PROPOSED FRAMEWORK FOR A CENTRALLY CO-ORDINATED WIMMERA COMMUNITY TRANSPORT SERVICE

June 2015
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1.0 Purpose

The Wimmera Community Transport Framework has been prepared to guide the establishment of a community transport service in the Wimmera which not only aims to reduce transport access barriers, but supports a broader, long-term vision of contributing to the creation of a truly connected Wimmera in which more residents can choose to stay living in their homes for longer.

This document is intended for the following use:

1. To provide a framework to guide the Wimmera community in establishing and implementing the Wimmera Community Transport Service.
2. To propose key operational elements of the service
3. To propose partnership arrangements to support the establishment of the service
4. To provide estimated costings and broad estimates of required funding and revenue to establish the service; and

2.0 Background

Development of this framework was initiated on the back of the closure of Volunteering Western Victoria’s Transport Connections program and changes to Home and Community Care (HACC) auditing guidelines that have highlighted transport access challenges for residents of the Wimmera.

Preparatory work commissioned by Volunteering Western Victoria and the Wimmera Primary Care Partnership to better understand challenges associated with transport access in the Wimmera has highlighted a high level of transport disadvantage for residents living in smaller communities in the Wimmera. In particular, transport challenges have been identified for those individuals who have limited transport means to access health and human services appointments in Horsham and other centres within and outside of the Wimmera. This framework has been designed to target the needs of this cohort of the community but focuses specifically on the provision of transport services for movement ‘between’ communities of the Wimmera. Services that support movement ‘within’ individual communities and to other locations ‘outside’ of the Wimmera are not its primary focus and may be further developed after this framework has been initially tested and refined.
3.0 Design Principles of the Wimmera Community Transport Service

This framework proposes that the design and establishment of the Wimmera Community Transport Service will be guided by the following design principles:

**Design Principle 1: Centralised Co-ordination**
Volunteering Western Victoria will be responsible for centrally hosting and managing the Wimmera Community Transport Service with a particular focus on co-ordinating services, managing bookings and managing volunteers for multiple transport routes.

**Design Principle 2: Flexibility for Multiple Transport Routes**
Overtime the establishment of multiple transport routes and services across the Wimmera will be enabled to respond to transport demand. These individual routes/services will minimise resource duplication by linking into centrally co-ordinated volunteer management and booking services.

**Design Principle 3: Driven by Community Partnerships**
Multiple community partners will be engaged to guide the establishment of the Wimmera Community Transport Service and to support the establishment of specific transport routes through contributing community access points, assets, booking support, service promotion etc.

**Design Principle 4: Enable through Technology**
The Wimmera Community Transport Service will seek to adopt the use of smart technologies to efficiently and effectively enable and manage community transport provision.

**Design Principle 5: Diverse Funding and Resourcing Mechanisms**
The Wimmera Community Transport Service will rely upon a diversity of funding mechanisms to build sustainability. These will include; user fees, transport subsidises, externally sourced seed and operational funding, in-kind partner contributions and community fundraising and donations.
4.0 Community Ownership of the Framework

Building shared responsibility for the establishment, management and contribution of resources and where appropriate funding will be important in building local ownership and long-term sustainability of a successful community transport service for the Wimmera. Also underpinning the successful implementation of this framework and establishment of the Wimmera Community Transport Service will be the formation of strong partnerships between Local Government, Health Services, Volunteering Western Victoria, community and commercial organisations within the Wimmera.

5.0 Piloting the Framework

It is proposed that the Wimmera Community Transport Service arrangements detailed in this framework will be piloted for a 12 month period. The timing of this pilot is yet to be determined and is dependent on the availability of funding and on community commitment to progressing the pilot.

Recognising funding and resourcing constraints, this framework deliberately focuses on starting small and testing operational and cost recovery arrangements through piloting centralised co-ordination of three community transport routes as follows:

- Route 1 – Kaniva to Horsham Return (group door to door transport service)
- Route 2 – Edenhope to Horsham Return (travel companion service)
- Route 3 – Wimmera Base Hospital – to Patient’s Home (individual transport for discharged hospital patients)

The framework has however, been designed with adaptability to enable future expansion to include other transport routes across the Wimmera should piloting prove to be successful.

6.0 Limitations of the Framework

Regional Advance has undertaken the preparation of this framework and associated stakeholder consultation on behalf of Volunteering Western Victoria. Its design is based on information gathered through a consultative process that engaged a number of stakeholders from across the Wimmera.

While every effort has been made to ensure that the framework aligns with the needs identified through the stakeholder consultation, its success or comprehensiveness cannot be guaranteed. This document should be treated as a guiding framework only and may require future amendment and adaptation. Regional Advance and Volunteering Western Victoria shall not be responsible in any way to any person in respect to the document, including errors or omissions contained, regardless of cause.
## Methodology for Developing the Framework:

This framework has been developed through a staged approach between October 2014 and June 2015. Critical to its development has been a stakeholder engagement process conducted to identify potential partners of the Wimmera Community Transport Service and to collaboratively engage stakeholders in identifying key elements for inclusion in an operational model. The phases of the framework’s development are summarised in Table 1, below:

### Table 1: Framework Development Phases

<table>
<thead>
<tr>
<th>Phase No.</th>
<th>Development Phase</th>
<th>Month</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Community Transport Success Factors and Challenges Report</td>
<td>October 2014</td>
<td>A brief report was prepared which explored success factors and challenges associated with community transport models. The report was distributed for the consideration of approximately thirty stakeholders from across the Wimmera who were subsequently invited to engage in the design process.</td>
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| 2         | Partnership Exploration Meeting                        | November 2014| Approximately thirty stakeholders from Local and State Government, Health Services and the Community Sector were invited to a community transport partnership exploration meeting with the aims of:  
- Building a common understanding of community transport  
- Considering community transport in a local context  
- Discussing and agreeing upon how a community transport partnership may look in the Wimmera  
- Discussing a process for obtaining organisational commitment to the model.  
Nine stakeholders attended the meeting during which it was agreed that a small community transport service should be designed and initially tested in one or two defined locations within the Wimmera. It was also agreed that the framework established should incorporate flexibility to expand into other locations across the Wimmera over time and that stakeholders from across the Wimmera should be involved in its co-design. A number of potential partners were identified along with contributions that they may be able to make to the establishment of a community transport service. |
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<th>Description</th>
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| 3        | Service User Focus Group  | December 2014| A focus group was held to seek input from potential users of community transport, their family, friends and support staff to inform the design of a community transport service for the Wimmera. Specifically the focus group explored:  
   A. How users would access community transport  
   B. What specific needs of users should be considered in the design of a community transport service  
   Nine community members participated in the focus group and largely represented service providers. Insight was gained into the following:  
   - The main reasons that community transport would be accessed  
   - Priority destinations within and outside of the Wimmera  
   - Scheduling preferences  
   - Specialised needs to be catered for  
   - The type of community transport provision that is required. |
| 4        | Community Transport Co-design Workshop | January 2015 | A co-design workshop was held to achieve the following:  
   - Seek input from community transport stakeholders into the design of core elements of an operational model for community transport  
   - Collate detail about existing assets in the community that may be available to support the establishment of a community transport service in the Wimmera. |
| 5        | Collection of Data to Inform Pilot Locations | February 2015 | Data from Wimmera Health Care Group and West Wimmera Health Service was collected to identify where the majority of patients attending specialist appointments reside. The intent of this was to develop an evidence base for where best to establish pilot community transport routes. |
| 6        | Individual Consultations  | February - March 2015 | Meetings and phone conversations with a number of community transport stakeholders took place to determine how they may be able to support the establishment of the Wimmera Community Transport Service. |
| 7        | Draft Operational and Cost Recovery Framework | February - June 2015 | Between February and April 2015 a proposed community transport operational and cost recovery framework was drafted for the Wimmera. It was circulated for consideration in June for comment from stakeholders that had been engaged in the design process. |
8.0 Wimmera Community Transport Framework

8.1 Operational Model
Detailed below are key operational elements of the proposed Wimmera Community Transport Service. Combined, they describe who will access the service; the way that the service will operate and how co-ordination and management of the service will take place.

