

## PREFACE

This updated 2007 resource kit was produced by the Eastern Transport Access Network (ETAN) Working Group Three, comprising representatives from ETAN, the Migrant Information Centre (Eastern Melbourne) (MIC), Maroondah City Council, Healesville Interchurch Community Care Inc. (HICCI), Vision Australia and the Eastern Transport Register (ETR).

The original 2005 version was designed and published by the ETAN Cross Boundary Working Group in conjunction with the Multicultural Equity & Access Program (MEAP) and the Department of Human Services.

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

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## DISCLAIMER

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# Glossary and Key Definitions

## **PUBLIC TRANSPORT**

Public Transport includes bus, taxi, train and tram.

## **COMMUNITY TRANSPORT**

Community transport provides cooperative, community based, flexible, affordable, accessible transport solutions, complementing gaps in existing transport systems (Victorian Community Transport Association).

## **HACC CONSUMER/ASSISTED TRANSPORT**

HACC Consumer/Assisted Transport is a subset of community transport. It is funded by HACC and provides transport assistance to HACC eligible clients.

## **CROSS-BOUNDARY TRANSPORT**

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

## **ACRONYMS**

<b>CALD</b>	<b>C</b> ulturally <b>A</b> nd <b>L</b> inguistically <b>D</b> iverse
<b>CSO</b>	<b>C</b> ommunity <b>S</b> ervices <b>O</b> rganisations
<b>DHS</b>	<b>D</b> epartment of <b>H</b> uman <b>S</b> ervices (Eastern Metropolitan Region)
<b>EMR</b>	<b>E</b> astern <b>M</b> etropolitan <b>R</b> egion (Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges)
<b>ETAN</b>	<b>E</b> astern <b>T</b> ransport <b>A</b> ccess <b>N</b> etwork

**ACRONYMS Continued**

<b>ETR</b>	<b>E</b> astern <b>T</b> ransport <b>R</b> egister
<b>EVRC</b>	<b>E</b> astern <b>V</b> olunteer <b>R</b> esource <b>C</b> entre
<b>HACC</b>	<b>H</b> ome <b>A</b> nd <b>C</b> ommunity <b>C</b> are
<b>LGA</b>	<b>L</b> ocal <b>G</b> overnment <b>A</b> rea
<b>MEAP</b>	<b>M</b> ulticultural <b>E</b> quity and <b>A</b> ccess <b>P</b> rogram
<b>MIC</b>	<b>M</b> igrant <b>I</b> nformation <b>C</b> entre (Eastern Melbourne)
<b>PAG</b>	<b>P</b> lanned <b>A</b> ctivity <b>G</b> roup
<b>SCTT</b>	<b>S</b> ervice <b>C</b> oordination <b>T</b> ool <b>T</b> emplate
<b>YRCAP</b>	<b>Y</b> arra <b>R</b> anges <b>C</b> ommunity <b>A</b> ccess <b>P</b> roject

## Introduction

The Transport Resource Kit is supported and funded by the Home and Community Care (HACC) Program of the Department of Human Services (DHS). The HACC Program is funded jointly by the Commonwealth, State and Territory Governments under the *Home and Community Care Act (Commonwealth) 1985*. HACC funds support services for frail aged and younger people with disabilities, as well as their carers. The services provided are intended to assist people to remain independent in their home and in the community; preventing premature admission to long-term residential care.

The original publication of the Transport Resource Kit was the result of a joint initiative of Multicultural Equity & Access Program (MEAP) and Eastern Transport Access Network (ETAN). The MEAP is managed by the Migrant Information Centre (MIC). The aim of MEAP is to increase access to HACC services for people from culturally and linguistically diverse (CALD) backgrounds which is achieved through enhancing the capacity of the ethno specific sector to effectively participate in the planning and development of HACC services and through increasing the awareness of mainstream organisations of the needs of CALD communities and developing service models to meet these needs. ETAN (refer to page 9) is managed by a Committee of Management (comprised of representatives from 7 local governments, a CALD representative, 2 specialist services and DHS) and the Eastern Volunteer Resource Centre (EVRC) (refer to page 22).

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

A cross boundary working group was formed to look at cross boundary transport issues within the EMR. In 2002, the working group in partnership with DHS Planning and Information Technology Units undertook extensive research in order to produce a report on HACC consumer transport.

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

Provision of transport is vital to HACC programs. 74% of program participants are provided with transport to enable them to attend their programs.

