



# Annual Report

## 2016 / 2017



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<b>CONTENTS</b>	<b>Page</b>
Introduction	3
Aim of the Community Passenger Network	3
Chairman's Annual Report	4-5
Regional Coordinator Annual Report	6-9
Resource Chart	10
Organisational Chart	11
Boards and Committees	12
Murray Mallee Community Transport Scheme Management Board	12
Murraylands Transport Advisory Committee	13
Murray Mallee Community Transport Scheme Staff	14
Volunteers Luncheon	15
Service Area & Existing Transport	16
Murray Mallee Medical Bus	16
Transport within Southern Mallee District Council	17
Transport within District Council Karoonda East Murray	17
Transport within Coorong District Council	18
Legislation	19
Attachment:	
Murray Mallee Community Transport Scheme Audited Financial Reports 2016 - 2017	

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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 transport services for eligible community members living within the Council districts of Coorong, Southern Mallee and Karoonda East Murray. MMCTS is also a booking location for the Murray-Mallee Medical bus. This service is for eligible community members living within the Coorong, Southern Mallee, Karoonda East Murray, Tatiara and Rural City of Murray Bridge Council areas.

## 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 endeavour to assist people living within the service area who are transport disadvantaged to access services, facilities and social activities that enable them to participate to a greater degree in the life of their community.



# Murray Mallee Community Transport Scheme

## Chairman's Annual Report

### 2016 – 2017

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



Firstly on behalf of the Board Members I would like to thank all the volunteer drivers for their dedication to helping to get the transport disadvantaged community members to their mostly medical and specialist appointments. Presently we have 19 volunteers, of which 16 are active drivers whose home location are Lameroo, Pinnaroo, Tailem Bend, Geranium, Karoonda and Meningie. Their driving hours totalled for 756.5 hours which was 175.5 hours less than last year. The total kilometres travelled was 32,818 which was 9,265 km less than last year. Four hundred and forty four one way client trips took place with **quite a few more organized but didn't take place or were cancelled. Seventy six new clients** have been added to Murray Mallee Community Transport Scheme data base.

Murray Mallee Community Transport Scheme received their funding from the following

- 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
- Department of Planning, Transport and Infrastructure – Public Transport Operations and Planning (DPTI-PTOP)
- Client fee contributions for transport

Without this funding we could not function.

Murray Mallee Community Transport Scheme are very thankful of Coorong District Council supplying the old Railway Station building free of charge, which is where Helen Luke, Coordinator and Annyse McFee, Administration Officer are housed.

In the past 12 months staff members have

- Attended Community events including Karoonda Farm Fair, Engaging in Ageing Expo and Coonalpyn Show
- Staff attended Fire Warden and Chief Fire Warden Training, LGA Minute & Agenda preparation seminar
- Organised a Volunteer Appreciation Luncheon held at Rainforest Retreat in Murray Bridge on 23 October 2016

They have made sure that Annual Report was sent out to the three (3) constituent Councils, DCSI and DPTI-PTOP

After many years of no fee increases, new fees were recently introduced. A new Toyota Aurion was purchased in June and a number of workshops were conducted with **the idea of bringing our Business Plan up to date with the introduction 'My Aged Care'.**

Quite a bit of time has been spent on discussions around whether Murray Mallee Community Transport Scheme could be better managed if we separated from the present set-up with the 3 constituent Councils and went on our own way. The Board are presently awaiting the 3 Council CEOs to have a meeting to discuss our Regional Subsidiary Charter and come up with ideas or changes that would help improve how the Murray Mallee Community Transport Scheme could be improved or managed.

I would like to thank our 2 staff members – Helen and Annyse for their wonderful work ethic. **Helen's 12 years of** experience as our co-ordinator has been invaluable when we are presented with questions and challenges.

Finally I would like to thank our volunteer Board Members who have contributed positively at Board Meetings and other sub-Committee meetings.

Regards

*Neville Pfeiffer  
Chairman  
Murray Mallee Community Transport Scheme Board*

## Murray Mallee Community Transport Scheme Regional Coordinator Annual Report 2016 - 2017



It is with pleasure that I present the Murray Mallee Community Transport Scheme (MMCTS) Regional Coordinator Annual Report for 2016 – 2017

Limited communication, miscommunication, Council staff changes along with staff and volunteer illness have provided some quite challenging moments during the year. It was however pleasing to note that transport service delivery to the community across 3 Council regions was not detrimentally impacted.

