

Frequently asked questions:

Community transport service

Who is the community transport service for?

The community transport service provides flexible and accessible transport assistance for residents aged 55 years and over and people living with disability to stay independent and participate in community life.

Where can I travel with community transport?

We provide regular transport to and from:

- » shopping centres (Pahran Market, Chadstone Shopping Centre, Malvern Central and others)
- » Malvern Library
- » Engaged programs and events (refer to the timetable below).

What are the benefits of using the community transport program?

- » The transport program is flexible to meet your requirements.
- » We pick you up from home and help you on and off the bus.
- » You are independent on these trips – you choose what you want to do.
- » All buses take wheelchairs.
- » You can bring walking frames, shopping jeeps and support equipment.

How much does it cost?

- » \$1.90 for trips to shopping centres and libraries.
- » Other regular services are free.
- » Passengers will receive a monthly invoice as drivers do not accept payment.

How does it work?

Contact the Community Transport team from Monday to Friday between 8.30am to 5pm on [8290 3349](tel:82903349) or email communitytransport@stonnington.vic.gov.au

If you haven't used our community transport service before you will need to register your details and set up an account before you start the service.

You must meet the bus on time for the trip home. If you miss the bus, you will need to find another way home.

Can I book for City of Stonnington events?

Events are advertised in the Stonnington Engaged monthly e-newsletter. stonnington.vic.gov.au/engagednews

To book for an event, contact the number listed for the event or email us at engaged@stonnington.vic.gov.au

Please make sure to book community bus at the time of your event booking if you require transport.

Can I use the service to travel to my medical appointments?

The service is not available for medical appointments.

Please email My Aged Care, Transaccess Bentleigh: transaccess@bbch.org.au or visit St John Ambulance: stjohnvic.com.au



Frequently asked questions:

The Stonnington community transport service timetable

Monday	Tuesday	Wednesday	Thursday	Friday
8:30am-11:30am Grattan Gardens Community Centre	9:00am-1:30pm Malvern Central, 9:00am-10:30am Prahran Market	9:00am-12:00pm Phoenix Park Community Centre	9:00am-1:00pm Chadstone Shopping centre and Phoenix Park Community Centre	9:00am-2:00pm Prahran Market
9:00am-2:00pm Walk and Talk Buddies	10:00am-1:00pm Prahran Greek Club at Grattan Gardens Community Centre	9:30am-11:30am Grattan Gardens Community Centre	9:30am-11:30am Grattan Gardens Community Centre	10:30am-1:30pm Meet U There at Reverie Café, Prahran
2:00pm-3:00pm Malvern Library	10:30am-1:30pm Meet U There at Malvern Central	10:30am-12:30pm Prahran Asklipios Greek Ladies Club at Grattan Gardens Community Centre	10:00am-12:00pm Walk and Talk Buddies	
	12:00pm-3:00pm Malvern Italian Club at Malvern Town Hall	11:00am-1:30pm Malvern Greek Club at Malvern Town Hall	10:30am-12:30pm Malvern Central	
	1:30pm-3:00pm Grattan Gardens Community Centre	11:30am-1:30pm Meet U There at Fourth Chapter Café, East Prahran	11:30am-1:30pm Meet U There at Prahran Market	

Please note that this timetable is only an overview of service and more detailed information will be given upon booking.

For more information about Engaged program and events:

 call **8290 3349**

 visit stonnington.vic.gov.au/engagedevents

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City of
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Frequently asked questions:

Community group self-drive bus hire

Who can hire a community bus for a self-drive day trip?

Any Stonnington-based community group who are incorporated and meet the eligibility criteria as per our guidelines.

Available here:

stonnington.vic.gov.au/communitytransport

What size buses are available for self-drive hire?

We have buses with capacity of 11 and 12 passengers including driver. Most buses have wheelchair hoists fitted. A full car licence is required.

Where do we pick up the bus?

Once the application is approved, we will contact the applicant to provide details of the bus and keys location and organise a short bus orientation.

How far can we drive the community self-drive bus?

A maximum of 150km radius from Stonnington.

The self-drive application form has User Responsibilities and Terms and Conditions attached.

How much does the community group self-drive bus hire cost?

See the self-drive fees on our website: stonnington.vic.gov.au

How do we pay for bus hire?

Once an application is approved, we will provide you with an invoice on the day with payment options.



Frequently asked questions:

Community group day trip bus hire

How can our Stonnington organisation book a community bus with a driver for a day trip?

- » Complete the Day Trip application form on our website at:
stonnington.vic.gov.au/communitytransport
- » Email the completed form for approval to:
communitytransport@stonnington.vic.gov.au

How many passengers does the day trip bus carry?

The day trip bus have capacity for 17 passengers with access for a wheelchair.

Where can our group travel to for a day trip?

Some common destinations are Mornington Peninsula, Dandenong Ranges, Geelong and Williamstown. We suggest a maximum of one and a half hours driving distance to a destination as this allows for more time to enjoy the destination before returning to base.

Where do we get picked up from?

All passengers need to meet at a central place in Stonnington (of your choice). For example, Malvern Town Hall, Prahran Town Hall, Central Park or Grattan Gardens Community Centre.

Can we take our children on the bus?

Yes. However, buses are not equipped with child seating equipment. Children must use an adult seat belt and cannot sit on a passenger's lap.

Please contact the Community Transport Program Leader [8290 3349](tel:82903349) if you have any questions.

Information on child safety restraints is available at: vicroads.vic.gov.au/safety-and-road-rules/vehicle-safety/child-restraints

How much does the community group bus hire cost?

See the day trip fees on our website:
stonnington.vic.gov.au/communitytransport

How do we pay for bus hire?

Once an application is approved, we will provide you with an invoice on the day with payment options.



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