8.1.1 Service Access and Eligibility
The Wimmera Community Transport Service will prioritise access for:

- Community members that are transport disadvantaged and that have a genuine need to access community transport to attend health and human service related commitments including attending Centrelink appointments.

While the service may also incidentally provide transport access for community members for social participation purposes, access for those attending health and human services commitments will be prioritised. This is to ensure that the capacity of the service is not over-stretched and that available funding and resources allocated to the service are well-targeted. After an initial pilot period, this may be reviewed.

Specific policies and procedures for determining individual eligibility for access to the Wimmera Community Transport Service will be established prior to implementation of the pilot and may be sourced from existing community transport services such as those offered by Dunmunkle Health Service.

8.1.2 Forms of Community Transport Provision
The Wimmera Community Transport Service will initially pilot provision of the following three forms of community transport. After the initial pilot period, additional forms of community transport provision may also be considered.

1. Group door to door transport
Residents will be picked up from their individual homes and will be transported in a van or minibus to and from designated drop-off/pick-up points in Horsham or other communities on the designated transport route. On these routes, sedans or station wagons may also operate a subsidiary-service which transports individuals from their homes in outlying communities to a pickup/drop-off point on the main transport route. The distinctive feature of this type of service is that the users are picked-up from and returned to their home and in most cases are not required to make their own way to and from a bus stop.
2. **Travel Companion Service**

A service where volunteer travel companions will board a commercially provided bus service and assist community transport users to:

- embark and disembark the service,
- ensure that they are organised to reach their desired destination
- notify family or friends of the traveller’s arrival at their destination and the time of their return from travel.

This service is intended to improve accessibility of commercial transport services for transport disadvantaged community members and will involve the cost of travel being subsidised for the traveller. This service can be offered at a relatively low cost to the community but does rely on the traveller being able to get to and from a designated bus stop.

3. **Individual transport for discharged hospital patients:**

A service whereby patients discharged from Wimmera Base Hospital in Horsham that do not have access to transport to return home will be driven home by a VWV volunteer driver in a Wimmera Health Care Group Fleet vehicle, outside of business hours. This service will rely on volunteers being on-call and responding to a request to transport a patient to their home from the hospital. The volunteer will pick up a Wimmera Health Care Fleet Vehicle, transport the patient, assist the patient into their home and then return the fleet vehicle to the Hospital.

Consultation during the development of this framework identified that group transport services which not transport residents directly to and from their homes; historically fail because individuals with limited mobility cannot get to and from the designated pickup and drop off points. This therefore reduces passenger numbers and the viability of the service.

It is acknowledged that the travel companion service to be piloted under the Wimmera Community Transport service is not a door to door service and that in the short term this service will rely on passengers being able to get to and from pre-existing bus stops. This has been given consideration, however, as this service intends to utilise an existing commercial bus service that will also transport ‘non-community transport travellers; it is anticipated that this service may have a greater chance of viability.

While the group door to door transport service and the travel companion service will have designated drop-off and pick-up points in Horsham and will not deliver traveller’s individually to desired destinations, these drop-off and pick-up points will be in locations that provide travellers with easy access to health and human service facilities. Commercial transport options will also be available for travellers to move around Horsham.
8.1.3 Geographical Coverage and Transport Routes

The Wimmera Community Transport service has a long-term vision of contributing to the creation of a truly connected Wimmera in which more residents can choose to stay living in their homes for longer. As such this framework has been designed with the long-term aim of developing a centrally co-ordinated community transport service that spans across the entire Wimmera region encompassing communities within the; Hindmarsh, Horsham Rural City, Northern Grampians, West Wimmera and Yarriambiack LGAs.

Figure 1: Wimmera Community Transport Service – Long-Term Geographical Coverage


However, due to the likelihood of funding and resource availability being limited for the establishment of the service, the three proposed pilot routes will cover only defined geographical areas within the Wimmera region.

The group door to door transport service and the travel companion services combined will operate across the West Wimmera, Hindmarsh and Horsham Rural City LGAs. The individual transport for discharged hospital patients will operate from the Wimmera Base Hospital in the Horsham Rural City LGA and specific travel routes will be determined on a case by case basis according to patient demand. The specific travel routes to be piloted are detailed below:
Route 1 – Kaniva to Horsham Return (group door to door transport service)

Figure 2: Wimmera Community Transport Service - Proposed Route 1

Legend:

= Main Transport Route (van or mini-bus)  = Subsidiary service (sedan or wagon)

The Route 1 service will provide door to door transport and operate once weekly utilising the Western Highway as a main travel route. A group community transport vehicle (mini-van or bus) will pick-up residents in communities on the highway including Kaniva, Nhill, Dimboola and Pimpinio. A connecting subsidiary transport service travelling between Jeparit and Dimboola is also proposed and will involve a West Wimmera Health Service vehicle driven by a volunteer driver; collecting residents from their homes and transporting them to meet the community transport vehicle at an arranged pickup point in Dimboola. The West Wimmera Health Service vehicle to be utilised for the subsidiary service will need to be collected by the volunteer driver from Nhill in the morning and returned to Nhill in the afternoon.

Volunteer Taxi services may be utilised in Nhill and Kaniva to collect passengers from their homes and to transport them to the drop-off/pickup points in these communities. Residents in Dimboola may access the local commercial Taxi service to travel to and from the pick-up/drop-off point, whilst Pimpinio residents living in town will be picked-up and dropped off from their homes.

The community transport vehicle will arrive in Horsham at 10:00am and will drop passengers off at three designated drop off/pick up points. These are yet to be specifically determined however, consultation during the design phase identified that this should at minimum include; the Wimmera Base Hospital, A CBD location (the bus stop is a suggested location to enable onward travel) and a resting
point where passengers can spend downtime between appointments. The service will depart Horsham at 3:00pm in the afternoon and will complete pick-ups from the three designated drop-off/pick up points. Community Transport passengers will be required to make their own arrangements including utilising commercial transport services to move around Horsham.

Access to a commercial school bus from Kaniva Bus Service to support the operation of this route has been explored however the provision of a vehicle with disability access was not available. An alternative group transport vehicle will need to be sourced.

Potential scheduling conflicts with commercial providers that should be considered when planning the scheduling of this service, include:

- The Hopetoun to Horsham Commercial PTV Bus Service. Operates on a Wednesday and Thursday, departing Jeparit at 8:05am and arriving in Horsham at 9:00am and departing Horsham at 4:16pm and returning to Jeparit at 6:10pm.

