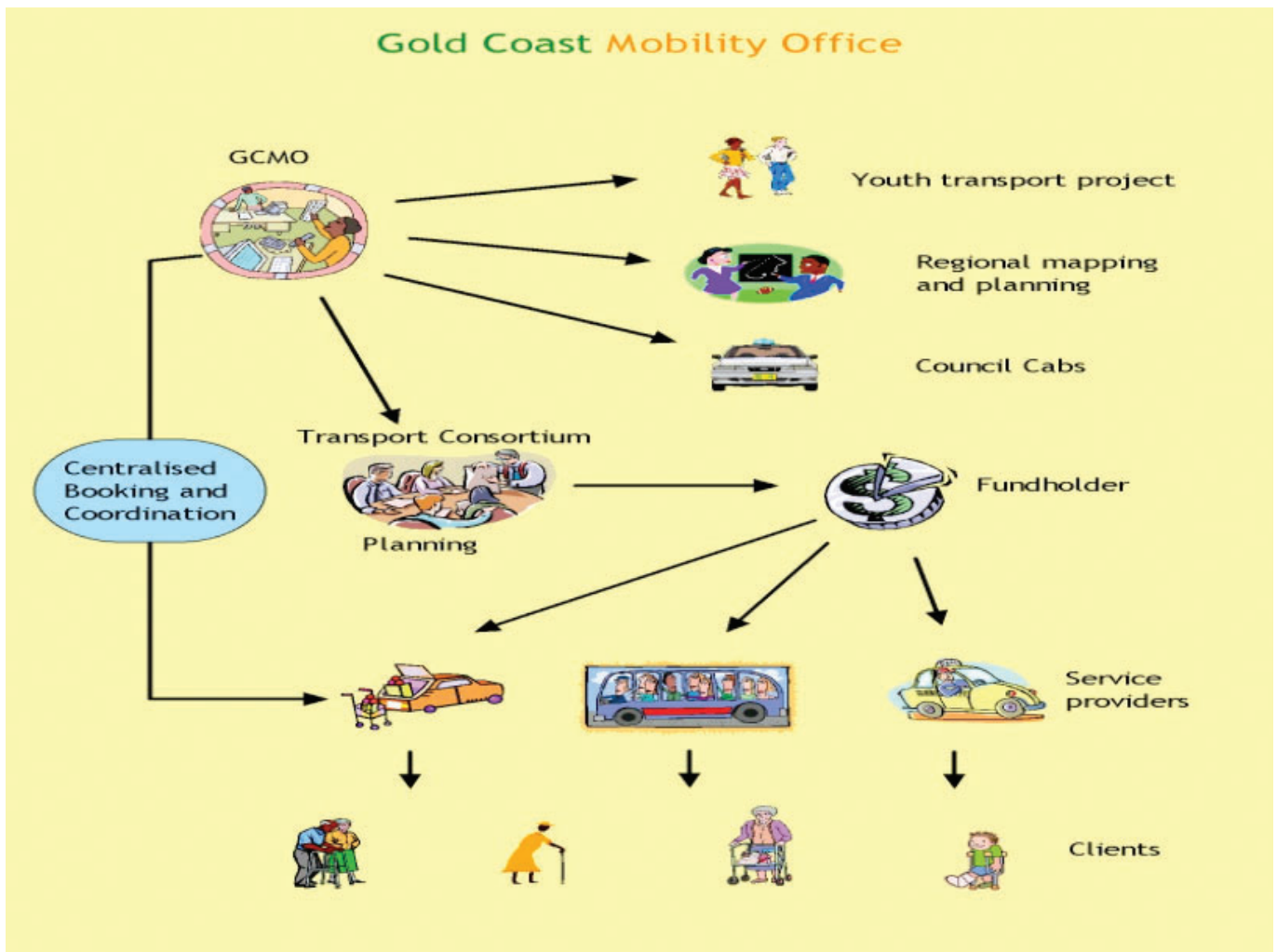
The GCMO is a program under the auspice of Volunteering Gold Coast. It is a not-for-profit non-government organisation. The GCMO is funded from a number of sources including the HACC program, Gold Coast City Council, Department of Education and Arts Queensland and the federal Department of Transport and Regional Services.