Transport disadvantaged people living in the Council areas of Coorong, Southern Mallee and Karoonda East Murray rely on the vital service that MMCTS provide to transport them to various locations for shopping & banking, attending events and to access vital medical appointments that they are unable to access in their local area.

Last year I reported that the introduction of My Aged Care (MAC) for clients 65 years of age and over or Aboriginal 50 years of age and over to receive services had added some additional work in the administration area. MMCTS are still averaging a new referral each week with 55 new referrals being received in the past 12 months. At least half of these referrals were initiated as an in-bound referral as clients were not aware of process or not confident enough to make the initial contact. Many of our clients have been quite positive about receiving an in home assessment as they have been able to receive help in other areas of their lives other than transport assistance.

MMCTS have been involved in community events where possible as well as attending and actively participating in meetings, forums, training and liaison with local and regional service providers and commercial operators.

The following is a brief summary of some of the events attended during 2016 – 2017:

### 2016

- ❖ Business Plan workshops
- ❖ Engaging in Ageing Expo – 16 September
- ❖ Coonalpyn Show – 15 October
- ❖ Volunteer Appreciation Luncheon – 23 October
- ❖ Guest Speaker RSL Meningie – 27 October
- ❖ RAA Moving Right Along session – 21 November

### 2017

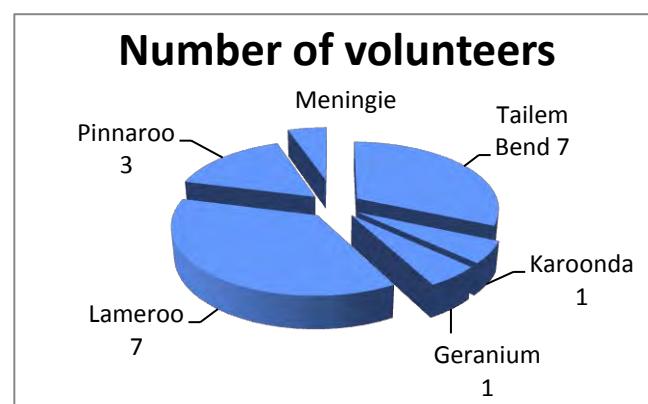
- ❖ Karoonda Farm Fair – 31 March & 1 April
- ❖ LGA Minute & Agenda training – 28 April
- ❖ Fire Warden & Chief Fire Warden Training – 1 May
- ❖ Client Fee Sub-Committee workshop
- ❖ Supporting Resilient Workers workshop – 5 June

MMCTS volunteers are an amazing team of dedicated and professional people who freely commit time to their chosen volunteer role. I am in awe and very humbled by the commitment that they show to the community.

MMCTS extends a heartfelt “thank-you” to all of our volunteers who have travelled 32,818 kilometers while providing 756.5 voluntary hours over the past 12 months. This is a mammoth effort for such a small team.

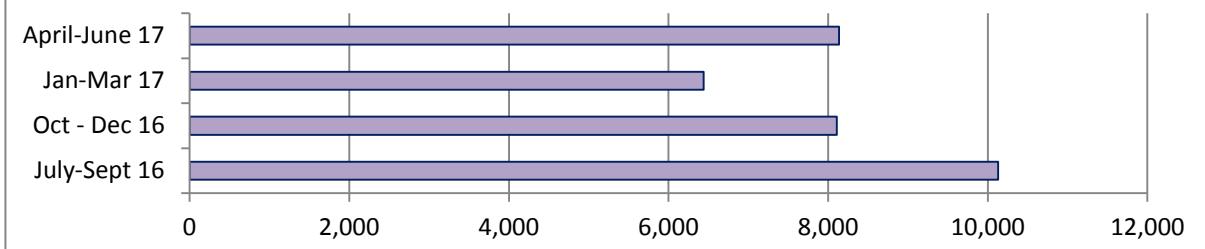
MMCTS volunteer base needs to be increased but like many organisations volunteers are a precious resource and are hard to find.

There is still 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. Training will need to be a high priority for the volunteers over the coming 12 months.



The following chart is a summary of kilometers traveled from 1<sup>st</sup> July 2016 – 30<sup>th</sup> June 2017 for all MMCTS owned & utilised vehicles on a quarterly basis. The figures recorded for the past 12 months are a little lower than last year, which is a trend that has also been reported in other areas.