- The Nhill – Melbourne Via Horsham Commercial PTV Bus Service. Leaving Kaniva at 12:05pm Monday to Friday and arriving in Horsham at 2:07pm and Departing Horsham at 1:45pm and arriving in Kaniva at 2:15pm.

**Route 2 – Edenhope to Horsham Return (travel companion service)**

**Figure 3: Wimmera Community Transport Service - Proposed Route 2**

The Route 2 service will utilise the commercial Naracoorte to Horsham PTV Bus Service once per week and will stop at communities including Edenhope, Goroke, Gymbowen, Mitre, Arapiles, Natimuk,
Quantong and Horsham. This community transport service will involve at least two Travel Companion Volunteers boarding the bus in Edenhope and providing assistance to community transport passengers with boarding and disembarking. Travel companion volunteers will ensure that community transport passengers re-board the bus as planned in the afternoon and will have the ability to liaise with family members or friends of passengers about their well-being and arrival/departure times etc. The Wimmera Community Transport Service will provide subsidies to reduce travel costs for community transport passengers on this route.

The commercial service will depart Edenhope at 8:30am and arrive in Horsham at 10:15am. It will depart Horsham at 2:20pm and arrive in Edenhope at 4:15pm. A connecting subsidiary transport service travelling between Harrow and Edenhope should also be investigated and will require a station wagon or sedan driven by a volunteer driver collecting residents from their homes and transporting them to meet the commercial bus service at a bus stop in Edenhope.

During the pilot period this service will not enable in-home pickup and drop-off of passengers (excepting the Harrow subsidiary service if established). However, establishment of volunteer taxi services based on the Kaniva and Nhill models may warrant exploration for communities on this route should piloting of the travel companion service prove successful.

Access to a vehicle to support a subsidiary service from Harrow to Edenhope should be explored with community partners including West Wimmera Shire Council, West Wimmera Health Service and Harrow Bush Nursing Centre amongst others.

**Route 3 – Wimmera Base Hospital – to Patient’s Home (individual transport for discharged hospital patients)**

Route 3 will be a variable route transport service. It will operate after hours to transport patients who have been discharged from Wimmera Base Hospital that do not have access to transport to return home.

Where this service is required, Wimmera Base Hospital will contact an on-call VWV volunteer driver, book a Wimmera Health Care Fleet vehicle and arrange for the patient to be transported to their home which may be located in any number of Wimmera communities. The service will leave from the Wimmera Base Hospital and the volunteer driver will assist the patient into their home and then return the fleet Vehicle to the Wimmera Base Hospital.

This service will operate under specific arrangements formalised through a MoU between Volunteering Western Victoria and Wimmera Health Care Group.
Specific policies and procedures relating to safety, use of a satellite phone and Wimmera Health Care Group Fleet Vehicles will be required.

**8.1.4 Connection with Other Services**

Over the long-term, the Wimmera Community Transport Service will strive to make transport in the Wimmera more readily available for the following purposes:

- Internal travel within communities located across the Wimmera
- Internal travel between communities across the Wimmera
- Out of region travel to centres including Ballarat, Geelong, Melbourne and Mount Gambier amongst others.

In the absence of available funding to deliver all three types of community transport in the short to medium term, a staged expansion of the service will occur.

This framework focuses only on testing the provision of community transport that better enables travel ‘between’ communities in the Wimmera. This therefore means that connections with other existing transport services will remain important to enable travel out of region and internally within communities.

The timing of the Route 1 and 2 community transport services’ arrival in and departure from Horsham has been designed to enable passengers to connect with the VLINE bus to travel to and from Stawell, Ballarat and Melbourne as required.

Utilisation of existing services such as commercial and volunteer taxi services, commercial buses and other community organised transportation arrangements will remain important for internal movement within communities. The Wimmera Community Transport Service intends to work in collaboration with existing commercial services and has an interest only in improving their viability where possible.

Additional to connections with existing transport services, a relationship between local Health Care Services and the Wimmera Community Transport Service will be developed to enable the alignment of specialist appointment scheduling with the timing of community transport service arrival in and departure from Horsham. Wimmera Health Care Group has agreed to work towards aligning specialist appointment scheduling with the provision of the Wimmera Community Transport Services. Similar relationships should also be investigated with Centrelink, Job Service Providers and the Victorian Department of Human Services.

**8.1.5 User Pays Arrangements**

A proposed cost recovery model to support the establishment and operation of the Wimmera Community Transport Service is further described in section 8.4 of this framework. The sustainability
of the service and the cost recovery model will require users to make some level of financial contribution to the cost of access.

This contribution will be a small amount to assist with the cost of running the service and where users are unable to pay; a case by case decision will be made at the time of booking as to whether transport access can be provided at no cost. Appropriate policies to govern user fees and a decision making process about free travel should be developed and implemented prior to commencement of the Wimmera Community Transport Service Pilot.

A membership structure to provide discounted travel for frequent users of the service is proposed. A membership fee of twenty dollars will be charged annually and funds raised will contribute to the cost of running the service.

Membership arrangements will be established and managed by Volunteering Western Victoria and are further outlined in section 8.4.

8.1.6 Community Access Points
To support the accessibility of the Wimmera Community Transport Service, community access points will be established in a number of communities on transport routes. Community access points will be a local point of contact where residents can make general enquiries and seek information about the Wimmera Community Transport Service as well as request assistance with making a booking.

Community Partners that agree to act as a community access point will be responsible for displaying information about the Wimmera Community Transport Service and providing frontline staff with information about how to assist with enquiries and bookings. Depending on the location of the community access point they may also be responsible for receiving and printing a booking sheet for the Community Transport Service the day prior to travel, hosting a community transport vehicle and supporting the collection of vehicle keys and the booking sheets by the volunteer driver on the afternoon before travel.

8.1.7 Booking Co-ordination
Specific booking protocols will be developed closer to implementation of the Wimmera Community Transport Pilot however; the following parameters are suggested to guide booking protocols:

- Bookings for the service will be made via a centralised community transport telephone hotline answered and managed by Volunteering Western Victoria.
- Bookings may be made by the passenger themselves, or on behalf of the passenger by a staff member from one of the community access points, a family member, friend or other associated person.
- Bookings for the service will close at 10:30am prior to the day of travel.
• A bookings co-ordinator will map out the transport route and pick-up times for passengers and will call each passenger to confirm a pickup time on the afternoon before travel.
• A passenger details list, route map and pick-up schedule will be forwarded by Volunteering Western Victoria to the community access point hosting the community transport vehicle by 3:30pm on the afternoon prior to travel.
• The volunteer driver will be able to collect the keys for the community transport vehicle, the passenger details list, route map and pick-up schedule from the community access point between 3:30pm and C.O.B on the day prior to travel.
• Travel companion volunteers will be able to pick up a passenger list and contact details from a community access point between 3:30pm and C.O.B on the day prior to travel or will receive this via email.

8.1.8 Supporting Technology

The use of technology to innovate smart community transport solutions for the Wimmera has the potential to give the region a point of difference in its provision of community transport services. It also has the potential to significantly reduce costs of running the service in the long-term and to attract potential funders for the service.

Because funding limitations are likely during the establishment of the Wimmera Community Transport Service; it is envisaged that booking co-ordination will initially be managed through manual processes and a telephone hotline hosted by Volunteering Western Victoria.

