

# agenda

## Seniors Interests Advisory Committee

A MEETING WILL BE HELD IN **CONFERENCE ROOM 2**  
**JOONDALUP CIVIC CENTRE, BOAS AVENUE, JOONDALUP**

**ON WEDNESDAY 7 OCTOBER 2009**

**COMMENCING AT 9.30 am**

GARRY HUNT  
Chief Executive Officer

**25 September 2009**

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## CITY OF JOONDALUP

Notice is hereby given that a meeting of the **SENIORS INTERESTS ADVISORY COMMITTEE** will be held in Conference Room 2, Joondalup Civic Centre, Boas Avenue, Joondalup on **WEDNESDAY 7 OCTOBER 2009** commencing at 9.30 am.

GARRY HUNT  
Chief Executive Officer  
25 September 2009

Joondalup  
Western Australia

### AGENDA

#### Committee Members (12)

Cr Brian Corr	<i>Presiding Person</i>	<i>South-East Ward</i>
Cr Fiona Diaz	<i>Deputy Presiding Person</i>	<i>South Ward</i>
Ms Margaret March		<i>Community Member</i>
Ms Joy Coleman		<i>Community Member</i>
Ms Valerie Corey		<i>Community Member</i>
Ms Patricia Geary		<i>Community Member</i>
Mr Allyn Bryant		<i>Association of Independent Retirees</i>
Ms Maria Bunn		<i>Multicultural Aged Care Services WA</i>
Ms Lynda Waterman		<i>Senior Community Liaison Officer</i>
Mr Alex Cilia La Corte		<i>National Seniors</i>
Mr Patrick Wyburn		<i>Retirement Complexes Association</i>
Ms Anne Pike		<i>Advocare Inc</i>

#### **Quorum for meeting: (6)**

The quorum for a meeting is to be at least 50% of the number of offices (whether vacant or not) of members of the committee.

#### **Simple majority:**

A simple majority is to be more than 50% of those members present at the meeting.

#### **Absolute majority:**

An absolute majority is to be more than 50% of the number of offices (whether vacant or not) of the committee.

#### **Casting vote:**

In the event that the vote on a motion is tied, the Presiding Person must cast a second vote.

#### **Terms of Reference**

- To oversee the strategic coordination of all seniors' issues across Council;
- To provide advice to Council to ensure that the concerns of seniors are adequately represented in the City's planning processes and the strategic directions being developed for older people across the City.

**DECLARATION OF OPENING**

**APOLOGIES/LEAVE OF ABSENCE**

**CONFIRMATION OF MINUTES**

MINUTES OF THE SENIORS INTERESTS ADVISORY COMMITTEE HELD 3 JUNE 2009.

**RECOMMENDATION**

**That the minutes of the meeting of the Seniors Interests Advisory Committee held on 3 June 2009 be confirmed as a true and correct record.**

**ANNOUNCEMENTS BY THE PRESIDING PERSON WITHOUT DISCUSSION**

**DECLARATIONS OF INTEREST**

**IDENTIFICATION OF MATTERS FOR WHICH THE MEETING MAY SIT BEHIND CLOSED DOORS**

**PETITIONS AND DEPUTATIONS**

**REPORTS**

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**ITEM 1                      COMMUNITY        TRANSPORT        PROGRAM        –**  
**INVESTIGATE FEASIBILITY OF A THIRD BUS**

**WARD:**                      All

**RESPONSIBLE**              Mr Garry Hunt  
**DIRECTOR:**                Chief Executive Officer

**FILE NUMBER:**          55511

**ATTACHMENTS:**        Nil.

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**PURPOSE**

To provide the Seniors Interest Advisory Committee (SIAC) with:

- Additional information as requested on the cost of providing a third bus for the Community Transport Program;
- Information on possible options for increasing service capacity.

**EXECUTIVE SUMMARY**

The City of Joondalup Community Transport Program provides an alternative for older people in the community who do not drive and experience difficulties accessing public transport mainly due to frailty or ongoing functional disabilities.

The City of Joondalup Community Transport Program currently operates two buses each with a capacity of 22 seats which are used every week day to take people to routine destinations. At present the City has 19 volunteers who implement 22 runs per week (an average of 160 volunteer hours per week). The program is very highly regarded by the customers and their respective families and is in increasingly high demand.

An increase in program capacity will enable the City to continue providing services in line with an increase in need due to the ageing population and planned expansion of the Community Transport Program to service key City events and programs.