### Kms 1st July 2016 - 30th June 2017 per quarter



The following table is a total of the kilometers traveled by each vehicle and volunteer hours over the past 12 months from 1<sup>st</sup> July 2016 to 30<sup>th</sup> June 2017. The two MMCTS owned vehicles are Toyota Aurions - Scheme One and Scheme Two with Karoonda, Lameroo and Pinnaroo being vehicles that we utilise from Country Health Connect and are driven by our accredited volunteer drivers. There is also an odd occasion that a volunteer will use their own vehicle for short trips usually within town limits. The vehicle resource that we have within the Southern Mallee and Karoonda East Murray districts is a highly valuable and precious resource. Trying to access resources from other service providers from within our direct service area unfortunately has not as yet come to fruition.

<b>Vehicle used</b>	<b>Kilometres travelled</b>	<b>Volunteer hours</b>
<i>Scheme One</i>	9,207	234
<i>Scheme Two</i>	9,619	227
<i>Karoonda</i>	4,834	109
<i>Lameroo</i>	7,173	138.25
<i>Pinnaroo</i>	1,680	38
<i>Volunteer Own</i>	305	10.25
<b>TOTALS</b>	<b>32,818</b>	<b>756.5</b>

The table below is a summary of passenger trips that have been undertaken by clients from 1<sup>st</sup> July 2016 - 30<sup>th</sup> June 2017. A return passenger trip is referred to as two (2) one way trips. Passenger trips are down by 26 from the previous year.

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

<b>Vehicle Used</b>	<b>Client</b>	<b>Carer/travel companion</b>
<b>Scheme One</b>	155	10
<b>Scheme Two</b>	175	14
<b>Karoonda</b>	45	2
<b>Lameroo</b>	48	14
<b>Pinnaroo</b>	13	0
<b>Volunteer Owned</b>	8	0
<b>TOTALS</b>	<b>444</b>	<b>40</b>

The current client data base that is used by MMCTS is called Salesforce. This has remained fairly steady over the past year even though there have been changes made for people who have either moved out of the area or died. There have been 218 existing client review/updates and 76 new client registrations since 1<sup>st</sup> July 2016.

The table to the right 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.

There were also 6 trips for clients from other areas that MMCTS vehicles completed with volunteer transport.

	<b>277 trips</b>
	<b>79 trips</b>
	<b>82 trips</b>

The close working relationship that MMCTS and Mid Murray CPN - Murray Transport Connections (MTC) based at Mannum have with Coorong coaches is vital to maintain an efficient and professional service for all of 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 both



MMCTS & MTC 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 and

they must remain with the person. Some of the roles and responsibilities of MMCTS in relation to the Medical Bus include:

- ascertaining client eligibility, complete a client registration & inform clients of MAC procedure
- 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
- track and record transgressions, late cancellations and “no-shows” & manage grievance process

Reporting Medical Bus patronage has not normally been a requirement for MMCTS to complete, however we have been reporting usage to both Department for Communities and Social Inclusion and Public Transport over the past year. This information can also be used as a reference for internal reporting and ascertaining travel patterns

The table below is a summary of the reason for Medical Bus transport with the number of trips provided from 1<sup>st</sup> July 2016 – 30<sup>th</sup> June 2017. There has been a decrease in Medical Bus patronage. The figures below do not include the 153 trips that Carers or travel companions accompanied clients to assist with their needs.

Reason	Total
<b>Renal</b>	<b>4</b>
<b>Ad-hoc general medical/health</b>	<b>280</b>
<b>Dialysis</b>	<b>0</b>
<b>Chemotherapy</b>	<b>29</b>
<b>Radiotherapy</b>	<b>11</b>
<b>Specialist</b>	<b>436</b>
<b>Total</b>	<b>760</b>

I would like to take this opportunity to extend a sincere thank you to MMCTS Administration Officer Annyse McFee for her support during some quite difficult times. Annyse has had a few obstacles to overcome over the past 12 months, remains empathetic towards clients and passionate within her role. I have received some very positive feedback directly from clients regarding Annyse's assistance so this is very encouraging.