However, should sufficient funding be sought, there is scope to purchase a user license for automated booking software which may reduce staffing requirements for co-ordination of the service in the future and enable staff in community access points to make bookings using the system on behalf of passengers. Some examples of such software include:

• RouteMatch - [http://routematch.com/contact-us/australia/](http://routematch.com/contact-us/australia/)

Stakeholder feedback received during the design of this framework suggested that the preference of community transport partners would be a centrally co-ordinated model which operates with an electronic based booking system that partner organisations could universally access to check vehicle and volunteer driver availability and make a booking on behalf of clients. It was also suggested that this system should integrate with existing health service fleet management systems if possible.

There is also a desire by community transport stakeholders to develop or adopt technologies to assist with managing passenger lists, automatically making notifications of traveller well-being to family and
friends and tracking vehicle movement etc. These technologies should be further investigated as the Wimmera Community Transport Service Pilot is further progressed.

8.1.9 Service Co-ordination and Auspice

The Wimmera Community Transport Service will operate under a centralised co-ordination model with Volunteering Western Victoria (VWV) as the auspice organisation. VWV’s responsibilities as the auspice will at a minimum include:

- overall management of the service
- employment of a community transport co-ordinator
- co-ordination and management of volunteer drivers
- hosting of a booking system and phone hotline
- co-ordination of bookings
- hosting of community transport funds
- recording and reporting on community transport usage
- co-ordinating communication between community transport partners and regular reporting to a community transport Regional Steering Group
- leading the on-going co-ordination of partnership arrangements relating to the community transport service
- Working with community partners to identify opportunities to refine operational and cost recovery arrangements and to expand the geographical coverage of the Wimmera Community Transport Service over time.

Specific protocols to guide VWV in undertaking each of these responsibilities will be established closer to implementation of the Wimmera Community Transport Pilot.

8.1.10 Volunteer Management

Critical to the success of the Wimmera Community Transport service will be access to an appropriate number of volunteers to enable the service to operate. Given VWV’s experience and capacity in this area they will co-ordinate the following for the entire Wimmera Community Transport Service:

- Recruitment, training and registration of all volunteer drivers and travel companions
- Ensuring that appropriate police and safety checks are carried out and that volunteer insurances are arranged
- Weekly co-ordination of and communication with volunteer drivers and travel companions for each transport route operating under the Wimmera Community Transport model
- Provision of meal allowances for volunteers
- Provision of support and assistance to volunteers as appropriate.
Community transport partners may be able to assist with promotion to attract volunteer drivers, however all drivers will need to become registered volunteers with Volunteering Western Victoria in order to satisfy training and safety requirements.

8.1.11 Asset Provision

The provision of assets to enable the operation of the Wimmera Community Transport Service will rely on contributions from community partners including, Local Government, Health Services and Community Organisations. For each specific community transport route, community partners that can contribute some or all of the following will be required:

- Provision of one or more vehicles dedicated solely for use as a community transport vehicle during the operating hours of the community transport service
- Responsibility for vehicle maintenance, insurances, safety and replacement and all associated costs
- Provision of a secure parking space for the community transport vehicle and the personal vehicles of volunteer drivers whilst they are volunteering
- Authorisation and training of frontline staff to conduct vehicle inductions for volunteer drivers and to act as a conduit between VWV and volunteer drivers for the handover of booking information, travel routes and vehicle keys
- Provision of a Community Access Point for the Community Transport Service including the authorisation of frontline staff to support local residents with community transport information provision and booking assistance.

As the Wimmera Community Transport Service develops and expands to include additional services over time, it will be necessary to engage additional community transport partners who can assist with further asset provision.

Consultation with the Victorian Community Transport Association suggested that vehicle assets contributed by a community partner, should be solely dedicated to the community transport service during the hours of operation. This was said to be important in ensuring vehicle availability and reliability of the service. For this reason the Wimmera Community Transport Service will seek only the contribution of dedicated vehicles from community partners.

During the design phase it was highlighted by stakeholders that the Wimmera Community Transport Service should act to build partnerships that enable the co-ordinated utilisation of vehicle assets already located within the Wimmera. Table 2 identifies vehicle assets that participants of the Wimmera Community Transport Co-design Workshop knew to be located within the Wimmera. It is not suggested that all of these vehicles are definitely available for use by the Wimmera Community Transport Service but instead that their availability should be further explored.
Table 2: Vehicle Assets That May be Available for Community Transport

<table>
<thead>
<tr>
<th>Known Vehicle Assets in the Wimmera:</th>
<th>Belongs to:</th>
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<tbody>
<tr>
<td>• Community Bus (11 seater, driver, full disability access, Access at weekends and out of Horsham)</td>
<td>VWV</td>
</tr>
<tr>
<td>• 3 x cars at Horsham, and 1 x car at Nhill (after hours and weekends only)</td>
<td></td>
</tr>
<tr>
<td>• Community Bus (11 Seater – no disability access. Based in Kaniva and Edenhope)</td>
<td>West Wimmera Shire Council</td>
</tr>
<tr>
<td>• Cars from Pool – after hours and weekends</td>
<td></td>
</tr>
<tr>
<td>• Buses (Jeparit/Rainbow, Nhill x 2, Kaniva, Natimuk, Goroke – endorsed license, after hours/weekends)</td>
<td>West Wimmera Health Service</td>
</tr>
<tr>
<td>• Cars (from pool, after hours/weekends)</td>
<td></td>
</tr>
<tr>
<td>• Tarago (Cooinda)</td>
<td></td>
</tr>
<tr>
<td>• Planned Activity Group Bus (disability access, endorsed license, after hours and weekends, don’t hire it privately)</td>
<td>Edenhope District and Memorial Hospital</td>
</tr>
<tr>
<td>• Cars (pool cars, after hours, weekends)</td>
<td></td>
</tr>
<tr>
<td>• 2 Whites buses</td>
<td>Dunmunkle Health Service</td>
</tr>
<tr>
<td>• Minivan located at Minyip</td>
<td></td>
</tr>
<tr>
<td>• Mini Bus and Cars</td>
<td>Wimmera Uniting Care</td>
</tr>
<tr>
<td>• Tarago at Nhill – variable usage</td>
<td>Hindmarsh Shire Council</td>
</tr>
<tr>
<td>• 2 x Taxis</td>
<td>Dimboola Taxi Service</td>
</tr>
<tr>
<td>• Minivan located at Horsham</td>
<td>Nexus</td>
</tr>
<tr>
<td>• School owned buses (Dimboola and Minyip/Murtoa)</td>
<td>Schools</td>
</tr>
<tr>
<td>• Minibus</td>
<td>Minyip Community Health Service</td>
</tr>
<tr>
<td>• VET Buses (run on a Wednesday)</td>
<td>From Donald, Hopetoun, Kaniva</td>
</tr>
<tr>
<td>• Bus Hopetoun via Rainbow and Jeparit one day per week</td>
<td>Private operator</td>
</tr>
<tr>
<td>• Horsham to Naracoorte Bus</td>
<td>Private Operator</td>
</tr>
<tr>
<td>• Natimuk School Bus (not used during day)</td>
<td></td>
</tr>
<tr>
<td>• Minibus Nhill</td>
<td>Union Hotel</td>
</tr>
<tr>
<td>• Hospital Buses – Goroke and Rainbow?</td>
<td></td>
</tr>
</tbody>
</table>

Others Vehicle Assets that could be investigated:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Rural North west Health</td>
<td>• Local business fleet cars and buses</td>
</tr>
<tr>
<td>• Council pool cars</td>
<td>• Hopetoun Beetway</td>
</tr>
<tr>
<td>• RSL cars</td>
<td>• Sporting Clubs/Landcare Groups</td>
</tr>
<tr>
<td>• Kaniva Volunteer Taxi Service</td>
<td>• St Laurence</td>
</tr>
<tr>
<td>• Nhill Volunteer Taxi Service</td>
<td>• CFA Buses</td>
</tr>
<tr>
<td>• Privately owned volunteer cars</td>
<td>• Woodbine</td>
</tr>
</tbody>
</table>
Policies and procedures enabling authorisation of volunteer drivers to access and utilise community transport vehicles will be the responsibility of the community partner that owns and is responsible for the vehicle. This will also be the case for the upkeep of insurances and associated safety and OH+S requirement for the vehicle.