- 54% of trips were provided by volunteer drivers. 34% of all trips were done in volunteers' own cars.
- 60% of trips were in cars/station wagons, followed by 17% in minibuses and 11% in taxis.
- The Volunteer Coordination Transport programs provide 85% of cross boundary trips. Just under one third of Volunteer Coordination Transport trips are across LGA boundaries.
- Travel provided by the organisations surveyed was to destinations covering most of the Melbourne metropolitan area – well beyond the EMR. Trips outside the EMR were mainly for medical appointments and group outings.
- CALD organisations that provide transport show a strong trend for multi LGA travel.
- 57% of trips were for PAG related activities followed by 20% for medical and allied health appointments.
- The Volunteer coordination transport programs reported the highest number of hours in organising transport for clients – up to 156 hours per week. This group also provide the bulk of individualized/ad hoc transport.
- 87% of trips cost \$30 or less. Most trips costing \$10 or less were with volunteer drivers. Taxis were more frequent for trips costing \$11 to \$20.
- 12 out of 49 organisations indicated that they would be prepared to take clients to services provided by other organisations.

The research highlights the importance of transport services to HACC programs and to the level of independence and quality of life of members of the HACC community.

The research concluded that the need for HACC community transport in the region will increase, underlining the importance of further investigation into how existing transport resources could be optimised. This already happens through the Eastern Transport Register, ETR, (refer to page 13) and other vehicle sharing arrangements.

The research indicates that HACC Consumer Transport Service Providers heavily rely upon volunteers to provide a large proportion of transportation services. All such agencies operate under Best Practice Volunteer management principles in their recruitment and on-going training of volunteers. For example, many agencies require their volunteers to undergo police checks and be trained in organisational health and safety policies and procedures prior to their commencement as volunteers.

The second phase of the cross boundary working group was to focus on increasing the knowledge within CALD communities of transport assistance in the EMR. Within the HACC consumer population there are a number of groups who find it more difficult to access HACC services. These groups include people from CALD backgrounds. This updated kit has been designed by a working group convened by ETAN to assist CALD communities and other HACC consumers in accessing HACC services; providing an index of available HACC Consumer Transport Services in the EMR.

# Eastern Transport Access Network

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

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

## **Key elements of ETAN's function include:**

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

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

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

## Keeping Informed

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

### Contact ETAN:

**Address:** Suite 1A  
36 New Street  
Ringwood VIC 3134  
**Phone:** (03) 9870 9393 or (03) 9870 7822  
**Fax:** (03) 9879 4200  
**Website:** [www.etan.info](http://www.etan.info)  
**Email:** [etan@evrc.org.au](mailto:etan@evrc.org.au)

### CALD Group representative at ETAN:

**Wina Kung** (Aged Care & Disability Service Manager)  
**Migrant Information Centre (Eastern Melbourne)**  
**Address:** Suite 2,  
Town Hall Hub,  
27 Bank Street  
Box Hill VIC 3128  
**Phone:** (03) 9285 4888  
**Fax:** (03) 9285 4882  
**Website:** [www.miceastmelb.com.au](http://www.miceastmelb.com.au)  
**Email:** [wkung@miceastmelb.com.au](mailto:wkung@miceastmelb.com.au)

# HACC Consumer Transport Options

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

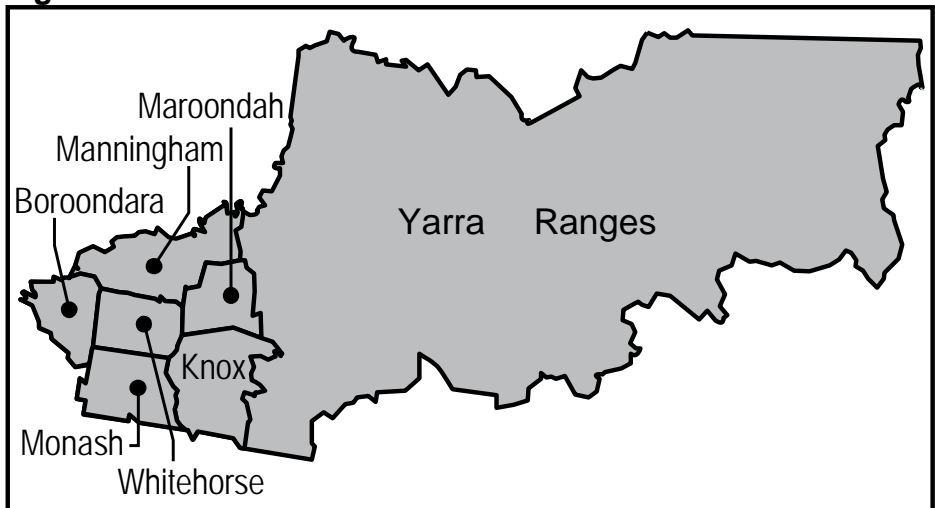
1. **Regional Transport Services** which include ETR and Australian Red Cross Victoria. In addition, ETAN is a planning and consultative body on transport issues in support of HACC consumer transport providers within the EMR.
2. **Cross Boundary Transport** which includes transporting clients over one or several LGAs. With cross boundary transport two forms of transport exist:
  - 2.1. **Social Support** – Volunteer Resource Centres are key service providers of social support, which takes a client either within and/or outside of their residential community. For example, Monash Volunteer Resource Centre can pick up a client who lives in the community and travel to an event or an appointment from Monash and travel across into another LGA (e.g. City of Whitehorse) to attend a senior citizen group or go to the City to attend an allied health appointment.
  - 2.2. **Planned Activity Group Transport Arrangement** – PAG services maintain an individual's ability to live at home and in their community, by providing a planned program of activities directed at enhancing the skills required for daily living and providing physical, intellectual, emotional and social stimulation. It is the responsibility of the service provider to ensure that the appropriate mode of transport is available to meet specific client/consumer needs.
3. **Local Transport** – transporting a client within one LGA. Local councils are the key providers of local transport. It includes fixed route community bus and door-to-door assisted transport within one LGA. Besides local councils, all individual social support transport providers also provide local transport for local HACC eligible communities.