We are very fortunate to work alongside so many diverse organisations many of whom have become very familiar faces offering support, guidance, advice, encouragement or just a listening ear. Without this networking 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;

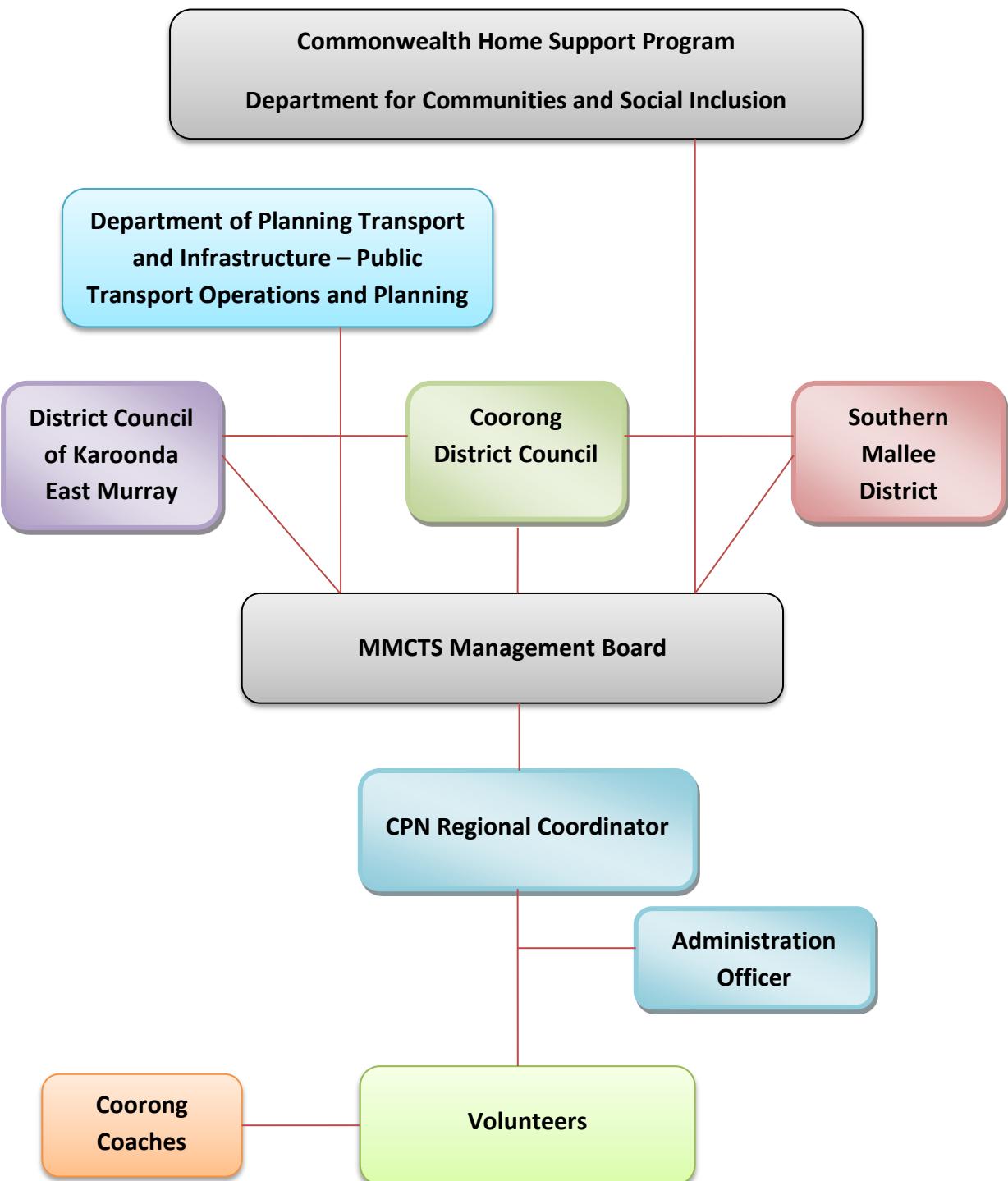
- MMCTS volunteers
- MMCTS Management Board Members
- Staff of Coorong District Council
- Staff of the District Council of Karoonda East Murray
- Staff of the Southern Mallee District Council
- Clients of the Transport Scheme
- Country Health Connect
- Coorong Coaches
- Link SA
- Department of Planning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

The Murray Mallee Community Transport Scheme has a vital part to play by connecting communities and we will endeavor to maintain our current role, further develop and grow 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*

<b>Organisation</b>	<b>Relationship to CPN</b>
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 – Country Health Connect	Vehicle resource
Clients	Fee for service - fees assist with vehicle running costs

## ORGANISATIONAL CHART



## 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 along with the usual meetings. Some functions include the Karoonda Farm Fair, Engaging in Ageing Expo, Coonalpyn Show & training days.