8.1.12 Partnerships with Existing Commercial and Community Providers

As the Pilot of the Wimmera Community Transport Service progresses towards implementation it will be critical to engage in partnerships with passenger transport providers that operate in the communities to be serviced. These partnerships should serve to maximise utilisation of existing transport provision where possible and this may occur in any number of ways including:

- Utilising the Dimboola and Horsham Commercial Taxi services to assist with transporting passengers to and from pick-up/drop-off locations in Dimboola and Horsham.
- Aligning the scheduling of group community transport with the scheduled departure and arrival of VLINE services in Horsham to enable onward travel.
- Utilisation of the Naracoorte to Horsham Bus Service as a group transport option and consider having sedans or station wagons transporting passengers from surrounding communities to meet the bus at specific drop-off and pick-up points on the main travel route.

There was a clear consensus amongst stakeholders that engaged in the design process, that the Wimmera Community Transport Service should engage in mutually beneficial partnerships with existing transport providers and that every attempt should be made not to outcompete or displace any existing service. These partnerships will be formed where possible during the lead up to the implementation of the Wimmera Community Transport Service Pilot.
8.2 Piloting the Wimmera Community Transport Service

8.2.1 Purpose of the Pilot
The Wimmera Community Transport Service arrangements outlined within this framework will be
tested and refined through a 12 month pilot specifically seeking to test:

- the effectiveness of the centralised co-ordination model
- the effectiveness and sustainability of the three proposed forms of community transport
  provision
- the suitability of the cost recovery and operational arrangements; and
- the effectiveness of the partnership and governance arrangements

The pilot will also seek to further identify priority areas of demand for community transport
services within the Wimmera.

8.2.2 Pilot Timeframe
An exact timeframe for the piloting of the Wimmera Community Transport Service is yet to be
determined and will be dependent on funding availability and the commitment of community partners
to progress the pilot. However, it is proposed that partnership arrangements to drive the
establishment of the Pilot will be implemented by the end of June 2015 with a view to fundraising and
seeking funding for the commencement of the Pilot in late 2015 or early 2016.
8.3 **Partnership Arrangements**

8.3.1 **Partnership Overview**

The implementation of the Wimmera Community Transport Service will be guided by a partnership structure comprising Local Government, Health Services, Volunteering Western Victoria, community and commercial organisations from across the Wimmera.

Establishing and maintaining this partnership structure for the Wimmera Community Transport Service will be critical in ensuring broad community ownership of the model and in harnessing an extensive base of knowledge, assets and resources that can contribute to the strength and long-term sustainability of the service.

These partnership arrangements will also be important in providing a governance structure that can transparently guide the implementation of community transport pilots and the overall community transport model for the Wimmera.

8.3.2 **Partnership Structure**

The partnership structure will comprise two layers as follows:

1. **Wimmera Community Transport Service Regional Steering Group:**

   A regional level partnership which will act to steer the establishment of a centralised co-ordination model for Community Transport Services for the entire Wimmera region. This partnership level will take a strategic and long term approach to identifying community transport priorities and establishing effective community transport solutions for the region.

2. **Community Transport Pilot Implementation Groups**

   These are local level partnerships with an operational focus that will be responsible for piloting and implementing specific community transport services/routes within the Wimmera. These routes will each link into the centralised co-ordination model. They will comprise partners directly responsible for contributing funding, assets, resources or support to the establishment of these specific services or routes.
Wimmera Community Transport Service
Regional Steering Group

Purpose:
To guide the establishment of an innovative, centrally co-ordinated community transport service that contributes to creating a truly connected Wimmera.

Meeting Frequency:
Quarterly

Formalised By:
- Terms of Reference
- Charter of Commitment

Figure 4: Wimmera Community Transport Partnership Structure

Community Transport Pilot Implementation Groups

Route 1 + 2 Pilot Implementation Group
Route 3 Pilot Implementation Group
Implementation Group....
Implementation Group ......

Purpose:
To drive the piloting and establishment of specific community transport routes within the Wimmera.

Meeting Frequency:
As determined by each Implementation Group

Formalised by:
- Partnership Agreement
- Terms of Reference
### 8.3.4 Composition and Functions of Partnership Levels

**Table 3: Regional Level Partnership - Wimmera Community Transport Regional Steering Group**

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Functions</th>
<th>Potential Partners</th>
<th>Meeting Frequency</th>
<th>Duration</th>
<th>Formalised by</th>
</tr>
</thead>
</table>
| To guide the establishment of an innovative, centrally co-ordinated community transport service that contributes to creating a truly connected Wimmera. | • Steer the establishment and on-going implementation of a centralised co-ordination model for Community Transport in the Wimmera by Volunteering Western Victoria  
• Identify priority areas for the establishment of community transport services in the Wimmera  
• Guide the formation of implementation groups to pilot and implement new community transport routes in the Wimmera  
• Advocate for the region’s community transport needs at a local, state and national level  
• Strategically position the region to raise funds for the piloting and establishment of community transport services | • Barenji Gadjin Land Council  
• Commercial Transport Providers  
• Department of Health and Human Services  
• Edenhope and District Memorial Hospital  
• Goolum  
• Harrow Bush Nursing Centre  
• Hindmarsh Shire Council  
• Horsham Rural City Council - Rural Access  
• Horsham Rural City Council  
• Northern Grampians Shire Council  
• Rural Northwest Health  
• St Laurence Community Services  
• Volunteering Western Victoria  
• West Wimmera Health Services  
• West Wimmera Shire Council  
• Wimmera Development Association  
• Wimmera Health Care Group | Quarterly | On-going | • Terms of Reference  
• Charter of Commitment |
<table>
<thead>
<tr>
<th>Purpose</th>
<th>Functions</th>
<th>Potential Partners</th>
<th>Meeting Frequency</th>
<th>Duration</th>
<th>Formalised by</th>
</tr>
</thead>
</table>
| • Drive a community campaign to promote interest in and support for the Wimmera Community Transport Service | • Wimmera Primary Care Partnership  
• Wimmera Southern Mallee LLEN  
• Wimmera Uniting Care  
• Wimmera West Grampians  
Neighbourhood House Network Collective  
• Yarriambiack Shire  
• Other appropriate partners to be identified by the Regional Steering Group | | | | |
Table 4: Local Level Partnerships - Wimmera Community Transport Pilot Implementation Groups

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Functions</th>
<th>Potential Partners</th>
<th>Meeting Frequency</th>
<th>Duration</th>
<th>Formalised By</th>
</tr>
</thead>
</table>
| To drive the piloting and establishment of specific community transport routes within the Wimmera. | • Oversee the design of community transport provision for a particular route or area within the Wimmera  
• Link the community transport service into the centrally co-ordinated Wimmera Community Transport model  
• Source resources, funding and assets as required to pilot or establish a new community transport route.  
• Act as a steering group to manage the piloting/implementation of the new community transport route  
• Liaise with and report to the Regional Steering group on the progress of implementation and to seek regional support as needed  
• Monitor and evaluate the success of the Community Transport route | • Organisations that are actively contributing resources, support or funding to implement the specific community transport route that the group has been established for. | To Be Determined | The period for which the pilot/service operates | • Partnership Agreement  
• Terms of Reference |
### 8.3.5 Pilot Implementation Group Partners and Partnership Contributions

Table 5 and 6 outline the proposed partners organisations and the proposed partnership contributions for the implementation of Pilots for the Routes 1,2 and 3.

