

2018

SWCT Team Member Orientation Kit



Admin Support

Document ID: 3.6b

Contents

Definitions	4
Mission/Vision Statement	5
Board of Management.....	6
Commonwealth Home Support Program (CHSP)	6
National Disability Insurance Scheme (NDIS)	7
Community Transport Program (CTP).....	8
Funding	8
The Move to Funding people NOT programs	8
Door to Door Service	8
Confidentiality	9
Advocacy.....	9
Code of Conduct	9
Drug & Alcohol Policy.....	9
Emergency Evacuation	9
Funding	9
Incident & Accident Reporting	10
Information	10
Intranet.....	10
Operating Hours.....	11
Private Phone Calls (<i>note should this section be amended please ensure procedure 3.13 Personal Phone Usage during Work Hours</i>)	11
Organisational Structure.....	12
Photo Release.....	12
Risk Assessment.....	13
Services Provided	13
1. Express Bus	13
2. Group Transportation	13
3. Medical Appointments	13
4. Shopping Trips	13
5. Social Outings	14
6. Taxi Services	14
7. Weekend Services	14

Smoking Policy.....	14
Team member Lockers	14
Uniform / Dress Code.....	14
Website	15
Work, Health & Safety.....	15
Bundy Clock	16
Entitlements	16
Salary Sacrifice	16
Wages	16
Board of Management.....	17
Executive Officer	17
Operations Manager.....	17
Manager’s Assistant.....	17
Fleet Co-ordinator	17
Finance	17
Intake	17
Community Service Representatives (CSR)	18
Scheduler	18
Mechanic.....	18
Despatch	18
Reception	18
Taxi Voucher	18
Travel Training	18
Drivers.....	19
Casual & Volunteer Driver Roster	19
Driver Authority	19
Driver & Licencing Records.....	19
Driver Training.....	20
Driver Grading.....	20
Hire of Vehicle	21
Late Shift.....	21
List of Vehicles	21

Trip Classification.....	21
Radio.....	22
Vehicle Manual.....	22
Volunteer.....	19
Volunteer Rosters.....	19
Volunteer Reimbursements.....	19
Volunteer Rights.....	20
Volunteer Responsibilities.....	21
Insurance.....	21
Why Volunteer.....	21

*****SWCT provides the contents of this manual as information only. SWCT accepts no responsibility for the accuracy or usefulness of this information when applied to all situations, when in doubt, independent professional advice should be sourced. No responsibility is taken for any damage, death or otherwise misadventure, which occurs through the use of this information and in no circumstances, shall SWCT be held responsible for any such circumstances. Information is provided as a guide only and a quick reference. It does not replace SWCT policies, procedures, safety operating procedures and so forth.**

Copyright © 2015 by South West Community Transport. All rights reserved. This team member orientation kit may not be reproduced or used in any manner without written permission from South West Community Transport.

Definitions

Client	refers to the individuals to whom South West Community Transport provides services
Employee	refers to a team member that is paid by South West Community Transport
Management	refers to Governance Body and/or the Managers
MEA	abbreviation for Multi Enterprise Agreement
NES	abbreviation for National Employment Standards
SWCT	abbreviation for South West Community Transport
Team Member	refers to paid employee and/or volunteers.
Volunteer	refers to a team member that volunteers their time to the organisation and only receives reimbursement for out of pocket expenses

GENERAL INFORMATION

South West Community Transport (SWCT) is a not for profit organisation, which is situated in Minto, NSW. SWCT is a transport service assisting clients living in Camden, Campbelltown, Fairfield, Liverpool and Wollondilly.

Mission/Vision Statement

SWCT vision statement is;

“Leading the way in accessible transport”.

