



GANDANGARA
Local Aboriginal Land Council

Policy Name:	Transport Fees Policy		
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Author:	Policy, Research & Communications	Review Date:	18/05/22
Responsible:	Chief Executive Officer Associate Director of Enterprise Investment & Corporate Services Finance Manager Transport Services Manager		
Authorised by:	Chief Executive Officer	Date:	18/05/22
Endorsed:	GLALC Board	Date:	18/05/23

1. Policy Statement

Historically, Gandangara Transport Services (GTS) service users have been asked to give a gold coin donation for each transport trip undertaken. GTS are introducing a fee schedule from 30th July 2022.

This policy has been developed to establish service user contribution arrangements with Gandangara Transport Services Ltd which align with the Community Transport Program (CTP) and the Commonwealth Home Support Programme (CHSP) to provide community transport services to eligible clients regardless of:

- (i) their race, gender, age, cultural or linguistic background, marital status, religion, gender identity, sexual preference, disability, health status or ability to pay for the CHSP Services; or
- (ii) their citizenship, residency status or eligibility for Medicare support.

The Organisation's core business places Aboriginal and/or Torres Strait Islander health and wellbeing as a local and national priority. This policy aims to ensure Aboriginal and/or Torres Strait Islander people and our wider Community experience cultural safety in each of point of contact with Gandangara Transport Services.

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2. Scope

This policy applies to the following organisational stakeholders:

- Board members of GLALC
- Members of GLALC
- GTS Personnel
- Service Users

3. Policy Description

- 3.1 GLALC holds accreditation as an operator of a public passenger service under the [Passenger Transport Act 2014](#) . Gandangara Transport Services Ltd delivers community transport to meet the requirements of the Community Transport Service Contract (CTSC), Community Transport Program (CTP) and CHSP funding, administered by Transport for New South Wales (TfNSW)
- 3.2 Gandangara Transport Services (GTS) provides community transport services for Eligible Customers. This involves a combination of social and shopping trips, trips to general practitioners, specialists, hospitals, medical services, funerals, cultural trips and other services necessary to maintain service user's daily living at home.
- 3.3 This policy has been developed to assist with the establishment of service user contribution arrangements that align to the [CHSP Client Contribution Framework](#).
- 3.4 GTS will publicise this Fees Policy on the Gandangara Local Aboriginal Land Council (GLALC) Website which is consistent with the CHSP Client Contribution Framework.
- 3.5 From 30th July 2022, Gandangara Transport Services will collect a nominal cash fee of \$2 each way per trip per person in accordance with the CHSP Client Contribution Framework.
 - a) Existing service users will be notified in writing of the fee schedule by 1st July 2022
 - b) Existing service users will be notified in writing of the fee schedule by 1st July 2022
 - c) A4 size posters will explain the fees on the windows of passenger vehicles and in the Transport Services office from 1st July 2022 onwards.
- 3.6 Cash fees will be collected by the driver of the vehicle at the commencement of each trip. This will be logged in the vehicle tablet assigned to that driver who provides a receipt to the service user.
- 3.7 Service users will be asked to provide the exact amount for transport services as no change will be provided.

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- 3.8 GTS acknowledge that some service users may prefer to pay a number of trip fees in advance to the driver. These fees will be accepted in cash, payment of which will be receipted and recorded.
- 3.9 GTS will still provide transport services to service users who are not in a position to pay the transport fees.
- 3.10 GTS will use the nominal fees paid for the service referred to in Clause 3.5 of this policy only to provide further CHSP Services to CHSP Eligible Customers in accordance with Section 5 Fee Collection Part B of the CTSC and in doing so comply with all requirements for the provision of CHSP Services in the Service Contract.
- 3.11 In addition to CHSP Eligible customers, GTS also provides transport services to service users from specific agencies who are invoiced by GTS for their client's transport fees.
- 3.12 Monthly Social and Wellbeing group outings will be advertised on the Social and Wellbeing monthly calendar which is distributed in the community and posted on the Organisation's social media pages and website.
- 3.13 Service user bookings for the monthly Social and Wellbeing group outings are made directly with the Bookings Officer of Gandangara Transport Office through email or phone.
- 3.14 Fees for the monthly Social and Wellbeing group outings are varied and are advertised on the calendar.
- 3.15 The monthly Social and Wellbeing group outing cash fees will be collected by driver of vehicle at the commencement of each trip. This will be logged in the vehicle tablet assigned to that driver with a receipt provided to the service user.
- 3.16 Service users will be asked to provide the exact amount for monthly Social and Wellbeing group outings as no change will be provided.
- 3.17 GTS acknowledge that at times service users are unable to pay the fee at the time of the Social and Wellbeing group outing. In this instance the driver will still invite the service user to attend the outing and report lack of fee payment to GTS Bookings Officer.
- 3.18 Lack of fee payment for monthly Social and Wellbeing group outings will be recorded by GTS Bookings Officer with the service user being asked to pay the fee prior to participating in the next outing.

4. Related Documents

- 4.1 Continuous Quality Improvement Procedure
- 4.2 Transport Fees Procedure
- 4.3 Community Transport Service Contract
- 4.4 [CHSP Client Contribution Framework](#)

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5. Related Policies

- 5.1 Code of Conduct
- 5.2 Confidentiality Policy
- 5.3 Confirmation of Aboriginality Policy
- 5.4 Confirmation of Membership Policy
- 5.5 Continuous Quality Improvement Policy
- 5.6 Cultural Safety Policy
- 5.7 Privacy Policy

6. Definitions

6.1 *CHSP Client* - means an Aboriginal and/or Torres Strait Islander person aged 50 and over or any other person aged 65 or over.

6.2 *CTP Client* – means an Aboriginal and/or Torres Strait Islander person under the age of 50.

6.3 *Eligible customer* - 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people), or. 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people) and on a low income, homeless, or at risk of being homeless.

6.4 *Personnel* – Refers to any individual performing any sort of role within GST, whether paid or unpaid, including managers, staff, volunteers and students.

6.5 *Service User* – A client, patient or carer utilising services.

7. Related legislation

7.1 [Aboriginal Land Rights Act 1983](#)

7.2 [Passenger Transport Act 2014](#)