### **Murray Mallee Community Transport Scheme Management Board Members**

	<i>Representative Organisation</i>
Deputy Mayor Cr. Neville Pfeiffer – Chairperson	Southern Mallee District Council
Cr. John Wooldridge	District Council of Karoonda East Murray
Cr. Vern Leng	Coorong District Council
Molly Baulch	Disability
Lianne Brewin	Carers SA
Brian Lloyd	Client of the Transport Scheme
Margie Arbon	Health Provider
Ian Qualmann	Veterans
Kylie Constant	Commercial Operator
Peter Le Gallou – Vice Chairperson	Volunteers
Judy Thompson	Senior Finance Officer Coorong District Council
Helen Luke	MMCTS Staff
Annyse McFee	MMCTS Staff – Board Secretary

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 Tailem 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 13<sup>th</sup> September 2012 (pages 4411 – 4415)

[www.governmentgazette.sa.gov.au](http://www.governmentgazette.sa.gov.au)

## MURRAYLANDS TRANSPORT ADVISORY COMMITTEE MEMBERS

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	<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
Deputy Mayor Cr. Neville Pfeiffer	Southern Mallee District Council
Cr. Adriaan Sakk	Mid Murray Council
Jo Podoliak	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

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) years.



**Administration Officer**, Annyse McFee has been with MMCTS for almost 3 years. Annyse is married, has two adult 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 local knowledge within the time she has been at MMCTS.

**CPN Regional Coordinator**, Helen Luke has been with the Transport Scheme for 12 years has a background in health, disability and aged care and is currently an active volunteer of SA Ambulance Service (SAAS) with the Tailem Bend team. In her “spare time” Helen is a Regional Educator with SAAS to assist with student training and education. Helen has two adult sons has 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.



## VOLUNTEER APPRECIATION LUNCHEON

Arranging a Volunteer Appreciation Luncheon to recognise and say “Thank-you” to our fantastic team of volunteers for all their hard work and many hours is an honour. They are an amazing team working quietly in their communities and without their continued efforts we would not be able to provide the services that we do.

Each year staff arranges an Appreciation Luncheon which is held in a different location each year. Unfortunately not everyone can attend due to sporting, work or family commitments however those that are able to make it have a great time catching up, sharing ideas and strengthening friendships.

The 2016 luncheon was held at the Rainforest Retreat in Murray Bridge on Sunday 23<sup>rd</sup> October. The volunteers shared a fantastic meal catered for by The Davery in Murray Bridge, great company and told many stories in a relaxed setting.



## MMCTS SERVICE AREA & EXISTING TRANSPORT

There are minimal public transport options 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 Community Transport plays a vital 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, general well-being as well as social inclusiveness. The transport that does exist in the area is mainly Monday to Friday with little options available over the weekends, public holidays and during school holidays.



### **Murray-Mallee Medical Bus**

Peter and Margaret Stone from Keith who own Stones Bus Service and Coorong Coaches currently operate the Murray-Mallee Medical bus. 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.



*Left - 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 – <a href="http://www.murraymalleetransport.com.au">www.murraymalleetransport.com.au</a>
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 – <a href="http://www.murraymalleetransport.com.au">www.murraymalleetransport.com.au</a>
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 – <a href="http://www.linksa.com.au">www.linksa.com.au</a>
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 – <a href="http://www.vline.com.au">www.vline.com.au</a>

## 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 – <a href="http://www.murraymalleetransport.com.au">www.murraymalleetransport.com.au</a>
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 – <a href="http://www.murraymalleetransport.com.au">www.murraymalleetransport.com.au</a>
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 – <a href="http://www.linksa.com.au">www.linksa.com.au</a>
Link SA	Karoonda intra town shopping bus – Tuesday Phone – 8532 2633 Website – <a href="http://www.linksa.com.au">www.linksa.com.au</a>

## 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 – <a href="http://www.murraymalleetransport.com.au">www.murraymalleetransport.com.au</a>
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 – <a href="http://www.murraymalleetransport.com.au">www.murraymalleetransport.com.au</a>
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 – <a href="http://www.linksa.com.au">www.linksa.com.au</a>
Link SA	Tailem Bend – Heated Pool – Monday Day Centre – Tuesday and Wednesday Intra town shopping bus – Thursday Phone – 8532 2633 Website – <a href="http://www.linksa.com.au">www.linksa.com.au</a>
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 – <a href="http://www.premierstateliner.com.au">www.premierstateliner.com.au</a>
Firefly	Adelaide to Melbourne (daylight) – Daily via Princes & Dukes Hwy Adelaide to Melbourne (overnight) – Daily via Princes & Dukes Hwy Phone – 1800 800 007 Website – <a href="http://www.fireflyexpress.com.au">www.fireflyexpress.com.au</a>

## 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
- 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

## **Attachment**