# Maps of EMR

**Figure 1: Location of EMR and surrounding regions**



**Figure 2: LGAs within EMR**



# SECTION 1: Regional Transport Services

## Eastern Transport Register (ETR)

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

### **Mission Statement (Purpose of the ETR)**

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

### **Eligibility**

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

### **In need for vehicles**

The ETR provides members with:

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

### **Memberships**

There are 5 types of membership available:

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

**For further information regarding memberships please contact the ETR.**

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

**What the ETR does?**

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

**How do I contact the Eastern Transport Register?**

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

**Contact ETR (Ringwood Office):**

**Mary French**, Coordinator

**Phone:** (03) 9879 6975

**Fax:** (03) 9879 4200

**Email:** [etr@evrc.org.au](mailto:etr@evrc.org.au)

**Website:** [www.etr.com.au](http://www.etr.com.au)

**Hours:** Mon, Wed & Thur 8.30 am - 4.30 pm

Tuesday 9.30 am - 3.30 pm

Friday 9.30 am - 4 pm

**Contact for Healesville Office:**

Yarra Ranges Community Access Project (YRCAP).  
Servicing the Yarra Ranges (refer to page 36)

**Teresa Odonnell**, Coordinator

**Phone:** (03) 5965 3523

**Fax:** (03) 5965 3520

**Email:** [yrcap@yrcap.org.au](mailto:yrcap@yrcap.org.au)

**Hours:** Monday, Thursday & Friday 9 am - 2.45 pm  
Friday 9 am to 5 pm

## Eastern Transport Register

### Contact Information

<b>Contact</b>	Mary French, Coordinator
<b>Phone</b>	9879 6975
<b>Address</b>	Suite 1A / 36 New Street Ringwood, 3134
<b>Fax</b>	9879 4200
<b>Website</b>	<a href="http://www.etr.com.au">www.etr.com.au</a>
<b>Email</b>	<a href="mailto:etr@evrc.org.au">etr@evrc.org.au</a>

## Eastern Transport Register

**Transport Support Provided**

<b>Local Government Areas Serviced</b>	Eastern Metropolitan Region: Boroondara, Maroondah, Manningham, Monash, Knox, Whitehorse and the Yarra Ranges
<b>Type of service provided</b>	A centrally computerised register of vehicles across the Eastern Metropolitan Region.
<b>Vehicles used</b>	A wide range of vehicles are available through the register. Please contact the Coordinator for further information.
<b>Service hours</b>	7 days per week
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Application for membership is via the ETR Coordinator.
<b>Bookings</b>	Bookings may be made online or via telephone during office hours: 8.30am to 4.30pm, Monday to Friday.

## Australian Red Cross Victoria

Australian Red Cross Patient Transport Service provides transport to “essential” hospital appointments for people who have a medical referral, and are able bodied enough to get in and out of a standard motorcar un-assisted.

The real focus of the service is on transporting people, who need essential, short-term, medical treatment for up to six weeks.

“**Essential**” can be defined as: Medical condition - of a serious medical nature or test procedures associated with a/possible serious medical condition.

General Examples: oncology, dialysis, cardiac rehabilitation, major eye surgery requirements, diagnostic tests for life threatening diseases, etc.

It does not provide transport for recreation, shopping, banking, mental illnesses, dental appointments, general rehabilitation groups, or attending doctor./ specialist consultations.