SWCT mission statement is;

***To be a comprehensive transport service providing;
Accessible, safe and secure transport which is responsive to
community needs, advocacy, education, research, innovation and
independence and quality of life***

SWCT has seven core values that we strive for. SWCT Values are;

- ***Excellence:*** Being the best at what we do for those we serve and pursuing excellence in the provision of all our services and dealings with others
- ***Innovation:*** Maintaining a thirst for learning and remaining always open to better ways
- ***Flexibility:*** Being always open to alternative ways for our team to work and deliver services
- ***Leadership:*** Being accountable for our outcomes and leading the way in the field
- ***Partnership:*** Valuing mutual cooperation in the achievement of our mission
- ***Respect:*** Acknowledging always the inherent value, dignity, rights and wishes of others in all our dealings
- ***Safety:*** Ensuring safety in our workplace and work practices, supporting team member and client wellbeing

Refer to our Policy Manual for further details. Policy manual can be found on the intranet, or you can ask one of the managers to provide you a copy.

Board of Management

SWCT operates under a constitution and a Board of Management. Board of Management members are volunteers. Individual members of the Board of Management team, whose work is essential to the effective delivery of services, are regarded as Community Transport team members.

The Board may have up to nine members at any one time. The Board of Management is ultimately responsible for the legal obligations of the organisation.

The Board of Management are appointed at the SWCT's Annual General Meeting. The Annual General Meeting of the organisation is normally held in September each year.

Communication with the Board of Management may be made by either written correspondence addressed to the Chairperson, marked private and confidential and forwarded to the office.

The Board of Management consist of three Executive positions;

- Chairperson
- Treasurer
- Secretary

Commonwealth Home Support Program (CHSP)

The CHSP program funds groups and services such as Meals on Wheels, domestic, personal assistance services, community nursing, day care centres, dementia specific services and many more. If you or if a client would like more information about the type of services available, please speak to one of the office team members.

South West Community Transport must comply with the Community Care Common Standards:

- **Effective Management:** The service provider demonstrates effective management process based on a continuous improvement approach to service management, planning & delivery
- **Appropriate Access & Service Delivery:** Each service user and prospective service user has access to services and receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative
- **Service User Rights and Responsibilities:** Each service user is provided with information to assist them to make service choices and has the right and responsibility to be consulted and respected. Service users have

access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected

- **National Disability Insurance Scheme (NDIS)**

The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to enjoy an ordinary life. The NDIS will help people with disability achieve their goals. This may include greater independence, community involvement, employment and improved wellbeing.

South West Community Transport and all its team members must comply with the NDIS Practice Standards and the NDIS Code of Conduct which includes:

- Respecting the rights of NDIS participants including their right to choice, control and to take reasonable risks
- Providing a safe and ethical service with care and skill
- Not making false or misleading claims or misinform participant
- Respecting confidentiality and complying with privacy laws
- Taking into account the needs, values and beliefs of different cultural, religious and ethnic groups
- Communicating in a way that participants can understand
- Welcoming complaints and dealing with them fairly and impartially
- Not providing service under the influence of alcohol or unlawful substances
- Not financially exploit participants
- Not engaging in sexual activity, consensual or non consensual, with a participant
- Keeping appropriate records, reporting and investigating serious incidents
- Offering reasonable supervision and taking reasonable steps to ensure team members are competent and supported to perform their role
- Maintaining appropriate insurance

If you do not comply with relevant sections of the code of conduct you personally risk:

- Warnings and directions from the NDIS Quality & Safeguards Commission
- Fines of up to \$50,000
- SWCT being deregistered as an NDIS provider
- You being banned from working in the disability sector

Community Transport Program (CTP)

This program aims to expand the range of options available for people who have no access to mainstream public transport services due to location, time of travel, personal circumstances, or affordability to meet the needs of daily living. These people are typically not eligible for other transport programs with restricted eligibility requirements.

Funding

SWCT receives funding from several sources including:-

- The Commonwealth Home Support Program (CHSP) initiative to assist individuals who are frail aged, and their carers
- NSW Age Disability and Home Care to provide transport for younger people with moderate to permanent disabilities and their carers
- NSW Community Transport Program to provide transport assistance to those defined as Transport Disadvantaged

The Move to Funding people NOT programs

In 2017 the Government will gradually cease funding disability services. The National Disability Insurance Scheme (NDIS) will provide funds directly to people with disabilities to purchase their support programs directly from providers.

