



Ageing Communities Unit

2013 DAREBINbus Report



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Table 1.1 2012/13 DAREBINbus User Groups & Usage Data

Table 1.2 2011/12 DAREBINbus User Groups & Usage Data

Introduction

The DAREBINbus is for community groups and organisations working with transport disadvantaged individuals. The aim of the DAREBINbus program is to improve access to recreational, social/community support services and to reduce barriers to opportunities to participation.

DAREBINbus is program focused on supporting community groups and agencies in Darebin who provide programs that support Darebin residents who are transport disadvantaged and have limited access to affordable transport options.

People and groups who are transport disadvantaged are identified as those who experience barriers that limit access to participation in community life. These include physical, emotional, psychological, cultural, financial, social and geographical location factors.

Guidelines for Hire & Conditions of Use

In response to enquiries from user groups of the DAREBINbus regarding break-down and available assistance, the DAREBINbus Guidelines for Hire and Conditions of Use was updated in line with Council's motor vehicle insurance to include a section on roadside assist which resulted in additional conditions to the driver responsibilities. These include;

- Ensure the bus always has fuel.
- Ensure not to lock the keys inside the vehicle.

The new section on roadside assist outlines the following conditional assistance to user groups hiring the DAREBINbus in the event of a break-down.

Roadside Assist

In the event of a break-down, RACV 24/7 Roadside Assist is available to user groups and organisations by calling the following toll free number 1800 686 464 where the following services are available.

- Towing up to 20km within the metro area
- Regional towing back to RACV Service Centre
- Free fuel up to 5 litres
- Battery replacement Victoria wide
- Windscreen replacement Victoria wide

A Darebin City Council Motor Vehicle Incident Form is to be completed by the driver.

In the event of a break-down, the user group or organisation is responsible for the return transportation of any stranded passengers, where reasonable costs will be reimbursed if the driver is not negligent and responsible for causing the break-down.

In the event of a break-down, total costs of Roadside Assist may be sought by Darebin City Council if the driver of the user group or organisation is negligent and responsible for causing the break-down.

Registration & Access

In 2012/13 the following organisations became registered users of the DAREBINbus.

PRACE (Preston Reservoir Adult Community Education)

PRACE is a community education and training provider, offering classes and in literacy, numeracy, English as second language and vocational training, with classes available at Merrilands, Darebin Youth Resource Centre, Reservoir Neighbourhood House, Northland Youth Centre and Reservoir Baptist Church.

Agapi Care

Agapi Care is a disability service provider, originally established to provide information and linkage services support for families, now also providing long-term supported accommodation for people with a disability and residential respite care with facilities in Oakleigh and Preston.

Open Place

Open Place is a support and advocacy service providing assistance to Victorians who grew up in orphanages during the last century, helping people who identify as forgotten Australians to deal with the legacy of their childhood experiences to improve their health and wellbeing.

PRACE and Agapi Care have used the DAREBINbus to supplement shortfalls in their transport services for clients and programs, while Open Place, located in Richmond, use the DAREBINbus for outings to transport clients from Darebin as part of its outreach programs. These three organisations have accessed the DAREBINbus a total of seven times in 2012/13, accounting for 9% of 2012/13 usage.