The office is based in Surfers Paradise with an outreach office in the southern part of the municipality. It is staffed by a manager, a youth transport development worker, a service administrator and a pool of volunteers who help in the office and who drive and act as assistants on transport services when required by other transport providers.

The GCMO is a member of the Gold Coast Transport Consortium, which has been in existence for two years. The Consortium was formed in order to make a regional bid for funding from the HACC program. The GCMO acts as a regional fundholder for HACC funding and enters into contracts with Consortium members for the delivery of transport services.

The following model illustrates the connections between the GCMO, the Transport Consortium and the community.





Conclusion

The material presented in these guidelines illustrate that councils have an important role in either developing or delivering community-based transport services, but that it is up to each individual council to determine the nature and extent of their involvement.

Getting involved in community-based transport is challenging and can be time consuming. It requires a reasonable degree of effort and perseverance but the rewards for councils and their communities are great. Getting involved in community-based transport can bring the following benefits:

- previously isolated people get improved access and can exercise greater community participation;
- the community at large is appreciative that council has taken a role in addressing their unmet transport needs;
- positive message is sent to the community that council is listening and responding to the needs of their community; and
- opportunity for council to be innovative, proactive and progressive.

Getting involved in community-based transport also provides an excellent opportunity for council to build strong linkages and/or partnerships with community groups and state government departments. It can also present opportunities to work collaboratively with other councils and develop a regional approach.

One of the aims of CBT Guidelines is to emphasis that councils can consider a range of options from simply providing a garage and car servicing for a community car, or providing a booking service, right through to developing and delivering a service. It is not necessary to be a large council to get involved and the level of involvement is an individual council decision. The important message the guidelines aims to deliver is that no matter how small the level of involvement by council, it will be valued by the community.

Within Queensland and the rest of Australia many progressive councils, both large and small, have taken up the challenge of meeting their community's travel needs head-on. They are getting involved and have developed their own unique approach to addressing the needs of the transport-disadvantaged within their community.

The CBT Queensland Guidelines and the CBT Queensland Toolbox provide Queensland councils that are unsure of what their role could be with some ideas and practical tools to take them from being uninvolved in community-based transport to having an involvement appropriate to the size and capability of their council and community.

Appendix 1 –

Additional community transport examples

Population of Community Served	Existing Public Transport Services	Summary Details of Community-based Transport Service	Management Details	Resourcing Needs	Issues/Comments
<ul style="list-style-type: none"> 174,558 population of Logan City Council area. Closest regional centre is Brisbane 	<ul style="list-style-type: none"> Regular Logan City Bus Services throughout Logan City Council and connecting to Brisbane Queensland Rail service operates regularly, on the Ferry Grove (north-west Brisbane suburb) to Beenleigh line which runs through central Brisbane. 	<p>Service Provided:</p> <ul style="list-style-type: none"> Service for transport disadvantaged from the Logan area to Brisbane city for medical purpose (non-emergency). Daily scheduled medical service Weekly outings and weekend social services also provided to eligible clients <p>Operation Details:</p> <ul style="list-style-type: none"> Operating 6:30am to 6pm Trips must be booked 2 days in advance <p>Equipment:</p> <ul style="list-style-type: none"> 1 bus, 4 wheel chair accessible vans and eight cars. 18 vehicles in total, plus volunteer cars <p>Other:</p> <ul style="list-style-type: none"> 1,500 clients currently 	<ul style="list-style-type: none"> Service is managed by a community organisation (LANDS) and has a working relationship with RSL Care Full time transport planner to coordinate the services, drivers, timetables, vehicles etc 4 people operate the control room Relies primarily on volunteers 	<ul style="list-style-type: none"> Users are charged an annual membership fee plus the charge per trip based on distance travelled Community run, non profit but commercially viable 75% of income is from (Home and Community Care) supplemented by Queensland Ambulance Service (QAS) and RSL Care 	<ul style="list-style-type: none"> Service initially provided transport only for HACC eligible customers only and their carers from Logan City, but has extended to include those who are not HACC eligible Do not service nursing homes Service demand often exceeds available supply Promoted by word of mouth Further information available at www.landsinc.org.au/CommunityTransport.htm