It is anticipated that gradually aged care services will also move to a Client driven model resulting in funding being removed from services such as SWCT and funds being directly given to clients to purchase their services.

Door to Door Service

SWCT offers a door to door service for all clients. This means that all SWCT team members are expected to go to the client's door, accompany the client and/or provide physical assistance from the door into the vehicle. Upon arrival at the destination team members are required to accompany the client and/or provide physical assistance directly into the destination.

Levels of accompanying and/or physical assistance provided will depend directly on the needs of individual client. Not all clients will require the door to door service, but team members are required to offer this service to all clients.

Confidentiality

Team members will come across sensitive information, and must ensure that information is kept and treated confidentiality, failure to do so may lead to disciplinary action. Please refer to Procedure 3.2 Privacy & Confidentiality for more information about Confidentiality.

Advocacy

Clients may use an independent advocate of their choice to negotiate on their behalf with SWCT. This may be a friend, family member or an advocacy service. SWCT encourages the use of advocates. Should a client wish to use an advocate please refer them to the intake team to make the necessary changes to their record.

Code of Conduct

Team members must abide by the SWCT code of conduct procedure at all times, failure to do so may lead to disciplinary action. Team members shall treat all clients and team members with respect and in a courteous manner. Please refer to Procedure 3.9 for more information about Code of Conduct.

Drug & Alcohol Policy

SWCT has a zero tolerance drug and alcohol policy. Please refer to Procedure 3.11 for more information about Drug & Alcohol.

Emergency Evacuation

Team members are educated about the emergency evacuation procedure when they are oriented on their first day. There are emergency evacuation plans placed around the building. Please refer to the Emergency Evacuation Procedure in the WHS Manual. Vehicle Emergency Evacuation plan may be found in the Vehicle Procedure Manual

Funding

SWCT receives funding from several sources including:-

- The Commonwealth Home Support Program (CHSP) initiative to assist individuals who are frail aged, and their carers
- NSW Age Disability and Home Care to provide transport for younger people with moderate to permanent disabilities and their carers
- NSW Community Transport Program to provide transport assistance to those defined as Transport Disadvantaged

It is expected due to changes within government policy that gradually funding will be reduced in favour of individual client packages allow clients choice regarding their preferred service provider.

Incident & Accident Reporting

If you or a client is involved in an incident or accident please ensure you report the matter to the appropriate person immediately and complete the necessary paperwork. Please refer to the Incident & Accident Procedures in the WHS Manual for more details.

Information

SWCT team members are provided with an orientation kit on commencement. Further information is made available through various communication methods such as;

- Team member Newsletter
- Client Newsletter
- Memo's (*either email or hard copy*)
- Meeting Minutes
- Team Meetings
- Organisational Meetings
- Training
- Noticeboards
- Intranet
- Website

If you need more information, please refer to the intranet or see one of the managers for assistance.

Intranet

SWCT has an intranet which allows team members to access certain information. Team members are able to access policies, procedures, WHS information and meeting minutes for their own division, rosters and so forth. Team members are able to access the intranet on site or offsite. If you would like to access the intranet offsite, please see the Operations Manager for login details.

Training on accessing and moving around the intranet will be provided, however if ever you feel that you require more information please see the Operations Manager.

Operating Hours

SWCT operates from 07:30am to 07:30pm. Starting and finishing times will be dependent on specific day's requirements. Predominately the office is open from 07:15am to 17:00pm, dependant on client's need SWCT will remain open until 730pm or until the last vehicle returns to base. There will be one team member in the office until the driver returns, unless otherwise negotiated. Both team members must secure and leave the base together. Please refer to the Safety Operating Procedure.

SWCT operates a demand responsive service on weekends between 9am to 2pm.

SWCT is closed on public holidays.

SWCT is closed between 12:30pm to 13:00pm each work day to enable the office team members to have their lunch break. Radio will be manned during this time.

Private Phone Calls *(note should this section be amended please ensure procedure 3.13 Personal Phone Usage during Work Hours)*

The following guidelines, which are included in the Team Member Orientation Kit, govern the making and receiving of private telephone conversations during work time.

