

# Regular User Application 2023/24

## Important Information for Applicants

Before completing this form, please read the **Community Transport Principles of Service** (pages 3 and 4 of this application) and confirm that your group is eligible to apply this service.

Is your group eligible to apply for this service?

Yes  No

Read the **COVID-Safe plan** plan for your group outing on Item 11.

By submitting your application form it is assumed that you agree to each all our service conditions.

### 1. Name of organisation/group

### 2. Is your organisation/group not-for-profit?

Yes  No

How is it intended that this hire service be paid for?

### 3. Does your organisation/group receive financial assistance from federal, state or local government for the provision of transport or recreational services (includes Community grants)?

Yes  No

### 4. If yes, from which organisation and how much?

### 5. Please describe the activities your organisation/group offer?

**6. What is the estimated percentage of organisation/group members who reside in Stonnington?**

- Less than 10%  Above 60%
- Between 10% and 30%  100%
- Between 30% and 60%

**7. Primary Contact for organisation/group.**

Name	Phone	Email
------	-------	-------

**8. Secondary Contact for organisation/group.**

Name	Phone	Email
------	-------	-------

**9. Street address for organisation/group.**

**10. Mailing address if different from Street Address.**

**11. The COVID-Safe plan for your organisation/group will include**

- Recommends no one gets on the bus if they feel unwell
- Face masks are not required but are strongly encouraged to be worn inside the bus
- Maintain good hygiene practices and social distancing where possible
- If any passenger tests Covid positive within 5 days after the outing to report Immediately to Council

**SIGNATURE**

Name	Signature and date
------	--------------------

*By signing this application, you agree to all conditions of use.*

## Community Transport Principles of Service 2022/23

As from 1 July 2022

Council's community transport program provides flexible and accessible transport assistance for older residents and people living with disability to stay independent and participate in community life.

The primary intention is to provide affordable assisted transport to meet unmet transport needs to identified retail and community destinations for eligible residents. The service does not provide transport for medical and health appointments.

A self-drive (11 or 12 seat) bus is available for hire by eligible not-for-profit community groups.

To be eligible to apply for the service an applicant must meet one of the following Principles of Service which guide the delivery of the Community Transport Program.

- » **Principle 1:** Affordable, door-to-door services for residents aged 65 years+, residents living with disability or with limited mobility to retail destinations.
- » **Principle 2:** Access to Council delivered social inclusion and wellbeing opportunities for older residents.
- » **Principle 3:** Access to community programs for older people where transport is not funded or provided by any other option.
- » **Principle 4:** Council approved community grant recipients.
- » **Principle 5:** Availability to eligible community groups for self-drive hire.

### Principles of Service

**Principle 1:** Affordable, door to door services for residents aged 65 years+, residents living with disability or with limited transport to access retail

The service will be available to residents who live independently to access a list of pre-determined retail destinations. Low level staffing support to assist participation based on an initial and annual assessment of risk to selves, others and staff will be required to use this service. Retail destinations are subject to change based on viability of route. Council will determine fees for service as part of its annual budget process. Community transport service is not available where the individual is funded for the activity under a package of care (NDIA or aged care).

**Principle 2:** Access to Council delivered social inclusion and wellbeing opportunities for older residents.

This service will be available to older residents and people living with disability or limited mobility who live independently to access a list of pre-determined Council operated programs. Low level staffing support to assist participation based on an initial and annual assessment of risk to self, others and staff will be required to use this service. Destinations are subject to change based on viability of route, will be reviewed quarterly and Council services will be prioritised within existing resources. Council will determine fees for service as part of its annual budget process. Community transport service is not available where the individual is funded for the activity under a package of care (NDIA or aged care).

**Principle 3:** Access to community programs and wellbeing opportunities for older people and people with disabilities where transport is not funded or provided by any other option.

This service will be available to older residents and people living with disability or limited mobility who live independently to access a list of pre-approved community-based programs. Low level staffing support to assist participation based on an initial and annual assessment of risk to self, others and staff will be required to use this service. Destinations are subject to change based on viability of route and will be reviewed quarterly. Council will determine fees for service as part of its annual budget process.