You may be eligible for Red Cross Patient Transport if all of the following apply:

- Live in an area that is remote from public transport, and
- Is unable to drive or to be driven to appointments, and
- Does not qualify for Victorian Patient Transport Assistance Scheme (VPTAS), and
- Is unable to engage an escort or carer to accompany him or her on public transport to appointments.

Red Cross transport should be the last alternative; after all other transport options have been tried.

Requests should be made in writing using the prescribed 'Referral Form' at least one week prior to the date of the appointment through a referring health worker, ie. Doctor or Social worker at the hospital the patient is attending.

No bookings will be accepted over the telephone.

Forms are available by contacting your local service on 8327 7868

Resources for this service are limited, and Australian Red Cross reserves the right to prioritise this service on a needs basis

Clients requesting to utilise this service should be aware that this is not a private transport service, and their appointments should coincide with the working hours of the service ie 8.00 am to 4.30 pm. Monday to Friday.

**The service does not operate on Weekends and Public holidays**

Clients are requested to confirm or cancel their appointments with Australian Red Cross on 8327 7868 at least 2 days in advance.

Be ready for pick up from 8.00am for a morning appointment, and be ready by from 12.00pm for an afternoon appointment.

The service does not return clients home if their appointment is after 3.00pm.

Clients in rural areas who have appointments in the city hospitals are requested to fix appointments between 10.00 am and 2.00 pm to allow for travel time to and from the city.

## **Donations**

This is a non-Government funded service provided by unpaid volunteers. Recipients are therefore encouraged to make a donation to assist Australian Red Cross continue providing this vital service.

Donations will be acknowledged with a receipt and we offer our appreciation to all who support our work. All gifts over \$2 are tax deductible.

**Should you require further information about this service, please contact:- 8327 7868**

**For country Victoria 1800 131 701**

## SECTION 2: Cross Boundary Transport

### 2.1 Individual Social Support

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

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

#### **List of organisations under this category:**

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

## Eastern Volunteer Resource Centre

### Contact Information

<b>Contact</b>	Lyn Coad, Transport Coordinator
<b>Phone</b>	9870 7822
<b>Address</b>	Suite 1A 36 New Street Ringwood VIC 3134
<b>Fax</b>	9879 4200
<b>Website</b>	<a href="http://www.evrc.org.au">www.evrc.org.au</a>
<b>Email</b>	<a href="mailto:lyn.coad@evrc.org.au">lyn.coad@evrc.org.au</a>

## Eastern Volunteer Resource Centre

**Transport Support Provided**

<b>LGA Serviced</b>	Whitehorse, Maroondah and specified areas of the Yarra Ranges
<b>Type of service provided</b>	Volunteer driving for HACCC eligible clients to medical appointments, rehabilitation day programs etc.
<b>Vehicles used</b>	Two Ford station wagons One Camry station wagon
<b>Service hours</b>	Monday to Friday 9.00am to 4.30pm. Some driving outside of these hours.
<b>Contributions</b>	Please contact office for further details
<b>Applications</b>	Referral on SCTT or EVRC Intake Form. May take up to two weeks to process. Must be HACCC eligible.
<b>Bookings</b>	Three days notice required prior to date of appointment. All transport subject to volunteer availability.

## Healesville Interchurch Community Care Inc. (HICCI)

### Contact Information

<b>Contact</b>	Kerri Goding, Volunteer Transport Manager
<b>Phone</b>	5965 3522
<b>Address</b>	231 Maroondah Hwy Healesville, 3777
<b>Fax</b>	5965 3520
<b>Website</b>	
<b>Email</b>	<a href="mailto:hicci@hicci.org.au">hicci@hicci.org.au</a>

Healesville Interchurch Community Care Inc.  
(HICCI)

**Transport Support Provided**

<b>LGA Serviced</b>	Yarra Ranges (Healesville, Yarra Glen, Toolangi and Coldstream)
<b>Type of service provided</b>	Transport to HACC eligible clients to medical and allied health appointments, shopping and other social support.
<b>Vehicles used</b>	Volunteers own cars. Access to a hoist vehicle.
<b>Service hours</b>	Monday to Friday and some weekends between office hours
<b>Contributions</b>	Please contact office for further details
<b>Applications</b>	Contact the Transport Manager to register.
<b>Bookings</b>	Whenever possible, please book at least three working days prior to travel.