Population of Community Served	Existing Public Transport Services	Summary Details of Community-based Transport Service	Management Details	Resourcing Needs	Issues/Comments
<p>Toowoomba Kan-go Roam Service, QLD</p> <ul style="list-style-type: none"> 95,956 people in Toowoomba Council area Toowoomba is the major centre for the Darling Downs Region. Brisbane is the next largest centre in the wider region 	<ul style="list-style-type: none"> Regular bus services exist State train line runs east west through the Shire Greyhound bus passes through 3 times per week on the Brisbane to Rockhampton route 	<p>Service Provided:</p> <ul style="list-style-type: none"> A regular bus route was converted to a door to door service for pre-booked passengers in a set zone, connecting into other bus routes at the city Nominated pick up points are available outside the door-to-door zone (as per normal routes) <p>Operation Details:</p> <ul style="list-style-type: none"> Serves the city centre, St Vincent's Hospital, and local shops within the door-to-door zone Door-to-door service operates Mon-Fri 7:45am to 5:45pm, and Sat 9:45am to 1:45pm on an hourly basis 	<ul style="list-style-type: none"> Integrated into the public transport system for Toowoomba Run by Garden City Sunbus (local bus operator in Toowoomba) 	<ul style="list-style-type: none"> Passengers pay a fare Concession rates available 	<ul style="list-style-type: none"> The service is for everyone and supplements existing public transport Further information available at: www.sunbus.com.au/ft_toowoomba.php

Population of Community Served	Existing Public Transport Services	Summary Details of Community-based Transport Service	Management Details	Resourcing Needs	Issues/Comments
Gawler Dial-a-Ride Service, SA					
<ul style="list-style-type: none"> • 18,749 people in Gawler Council area • Council area is 41.1km² • Closest regional centre is Adelaide, 40km to the south 	<ul style="list-style-type: none"> • Regular public transport services exist run by Adelaide Metro • Gawler (4 stations) is the end of one of the rail lines in Adelaide's rail network, providing a service to Adelaide City 	<p>Service Provided:</p> <ul style="list-style-type: none"> • Dial-a-ride service, operating generally along a set route and door to door within a set boundary <p>Operation Details:</p> <ul style="list-style-type: none"> • Service operates 7 days: 9am to 3pm every day, 7pm to 10pm Mon to Fri • Passengers are required to book 1 hour ahead 	<ul style="list-style-type: none"> • Service operated by Adelaide Metro as part of existing public transport services 	<ul style="list-style-type: none"> • Passengers pay a fare: \$4 per adult per trip \$2 for concessions 	<ul style="list-style-type: none"> • The service is for everyone • Adelaide Metro also operate roam zones within the city suburbs • Further information available at: www.adelaidemetro.com.au



Population of Community Served	Existing Public Transport Services	Summary Details of Community-based Transport Service	Management Details	Resourcing Needs	Issues/Comments
<p>Southern Yorke Peninsula IPN, SA</p> <ul style="list-style-type: none"> • 11,607 people in the District Council of Yorke Peninsula. • District Council of Yorke Peninsula area is 5,900km² • Closest regional centre is Adelaide 	<ul style="list-style-type: none"> • A number of longer distance bus services between townships to the west and east • Shorter distance point to point services 	<p>Service Provided:</p> <ul style="list-style-type: none"> • Transport is provided for youth and elderly for shopping, medical appointments and social outings when no other form of transport is available • Service provides friendship and support for the frail aged, disabled, isolated and disadvantaged residents and their carers <p>Operation Details:</p> <ul style="list-style-type: none"> • Services are unscheduled <p>Equipment:</p> <ul style="list-style-type: none"> • 8 cars providing transport throughout the region 	<ul style="list-style-type: none"> • Yorke Peninsula Community Transport and Services Inc, coordinates service • Steering committee provides guidance and includes membership of councils, GPs, health organisations, community care and commercial 	<ul style="list-style-type: none"> • Yorke Peninsula Community Transport & Services Inc provides transport support to three Council Regions, supporting over 1,600 clients with 300 volunteers • Funded by HACC and South Australian Office of Public Transport and Local Government 	<ul style="list-style-type: none"> • Community Passenger Network is an interlinking group and provides information on available public and community-based transport options • Further information available at: www.yorke.sa.gov.au/info/compnetbus.html



