

Annual Report 2015 / 2016

Murray Mallee Transport
connecting communities



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INTRODUCTION

Community Passenger Networks (CPN) are located across South Australia and play a very important role as a central point of contact for the transport needs of the community. The Murray Mallee Community Transport Scheme (MMCTS) is part of this Network as the Murray Mallee CPN and provides direct service within the communities of Coorong, Southern Mallee and Karoonda East Murray Council regions.

AIM OF THE CPN

The aim of the Murray Mallee Community Transport Scheme is to promote efficient use of resources in the region by encouraging and coordinating shared use of existing resources and the integration of community transport services with conventional transport.

To provide a resource to enable the community to make better use of existing passenger transport services within the region.

MMCTS assist frail, aged, people with disabilities and the transport disadvantaged within the service area to access services, facilities and social activities that enable them to participate to a greater degree in the life of their community.

OBJECTIVES OF THE CPN

The key objectives are:

- To provide information on transport services available in the region
- To coordinate brokerage of transport services
- To coordinate the changing of appointments and transport trips on behalf of clients to enable transport availability when accessing services, facilities and social activities, and
- Provide and coordinate volunteer transport where no other appropriate transport is available in the region and when appropriate resources are available.

Murray Mallee Community Transport Scheme Chairman's Report 2015 – 2016



It is with pleasure that I present my annual Chairman's Report for the past year.

Our current Service Agreement is with the Department for Communities and Social Inclusion (DCSI) with our present amount of funding to continue until 30 June 2017. Murray Mallee Community Transport Scheme (MMCTS) receives its funding and or support from the following identities or groups.

- Commonwealth Home Support Programme – CHSP
- Department for Communities and Social Inclusion (DCSI)
- Coorong District Council, Southern Mallee District Council and District Council of Karoonda East Murray (Constituent Councils)
- Department of Planning, Transport and Infrastructure (DPTI) – Public Transport Operations and Planning (PTOP)
- Client fee contributions for transport

On behalf of the Board Members, I would like to sincerely thank the above contributors as without your support we could not continue to help those community members who are transport disadvantaged to get to mostly medical and specialist appointments in Adelaide or other regional hospitals. A very small percentage of trips are for shopping, banking or visiting friends.

In today's world the banks are encouraging everyone to do their banking over the internet. Then when this happens they shut their doors by explaining that not many customers are coming through their doors anymore, leaving the elderly and transport disadvantaged to travel up to 100km to attend a bank in person for certain business matters, thus making more work for MMCTS. Many older people have only got a driver's licence which only allows them to travel locally.

In the past 12 months MMCTS and staff have done the following

- Sent the Annual Report to the Constituent Councils, DCSI and DPTI-PTOP
- Attended community events including Karoonda Farm Fair
- Staff attended Mental Health First Aid Training and Elder Abuse Train the Trainer
- Staff and volunteers attended fire extinguisher training
- DPTI Operator Accreditation for MMCTS
- DPTI Vehicle Accreditation for MMCTS vehicles

On 11th October 2015 Helen and Annyse organized a Volunteer Appreciation Luncheon at the Wellington Court House for our volunteer drivers to say thank you for the work they do. It was also an afternoon where volunteers can meet other volunteers they rarely get to see.

Presently we have 14 active drivers and a few volunteer companions. The home location of these drivers are Lameroo, Pinnaroo, Taillem Bend, Geranium and Karoonda. Volunteer Drivers spent 931 hours of driving which was higher than the past year.

Murray Mallee Community Transport Scheme Chairman's Report 2015 - 2016

Kilometres travelled over the past year were 42,083, which was almost 8,500km above **last year's total**. There were 470 one way client trips organized along with 246 vehicle trips and 156 enquiries.

I would like to congratulate Helen Luke on achieving 11 years of faithful service for MMCTS. Helen has been a great asset and Coordinator over these years. Annyse McFee, Administration Officer has had her employment contract extended. She is a very polite and respected employee of MMCTS.

Finally, there has been quite a bit of time spent on the preparation and development of the MMCTS Business Plan.