#### Table 5: Route 1 + 2 Pilot Implementation Group

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Functions</th>
<th>Proposed Partners</th>
<th>Proposed Partnership Contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>To implement a 12 month Pilot of Community Transport routes covering communities in the West Wimmera, Hindmarsh and Horsham Rural City Council Local government Areas</td>
<td>• Oversee the design of the community transport pilot&lt;br&gt;• Link the pilot into the centrally co-ordinated Wimmera Community Transport model&lt;br&gt;• Source resources, funding and assets as required&lt;br&gt;• Act as a steering group to manage the piloting of the new route/ service.&lt;br&gt;• Liaise with and report to the Regional Steering group on progress&lt;br&gt;• Monitor and evaluate the success of the pilot</td>
<td>Commercial Transport Providers&lt;br&gt;Edenhope and District Memorial Hospital&lt;br&gt;Harrow Bush Nursing Centre&lt;br&gt;Hindmarsh Shire Council&lt;br&gt;Horsham Rural City Council&lt;br&gt;West Wimmera Shire Council&lt;br&gt;West Wimmera Health Service&lt;br&gt;Volunteering Western Victoria&lt;br&gt;Other partners (T.B.D)</td>
<td>Vehicle Provision&lt;br&gt;Community Access Point Provision&lt;br&gt;Co-ordination and Management&lt;br&gt;Volunteer Co-ordination and Management&lt;br&gt;Funding Partner&lt;br&gt;Service Promotion</td>
</tr>
</tbody>
</table>
### Table 6: Route 3 Pilot Implementation Group - Individual Transport for Discharged Hospital Patients

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Functions</th>
<th>Proposed Partners</th>
<th>Proposed Partnership Contribution</th>
</tr>
</thead>
</table>
| To implement a 12 month pilot of a Community Transport Service that transports patients discharged from the Wimmera Base Hospital after Hours to their homes. | • Oversee the design of the community transport pilot  
• Link the pilot into the centrally co-ordinated Wimmera Community Transport model  
• Source resources, funding and assets as required  
• Act as a steering group to manage the piloting of the new service  
• Liaise with and report to the Regional Steering group on the progress  
• Monitor and evaluate the success of the pilot | Volunteering Western Victoria  
Wimmera Health Care Group | Vehicle Provision  
Community Access Point Provision  
Co-ordination and Management  
Volunteer Co-ordination and Management  
Funding Partner  
Service Promotion |

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Functions</th>
<th>Proposed Partners</th>
<th>Proposed Partnership Contribution</th>
</tr>
</thead>
</table>
| To implement a 12 month pilot of a Community Transport Service that transports patients discharged from the Wimmera Base Hospital after Hours to their homes. | • Oversee the design of the community transport pilot  
• Link the pilot into the centrally co-ordinated Wimmera Community Transport model  
• Source resources, funding and assets as required  
• Act as a steering group to manage the piloting of the new service  
• Liaise with and report to the Regional Steering group on the progress  
• Monitor and evaluate the success of the pilot | Volunteering Western Victoria  
Wimmera Health Care Group | Vehicle Provision  
Community Access Point Provision  
Co-ordination and Management  
Volunteer Co-ordination and Management  
Funding Partner  
Service Promotion |
8.3.6 Establishing the Partnership Structure

Establishment of the regional level Wimmera Community Transport Steering Group will be led by Volunteering Western Victoria prior to the end of June 2015.

Upon establishment, the Steering Group will develop a Terms of Reference articulating its functions, roles and responsibilities of partners and a Charter of Commitment which will articulate each partner’s commitment to establishing a centrally co-ordinated community transport model for the Wimmera region.

Regional Advance will call and independently facilitate the first meeting and run a process to elect a Chair.

The establishment of the Pilot Implementation Groups will occur as needed and be guided by the Regional Steering Group. It is anticipated that Pilot Implementation Groups will be established for the first three Community transport pilot routes between July and August 2015.
8.4 Cost Recovery Model

To build the sustainability of the Wimmera Community Transport Service it will be necessary to establish a cost recovery model reliant on a diversity of sources for funding and resource contributions. It is proposed that these sources will include:

- Annual membership fees
- user contribution fees
- government funded transport subsidises
- externally sourced seed and operational funding
- community fundraising and donations
- in-kind partner contributions

A more detailed costing will need to be developed for each travel route once the true cost of running each route is better known, however the following is proposed as a broad framework:

8.4.1 Membership Fees

A membership structure will be established whereby frequent users of the Community Transport Service will be able to pay an annual membership fee. Non-members will be charged a slightly higher rate per Kilometer of travel using Group Door to Door Transport and will have a reduced rate of transport subsidy for the Travel Companion Service.

This will provide an additional stream of revenue to assist with covering the costs of provision of the Wimmera Community Transport Service.

The following membership and fee arrangements are proposed:

<table>
<thead>
<tr>
<th>Membership Status</th>
<th>Annual Membership Fee</th>
<th>Cost of Travel per Kilometer (Group Door to Door Transport)</th>
<th>Subsidy available on Commercial Fare for Travel Companion Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member</td>
<td>$20</td>
<td>10 Cents</td>
<td>30%</td>
</tr>
<tr>
<td>Non- Member</td>
<td>$0</td>
<td>11.5 Cents</td>
<td>20%</td>
</tr>
</tbody>
</table>
8.4.2 User Fees

Access to the Wimmera Community Transport Service will be provided at subsided rates; however users will be required to make a level of financial contribution to the cost of travel.

