City of Wanneroo

Council Policy

Community Transport Service Policy

Responsible Directorate:	Community and Place
Responsible Service Unit:	Community Development
Date of Approval:	15 June 2026
Council Resolution No:	7.1

1. POLICY STATEMENT

The City of Wanneroo (the City) is committed to building strong, vibrant, safe and connected communities through the provision of a **Community Transport Service**. The purpose of this service is to support the delivery of, and accessibility to local community-based activities and services (defined as **community services** in this policy).

The Community Transport Service should not be viewed as a substitute for public transport or other services, such as State and Commonwealth Government Aged Care Programs and medical transport services, but rather a complementary, local service to provide opportunities for social connectedness and improved wellbeing within the City.

2. OBJECTIVE AND PURPOSE

Objective

The policy will:

- Provide a framework to govern and guide the efficient and effective management and operations of a successful Community Transport Service within the City.
- Ensure consistency and equity in the use and hire of the City's Community Transport Service.
- Clarify the roles and responsibilities of all stakeholders involved.

Purpose

The purpose of this policy is to guide the provision and governance of the City's Community Transport Service to ensure it is accessible, equitable and aligned with community wellbeing outcomes.

3. KEY DEFINITIONS

DEFINITIONS: Any definitions listed in the following table apply to this document only.	
Community Transport Service	*A locally based transport service which is responsive to community needs and provides equity of access to residents and groups within the City of Wanneroo.*
Community Services	*Community services promote, provide or carry out activities or programs for the benefit or welfare of the community or any members who have a particular need by reason of youth, age,*

	infirmity or disablement, poverty or social or economic circumstances.
Community, Sporting or Recreational Groups	*Not-for-profit groups (either unincorporated or incorporated under the 'Associations Incorporation Act 2015 (WA)') of a community, sporting or recreational nature that have a focus on community needs with a social benefit.*
Other Community-Based Organisations and Associations	*Not-for-profit, community-based organisations and incorporated associations (under the 'Associations Incorporation Act 2015 (WA)') that are providing a specific service addressing community needs with a social benefit. For example, this may include community service organisations, professional and business associations and social organisations*
Seniors' Groups	*Seniors' Groups are defined as those organisations whose principal purpose is to provide activities for individuals aged 60 years and over. Seniors' groups must consist of over 75% senior members and have over 50% of members reside within the City of Wanneroo to be eligible for special conditions noted under this policy.*
Eligible Users	*Eligible users are City of Wanneroo, community, sporting or recreational groups, and other community-based organisations and associations as defined in the Community Transport Service Terms and Conditions of Hire.*
External Casual Hire	*Casual hirers are those users of the City's Community Transport Service that hire for a one-off specific purpose during any given year to a maximum of 10 bookings per calendar year. Hirers must provide their own drivers with a current valid license, as per Terms and Conditions of Hire.*
External Recurring Hire	*Recurring hirers are those users of the City's Community Transport Service that hire on an ongoing basis, which results in more than 10 bookings per calendar year.* *Hirers must provide their own drivers with a current valid license, as per Terms and Conditions of Hire.*

4. SCOPE

This policy applies to all Council Members, employees, City volunteers and the general community.

5. IMPLICATIONS

This policy aligns to the City's **Council Plan 2025-2035** Strategic Goal 4 – A Connected and Liveable City: 4.1 - *Create welcoming community spaces* by promoting inclusive participation and improving access to services and places across the City.

Through the provision of community transport services, the Policy supports community development outcomes by assisting residents to engage in social, recreational and community activities, improving social connection, and supporting liveability across the City.

This policy and related processes can be supported with existing resources and staffing. Community Transport Service vehicles are purchased and maintained in accordance with the City's *Purchasing Policy* and standard fleet maintenance practices.

6. IMPLEMENTATION

The provision of this Community Transport Service is split into two distinct components:

1. City use of community transport service vehicles to deliver community services.
2. External hire of the City's community transport service vehicles to deliver community services.

The Community Transport Service is primarily for use by the following eligible users (in order of priority):

a. City of Wanneroo to deliver community services

b. Community, Sporting or Recreational Groups:

- Primarily servicing City of Wanneroo residents
- Providing community services in the City of Wanneroo

c. Other Community-Based Organisations and Associations

- Primarily servicing City of Wanneroo residents
- Providing community services in the City of Wanneroo

Priority for the hire of Community Transport Service vehicles will be given to:

- City sponsored programs, services and events;
- Eligible users who do not have their own vehicle/transport; and
- Community events.

Community Transport Service vehicles are to be used for local travel to support the delivery of, and accessibility to, local community-based activities and services.

Specific details on the above guidelines are available in the *Terms and Conditions of Hire*.

Fees, Charges and Bonds

Fees, charges and applicable bonds apply to all Community Transport Service vehicles defined in this policy and will be in accordance with the *Schedule of Fees and Charges* adopted by Council annually.

Use of Volunteers

Volunteer drivers are available for use by the City to deliver that component of the Community Transport Service associated with delivery of City affiliated community services.

All volunteer Community Transport Service drivers must be registered with the City in accordance with the *Volunteering Policy*. Reward and recognition of City volunteer drivers is in accordance with the City's *Volunteering Policy*.

Local Emergency Management Arrangements

In accordance with the *WA Emergency Management Act 2005* and the *City's Local Emergency Management Arrangements* the Community Transport Service vehicles may be commandeered at any time in response to an emergency in the community.

7. AUTHORITIES AND ACCOUNTABILITIES

The CEO or nominee is authorised to approve amendments to the Community Transport Service Terms and Conditions, with this function currently exercised by the Director of Community and Place.

8. ROLES AND RESPONSIBILITIES

The Community Development service unit is responsible for the implementation of this Policy and all associated procedures.

Service units within the City that use the Community Transport Service Vehicles are responsible for complying with requirements of this Policy.

External hirers are required to adhere to the Terms and Conditions of Hire.

9. DISPUTE RESOLUTION (if applicable)

All disputes in regard to this policy will be referred to the Manager Community Development in the first instance. In the event that an agreement cannot be reached, the matter will be submitted to the Director Community and Place for a ruling.

10. EVALUATION AND REVIEW

The Community Transport Policy will be reviewed every three (3) years.

11. POLICY EXEMPTIONS

The following exemptions apply to the fees, charges and bonds associated with this policy and Community Transport Service Terms and Conditions of Hire; all other provisions of this policy still apply.

- City of Joondalup for the hire of community transport service vehicles to provide community services, as per the Memorandum of Understanding in force at the time. **Seniors' groups** as defined in this Policy, for the hire of community transport service vehicles to support member's accessibility to community services.
- Kookaburras Aboriginal Seniors Group for the provision of community transport to individuals attending the Group, both resident and non-resident members of the Group may access the service through application of the individual per client per one way trip charge

12. RELATED DOCUMENTS

- Community Transport Service Vehicle Hire Form
- Community Transport Service Terms and Conditions of Hire

- City of Wanneroo Schedule of Fees and Charges
- Volunteering Policy
- Purchasing Policy
- Fee Waivers, Concessions and Debt Write-Off Policy

13. REFERENCES

Local Emergency Management Arrangements, Resource Register Appendix: Plant and Equipment.

14. RESPONSIBILITY FOR IMPLEMENTATION

Manager Community Development

REVISION HISTORY

Version	Next Review	Record No.
29 May 2018	May 2021	17/382476[v1]
September 2020 (CE02-09/20)	September 2023	17/382475[v3]
June 2023 (CE03-06/23)	June 2026	23/182623
16 June 2026 (PRC item 7.1)	June 2029	26/170161