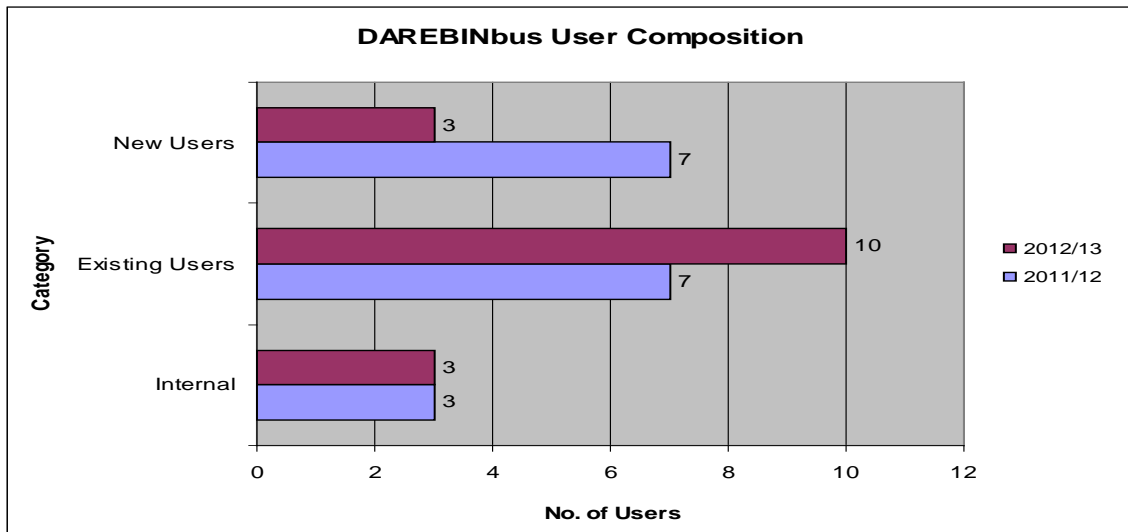
In 2012/13 Melbourne Citymission, Brotherhood of St. Laurence opted to deregister from the DAREBINbus program as a result of completion of programs, while Australian Greek Ex-Servicemen's Club opted out due to under utilisation of the DAREBINbus.

DAREBINbus remains very accessible to registered users, with unavailability being generally a result of a clash of bookings with other registered users which amounted to an estimated 5 occasions in 2012/13.

DAREBINbus User Groups

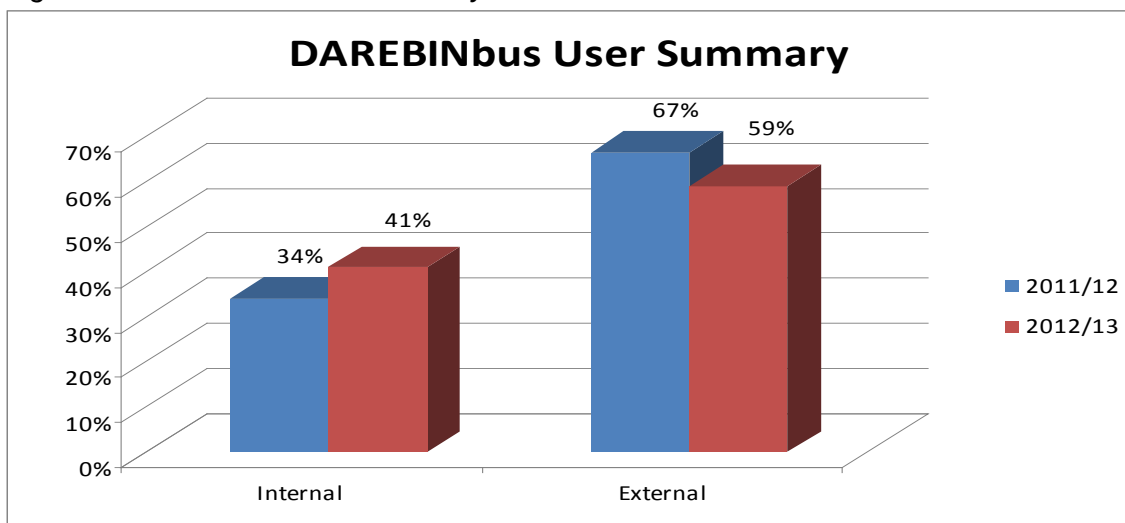
Currently there are 27 registered users of the DAREBINbus program, with 13 not having accessed the program within a 12 month period or greater. Users of the DAREBINbus program extend a wide range of community groups and organisations whose client services and group activities include outings for social engagement and service/program delivery. Users of the DAREBINbus include CALD (Culturally and Linguistically Diverse), Anglo Older Persons' Groups and Organisations whose service and program delivery include people suffering from mental illness, social and geographical isolation, may require alternative forms of therapy or rehabilitation and people who are transport disadvantaged. 2012/13 users of the DAREBINbus include Greek and Cypriot Social Welfare Centre, Agapi Care, Arts Project Australia and Reservoir RSL Angling Club.