Three options for expanding program capacity have been provided with Option 1 being fully costed. Option 3 of overbooking the existing program by 15% is considered the most cost effective for the City in the short term.

A review of the City's Community Transport Program will be undertaken of the next six months to investigate:

- Opportunities for service delivery via a regional program;
- Possible models for program delivery in conjunction with aged care facilities and /or other community organisations.

*It is recommended that the Seniors Interest Advisory Committee:*

- 1        *NOTES the review of the Community Transport Program to be undertaken by the City in the next six months;*
- 2        *SUPPORTS Option 3 in the short term, which is to increase current service capacity with existing resources.*

## BACKGROUND

At the April 2009 meeting SIAC requested a report on the potential for the City to purchase a third bus for the Community Transport Program. At the May Council meeting, this request was endorsed and a report has subsequently been prepared.

The service is offered in order to provide access to shopping venues, senior citizens clubs and places of interest. The program is offered because some people have little or no access to other reasonably-priced and reliable transport services.

In line with the operating model historically adopted by local governments around Australia, the program is co-ordinated by a paid staff member and supported by a pool of volunteer drivers and assistants. A similar program is provided by the majority of local governments in the metropolitan area of WA.

The Community Transport Program is a continuation of the service provided by the Shire of Wanneroo which commenced approximately 18 years ago. When the City of Joondalup was formed in 1998, it continued to identify transport as a priority need of the ageing population and maintained the program to facilitate this need.

In 2006 the Whitford Shopping City centre management advertised the Community Transport Program to residents of surrounding suburbs (without the knowledge of the City). The Program was subsequently inundated with enquiries from prospective clients who unfortunately were unable to join the Program due to it being at full capacity. This example highlights the level of need for the service throughout the community.

## DETAILS

The City has an estimated 43,000 residents aged 50 years and over (Australian Bureau of Statistics 2006 Census data). Given limited capacity to increase passenger numbers, the City has been unable to widely promote the service to residents. Despite not actively promoting the Program, the City received 12 enquiries about the service in June 2009 and added eight new clients into the program for shopping trips and seniors clubs.

With an increasing ageing population, increased service capacity and wide promotion to City residents, it is expected there would be significant growth in demand for the Community Transport Program. An increase in the City's fleet of vehicles will be necessary to continue to provide the service to the community.

### Potential Future Clients

With increased capacity, the following aged accommodation facilities are interested in using the Community Transport Program:

- Barridale Lodge
- Bethanie Warwick
- Brightwater Edgewater
- Brightwater Joondalup
- Corinthian Court
- Edgewater Mercy Hostel
- Edgewater Mercy Villas
- Glengarry Retirement Village
- Grand View Aged Care
- Keith Simpson Masonic Village
- Kingsley Lakeside Village
- Kingsley Lodge
- Kingsley Retirement Village

- Kinross Care Centre
- Meath Care
- Ocean Reef Retirement Country Club
- Patricia Teague Villas
- Seacrest Retirement Village
- St Ives Northshore

The following facilities own buses:

- Kinross Care Centre - 12 seater bus
- Lady McCusker - 12 seater bus, however need wheelchair access
- Timberside Villas - 11 seater bus

#### Social and transport services for people unable to access mainstream services

Although some Community Transport Program clients may be provided with Government funded social, recreation, shopping or transport services, the Program is not a duplication of services available. Federal Government funding for aged accommodation facilities includes Recreational Therapy (on-site provision only), however does not cover transport costs. Community based clients (including retirement village residents) who are eligible for State Government funded Home and Community Care (HACC) may be receiving social support services and transport funded through HACC. These services, however, are limited and are not considered to entirely meet an individual's social, shopping and transport needs.

#### Community Transport to City Programs and Events

The City currently provides Community Transport to the Sunday Serenades concert series and some Platinum 50+ Adventure Program events.

Community Transport Program client wellbeing will greatly benefit from being offered transport to City programs and events such as the Art of Ageing, Joondalup Festival, Community Art Exhibition and the Invitation Art Award tours, Summer in the City concert series and Library programs including; Discover Sessions, Game On! and Live and Learn.

Social inclusion and participation are key indicators of positive and active ageing – health and wellbeing.

#### **Issues and options considered:**

An increase of service capacity could be achieved through one or more of the following options:

##### 1 Purchase of Additional Bus

The purchase of a third bus would immediately increase the Community Transport Program service capacity however would be at a significant initial financial outlay and involve ongoing associated maintenance costs. The provision of the additional service may also result in the need to recruit more volunteers which has some associated costs.