## Knox Community Volunteers Inc.

### Contact Information

<b>Contact</b>	John Craig and Rita Lang, Transport Coordinators
<b>Phone</b>	9729 9499
<b>Address</b>	658 Mountain Hwy, Bayswater, 3153
<b>Fax</b>	9720 6885
<b>Website</b>	<a href="http://www.vicnet.net.au/~knoxvols">www.vicnet.net.au/~knoxvols</a>
<b>Email</b>	<a href="mailto:johnc@kcv.asn.au">johnc@kcv.asn.au</a> <a href="mailto:rital@kcv.asn.au">rital@kcv.asn.au</a>

## Knox Community Volunteers Inc.

**Transport Support Provided**

<b>LGA Serviced</b>	City of Knox and the South-West Yarra Ranges
<b>Type of service provided</b>	Community transport for elderly people or those with disabilities residing in the areas of Knox and South West Yarra Ranges. Volunteers provide transport for elderly people or those with disabilities to access HACC eligible appointments, PAG social outings and community shopping. Two hoist vehicles available.
<b>Vehicles used</b>	Cars, including agency or volunteers' cars
<b>Service hours</b>	Monday to Friday, 9.00am to 4.00pm.
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Contact KVC for initial contact. An intake form is required for each new client. Processing normally takes approximately 1 week before a client is eligible to receive a service.
<b>Bookings</b>	Three days' notice required, preferably longer for trips to central Melbourne. Service subject to availability of volunteers. All telephone contact with drivers is handled through KVC.

## LinC Yarra Junction

### Contact Information

<b>Contact</b>	Office Manager, Jennie Slater
<b>Phone</b>	5967 2119
<b>Address</b>	2471 Warburton Hwy Yarra Junction, 3797  PO Box 233 Yarra Junction, 3797
<b>Fax</b>	
<b>Website</b>	
<b>Email</b>	<a href="mailto:linc_yarravalley@bigpond.com">linc_yarravalley@bigpond.com</a>

## LinC Yarra Junction

**Transport Support Provided**

<b>LGA Serviced</b>	Yarra Ranges
<b>Type of service provided</b>	Volunteer drivers provide transport for clients to medical shopping or social access appointments
<b>Vehicles used</b>	Private cars
<b>Service hours</b>	Needs basis
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Please contact the Office Manager for further information.
<b>Bookings</b>	Please phone office at least 24 hours prior to service requirement.

LinC Manningham Inc.

### Contact Information

<b>Contact</b>	Karen Lazar, Referral Centre Coordinator
<b>Phone</b>	9841 4025 or 9841 6717
<b>Address</b>	PO Box 138 Doncaster East, 3109
<b>Fax</b>	9841 6717
<b>Website</b>	
<b>Email</b>	<a href="mailto:lincmanningham@bigpond.com">lincmanningham@bigpond.com</a>

LinC Manningham Inc.

### **Transport Support Provided**

<b>LGA Serviced</b>	Manningham
<b>Type of service provided</b>	Transport to Doctors appointments etc. by volunteer drivers.
<b>Vehicles used</b>	Private vehicles
<b>Service hours</b>	Weekdays
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Apply by telephone. No eligibility criteria, other than a genuine need.
<b>Bookings</b>	Book by telephone

# Manningham Home and Community Care Transport

## Contact Information

<b>Contact</b>	Jackie Goodhead, Transport Coordinator
<b>Phone</b>	8841 3041
<b>Address</b>	1/1020 Doncaster Rd East Doncaster, 3109
<b>Fax</b>	8841 3031
<b>Website</b>	<a href="http://www.mannchs.org.au">www.mannchs.org.au</a>
<b>Email</b>	<a href="mailto:jackie.goodhead@mannchs.org.au">jackie.goodhead@mannchs.org.au</a>

## Manningham Home and Community Care Transport

### Transport Support Provided

<b>LGA Serviced</b>	Manningham
<b>Type of service provided</b>	Transport for HACC eligible people, frail, aged and people with disabilities to social support/leisure activities, hospitals and medical and other appointments.
<b>Vehicles used</b>	A minibus and station wagons. Volunteer's own cars.
<b>Service hours</b>	9.00am to 5.00pm Monday to Friday
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Phone for (SCTT) registration. HACC eligibility applies.
<b>Bookings</b>	Booking request taken and later confirmed when a driver and vehicle have been organised.

## Monash Volunteer Resource Centre

### Contact Information

<b>Contact</b>	Gloria Mahoney, CEO
<b>Phone</b>	9562 0414
<b>Address</b>	5 Myrtle Street Glen Waverley, 3150
<b>Fax</b>	9562 0411
<b>Website</b>	<a href="http://www.mvrcvolunteer.org.au">www.mvrcvolunteer.org.au</a>
<b>Email</b>	<a href="mailto:mvrc@iinet.net.au">mvrc@iinet.net.au</a>

## Monash Volunteer Resource Centre

**Support Provided**

<b>LGA Serviced</b>	Monash
<b>Type of service provided</b>	Volunteers provide transport for HACC eligible consumers or to access appointments such as social activities/groups, day centre activities, exercise classes, visiting family/friends in care/hospital, allied health appointments & rehabilitation, podiatry, physiotherapy, hydrotherapy etc.
<b>Vehicles used</b>	Volunteers' private cars and agency vehicles
<b>Service hours</b>	Monday to Friday, 9.00am to 5.00pm
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Prospective Consumers can register through a day centre, social worker, medical personnel, council staff or self referral.
<b>Bookings</b>	Registered consumers need to give 48 hours notice of booking. All telephone contact with drivers is handled through office.