Fig 1.1 DAREBINbus User Composition



2012/13 has seen a decrease of 33% in use of the DAREBINbus by registered users with a total of 44 uses for 2012/13 compared with 66 uses in 2011/12. In 2012/13 new users of the DAREBINbus accounted for 9% of total usage while 50% were return users of the DAREBINbus and Council accounted 41% of total usage, with no significant increase or decrease in the percentage internal use of the DAREBINbus.

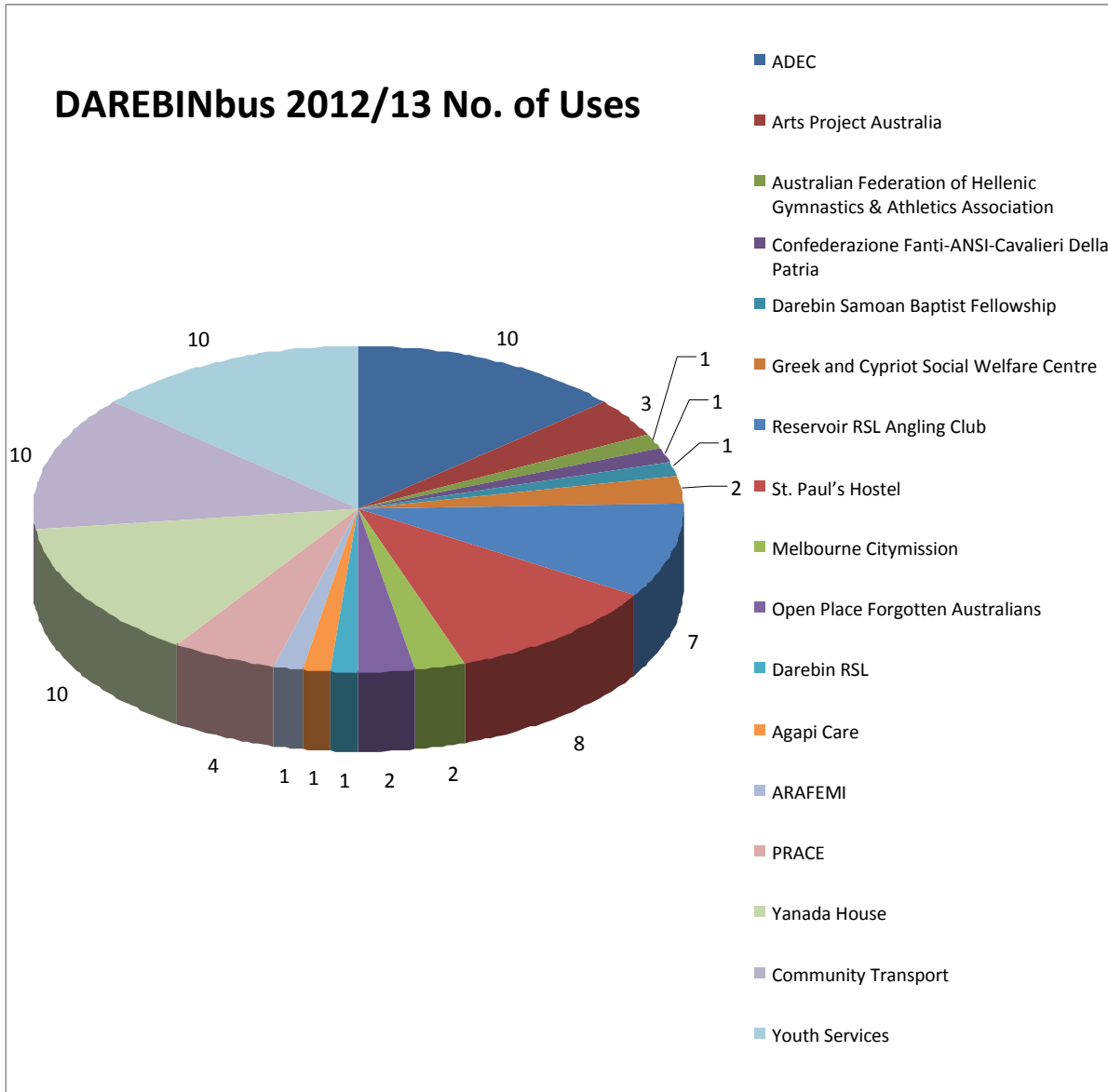
Fig 1.2 DAREBINbus User Summary 2011/12 Vs 2012/13