Participants or programs will be ineligible if the:

- » organisation, program or activity is funded under National Disability Insurance Scheme (NDIS)
- » organisation, program or activity is receiving aged care funding (including residential aged)
- » organisation is commercial or activity is profit-making
- » organisation, program or activity considered the responsibility of state or federal government to fund (e.g., education programs)
- » key focus of the organisation, program or activity is to promote political, religious or spiritual beliefs
- » organisation has entered into service or funding agreements with the Council to deliver agreed health and other supports, including transport.

## **Community Transport Principles of Service 2022/23 (continued)**

As from 1 July 2022

### **Principle 4: Community approved community grant recipients**

The annual community grant program includes in-kind community transport grants. Groups must meet eligibility criteria and be approved for a grant by Council resolution each year.

### **Principle 5: Availability to eligible community groups for self-drive hire**

Approved community groups can hire a self-drive community bus to participate in community-based programs, subject to meeting hire criterion. Council reserves the right to apply restrictions on distance that can be travelled and length of time for hire.

Eligible hirers must:

- » supply their registration number allocated by Transport Safety Victoria when booking
- » have an Australian Business Number (ABN) or an Auspice Organisation with an ABN and written consent

- » be not-for-profit and incorporated under the *Associations Incorporation Act* or enacted under legislative provisions for charitable purposes; or supported by an Incorporated Association that is deemed to be a not-for-profit, as classified by the Australian Taxation Office (section 103A (2) (c) of the *Income Tax Assessment Act 1936*)
- » hirer and activity must be servicing City of Stonnington residents only
- » have current Public Liability insurance of no less than \$20,000,000
- » not be receiving funding for transport programs under another funding source (NDIA, Aged Care, Department of Education and Training, etc)
- » not be promoting political, religious, or spiritual beliefs.

## **Privacy Statement**

The City of Stonnington offers a Community Transport Service to those who apply and meet the eligibility criteria (Service). Council collects the following Personal Information to administer the Service: name, contact details and transport related information about your passengers.

### **Your Personal Information will be used for the following primary purposes:**

- » To assess your eligibility to access the Service;
- » To verify your identity and contact you;
- » To deliver the Service to you and ensure you agree to the terms and conditions; and
- » To process and dispatch Service invoices;
- » To process applications for community grants in connection with the Service; and

Council will not disclose your Personal Information to any third parties.

If you do not provide your Personal Information you will not be eligible to apply for the Service. If you wish to access or alter any of the Personal Information that you have supplied to Stonnington City Council, please contact Council's Privacy Officer by telephoning **03 8290 1333** or emailing **council@stonnington.vic.gov.au**. For more information about how Council handles Personal Information, please refer to our Privacy Policy.

## Transport requests

**1. Name of organisation/group**

**2. Requested day of service**

Monday

Tuesday

Wednesday

Thursday

Friday

**3. Program start date:**

**4. Program start time:**

**Program end time:**

**5. Program location and address:**

**6. Will you require a bus with hoist for this service?**

No

Unlikely

Maybe

Likely

Yes

**7. Do any of your passengers have special needs?**

Yes (explain below)

No

**8. Have you used our service before?**

Yes (answer question below)

No (skip to next question)

**Will the route be the same as the previous year?**

Yes (skip question 9)

No

**Transport requests**

**9. Provide details of collection addresses for this service**

STREET	SUBURB

**10. Please estimate how long you believe this run will take**

Pickup Run

Return Run



A run starts from the time the bus arrives at the first address and ends when the last passenger leaves the bus at the required destination. You need to take into consideration the needs of individual clients and the distance required to be travelled.

**11. Do any of your passengers have special needs?**

Yes

No

Unsure (*site visit required*)

**12. Does vehicle access at your program site allow a large bus to safely exit the location in a forward direction?**

Yes

No

Unsure (*site visit required*)

**13. Is your driveway a minimum of 2.5m wide and 3.5m high?**

Yes

No

Unsure (*site visit required*)

**Acceptance of Terms**

Agencies using this service must:

- » Contact with the Stonnington Community Transport office on 8290 3224 one hour before the designated time of your service's run to confirm the passengers that are going and advise of any passengers who are not going.
- » Provide one week's notice, in writing, of the name, address and phone number of any new passengers when making additions or new changes to the run list.
- » Be familiar with and consent to the 'Regular Service Users – User Responsibilities' and 'Regular Service Users – Passenger Procedures' information sheets.

As authorised representative, I understand the responsibilities and agree to comply.