## Yarra Ranges Community Access Project

### Contact Information

<b>Contact</b>	Teresa Odonnell, Project Coordinator
<b>Phone</b>	5965 3523
<b>Address</b>	Community Services Annexe 231 Maroondah Hwy Healesville, 3777
<b>Fax</b>	5965 3520
<b>Website</b>	<a href="http://www.etr.com.au">www.etr.com.au</a>
<b>Email</b>	<a href="mailto:yrcap@yrcap.org.au">yrcap@yrcap.org.au</a>

## Yarra Ranges Community Access Project

**Transport Support Provided**

<b>LGA Serviced</b>	Yarra Ranges
<b>Type of service provided</b>	Limited service capacity by volunteer drivers in agency owned vehicles. Vehicle loan through Eastern Transport Register.
<b>Vehicles used</b>	One Ford station wagon with child restraint anchor point One Toyota HiAce with two wheelchair places and hoist
<b>Service hours</b>	Tuesday, Wednesday, Thursday (office hours). Vehicles available 7 days per week.
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Via the Coordinator. HACC eligibility applies.
<b>Bookings</b>	Book via the ETR internet database or manually via the Coordinator. Please book vehicles as early as possible.

## 2.2 Planned Activity Group Transport Arrangement

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

In this resource kit, details of individual PAG's transport arrangements have not be listed. However, ETAN is collecting transportation data from HACC consumer transport providers in the EMR, with regular updates being posted on the ETAN website: [www.etan.info](http://www.etan.info). Please contact ETAN to obtain a user name and password for your organisation, so your organisation can access more transport information which can assist you in organising trips for your clients.

## SECTION 3: Local LGA Transport

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

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

### **List of organisations under this category:**

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

## Boroondara City Council Community Transport Service

### Contact Information

<b>Contact</b>	Helen Kerley, Coordinator Social Support
<b>Phone</b>	9278 4769
<b>Address</b>	360 Burwood Road Hawthorn, 3122  Private Bag 1 Camberwell, 3124
<b>Fax</b>	9278 4748
<b>Website</b>	<a href="http://www.boroondara.vic.gov.au">www.boroondara.vic.gov.au</a>
<b>Email</b>	<a href="mailto:hkerley@boroondara.vic.gov.au">hkerley@boroondara.vic.gov.au</a>

## Boroondara City Council Community Transport Service

### Transport Support Provided

<b>LGA Serviced</b>	Boroondara
<b>Type of service provided</b>	Fixed scheduled runs within the City of Boroondara: Monday to Friday 8.30am to 5.00pm. Hire bus and excursion program.
<b>Vehicles used</b>	Two Nissan Civilian buses with hoists Two Toyota HiAces (one with hoist)
<b>Service hours</b>	Monday to Friday, 8.30am to 5.00pm. Hire bus available daily: business hours and after hours, including weekends.
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Residents of Boroondara, who are aged/disabled or less mobile and unable to use other forms of transport due to restricted access.
<b>Bookings</b>	Clients on scheduled runs go weekly or fortnightly and clients ring to book excursions.

Boroondara Volunteer Resource Centre  
Transport Service

**Contact Information**

<b>Contact</b>	Grant Overend, Program Officer
<b>Phone</b>	9882 5860
<b>Address</b>	Private Bag 1 Camberwell, 3124
<b>Fax</b>	9804 0060
<b>Website</b>	<a href="http://www.boroondara.vic.gov.au">www.boroondara.vic.gov.au</a>
<b>Email</b>	

## Boroondara Volunteer Resource Centre Transport Service

### Transport Support Provided

<b>LGA Serviced</b>	Boroondara
<b>Type of service provided</b>	Community Transport
<b>Vehicles used</b>	Volunteers private vehicles
<b>Service hours</b>	Monday to Friday, 8.30am to 5.00pm.
<b>Contributions</b>	Please contact office for details
<b>Applications</b>	Residents of Boroondara, who are aged/disabled or less mobile and unable to use other forms of transport due to frailty or disability.
<b>Bookings</b>	Contact BVRC