DAREBINbus Usage

DAREBINbus usage can generally be categorised into the following, Client transport for organisation programs, member's transport for group outings and for replacement or to supplement existing transport services of Council. In 2012/13 DAREBINbus was used by external and internal clients a total of 74 times.

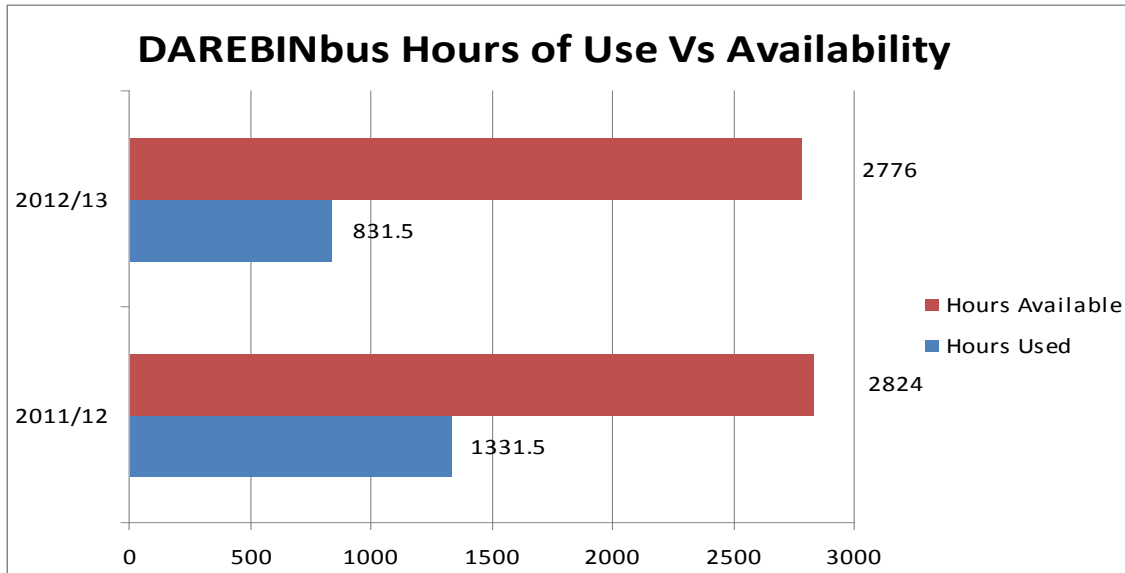
Fig 1.3 DAREBINbus Usage 2012/13



When compared to 2011/12, DAREBINbus booking data indicate an overall decrease of 26% in the use of the DAREBINbus with a total of 74 uses compared to 100 in 2011/12.