##### 2 Provision by Aged Accommodation Providers

The City of Joondalup currently provides services to residents of 13 (of 26) aged accommodation providers or villages. The City could liaise with aged accommodation providers (both existing clients and other providers in Joondalup) to encourage and support them to purchase a bus through existing funds, grants or sponsorship.

The City could work to encourage or facilitate providers with buses to set up reciprocal arrangements with accommodation facilities in neighbouring suburbs to utilise the resource. This sustainable process would initially take up considerable time for City officers and could eventuate in increased service capacity to focus on older people living in the community rather than in aged residential communities.

### 3 Increase Current Service Capacity with Existing Resources

The Program operates at an average of 70% capacity which is mostly attributed to client illness. Given the longevity of this data over the history of the program, the City could safely over book the Program by 15% to ensure greater utilisation of service.

#### **Legislation/Strategic Plan/Policy Implications**

##### **Legislation**

Not Applicable.

##### **Strategic Plan**

Key Focus Area: Community Wellbeing; The City of Joondalup is committed to enhancing the wellbeing of all people in the community – socially, emotionally, culturally and physically.

Objective: 5.1 Objective: To ensure the City's facilities and services are of a high quality and accessible to everyone.

**Policy** Policy 5-1 Access and Equity  
To ensure that there is equitable access to the City's information, services and facilities for all residents.

#### **Risk Management considerations:**

The Community Transport Program provides services to older people who are at risk of social isolation and exclusion. Not increasing Community Transport capacity in line with community need may lead to broad implications in terms of community wellbeing and the City's Access and Equity policy.

#### **Financial/Budget Implications:**

The costs associated with Option 1 (ie outright purchase of a third bus) are highlighted in the table below:

<b>Capital</b>	<b>\$</b>	<b>Operating (Per Annum)</b>	<b>\$</b>
Purchase of New Bus	160,000	Volunteer Costs (Travel, Uniforms)	8,430
		Replacement Vehicle Hire	270
		Vehicle Running Expenses (Fuel, Service)	12,000
		Registration	374
		Insurance & Excess	2,600
		First Year Financing Costs (Interest)	9,664
<b>Total</b>	<b>\$160,000</b>	<b>Total</b>	<b>\$33,338</b>

There is no provision in the City's 2009-10 Budget for the purchase of a third bus. If the purchase of a third bus was supported this would need to be considered as part of the 2010-

11 Budget deliberations with development of a business case. Options 2 and 3 will involve predominantly City staff time which can be accommodated within existing resources.

**Regional Significance:**

Not Applicable.

**Sustainability Implications:**

Social

It is important for older people to have access to transport in order for them to maintain a sense of community allowing them to connect with their social networks and the broader community. This offers older people some independence and dignity and helps to reduce feelings of isolation and hopelessness.

Economic

An increase in the capacity Community Transport Program utilisation may lead to an increase in patronage of local businesses and services as the Program includes excursions to various locations and services throughout the City.

**Consultation:**

Not Applicable.

**COMMENT**

For the City to provide an accessible, equitable and inclusive service it is important for the Community Transport Program to have the capacity to meet the need in the community. Widely promoting the service without having capacity to meet demand may create an expectation which initially could not be met.

The average current utilisation rate for the Community Transport Program with two buses is 70%. It is difficult to achieve a 100% utilisation rate because of last minute non-attendance in circumstances such as ill-health. Clients often do not know they will not be utilising the service until the day prior or that day which means that it is not possible to provide their seat to someone else at such short notice.

In the short term Option 3 of overbooking the service by 15% to gain greater utilisation of the existing Community Transport Program is the most cost effective.

From a medium term perspective the City will be investigating opportunities for service delivery via a regional program and/or service delivery in conjunction with aged care providers and community organisations to enhance the future sustainability of a service in growing demand.

**VOTING REQUIREMENTS**

Simple Majority.

**RECOMMENDATION**

**That the Seniors Interest Advisory Committee:**

- 1 NOTES the review of the Community Transport Program to be undertaken by the City in the next six months;**
- 2 SUPPORTS Option 3 in the short term, which is to increase current service capacity with existing resources.**



the anomaly through natural attrition, the following grandfather clause was included in the Policy –

*“Note - Some existing clients of the City of Joondalup Community Transport Program reside in the City of Wanneroo. Whilst these clients will continue with the City of Joondalup’s program, all future requests from residents of the City of Wanneroo will be referred to the City of Wanneroo for access to its Community Transport services.”*

## **DETAILS**

Since the 1990’s Jacaranda Lodge, which is part of Elderbloom, has an ongoing weekly group booking with the Community Transport Program which takes lodge residents on excursions to various locations in the metropolitan area. This fee-for-service arrangement occurs in accordance with the City’s Fees and Charges Schedule and the Community Transport Policy.