*Deputy Mayor Cr. Neville Pfeiffer
Management Board Chairman
Murray Mallee Community Transport Scheme*

Murray Mallee Community Transport Scheme Regional Coordinator Annual Report 2015 - 2016

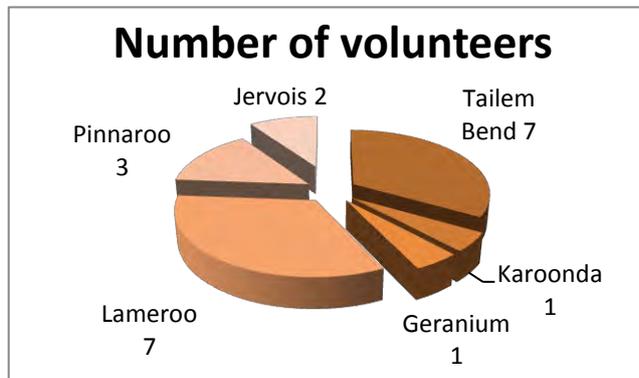
It is with pleasure that I present the Murray Mallee Community Transport Scheme (MMCTS) Regional Coordinator Annual Report for 2015 – 2016.



Transport disadvantaged people living in regional and remote communities across South Australia rely on the 12 regional Community Passenger Networks (CPN's) operating from various locations for assistance with transport. All CPN's have the same core business but are very unique in their operations as to what they are able to provide as it will depend on the number of volunteers and vehicles that they have along with public transport availability within the area. The changes to Service Agreements, lack of communication and uncertainties associated with our main funding body over the past 12 months have provided many anxious and challenging moments but I am pleased to report there has been no interruption to transport service delivery.

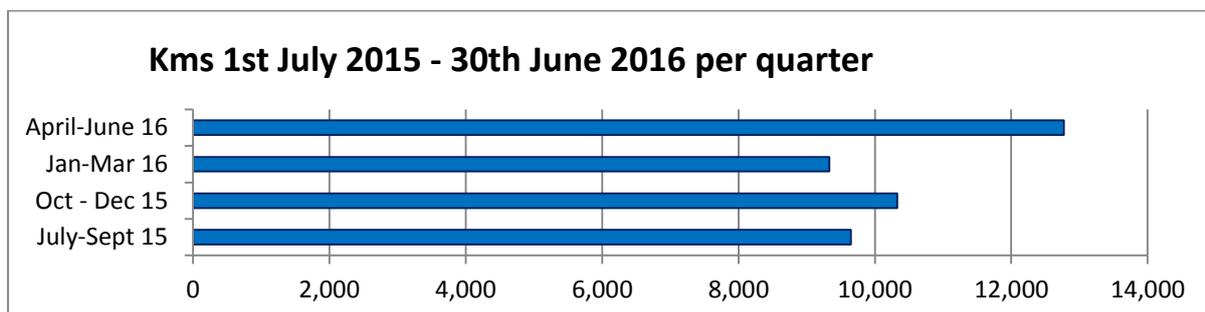
The introduction of My Aged Care (MAC) has added some additional work in the administration area even for a simple request for transport to the local doctor or to link with public transport. Any new client 65 years of age and over or Aboriginal 50 years and over is now referred to MAC. Most times an 'in-bound referral' is completed to start the process as it can take some time to work through the system. Once the referral is received the client is contacted by Regional Assessment Services (RAS) and an in home assessment is carried out. This helps to identify any other assistance that the person may need. We will also need to eventually work through with this process for all of our other clients within this age range as they will need to be registered under MAC to receive other services. There have been several updates and changes within the MAC system and for the amount of times that we use it have found it to be relatively easy to navigate. MMCTS have received 54 referrals since MAC was introduced which equates to around 1 client per week.

MMCTS staff is very humbled by the volunteer's dedication, professionalism and the amount of time that our small team has committed to their volunteer role. A huge heartfelt "thank-you" is extended to all of our volunteers who have provided 931.75 voluntary hours while traveling 42,083 kilometres over the past 12 months. This is an awesome effort for such a small team. Four of our volunteers have been out of action for over 6 months, that coupled with not being able to recruit new volunteers in areas of need has added pressure to our very small team of current volunteers. Several of our volunteers are undergoing re-accreditation, some for the second or third time. As the accreditation is valid for 6 years this is a mighty effort. MMCTS presently have a mix of accredited volunteer drivers, volunteers who are able to assist with taking cars in for servicing or helping out at functions and volunteers who act as a travel



companion if a person needs additional assistance.

The following chart is a summary of kilometres traveled from 1st July 2015 – 30th June 2016 for all MMCTS utilized vehicles on a quarterly basis.