For the Group Door to Door service; users that are Members will be required to pay 10 cents per Kilometer for one leg of a return trip of travel, while Non-Members will be required to pay 11.5 cents per Kilometer. For the Route 1 Pilot, user contributions rates will be as follows:

Table 8: Route 1 Community Transport User Fees

<table>
<thead>
<tr>
<th>Route</th>
<th>Rate Per Kilometer</th>
<th>Distance - One Way Trip</th>
<th>Cost to User for a one-way or return trip</th>
<th>Comparative Cost for Off Peak Concession Rate Return Trip on Commercial Service (VLINE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kaniva - Horsham</td>
<td>Member: $0.10 Non-Member: $0.115</td>
<td>113 KM</td>
<td>Member: $11.30 Non-Member: $13.00</td>
<td>Kaniva: $13.40</td>
</tr>
<tr>
<td>Nhill - Horsham</td>
<td>Member: $0.10 Non-Member: $0.115</td>
<td>74.1 KM</td>
<td>Member: $7.40 Non-Member: $8.50</td>
<td>Nhill: $8.20</td>
</tr>
<tr>
<td>Jeparit - Horsham</td>
<td>Member: $0.10 Non-Member: $0.115</td>
<td>72.6 KM</td>
<td>Member: $7.25 Non-Member: $8.35</td>
<td>Unknown</td>
</tr>
<tr>
<td>Dimboola - Horsham</td>
<td>Member: $0.10 Non-Member: $0.115</td>
<td>35.9 KM</td>
<td>Member: $3.60 Non-Member: $4.10</td>
<td>Dimboola: $4.40</td>
</tr>
<tr>
<td>Pimpinio - Horsham</td>
<td>Member: $0.10 Non-Member: $0.115</td>
<td>16.5 KM</td>
<td>Member: $1.60 Non-Member: $1.90</td>
<td>Pimpinio: $3.80</td>
</tr>
</tbody>
</table>
Table 9: Route 2 Community Transport User Fees

<table>
<thead>
<tr>
<th></th>
<th>Return Fare (Commercial Rate)</th>
<th>Distance - One Way Trip</th>
<th>Cost to Full Fare Paying Community Transport User for a return trip with WCT subsidy</th>
<th>Cost to Concession Fare Paying Community Transport User for a return trip with WCT subsidy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Full Rate</td>
<td>Concession Member (30% Subsidy)</td>
<td>Non - Member (20% Subsidy)</td>
<td>Member (30% Subsidy)</td>
</tr>
<tr>
<td>Goroke - Horsham</td>
<td>23.60</td>
<td>11.80</td>
<td>68.5 KM</td>
<td>$16.52</td>
</tr>
<tr>
<td>Gymbowen - Horsham</td>
<td>16.80</td>
<td>8.40</td>
<td>56.9 KM</td>
<td>$11.76</td>
</tr>
<tr>
<td>Mitre - Horsham</td>
<td>13.60</td>
<td>6.80</td>
<td>39.6 KM</td>
<td>$9.52</td>
</tr>
<tr>
<td>Mt. Arapiles - Horsham</td>
<td>12.00</td>
<td>6.00</td>
<td>37.2 KM</td>
<td>$8.40</td>
</tr>
<tr>
<td>Natimuk - Horsham</td>
<td>8.80</td>
<td>4.40</td>
<td>24.3 KM</td>
<td>$6.16</td>
</tr>
<tr>
<td>Quantong - Horsham</td>
<td>7.60</td>
<td>3.80</td>
<td>16.8 KM</td>
<td>$5.32</td>
</tr>
</tbody>
</table>

Travellers using the Route 3 hospital patient discharge service will be charged a nominal rate to help recover fuel expenses. This cost will be determined by Wimmera Health Care Group and Volunteering Western Victoria as the pilot progresses towards implementation.

Work completed by the Australian Community Transport Association (ACTA) on community transport fees policies was underway during the development of this framework. Accessing this information when it is available may assist in establishing a final fees policy for the Wimmera Community Transport Service.

8.4.3 Government Funded Transport Subsidies

For community transport users who are travelling greater than 100 kilometres to access eligible medical specialist treatments under the Victorian Patient Transport Assistance Scheme (VPTAS), they may be
eligible to receive further transport subsidies to assist with covering the cost of community transport as follows:

- 17 cents per kilometre if a private car is used.
- Full economy class fare reimbursements for public transport.

Investigation as to whether the Wimmera Community Transport Service could access block reimbursements from VPTAS requires exploration.

8.4.4 Externally Sourced Seed and Operational Funding

A range of external grant funding sources should be investigated to determine whether they can assist with covering the costs of the establishment and operation of the Wimmera Community Transport Service. Sources that should be explored include State and Commonwealth Funding and Philanthropic trusts.

Possibilities for accessing Victorian Home and Community Care (HACC) funding should also be explored. Specifically it needs to be better understood as to whether block HACC funding can be accessed to support volunteer co-ordination and overall co-ordination of the Wimmera Community Transport Service during the pilot period.

The following websites may assist in identifying suitable funding sources to support the establishment and operation of the Wimmera Community Transport Service:


8.4.5 Community Fundraising and Donations

A community fundraising campaign should be established within the Wimmera to seek local donations to support the establishment and ongoing operational costs of the Wimmera Community Transport Service.

Volunteering Western Victoria has Deductible Gift Recipient Status and could host a fund which would collect financial donations from the community.

This campaign will rely on strong support and promotion from community partners to encourage donations from across the Wimmera.
8.4.6  In-kind Partner Contributions

The in-kind contribution of assets, resources, funding and time from community partners will be critical to the success of the Wimmera Community Transport Service. There are various ways in which in-kind contributions can be made which include but are not limited to:

- Vehicles asset contributions
- Assisting with vehicle maintenance, insurances and replacement costs
- Provision of a Community Access Point infrastructure
- Promotion of the Wimmera Community Transport Service
- Financial contributions
- Authorising and training frontline staff to assist with information provision, booking assistance and conduct vehicle inductions for volunteer
- Promotion of volunteering opportunities.

The Victorian Community Transport Association has also suggested that the Wimmera Community Transport Service approaches VLINE to determine whether volunteer travel companion ticket costs on public transport can be waivered as this is thought to have happened in other regions.

8.4.7  Sponsorship

Opportunities for community partners to sponsor the cost of purchasing and maintaining vehicles should be considered. Arrangements whereby business sponsors purchase units of sponsorship in return for promotional space on community transport vehicles may be feasible. An example of how this arrangement may work follows:

<table>
<thead>
<tr>
<th>Vehicle Sponsorship Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expense</td>
</tr>
<tr>
<td>Purchase</td>
</tr>
<tr>
<td>Registration</td>
</tr>
<tr>
<td>Insurance</td>
</tr>
<tr>
<td>Service</td>
</tr>
<tr>
<td>Depreciation</td>
</tr>
<tr>
<td>Fuel</td>
</tr>
<tr>
<td>Annual Total</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No. of Sponsors</th>
<th>Monthly Cost Per Sponsor</th>
<th>Annual Cost Per Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>$141.25</td>
<td>$1695</td>
</tr>
<tr>
<td>5</td>
<td>$282.50</td>
<td>$3,390</td>
</tr>
</tbody>
</table>
8.4.8 Cost Estimates

A broad cost estimate of $66,736 has been made for establishing and running the Pilot of the Wimmera Community Transport Service for a twelve month period. This estimate should be used as a guide only to determine approximate funding requirements for establishment and operation of the Wimmera Community Transport Service.