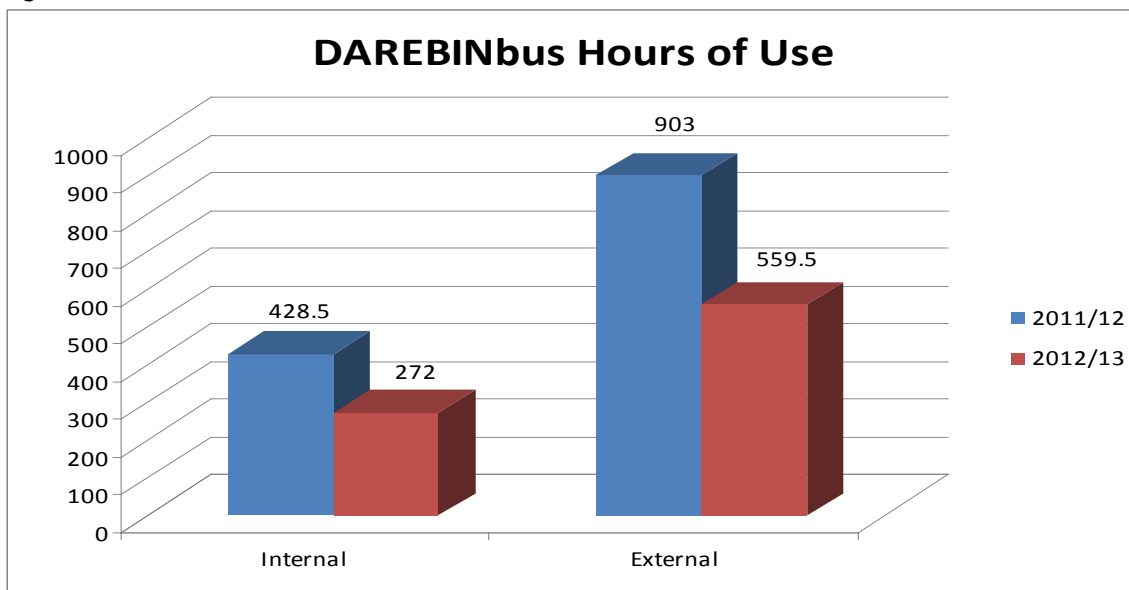
The DAREBINbus is available for hire for a total of 2,776 in 2012/13 hours based on 8 hours per day and was used for 30% of the available time compared to 2011/12 where the DAREBINbus was used for 47% of the available time.

Fig 1.4 DAREBINbus Hours of Use Vs Availability



DAREBINbus 2012/13 hours of use is reflective of data representing DAREBINbus number of uses, with 2012/13 indicating a decrease of 37% in the total hours of use of the DAREBINbus. In 2012/13, the DAREBINbus was used for a total of 831 hours compared to 1331 hours in 2011/12, with Council use of the DAREBINbus accounting for 33% while external use accounted for 67%. 2012/13 has seen a drop in the hours of use internally from 428 hours to 272 indicating a decrease of 36%.

Fig 1.5 DAREBINbus Hours of Use 2011/12 Vs 2012/13



Incidents & Reporting

In 2012/13 there were a number of incidents resulting in damage to the DAREBINbus, these included scratches, dents and paint transfer to the passenger side panels and the retractable step requiring the DAREBINbus to be taken off the road for inspection and repairs. Including a parts recall service from Toyota, scheduled servicing and road worthy checks, the DAREBINbus was off the road for a total of 18 days in 2012/13.

Fig 2.1 Damage to passenger cabin side door



Fig 2.2 Damage to passenger side rear panel



Fig 2.3 Damage to passenger cabin side door



Fig 2.4 Paint transfer to passenger side rear panel



Fig 2.5 Paint transfer to passenger side rear panel



Conclusion

The DAREBINbus continues to be accessed by a diverse range of community groups and organisations like PRACE (Preston Reservoir Adult Community Education), ADEC (Action on Disability within Ethnic Communities), Greek and Cypriot Social Welfare Centre, St. Paul's Hostel, Open Place, Arts Project Australia and Reservoir RSL Angling Club. Groups and organisations access the DAREBINbus to transport members, clients and supplement existing transport services.