Murray Mallee Community Transport Scheme Regional Coordinator Annual Report 2015 - 2016

The following table is a total of the kilometres traveled by each vehicle and volunteer hours over the past 12 months from 1st July 2015 to 30th June 2016. The two MMCTS owned vehicles are Scheme One and Scheme Two with Karoonda, Lameroo and Pinnaroo being vehicles that we utilize from Community Health with our own volunteers as drivers and companions. The vehicle resource that we have within the Southern Mallee and Karoonda East Murray districts is a highly valuable and precious resource. Without this resource the cost of transport for the client may be considerably higher for people living within those communities as vehicles would need to be sourced from other locations or organisations.

vehicle	kilometres	hours
Scheme One	11,104	238.25
Scheme Two	14,143	340
Karoonda	3,408	82.25
Lameroo	9,275	174.75
Pinnaroo	4,153	96.50
TOTALS	42,083	931.75

When a person has traveled and the entry has been completed our statistics are usually referred to as passenger trips. If a person has a return transport it is referred to as two (2) passenger trips or two one-way passenger trips. The following table is a summary of passenger trips that have been undertaken by clients from 1st July 2015 - 30th June 2016. Passenger trips are up by 65 from the previous year.

Number of One-Way Passenger Trip Requests by Vehicle Used for Client and Carer

Vehicle Used	Client	Carer/travel companion
Scheme One	136	16
Scheme Two	207	30
Karoonda	34	2
Lameroo	59	14
Pinnaroo	34	2
TOTALS	470	64

The client data base has fluctuated quite significantly over the past 12 months for a variety of reasons other than the fact that many have passed away. Several clients have been made inactive as they have moved from our direct service area, or their circumstances have improved and they do not require services at this time. There have been 158 existing client updates completed and 90 new clients registered over the past 12 months.

	314 trips
	52 trips
	104 trips

The table to the left indicates how many passenger trips from each Council region have been completed using a vehicle for client transport. These figures do not include carers or travel companions. People mainly travel for medical or allied health appointments and will usually include shopping or banking in with the same trip particularly if they are going to Murray Bridge or Mount Barker.

Murray Mallee Community Transport Scheme Regional Coordinator Annual Report 2015 - 2016

MMCTS and the Mid Murray CPN - Murray Transport Connections (MTC) based at Mannum work closely with each other and Coorong Coaches to coordinate bookings for the Murray-Mallee Medical Bus Service operated by Coorong Coaches. Both MMCTS and MTC have a good working relationship with Coorong Coaches which is vital to maintain a very professional and efficient service for our clients. Clients from the Council regions of Coorong, Southern Mallee, Karoonda East Murray, Tatiara and Rural City of Murray Bridge may be eligible for transport on the Medical Bus. The Contract for this service is specifically between Public Transport and the owner Coorong Coaches, Peter and Margaret Stone from Keith, with the CPN's acting as booking agents. MMCTS coordinate bookings for 4 out of the 5 Council regions. Our current Transport program enables both MMCTS and MTC to view the number of people on the Medical Bus on any given day which assists us to identify when the bus may be full prior to us taking and confirming a booking and also if there is anyone with specific requirements such as wheelchair access, a travel companion or any other special needs.



Travel on the Medical Bus is for medical appointments only, carers or companions travel for free providing they are caring for someone at the time and do not have an appointment themselves on the same day. Some of the roles and responsibilities of the CPN in relation to the Medical Bus include:

- ascertaining client eligibility and complete a client registration
- coordinate bookings and forward bookings to Coorong Coaches
- coordinate and liaise with medical facilities – such as aligning appointments to Medical Bus time frames, seeking transport authorisation forms from hospitals when a person is being discharged or has had a surgical procedure and when necessary arrange alternate travel and accommodation options and make bookings
- track and record transgressions, late cancellations and “no-shows”
- manage grievance process

Reporting Medical Bus patronage is not a requirement of MMCTS, however the information regarding daily trips that are booked through the MMCTS office is used as reference for internal reporting and travel patterns

The table below is a summary of the reason for Medical Bus transport with the number of trips provided from 1st July 2015 – 30th June 2016. There has been an increase in Medical Bus patronage.

Reason	Total
Renal	2
Ad-hoc general medical/health	248
Dialysis	15
Chemotherapy	3
Radiotherapy	47
Specialist	606
Total	921

MMCTS staff has been involved in community events whenever possible as well as participating regularly at meetings, forums, training, liaison with Service Providers and Commercial Operators.