## BASS Care

### Contact Information

<b>Contact</b>	Guy Thomson, Social Support Manager
<b>Phone</b>	9880 4709
<b>Address</b>	2 Rochester Rd, Canterbury, 3126
<b>Fax</b>	9888 5776
<b>Website</b>	<a href="http://www.basscare.com.au">www.basscare.com.au</a>
<b>Email</b>	<a href="mailto:guy@basscare.org.au">guy@basscare.org.au</a>

## BASS Care

**Transport Support Provided**

<b>LGA Serviced</b>	Boroondara
<b>Type of service provided</b>	Social Support Program: transport to day trips, social lunches, classic movies, strength training, art & craft.
<b>Vehicles used</b>	Two Toyota HiAce Commuter with hoists
<b>Service hours</b>	Seven days during business hours
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	HACC eligible clients.
<b>Bookings</b>	Book one week prior.

## Knox City Council Community Transport Services

### Contact Information

<b>Contact</b>	Bruce Griffin
<b>Phone</b>	9298 8518
<b>Address</b>	511 Burwood Hwy Wantirna South, 3152
<b>Fax</b>	9298 8500
<b>Website</b>	<a href="http://www.knox.vic.gov.au">www.knox.vic.gov.au</a>
<b>Email</b>	<a href="mailto:bruce.griffin@knox.vic.gov.au">bruce.griffin@knox.vic.gov.au</a>

## Knox City Council Community Transport Services

### Transport Support Provided

<b>LGA Serviced</b>	Knox
<b>Type of service provided</b>	Service provided to aged, frail and disabled residents of Knox. Service provided to community based groups to encourage socialisation.
<b>Vehicles used</b>	Two x 31 Seater buses with wheelchair hoists, accommodating up to five wheelchairs and 19 seated passengers.
<b>Service hours</b>	By application
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Contact the Community Transport Office.
<b>Bookings</b>	Book with the Community Transport Office between 9.00am to 5.00pm, Monday to Friday.

## Manningham City Council Aged and Disability Support Services

### Contact Information

<b>Contact</b>	Intake Officer
<b>Phone</b>	9840 9700
<b>Address</b>	699 Doncaster Rd, Doncaster, 3108
<b>Fax</b>	9840 9744
<b>Website</b>	<a href="http://www.manningham.vic.gov.au">www.manningham.vic.gov.au</a>
<b>Email</b>	<a href="mailto:manningham@manningham.vic.gov.au">manningham@manningham.vic.gov.au</a>

## Manningham City Council Aged and Disability Support Services

### Transport Support Provided

<b>LGA Serviced</b>	Manningham
<b>Type of service provided</b>	Bus service to shops and senior citizens centres.
<b>Vehicles used</b>	Two buses
<b>Service hours</b>	Five Days per week. Set routes apply.
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Must have a HACC assessment for eligibility and ability to get on and off bus unassisted.
<b>Bookings</b>	Regular bookings are made fortnightly or weekly after assessment. Some waiting lists apply.

# Maroondah City Council Community Transport

## Contact Information

<b>Contact</b>	Tierney Hamilton, Customer Service Officer
<b>Phone</b>	9294 5666
<b>Address</b>	24-28 Lincoln Road Croydon 3136
<b>Fax</b>	9723 7009
<b>Website</b>	<a href="http://www.maroondah.vic.gov.au">www.maroondah.vic.gov.au</a>
<b>Email</b>	<a href="mailto:tierney.hamilton@maroondah.vic.gov.au">tierney.hamilton@maroondah.vic.gov.au</a>

## Maroondah City Council Community Transport

### Transport Support Provided

<b>LGA Serviced</b>	Maroondah
<b>Type of service provided</b>	The Maroondah City Council has two buses available for transport of HACC clients and other clients of council programs. Buses are also available for hire by community benefit groups, casual groups and other individuals who are residents within Maroondah.
<b>Vehicles used</b>	One twelve seater bus is available
<b>Service hours</b>	8.00am to 4.45pm
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Have an initial discussion with Customer Service Officer about eligibility. Must fill in paper work and nominate driver. Driver must complete short test as well as provide driver's licence for Council to copy
<b>Bookings</b>	New customers require a minimum of 1 weeks notice. Once registered, 24 hours is sufficient. Telephone to book between 8.00 am to 4.45 pm.