In June 2009, the City met with representatives at City of Wanneroo to discuss the possibility of transferring the Jacaranda Lodge booking to its Community Transport Program. The City of Wanneroo indicated that it could not accommodate the booking.

### **Issues and options considered:**

There are a number of options the City could consider in order to address the anomaly of providing a service to non-residents.

#### Immediate discontinuation of service to Jacaranda Lodge

This option would not provide Jacaranda Lodge management adequate time to make alternative arrangements.

#### Phasing out of service provision to Jacaranda Lodge over 6 month period

This option would provide the management adequate time to make alternative arrangements.

#### Twelve month notice of withdrawal of service

This option will provide an interim period of continued service for Elderbloom to make alternative service arrangements.

#### Ongoing provision of services

Given the history regarding the provision of services to Jacaranda Lodge and the grandfather clause in the City’s Community Transport Policy, the service could continue to be offered on a fee-for-service basis.

## **Legislation/Strategic Plan/Policy Implications**

### **Legislation**

Not Applicable.

### **Strategic Plan**

Key Focus Area: Community Wellbeing; The City of Joondalup is committed to enhancing the wellbeing of all people in the community – socially, emotionally, culturally and physically.

**Objective:** 5.1 Objective: To ensure the City's facilities and services are of a high quality and accessible to everyone - 5.1 Objective Outcome: Agreed levels of service for community infrastructure are achieved and the City's facilities and services are accessible to everyone.

**Policy** Policy 5-1 Access and Equity

To ensure that there is equitable access to the City's information, services and facilities for all residents.

**Risk Management considerations:**

The provision of Community Transport Program services to City of Wanneroo residents impacts on the capacity of the Program to provide services to Joondalup residents.

**Financial/Budget Implications:**

Financial costs to the City involve administration, vehicle maintenance associated costs and volunteer reimbursements.

Jacaranda Lodge pays a set fee (\$59.40 per run) for the service which contributes to vehicle running and maintenance expenses for the excursions provided. The City is providing a minor subsidy (\$715.97 per annum) to provide services to Jacaranda Lodge.

<b>Financial Implication Summary- Provision of Service to Jacaranda Lodge</b>	
Annual income through service fee to Jacaranda Lodge	\$ 3,088.80
Estimated annual expenditure for service provision to Jacaranda Lodge (including employee costs, volunteer reimbursements, registration, fuel and vehicle maintenance costs)	\$ 3,804.77

**Regional Significance:**

Not Applicable.

**Sustainability implications:**

Social

It is important for older people to have access to transport in order for them to maintain a sense of community allowing them to connect with their social networks and the broader community. This offers older people some independence and dignity and helps to reduce feelings of isolation and hopelessness.

**Consultation:**

The City of Wanneroo has been consulted with regard to community transport needs for the Jacaranda Lodge. The Department for Health and Ageing has been consulted with regard to funding for aged accommodation providers and specification of funding requirements in terms of recreational activities provision.

**COMMENT**

The City's preferred option is the notice of withdrawal of service at the conclusion of twelve months. This timeframe will allow for Elderbloom to make alternative arrangements for their residents as well as phasing out the provision of a community transport service outside the City's boundaries.

**VOTING REQUIREMENTS**

Simple Majority.

**RECOMMENDATION**

**That the Seniors Interests Advisory Committee:**

- 1 NOTES the information outlined in this report regarding the provision of a Community Transport service to Jacaranda Lodge in Wanneroo.**
- 2 SUPPORTS the City giving twelve months' notice of the withdrawal of service.**

*Appendix 1 refers*

*To access this attachment on electronic document, click here: [Attach1agn071009.pdf](#)*

**MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN**

**REQUESTS FOR REPORTS FOR FUTURE CONSIDERATION**

**CLOSURE**

**APPENDICES FOR AGENDA OF  
SENIORS INTERESTS ADVISORY COMMITTEE**

ITEM	TITLE	APPENDIX	PAGE
Item 2	<b>Provision of Community Transport Service to Jacaranda Lodge</b> <ul style="list-style-type: none"><li>● Attachment 1 – City of Joondalup Community Transport Program Policy – Use of Community Transport Vehicles</li></ul>	1	1