The following is a brief summary of some of the events from 2015 – 2016 -

- Opening Speaker at CWA AGM & Conference at Coomandook – 5th August 2015
- CFS Bushfire Workshop – 11th August 2015
- Volunteer Appreciation Luncheon – Wellington Courthouse – 11th October 2015
- Standby SA Workshop – Pathways to Care & Crossing the River – 13th October 2015
- Fire Extinguisher Training – 16th November 2015

Murray Mallee Community Transport Scheme Regional Coordinator Annual Report 2015 - 2016

- Mental Health First Aid – 10th & 11th February 2016 & 20th & 21st June 2016
- Train the Trainer – Prevention of Abuse of Older People – 16th March 2016
- Karoonda Farm Fair – 1st & 2nd April 2016
- Network of Networks Suicide Prevention – 16th May 2016
- Community Passenger Network Coordinators Conference – 30th & 31st May 2016
- Business Plan Workshop – 10th June 2016

I would like to take this opportunity to extend a sincere thank you to MMCTS Administration Officer Annyse McFee for her support and understanding during some quite frustrating times. Annyse has a very good rapport with clients and volunteers and is extremely passionate within her role.

Many individuals and organisations are closely associated with MMCTS offering support, advice and guidance. Without this networking and encouragement we would not be able to continue to provide and deliver the services that are presently available.

Annyse and I would like to extend a very sincere thank you to;

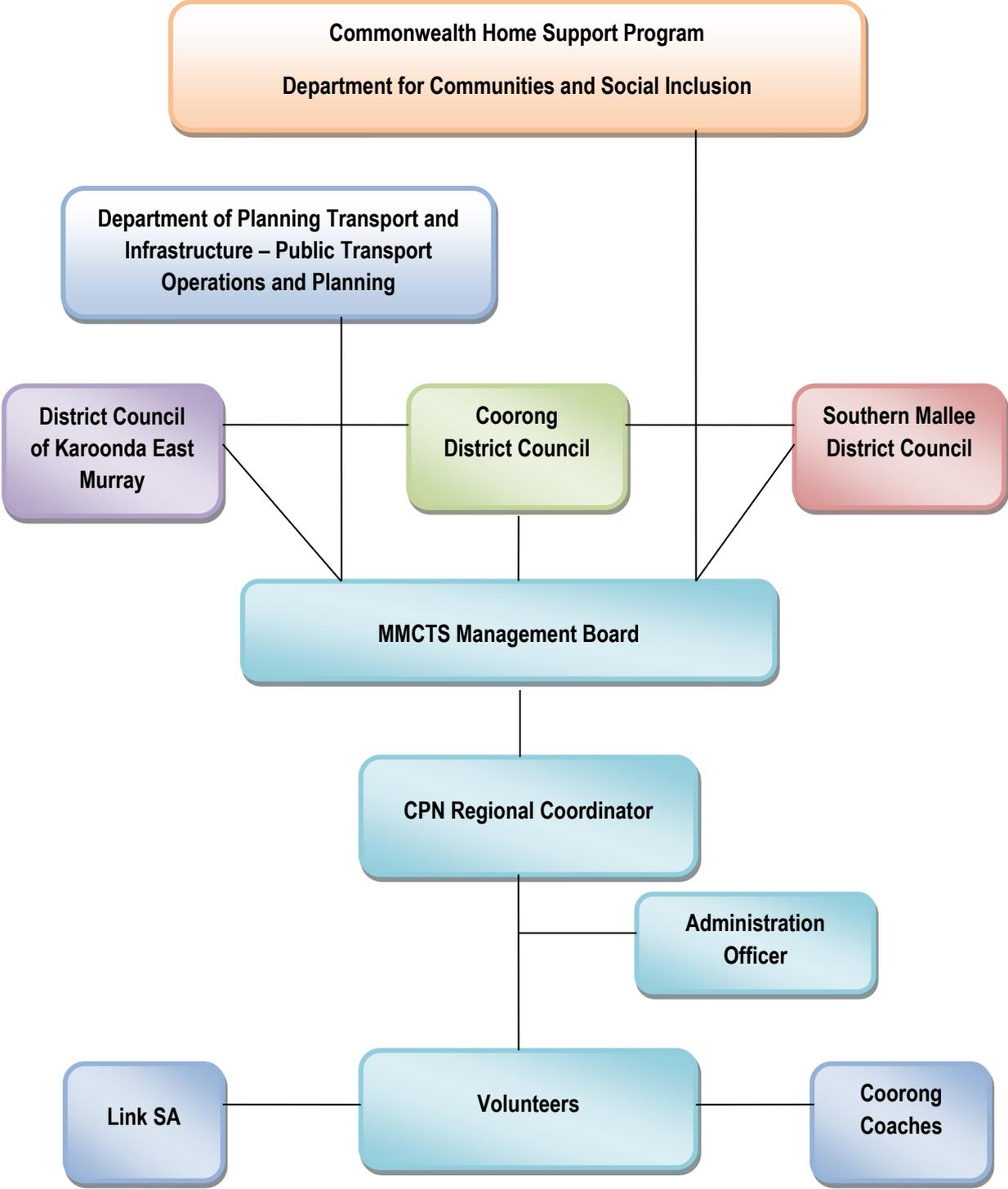
- MMCTS volunteers
- MMCTS Management Board Members
- Staff of Coorong District Council
- Staff of the District Council of Karoonda East Murray
- Staff of the Southern Mallee District Council
- Clients of the Transport Scheme
- Mallee Community Health
- Coorong Coaches
- Link SA
- Department of Planning Transport and Infrastructure – Public Transport Operations and Planning
- Department for Communities and Social Inclusion