In 2012/13 registered users of the DAREBINbus remained constant at 27 with 3 new users to the program and 3 opting to deregister. 2012/13 saw a decline in the overall usage of the DAREBINbus from external and internal hirers and despite a direct promotional mail out to all registered users, an estimated 50% of registered users have not accessed the DAREBINbus over a twelve month period.

2012/13 usage data also indicated an overall decrease of 37% in the hours of use of the DAREBINbus by external and internal hirers with the DAREBINbus being accessed only 30% of the available time of 2,776 hours. In 2012/13, the DAREBINbus was off the road for a total of 18 days due to incident repairs, scheduled servicing and road worthy checks.

The DAREBINbus program continues to provide groups and organisations in Darebin transport that is affordable and easily accessible.

Appendices

Table 1.1 DAREBINbus User Groups and Usage Summary 2012/13			
External Users	Usage 11/12	Frequency	Type of Usage
ADEC	10	Regular	Client Transport for Programs
Arts Project Australia	3	Casual	Client Transport for Programs
Australian Federation of Hellenic Gymnastics & Athletics Association	1	Casual (Annually)	Transport Members' Outings
Confederazione Fanti-ANSI-Cavalieri Della Patria	1	Casual (Annually)	Transport Members' Outings
Darebin Samoan Baptist Fellowship	1	Casual (Annually)	Transport Members' Outings
Greek and Cypriot Social Welfare Centre	2	Casual (Annually)	Client Transport for Programs
Reservoir RSL Angling Club	7	Casual	Transport Members' Outings
St. Pauls Hostel	8	Regular (Monthly)	Client Transport for Programs
Melbourne Citymission	2	Casual	Client Transport for Programs
Open Place	2	Casual	Client Transport for Programs
Darebin RSL	1	Casual (Annually)	Transport Members' Outings
Agapi Care	1	Casual	Client Transport for Programs
ARAFEMI	1	Casual	Client Transport for Programs
PRACE	4	Regular	Client Transport for Programs
Total	44		
Internal Users	Usage 11/12	Frequency	Type of Usage
Community Transport	10	Casual (Replacement)	Transport Replacement Bus
Yanada House	10	Casual (Replacement)	Transport Replacement Bus
Youth Services	10	Casual (Supplementary)	Transport for Programs
Total	30		
Total Usage	74		

Table 1.1 DAREBINbus User Groups and Usage Summary 2011/12

Table 1.1 DAREBINbus User Groups and Usage Summary 2011/12			
External Users	Usage 11/12	Frequency	Type of Usage
ADEC	21	Regular	Client Transport for Programs
ARAFEMI	4	Regular (Monthly)	Client Transport for Programs
Arts Project Australia	2	Casual	Client Transport for Programs
Australian Federation of Hellenic Gymnastics & Athletics Association	1	Casual (Annually)	Transport Members' Outings
Brotherhood of St. Laurence	8	Regular (Monthly)	Client Transport for Programs
Confederazione Fanti-ANSI-Cavalieri Della Patria	2	Casual (Annually)	Transport Members' Outings
Darebin Samoan Baptist Fellowship	1	Casual (Annually)	Transport Members' Outings
Greek and Cypriot Social Welfare Centre	3	Casual (Annually)	Client Transport for Programs
Islamic Society of Victoria - Preston Mosque	2	Casual	Transport Members' Outings
Mental Illness Fellowship of Victoria	5	Casual	Client Transport for Programs
Reservoir RSL Angling Club	4	Casual	Transport Members' Outings
St. Mark's Coptic Orthodox Church	8	Regular (Monthly)	Client Transport for Programs
St. Pauls Hostel	4	Regular (Monthly)	Client Transport for Programs
Victorian Public Tenants Association	1	Casual	Transport Members' Outings
Total	66		
Internal Users	Usage 11/12	Frequency	Type of Usage
Community Transport	12	Casual (Replacement)	Transport Replacement Bus
Yanada House	4	Casual (Replacement)	Transport Replacement Bus
Youth Services	18	Casual (Supplementary)	Transport for Programs
Total	34		
Total Usage	100		