Monash City Council Community  
Bus Service

**Contact Information**

<b>Contact</b>	Meg McCardel, Coordinator
<b>Phone</b>	9518 3247
<b>Address</b>	293 Springvale Road Glen Waverley, 3150
<b>Fax</b>	9518 3499
<b>Website</b>	<a href="http://www.monash.vic.gov.au">www.monash.vic.gov.au</a>
<b>Email</b>	<a href="mailto:Meg.McCardel@monash.vic.gov.au">Meg.McCardel@monash.vic.gov.au</a>

## Monash City Council Community Bus Service

### Transport Support Provided

<b>LGA Serviced</b>	Monash
<b>Type of service provided</b>	Transport for persons in the HACC target group. Hire buses may (when available) be hired for limited use by incorporated, not-for-profit, community and voluntary organisations based in the City of Monash (not available for private, corporate, individual or commercial use).
<b>Vehicles used</b>	One 19-seater bus Two 12-seater buses One 10-seater bus One 9-seater bus (with hoist)
<b>Service hours</b>	Contact the office for more information
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Please contact the office to apply.
<b>Bookings</b>	Please telephone to book. Bookings subject to availability.

## Shire of Yarra Ranges Mobile Services

### Contact Information

<b>Contact</b>	Positive Aging Coordinator
<b>Phone</b>	9754 5699
<b>Address</b>	c-/ Shire of Yarra Ranges 5 Campbell St Tecoma, 3160
<b>Fax</b>	9294 6483
<b>Website</b>	<a href="http://www.yarraranges.vic.gov.au">www.yarraranges.vic.gov.au</a>
<b>Email</b>	<a href="mailto:pag@yarraranges.vic.gov.au">pag@yarraranges.vic.gov.au</a>

## Shire of Yarra Ranges Mobile Services

**Transport Support Provided**

<b>LGA Serviced</b>	Yarra Ranges
<b>Type of service provided</b>	Transport for HACC clients resided in Upper Yarra Valley to medical appointments, community services and local facilities.
<b>Vehicles used</b>	Holden Station Wagon
<b>Service hours</b>	Monday to Friday 8.30am to 5.00pm. Not during Public Holidays.
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	To be eligible you need to be assessed by the Shire of Yarra Ranges Assessment Team.
<b>Bookings</b>	Phone 5967 2894 or 1300 368 333

## Upper Yarra Community Coop Ltd.

### Contact Information

<b>Contact</b>	Rosemary Crowley, Bookings Coordinator and Secretary
<b>Phone</b>	5966 2568
<b>Address</b>	PO Box 600 Warburton, 3799
<b>Fax</b>	
<b>Website</b>	
<b>Email</b>	<a href="mailto:roshane.combus@bigpond.com">roshane.combus@bigpond.com</a>

## Upper Yarra Community Coop Ltd.

**Transport Support Provided**

<b>LGA Serviced</b>	Shire of Yarra Ranges, mainly Upper Yarra area
<b>Type of service provided</b>	Two vehicles for hire. Volunteer/self drive. Primarily for HACC groups: to and from Day Care, meetings etc. Available for community use when HACC groups do not request the service.
<b>Vehicles used</b>	Two Toyota HiAce Commuters (12 Seaters, all fitted with seatbelts, both air conditioned).
<b>Service hours</b>	Seven days per week. Bookings Monday to Friday 9.00am to 5.00pm (Message bank when phone not answered).
<b>Contributions</b>	Please contact office for further details.
<b>Applications</b>	Drivers must be registered and over the age of 25 years.
<b>Bookings</b>	At least one week's notice required. Most daytime use is by HACC groups and is booked well in advance.

## Whitehorse City Council Assisted Transport

### Contact Information

<b>Contact</b>	Coordinator of Integrated Social Support
<b>Phone</b>	9877 6311
<b>Address</b>	25 Mountainview Rd Nunawading, 3131
<b>Fax</b>	9877 6442
<b>Website</b>	<a href="http://www.whitehorse.vic.gov.au">www.whitehorse.vic.gov.au</a>
<b>Email</b>	<a href="mailto:customerservice@whitehorse.vic.gov.au">customerservice@whitehorse.vic.gov.au</a>

## Whitehorse City Council Assisted Transport

### Transport Support Provided

<b>LGA Serviced</b>	Whitehorse
<b>Type of service provided</b>	The Assisted Transport Service is available to residents of the City of Whitehorse who are HACC eligible. The service operates only within the boundaries of the City of Whitehorse.
<b>Vehicles used</b>	Agency cars and bus
<b>Service hours</b>	Monday to Friday 8.30am to 4.00pm
<b>Contributions</b>	Please contact office for further details
<b>Applications</b>	A limited transport service available to aged/frail people and people with disabilities who are eligible for Home and Community Care services and have difficulty accessing transport from their homes to local facilities within the municipality. Access is on a needs and priority basis.
<b>Bookings</b>	Contact In Home Support on 9262 6333.

## For Further Information

Please visit the ETAN website, [www.etan.info](http://www.etan.info), as a useful HACC consumer transport resource. The website provides web links to its broader network, both within and outside of the EMR, as well as updated community transport related news and information.