The Murray Mallee Community Transport Scheme will endeavor to maintain and further develop our role within the community through the valuable connections that we already have with service providers, local organisations and Councils.

Helen Luke
Regional Coordinator
Murray Mallee Community Transport Scheme

RESOURCE CHART

Organisation	Relationship to CPN
Commonwealth Home Support Program	External Funding
Department for Communities and Social Inclusion	Contractual relationship, IT support and funding body
Department of Planning, Transport and Infrastructure - Public Transport Operations and Planning	Volunteer Accreditation Support, funding, Murray-Mallee Medical Bus Contract
Coorong District Council	Financial contribution, host agency, in-kind & administration support
Southern Mallee District Council	Financial contribution
District Council of Karoonda East Murray	Financial contribution
MMCTS Management Board	Operationally oversee management of Murray Mallee CPN at a strategic level
CPN Regional Coordinator	Manage Murray Mallee CPN at an operation level
Administration Officer	Administration duties of Murray Mallee CPN & CPN Regional Coordinator support
Volunteers	Accredited volunteer drivers for client transport and assist CPN with vehicle movements and event attendance along with client support
Link SA	Brokerage services
Coorong Coaches	Murray-Mallee Medical Bus brokerage services
Mallee Community Health Service	Vehicle resource
Clients	Fee for service - fees assist with vehicle running costs



BOARDS AND COMMITTEES

Staff of the Murray Mallee Community Transport Scheme (MMCTS) has involvement with several groups or committees within the region either as a listed member of the group / committee or by providing an administrative role. These include –

- MMCTS Management Board
- Murraylands Transport Advisory Committee

MMCTS staff has attended various community / organisational functions during the year other than the usual meetings. Some functions include the Karoonda Farm Fair & training days.

MURRAY MALLEE COMMUNITY TRANSPORT SCHEME MANAGEMENT BOARD

Murray Mallee Community Transport Scheme (MMCTS) was originally established under Section 200 of the Local Government Act 1934 and today continues as a Regional Subsidiary, Section 43 of the Local Government Act 1999. MMCTS operations is subject to the direction of the Management Board acting on behalf of Coorong District Council, Southern Mallee District Council and District Council of Karoonda East Murray (the Constituent Councils) MMCTS Management Board currently comprises interested members of the community, service providers and a representative from each of the Constituent Councils.

The Management Board meets bi-monthly at Taillem Bend and the Annual General Meeting is usually held in September of each year.

A copy of the Murray Mallee Community Transport Scheme Regional Subsidiary Charter was published in SA Government Gazette on Thursday 13th September 2012 (pages 4411 – 4415)

www.governmentgazette.sa.gov.au

MMCTS MANAGEMENT BOARD MEMBERS

	<i>Representative Organisation</i>
Deputy Mayor Cr. Neville Pfeiffer – Chairperson	Southern Mallee District Council
Cr. John Wooldridge – Vice Chairperson	District Council of Karoonda East Murray
Deputy Mayor Cr. Sharon Bland	Coorong District Council
Wayne Smith	Disability
Lianne Brewin	Carers
Brian Lloyd	Client
Claire Crane	Health Provider
Ian Qualmann	Veterans
Kylie Constant	Commercial Operator
Trevor Kerley	Volunteer
Katrina Fromm	Senior Finance Officer Coorong District Council
Helen Luke	MMCTS Staff
Annyse McFee	MMCTS Staff – Board Secretary

MURRAYLANDS TRANSPORT ADVISORY COMMITTEE

The Advisory Committee changed its title from Murray Mallee Transport Advisory Committee to Murraylands Advisory Committee in November 2015.

PURPOSE

The key purpose of the Committee, subject to suitable resources is to monitor and evaluate the passenger transport services established through the Murraylands. To achieve this, the key roles and responsibilities of the Transport Advisory Committee are to:

- ❖ Advise DPTI-PTOP, DCSI and the Councils of Coorong, Southern Mallee, Karoonda East Murray, Mid Murray and Rural City of Murray Bridge within the area of the operation of passenger transport services in the Murraylands area with the emphasis on their responsiveness to community needs; and
- ❖ Identify current and future issues impacting on the delivery of transport services and develop strategies to address these issues where possible; and
- ❖ Have a collaborative association with adjoining Community Passenger Networks (referred to as CPN) to work to the benefit of the region; and
- ❖ Awareness and advocacy of passenger transport services at a local government level.