Population of Community Served	Existing Public Transport Services	Summary Details of Community-based Transport Service	Management Details	Resourcing Needs	Issues/Comments
<p>Canberra, ACT – Action Buses – Flexibus</p> <ul style="list-style-type: none"> • 307,700 people in Council area. 	<ul style="list-style-type: none"> • Regular public transport services exist. • Train service to Sydney twice a day. 	<p>Service Provided:</p> <ul style="list-style-type: none"> • Flexible night bus service covering set zones. Mini-buses provide door to door service for that area <p>Operation Details:</p> <ul style="list-style-type: none"> • Services depart local interchanges hourly at night and deliver people anywhere within their Flexibus zone • Passengers travelling from within the zone can book and designate a pick up point, to be delivered to a local bus interchange or elsewhere within the zone • Passengers can book one day in advance online or call on the day 	<ul style="list-style-type: none"> • Run by Action Buses (local public transport provider) • Integrated into existing public transport services 	<ul style="list-style-type: none"> • Fares are required and pricing is the same as regular Action Bus services 	<ul style="list-style-type: none"> • Not available in suburbs that have high patronage on regular services • The service is available for everyone • Services will run if no bookings are received • Further information available at: www.action.act.gov.au/flexibus.cfm



Population of Community Served	Existing Public Transport Services	Summary Details of Community-based Transport Service	Management Details	Resourcing Needs	Issues/Comments
<p>Kempsey Aboriginal Drivers Licence Program, NSW</p> <ul style="list-style-type: none"> • 8,500 people in Kempsey (16% indigenous) • Port Macquarie is a major centre south of Kempsey on the coast and Coffs Harbour in the north 	<ul style="list-style-type: none"> • Regular air, rail and coach services to and from the town • Local buses run limited services to the villages in the Kempsey Shire 	<p>Service Provided:</p> <ul style="list-style-type: none"> • Not a provision of transport services, however the program improves accessibility and establishes informal transport networks amongst licensed drivers <p>Operation Details:</p> <ul style="list-style-type: none"> • Program runs workshops to help the Aboriginal community to obtain or regain a drivers licence • Takes about 12 months to coordinate <p>Other:</p> <ul style="list-style-type: none"> • Workshop held in 2005: 55 people attended, 19 received their Learners, and 12 people had gained employment within 3 months as a result of gaining their licence 	<ul style="list-style-type: none"> • Program run by the NSW Ministry of Transport and undertaken in coordination with Council and Partnerships for Aboriginal Care 	<ul style="list-style-type: none"> • Program run and funded by the NSW Ministry of Transport • Funding also received from the Roads and Transport Authority, employment agencies 	<ul style="list-style-type: none"> • Sets up informal transport networks • Successful program – looking at implementing in 6 other areas



Population of Community Served	Existing Public Transport Services	Summary Details of Community-based Transport Service	Management Details	Resourcing Needs	Issues/Comments
<p>Taree Aboriginal Community, NSW</p> <ul style="list-style-type: none"> • 45,761 people in the Greater Taree City Council area (300 people in the Aboriginal community). • Greater Taree City Council area is 3,730km² • Closest regional centre is Newcastle (south of Taree on the coast) 					
<ul style="list-style-type: none"> • Bus services to surrounding towns, Mon-Fri • Rail and air service to Sydney 	<p>Service Provided:</p> <ul style="list-style-type: none"> • Coordinated existing bus service to town to divert its route to the Aboriginal community which is 4km out of town (diversion 1.5km). This occurs twice daily in each direction <p>Other:</p> <ul style="list-style-type: none"> • Patronage over the first couple of months of operation was 180 trips 	<ul style="list-style-type: none"> • Commercial bus operator provides service under agreement with NSW Ministry of Transport • Reviewed every 6 months – recently extended for another 6 months 	<ul style="list-style-type: none"> • Fares are subsidised by NSW Ministry of Transport so that commercial operator covers costs - \$0.50 paid by user and remainder of fare (\$1.00) covered by government 	<ul style="list-style-type: none"> • Requires ongoing funding to continue 	
<p>Cessnock East meets West Community Bus, NSW</p> <ul style="list-style-type: none"> • 47,809 people in Cessnock City Council area • Cessnock City Council area is 1,966km² • Closest regional centre is Sydney approximately 120km to the south with Newcastle 40km to the east 					
<ul style="list-style-type: none"> • Bus services to surrounding towns several times a day 	<p>Service Provided:</p> <ul style="list-style-type: none"> • Bus service for transport disadvantaged <p>Operation Details:</p> <ul style="list-style-type: none"> • Operates 3 days/wk between 9am-2pm • Loops between Dept of Housing Estate, Aged Housing, Hospital and town centre – 4 loops a day <p>Other:</p> <ul style="list-style-type: none"> • 400 people use the service each month 	<ul style="list-style-type: none"> • Coordinated by Cessnock Community Transport (a Community Transport Organisation) and service run by Roves Motors 	<ul style="list-style-type: none"> • Relies on passenger fares: \$2 full fare and \$1 concession 	<ul style="list-style-type: none"> • Good example of private operator working together for the community 	