**SIGNATURE**

Signature

Date

## Regular Service Users – User Responsibilities

**To ensure that we are able to meet our Community Transport responsibilities for your service we require the following conditions to be agreed upon:**

- 1. All passengers remain clients of your service.** Stonnington Community Transport requires one week's notice for any new passengers who have **not yet** used the transport service for **that run**. This will ensure the new person can be added to the run. If the transport service advises that the run is **full** or they are **unable** to meet the pickup request, one week's notice will allow Stonnington Community Transport time to contact the relevant staff person at your office. We will advise that the request can or cannot be incorporated into the time requirements allowed for the run. It is the service's responsibility to also advise if the person nominated has any special requirements. E.g. very frail, hoist required, suffers from disorientation or requires assistance to the doorway.
- 2. Each bus has a number of runs for different organisations to complete each day.** Each has an allocated time in which it must be completed. Each run has a particular start time and finish time. **This cannot deviate.** The amount of places available on each run is an estimate of how long it takes to get to each address and the amount of time it takes the client to be safely seated. Some passengers take longer than others, which needs to be taken into account. More than one person can be waiting at one pick up point, but must not exceed the buses overall capacity. The transport officers will advise you as to how the time commitments are going and if they are full. The further apart the addresses, the more time spent supporting each passenger and size of the bus will influence how many people we can collect for you. **Your staff and organisation must agree to respect the decision of Stonnington Community Transport as to how many people we can carry.**
- 3. We cannot provide transport to your clients who are not currently living in the City of Stonnington.**
- 4. It is the service's responsibility to advise us at least one hour before each run starts the daily list of names to be collected for each day's run in writing (including email).** These names must be of passengers already timed into the run and not new passengers who have not been provided with one week's notice and approved. The above address will ensure that the list will be passed on the relevant drivers.
- 5. Passengers can only travel one way, and will be noted as 'return only' or 'pick up only' but must be planned into the run.** Stonnington Community Transport cannot add 'returns only' that have not been incorporated into the days run already.
- 6. It is service policy that drivers do not stop along the way to drop people off at addresses other than specified on the run sheet.** For services which incorporate confused and disoriented clients, the policy is not to drop any passenger off at an address other than that recorded on the run sheet. Only by direction from your service staff officer will exceptions be made.
- 7. Answering mobile phones on the road is dangerous to everyone.** To minimise any risk to the drivers and their passengers; all calls are to be directed through our office. Our phone number is 8290 3224. We will assist you directly or ensure a message gets to the driver ASAP if required.

## Regular Service Users – User Responsibilities

**These guidelines have been developed to ensure that the safety of all people using the buses is protected. It is a condition of use of the Stonnington Community Transport buses that these guidelines are adhered to by all organisations and individuals using the service.**

- » At all times, buses must not be approached in a rushed or unprepared manner
- » Buses will not be entered without the Community Transport Officer's permission
- » Communication will be maintained between the Community Transport Officer, carers and individuals to ensure that safety and the management of potential risks are considered at all times. This will occur in the following ways:
  - › Carers and passengers will follow the direction of the transport officers at all times.
  - › Community Transport Officers will provide clear verbal advice as to any change in safety conditions, before commencing loading of the passengers (e.g. "the step on to the bus is higher today")
  - › Carers and individuals are responsible to advise the Community Transport Officer of any change in safety issues that may affect the normal method of getting on and off the bus (e.g. "My balance is not good today").
  - › If it is felt that there is any increased risk to be considered, carers, individuals, and the Community Transport Officer should stop and review what would be the safest way to assist the individual onto the bus at that time, choosing and communicating this clearly to each other.
- › Once the Community Transport Officer is satisfied that passengers entering via the steps is managed safely, they will commence assisting passengers with the hoist
- › All discussions and changes must include communicating with the individual and considering their wishes.
- › Only the Community Transport Officer is to operate all equipment on the buses.
- › Staff and the Community Transport Officer are equally responsible for the safety of all clients using the buses, but all carers and staff must defer to the Community Transport Officer on all issues of loading and unloading of passengers, including the duration of the carriage.
- › All passengers requiring use of the hoist to enter the vehicle must **be placed in a seated position when the hoist is in movement.**
- › If a passenger cannot use the hoist seated while using a wheelchair, they may walk onto the lift. Ensure the passenger walks into the correct position on the platform, is directed to hold onto both safety handles, and is comfortable before moving the hoist. The Community Transport Officer must stand on the hoist to offer support and balance.