The Committee meets at Coorong District Council, Tailem Bend office every 4 - 6 months and operates under a Terms of Reference which is reviewed and updated with each new 2 year term.

Composition of MTAC includes 1 (one) representative from each of the Councils of Coorong, Southern Mallee, Karoonda East Murray, Mid Murray and Rural City of Murray Bridge, 1 (one) representative from Regional Development Australia Murraylands & Riverland all with voting rights and representatives in an observer capacity from Community Passenger Networks in the Murray and Mallee region, Passenger Transport Services & commercial operators. All representatives are for a term of two (2)

MURRAYLANDS TRANSPORT ADVISORY COMMITTEE MEMBERS

	<i>Representative Organisation</i>
Peter Smithson - Chairperson	CEO District Council Karoonda East Murray
Helen Luke - Secretary	CPN Regional Coordinator, MMCTS
Cr. Peter Wright	Coorong District Council
Cr. Robert Sexton	Southern Mallee District Council
Cr. Adriaan Sakko	Mid Murray Council
Darryl Webb	Regional Development Australia Murraylands & Riverland
Julie Wilhelm	Rural City of Murray Bridge - Murray Mallee Ageing Taskforce
Mark Dunlop	General Manager KeolisDowner
Natalie Davis	Community Services Coordinator, Murray Transport Connections

MURRAY MALLEE HEALTH & COMMUNITY SERVICES NETWORK

This was a group of interested Services Providers from within the area who provided service provision within the Mallee region. There was no overarching body for this Network and attendance at meetings had dwindled dramatically. All listed members were notified about the future direction of the Network with a decision being made to disband the group due to staff and financial constraints on many of the organisations.

This was an extremely unfortunate turn of events as the Network brought many providers together to collaborate, share information and generally talk to other organisations in an open forum to discuss programs, training, support groups, problem share and assist to problem solve within the region.

MURRAY TRANSPORT CONNECTIONS TRANSPORT ADVISORY GROUP

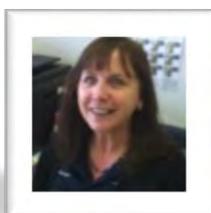
The purpose of the Transport Advisory Group is to act in an advisory capacity to the CPN in relation to transport issues and opportunities within the Mid Murray Council and Rural City of Murray Bridge regions.

The objectives of the Group is to raise awareness of and to promote the Murray Transport Connections (MTC) Mid-Murray CPN through local networks and communities, to inform MTC of any identified gaps in service provision at a local level and to identify opportunities for access to resources.

Organisational structure of the Transport Advisory Group consisted of representatives from the Councils of Mid Murray and Rural City, Carers, Disability Sector, Aboriginal Services, Youth Sector, Service users, HACC transport service providers in the region and CPN Coordinators from Murray Transport Connections and Murray Mallee Community Transport Scheme. Meetings are usually held at a venue in Murray Bridge, unfortunately there has not been a meeting of this group within the past year.

MMCTS STAFF

CPN Regional Coordinator, Helen Luke has a background in health, disability and aged care and is currently an active volunteer of SA Ambulance Service (SAAS) with the Taillem Bend team. In her "spare time" Helen is a Regional Educator with SAAS to assist with student Ambulance Officer training and education. Helen has been MMCTS Regional Coordinator for the past 11 years, lived locally in the area for many years and has a sound understanding of the issues that the community face in regards to accessing appointments and social activities due to limited or no transport within the area.



Administration Officer, Annyse McFee has been with MMCTS for almost 2 years. Annyse is married, has two children, a background in customer service and during her time away from the office enjoys spending time with her family, gardening and caring for the menagerie of animals that share their farm. Annyse has a positive outlook and has gained a considerable amount of knowledge within the time she has been at MMCTS.

VOLUNTEER APPRECIATION LUNCHEON

This is a fantastic day for the staff and Management Board Members to recognise the valuable work that our volunteers do, recognise their years of service and to say “thank-you”

The luncheon was held at the Wellington Courthouse on Sunday 11th October 2015. Volunteers caught up with people that they do not usually see, met Members of the Board, shared a fantastic meal and engaged in some lively conversation with a few people braving the cooler weather on the day to participate in some giant board games.