Population of Community Served	Existing Public Transport Services	Summary Details of Community-based Transport Service	Management Details	Resourcing Needs	Issues/Comments
Getting around- A sustainable transport system, VIC					
<ul style="list-style-type: none"> • Mount Alexander Shire 1528.7km² • Mount Alexander population 16,141 • Macendon shire 1747.4km² • Macendon population 35,552 • Closest regional centres are Bendigo and Melbourne 	<ul style="list-style-type: none"> • V/line train (rural Victorian service) runs through the two shires • No morning train service arrives in Bendigo before 10:30am • V/line coaches (rural Victorian service) and other private operators provide longer distance bus services • Services are infrequent 	<p>Service Provided:</p> <ul style="list-style-type: none"> • Chewton-Castlemaine Dial-a-ride Saturday service • Install extra bus stops for existing services <p>Operation Details:</p> <ul style="list-style-type: none"> • Two return services operate on Saturday 	<ul style="list-style-type: none"> • Program is auspiced by local government • Program employs a coordinator four days per week • Steering Committee oversees the program and directs decision making. Transport Advisory Groups in each shire provide advice and local knowledge • Dial-a-ride service is in partnership with local taxi service 	<ul style="list-style-type: none"> • Primary funding is the Transport Connections Program grants over a three year period • Macedon Ranges Shire also makes contributions 	<ul style="list-style-type: none"> • Further information available in Transport Connections – Mid term evaluation report, January 2006 available at: www.dhs.vic.gov.au/vrhss/flexibletransport/index.htm

Appendix 2 – Contacts

Contacts

Queensland Transport

Title	Location	Phone No.
Manager (Passenger Transport Operations)	Cairns	(07) 4040 6393
Manager (Passenger Transport Operations)	Townsville	(07) 4758 7548
Manager (Passenger Transport Operations)	Mackay	(07) 4951 8310
Manager (Passenger Transport Operations)	Rockhampton	(07) 4931 1683
Manager (Passenger Transport Operations)	Wide Bay/Burnett (Maryborough)	(07) 4121 8309
Manager (Passenger Transport Operations)	(Darling Downs/Border Region (Toowoomba)	(07) 4639 0711
Transport Operations Coordinator	South West (Roma)	(07) 4622 9555
Manager (Passenger Transport Operations)	Sunshine Coast (Mooloolaba)	(07) 5477 8400
Manager (Passenger Transport Operations)	Brisbane North (Zillmere)	(07) 3863 9824
Manager (Passenger Transport Operations)	Ipswich	(07) 3813 8611
Manager (Passenger Transport Operations)	Southport	(07) 5630 8864