A number of assumptions have been made about the contribution of assets on an in-kind basis and no budget has been allocated for technology purchases to support booking management and service co-ordination. Should in-kind vehicle contributions not be possible; the estimated cost for a twelve month pilot will likely much higher. As the pilot progresses towards implementation and further detail is determined; a more detailed costing should be completed.
Table 10: Route 1 Annual and Weekly Transport and Volunteer Costs

<table>
<thead>
<tr>
<th>Details</th>
<th>Weekly Cost to Wimmera Community Transport Service</th>
<th>Annual Cost to Wimmera Community Transport Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mini-Bus Provision</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-kind from Community Partner</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Maintenance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-kind from Community Partner</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Insurances</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-kind from Community Partner</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Fuel</strong></td>
<td>Estimated at $1.60 Litre x 20L/100KM usage at 11,752 KM per year (Kaniva – Horsham Return x 52 Trips)</td>
<td>$69</td>
</tr>
<tr>
<td><strong>Sedan/Station Wagon provision</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-kind from West Wimmera Health Service</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Maintenance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-kind from West Wimmera Health Service</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Insurances</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-kind from West Wimmera Health Service</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Fuel</strong></td>
<td>Estimated at $1.60 Litre x 10L/100KM usage at 8455 KM per year (Nhill – Jeparit – Dimboola Return x 52 Trips)</td>
<td>$26</td>
</tr>
<tr>
<td><strong>Kaniva Volunteer Taxi Service</strong></td>
<td>Paid for by user</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Nhill Volunteer Taxi Service</strong></td>
<td>Paid for by user</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Volunteer Driver and Support Meal Vouchers</strong></td>
<td>2 x meal vouchers x $20 x 52 Trips</td>
<td>$40</td>
</tr>
<tr>
<td><strong>Volunteer Phone</strong></td>
<td>$10 per week x 52 months</td>
<td>$10</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$145.00</td>
<td>$7,540.00</td>
</tr>
</tbody>
</table>
Table 11: Route 2 Annual and Weekly Transport and Volunteer Costs

<table>
<thead>
<tr>
<th>Details</th>
<th>Weekly Cost to Wimmera Community Transport Service</th>
<th>Annual Cost to Wimmera Community Transport Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transport Subsidies</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full Fare paying Member Subsidy $x5</td>
<td>Allocation of 5 subsidises of $11.52 paid to Commercial bus provider</td>
<td>$57.60</td>
</tr>
<tr>
<td>Full Fare paying Non Member Subsidy $x5</td>
<td>Allocation of 5 subsidises of $7.68 paid to Commercial bus provider</td>
<td>$38.40</td>
</tr>
<tr>
<td>Concession Fare paying Member Subsidy $x5</td>
<td>Allocation of 5 subsidises of $5.76 paid to Commercial bus provider</td>
<td>$28.80</td>
</tr>
<tr>
<td>Concession Fare paying Non Member Subsidy $x5</td>
<td>Allocation of 5 subsidises of $3.84 paid to Commercial bus provider</td>
<td>$19.20</td>
</tr>
<tr>
<td>Volunteer Travel Companion Meal Vouchers</td>
<td>2 x meal vouchers x $20 x 52 Trips</td>
<td>$40</td>
</tr>
<tr>
<td>Volunteer Phone</td>
<td>$10 per week x 52 months</td>
<td>$10</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$194.00</td>
<td>$10,088.00</td>
</tr>
</tbody>
</table>

Note: Subsidy estimates are based on Fare as if all passengers are boarding at Edenhope.
### Table 12: Route 3 Annual and Weekly Transport and Volunteer Costs

<table>
<thead>
<tr>
<th>Details</th>
<th>Weekly Cost to Wimmera Community Transport Service</th>
<th>Annual Cost to Wimmera Community Transport Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sedan/Station Wagon provision Provision</td>
<td>In-kind from Wimmera Health Care Group $0</td>
<td>$0</td>
</tr>
<tr>
<td>Maintenance Insurances</td>
<td>In-kind from Wimmera Health Care Group $0</td>
<td>$0</td>
</tr>
<tr>
<td>Fuel</td>
<td>In-kind from Wimmera Health Care Group $0</td>
<td>$0</td>
</tr>
<tr>
<td>Volunteer Driver Meal Vouchers</td>
<td>2 x meal vouchers x $20 x 52 Trips $40</td>
<td>$2080</td>
</tr>
<tr>
<td>Purchase of Satellite Phone</td>
<td>One off Purchase of 1 x Satellite Phone $1508 or $29 Weekly $29</td>
<td>$1508</td>
</tr>
<tr>
<td>Volunteer Satellite Phone</td>
<td>$10 per week x 52 months $10</td>
<td>$520</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$79.00</strong></td>
<td><strong>$4,108.00</strong></td>
</tr>
</tbody>
</table>

### Table 13: Total Annual and Weekly Transport and Volunteer Costs

<table>
<thead>
<tr>
<th></th>
<th>Weekly Cost to Wimmera Community Transport Service</th>
<th>Annual Cost to Wimmera Community Transport Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 1</td>
<td>$145.00</td>
<td>$7,540.00</td>
</tr>
<tr>
<td>Route 2</td>
<td>$194.00</td>
<td>$10,088.00</td>
</tr>
<tr>
<td>Route 3</td>
<td>$79.00</td>
<td>$4,108.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$418.00</strong></td>
<td><strong>$21,736.00</strong></td>
</tr>
</tbody>
</table>
Table 14: Service Co-ordination Costs

<table>
<thead>
<tr>
<th>Details</th>
<th>Weekly Cost to Wimmera Community Transport Service</th>
<th>Annual Cost to Wimmera Community Transport Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>1 x WCT Co-ordinator paid annual Salary of $50,00 x 0.5EFT</td>
<td>$480.76</td>
</tr>
<tr>
<td>Staffing on-costs</td>
<td>30% of Salary for insurances, leave and superannuation</td>
<td>$144.23</td>
</tr>
<tr>
<td>IT, Administration and Office Space</td>
<td>Provision for Phone, laptop and iPad and office space</td>
<td>$115.38</td>
</tr>
<tr>
<td>Promotion and Marketing</td>
<td>Promotional budget to generate community interest and seek donations</td>
<td>$96.15</td>
</tr>
<tr>
<td>Office Supplies</td>
<td>Supplies to support booking management and service co-ordination</td>
<td>28.84</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>$865.36</td>
</tr>
</tbody>
</table>

Table 15: Total Annual and Weekly Cost Estimate for Wimmera Community Transport Service Pilot

<table>
<thead>
<tr>
<th></th>
<th>Weekly Cost to Wimmera Transport Service</th>
<th>Annual Cost to Wimmera Transport Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 1 Transport and Volunteer Costs</td>
<td>$145.00</td>
<td>$7,540</td>
</tr>
<tr>
<td>Route 2 Transport and Volunteer Costs</td>
<td>$194.00</td>
<td>$10,088.00</td>
</tr>
<tr>
<td>Route 3 Transport and Volunteer Costs</td>
<td>$79.00</td>
<td>$4,108.00</td>
</tr>
<tr>
<td>Service Co-ordination Costs</td>
<td>$856.36</td>
<td>$45,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$1274.38</td>
<td>$66,736</td>
</tr>
</tbody>
</table>

Note: No cost estimates have been made for purchase of technology or software to support service co-ordination.
9.0 Acknowledgement of Contribution

Thanks are extended to the following organisations for their participation in and contribution to the development of this framework:

- Barenji Gadjin Land Council
- Edenhope and District Memorial hospital
- Grampians Community Health
- Harrow Bush Nursing
- Hindmarsh Shire Council
- Horsham Rural City Council
- Rural Northwest Health
- St Laurence Community Services
- Victorian Department of Health and Human Services
- Volunteering Western Victoria
- West Wimmera Health Service
- West Wimmera Shire
- Wimmera Development Association
- Wimmera Health Care Group
- Wimmera Primary Care Partnership
- Wimmera Southern Mallee LLN