Ron Whibley retired from the Management Board after about 15 years of diligent service to the MMCTS Management Board as the Client Representative. Ron was presented with a small token of thanks and appreciation from the Chairperson Neville Pfeiffer.



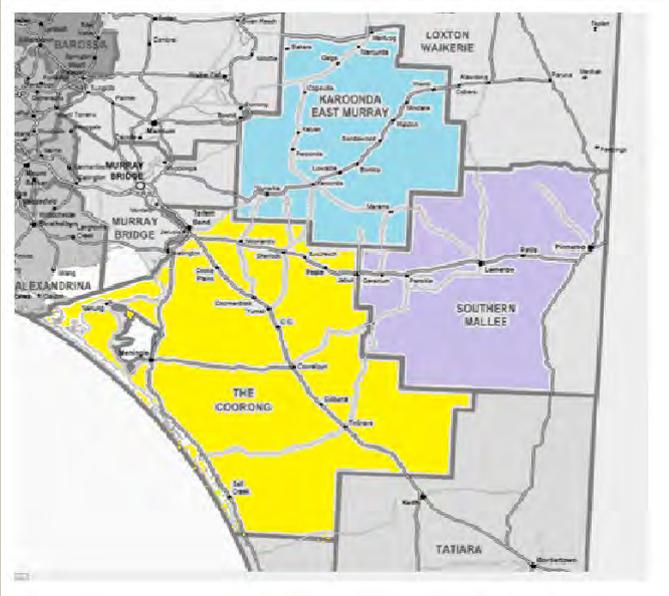
Left - Ron Whibley & Neville Pfeiffer



right and below - Volunteer, Board Members and family participating in general conversation and (making up their own rules) in checkers and jenga



MMCTS SERVICE AREA & EXISTING TRANSPORT



Transport options are minimal within the MMCTS service area of Coorong, Southern Mallee and Karoonda East Murray Council regions which is around 19,246 square kilometres in total. So therefore the Transport Scheme plays a very important role for community support, awareness and development. With the limited options available to the community, ensuring that the community have access to up to date information that is suitable to their individual needs is vital to their health and general well-being. The transport that does exist in the area is mainly Monday to Friday with little to no options available over the weekends, public holidays and during school holidays.

Murray-Mallee Medical Bus

Peter and Margaret Stone from Keith have owned and operated Coorong Coaches Murray-Mallee Medical bus for many years. This is a dedicated medical service using a nine (9) seater wheelchair accessible bus from Keith to Adelaide each week day for 48 weeks of the year, excluding public holidays. This service usually closes for four (4) weeks over Christmas and New Year.

The service is available to eligible people living within the Council areas of Tatiara, Coorong, Southern Mallee, Karoonda East Murray and Rural City of Murray Bridge. MMCTS are a booking agent for four (4) out of the five (5) Council areas. The eligibility criteria includes

- unable to drive and
- unable to access family or friends and
- not able to access public transport due to a mobility issue

Eligibility is assessed by MMCTS staff at the time of enquiry or each transport request as circumstances may have changed since the last transport. The service is door to door but for those clients who live outside of the main Medical Bus travel area MMCTS make arrangements to link these people in at a pre-arranged location via public transport, own transport, other Service Providers or a CPN owned or accessed vehicle with a volunteer driver. Depending on eligibility many of our clients are able to travel to a prearranged destination then transfer to the Medical Bus. This service plays an extremely valuable role for people living in regional areas.

Right - Murray-Mallee Medical Bus



Transport within Southern Mallee District Council

<i>Service Provider</i>	<i>When</i>
Community Passenger Network (CPN)	MMCTS may be able to provide assistance when a person is unable to drive themselves and has no family or friends to assist and there is no other transport available in the area. Fee for service and eligibility criteria applies which will be assessed at the time of booking transport. Phone – 8572 4288 Website – www.murraymalleetransport.com.au
Murray-Mallee Medical Bus	Medical Bus – Coorong Coaches, 9 seater wheelchair accessibility operating 48 weeks of the year from Keith to Adelaide – fee for service and eligibility criteria applies and bookings are coordinated through MMCTS office. The bus does not travel through the Southern Mallee Council area, however clients are linked into this service through MMCTS volunteers, public transport or the person meeting at a pre-arranged location in consultation with MMCTS staff. Phone – 8572 4288 Website – www.murraymalleetransport.com.au
Link SA Public transport	Murrayville to Murray Bridge – Monday → Friday (all time table change during school holidays) Karoonda to Berri via Lameroo & Pinnaroo – Thursday only Phone – 8532 2633 Website – www.linksa.com.au
V- Line Speedlink	Adelaide to Melbourne (change to train at Bendigo) – Daily via Mallee Hwy Melbourne (by train and change to bus at Bendigo) to Adelaide – Daily via Mallee Hwy Phone – 1800 800 007 Website – www.vline.com.au