Queensland Health

Health and Community Care – Area Managers		
Location	Contact	Phone No.
North Brisbane	Ray Whitta	(07) 3230 2260
Sunshine Coast/Gympie/Redcliffe/ Caboolture	Brian Small	(07) 5433 8308
Darling Downs	Dianne McLoughlin	(07) 4616 4943
South West	Karen Towne	(07) 4623 5800
Northern	Arthur Schulz	(07) 4727 0288
Mackay	Lolita Johnson	(07) 4968 3916
South Coast	June Wells	(07) 5580 7810
West Morton/Logan/Beaudesert	Mike Tolstoff	(07) 3818 4881
Central	Roberta Patterson	(07) 4920 6957
Central West	Kim Reeves	(07) 4658 3223
Wide Bay	Chris Shorey	(07) 4122 8381
Peninsula	Lauriann Trevy	(07) 4050 3506
Bayside/QE2 and suburbs south of the river	Lenore Gibson	(07) 3847 0909



Transport Development and Solutions Alliance – Qld

The Transport Development and Solutions Alliance – Qld (TDSA) provides information relevant to unmet transport issues/needs with a particular focus on transport development at a community or regional level. The TDSA offers the opportunity to register need for help, training or support via its two major support activities:

- a monthly email bulletin; and
- 4 monthly network meetings.

The TDSA can be accessed by sending your email address to the convenor Jenny Leigh at: jenny.leigh@bigpond.com.au

Appendix 3 – Tools

Queensland Transport and Local Government Association of Queensland (2006) *Community-based Transport Queensland Toolbox*. Report prepared by Helen Ferrier & Associates Pty Ltd

Helen Ferrier & Associates Pty Ltd (2005) *Transport Solutions – A Buffet of Responses from the Head, Heart, Hand Network*. Prepared for QT sponsored Head, Heart, Hand Network, October 2005

Leigh, Jennifer (2005) *Community Transport – Queensland's policy context*. J. Leigh & Associates, e-book. Available at: www.jleighandassociates.com.au/

South Burnett Transport Directory produced by South Burnett Community Integrated Transport Service, July 2005. Available at: www.wbbhsn.org.au/resources/documents/

Tetther, C., Ferreira L., Charles p. (2005) *Project Flexible Transport Services: best practice, strategic priorities, needs assessment, decision making framework, project evaluation*. Prepared for Urban Transport Management Branch

Community Transport Organisation – New South Wales
www.cto.org.au/

New South Wales Ministry for Transport – Local and Community Transport
www.transport.nsw.gov.au/using_trans/community-trans.html

Transport Connections – Victoria
www.dhs.vic.gov.au/pdpc/transportconnections/

Bus SA Integrated Regional Transport – South Australia
www.bussa.com.au/regional/index.html



Appendix 4 – Funding and grant opportunities

- **Home and Community Care (HACC)** www.health.qld.gov.au/hacc
- **Community Renewal (Department of Housing)**
Email: communityrenewal@housing.qld.gov.au
www.communityrenewal.qld.gov.au/contacts.shtm
- **Area Consultative Committees of the Federal Department of Transport and Regional Services**
www.acc.gov.au/contact_us/qld.aspx
- **Department of Veteran's Affairs (DVA)**
Phone: 13 32 54 or 1800 555 254
- **Queensland Ambulance Service** Phone: 13 12 33
- **Gambling Community Benefit Fund** www.gcbf.qld.gov.au/
- **Jupiters Casino Benefit Fund** www.jccbf.org.au/
- **Mazda Foundation** www.mazdafoundation.org.au/
- **Seniors Week or Disability Awareness Week Grants**
www.communities.qld.gov.au/department/funding/index.html
- **Macquarie Bank Foundation**
Contact: Julie White, Phone: (02) 8232 9673 or Email: julie.white@macquarie.com
- **The Queensland Council of Social Service (Funding Resources Guide)**
Phone: (07) 3832 1266
- **Easy Grants** www.ourcommunity.com.au
- **Queensland Government** www.qld.gov.au/grants/discoverbyname.action
- **Patient Travel Subsidy Scheme (PTSS)**
Contact: Local GP or Hospital
- **Centrelink:**
 - > Pensioner/Senior Concession Cards, Phone: 13 23 00
 - > Mobility Allowance, Phone: 13 27 17
- **Queensland Transport:**
 - > Disability Parking Permits, Phone: (07) 3253 4071
 - > Queensland rail passes/assistance, Phone: 13 22 32
 - > Taxi Subsidy Scheme (TSS), Phone: (07) 3253 4954