Transport within District Council of Karoonda East Murray

<i>Service Provider</i>	<i>When</i>
Community Passenger Network (CPN)	MMCTS may be able to provide assistance when a person is unable to drive themselves and has no family or friends to assist and there is no other transport available in the area. Fee for service and eligibility criteria applies and will be assessed at the time of booking transport. Phone – 8572 4288 Website – www.murraymalleetransport.com.au
Murray Mallee Medical Bus	Medical Bus – Coorong Coaches, 9 seater wheelchair accessibility operating 48 weeks of the year from Keith to Adelaide – fee for service and eligibility criteria applies and bookings are coordinated through MMCTS office. The bus does not travel through the Karoonda East Murray Council area, however clients are linked into this service through MMCTS volunteers, public transport or people meeting at a pre-arranged location in consultation with MMCTS staff. Phone – 8572 4288 Website – www.murraymalleetransport.com.au
Link SA Public transport	Karoonda to Murray Bridge via Tailem Bend – Friday only (all time table change during school holidays) Karoonda to Berri via Lameroo & Pinnaroo – Thursday only Phone – 8532 2633 Website – www.linksa.com.au
Link SA	Karoonda intra town shopping bus – Tuesday Phone – 8532 2633 Website – www.linksa.com.au

Transport within Coorong District Council

<i>Service Provider</i>	<i>When</i>
Community Passenger Network (CPN)	MMCTS may be able to provide assistance when a person is unable to drive themselves and has no family or friends to assist and there is no other transport available in the area. Fee for service and eligibility criteria applies and will be assessed at the time of requesting transport. Phone – 8572 4288 Website – www.murraymalleetransport.com.au
Murray Mallee Medical Bus	Medical Bus – Coorong Coaches, 9 seater wheelchair accessibility operating 48 weeks of the year from Keith to Adelaide – fee for service and eligibility criteria applies and bookings are coordinated through MMCTS office. The bus travels along the main highways (Dukes & Princes) Clients are linked into this service through MMCTS volunteers, public transport or people meeting at a pre-arranged location in consultation with MMCTS staff. Phone – 8572 4288 Website – www.murraymalleetransport.com.au
Link SA Public transport	Coonalpyn to Murray Bridge via Meningie & Wellington – Monday → Friday Culburra to Murray Bridge via Tailem Bend – Monday → Friday Murrayville to Murray Bridge via Mallee Highway – Monday → Friday Tintinara to Murray Bridge via Coonalpyn & Tailem Bend – Thursday only Karoonda to Murray Bridge via Tailem Bend – Friday only (all time tables change during school holidays) Phone – 8532 2633 Website – www.linksa.com.au
Link SA	Tailem Bend – Heated Pool – Monday Day Centre – Tuesday and Wednesday Intra town shopping bus – Thursday Phone – 8532 2633 Website – www.linksa.com.au
Premier Stateliner	Adelaide to Mt. Gambier - Daily – via Coast – Princes Hwy Mt. Gambier to Adelaide – Daily – via Coast – Princes Hwy Adelaide to Mt. Gambier – Daily – inland – Dukes Hwy Mt. Gambier to Adelaide – Daily – inland – Dukes Hwy Phone – 8415 5555 General Enquiries – (08) 8415 5500 Website – www.premierstateliner.com.au
Firefly	Adelaide to Melbourne (daylight) – Daily via Princes & Dukes Hwy Adelaide to Melbourne (overnight) – Daily via Princes & Dukes Hwy Phone – 1800 800 007 Website – www.fireflyexpress.com.au

LEGISLATION

As part of on-going operations the Murray Mallee Community Transport Scheme adheres to, but is not limited to, the following legislation:

- Disability Services Act 1993
- Other amended Commonwealth legislation related to Disability Discrimination Act:
- Volunteers Protection Act (SA) 2001
- Work Health and Safety Regulations 2012 (SA)
- Equal Opportunity Act (SA) 1984
- Fair Work Act 1994
- Passenger Transport Act (SA) 1994
- Passenger Transport Regulations (SA) 2009
- Road Traffic Act (SA) 1961
- State Records Act (SA) 1997
- State Records Regulations (SA) 2013
- Carer Recognition Act (Cwth) 2010
- Carer Recognition Act (SA) 2005
- Local Government Act 1999
- Volunteers Protection Act (SA) 2001

Attachment