- The organisations telephones are provided for the conduct of its business. Any use of the organisations telephones for the conduct of any other business for the financial gain of any other party is expressly prohibited;
- All personal telephone calls either via the organisations telephones or personal mobile phones, should be kept as short as possible in the interests of minimizing disruption to work and should only be made/accepted to deal with urgent matters;
- Workers are encouraged to provide the office administration phone number (9603 2106) to family and friends who may need to in the future to make contact for urgent matters;
- Consistent with the previous point, no personal telephone call should exceed three minutes;
- All employees should attempt to restrict personal calls to family/friends and defer other calls to times outside work hours;
- If an employee is on a personal telephone call and is required to return their attention to work then that call should be terminated as a matter of urgency;

- Only local outgoing personal telephone calls are permitted, via the organisational telephones, unless the specific permission of your immediate supervisor is obtained – circumstances justifying this would normally be considered as an emergency;
- The organisational telephone and/or personal mobile phones, are not be used in anyway that offends the law or as a device for delivery of offensive objectionable communications – offences of this nature may result in summary dismissal;
- Mobile Phones are not be placed or be visible at or on workstations, but are to be secured with the team members belongings.

Those workers who do not have access to a telephone line supplied by South West Community Transport may use public telephones or personal mobile phones for personal calls and they too are expected to comply with the rules expressed above.

- Note – telephone calls to ‘charge-for’ services or the like are not permitted.
- South West Community Transport will not be responsible for damage caused to personal mobile phones during the execution of a workers duties nor shall the organisation be responsible for fines / penalties incurred as a result of inappropriate usage of these phones;
- Workers found to be in breach of these guidelines shall be subject to the disciplinary policies and procedures of the organization.

Organisational Structure

The organisation may change in future, however this will be updated in the policy manual which can be found on the intranet or copy can be provided to you if requested.

Photo Release

Team members are asked to sign a photo release form when joining SWCT. Your photo may be taken from time to time at meetings, social outings, training days and these photos may be used in promotional activities. If you have reservations about signing this form please discuss this with the Operations Manager.

Risk Assessment

Team members are required to undertake a risk assessment before completing tasks to identify hazards within the workplace. All hazards and risks must be reported via a risk assessment form and provided to the relevant manager.

Services Provided

Transport is provided both on a group or individual basis to enable clients to attend medical appointments, hospital visits, visit loved ones at a cemetery, shopping and social outings e.g. cinema, clubs, visiting friends, banking and other business. See the specific details below of each service provided;

1. Express Bus

SWCT have a variety of express bus services, to assist with the demand of service. The vehicle operates to a timetable and provides a door to door service from the client's home to a destination in the CBD of a defined suburb. The vehicles operate in different hourly intervals, picking clients up from the point of drop off. The times cannot be changed as clients are encouraged to fit their appointments with the express times so they do not miss out on services.

SWCT team members must adhere by the express timetable, if there is a reason that the team member cannot adhere to the express timetable they must notify radio immediately.

2. Group Transportation

There are two types of group transportation provided by SWCT. Firstly, SWCT provides group transportation on behalf of other organisations. The client list, client needs, destination and other details are provided by the organisation hiring SWCT services.

Secondly, SWCT provides group transportation such as shopping and social outings.

3. Medical Appointments

Team members are not permitted to attend a medical consultation however team members are required to escort and/or provide physical assistant to the client into their destination i.e. waiting room, when required. Team members are responsible for ensuring the client reaches their destination in a safe manner.

4. Shopping Trips

Shopping trips are provided fortnightly in each area. Dependent on the need in an individual area, up to three group shuttle runs may be required. On arrival clients have approximately 3 hours at the shopping center. Due to the limited room on the vehicles clients are restricted to 4 plastic bags or two small type stripped bags of shopping per household and are encouraged to use home delivery services.

To ensure their own personal safety team members are required to utilize manual handling techniques when carrying shopping bags. Please refer to the Manual Handling procedure found in in the WHS manual and also a manual handling training DVD found on the intranet.

5. Social Outings

SWCT organises social outings for clients. These social outings can be organised during the weekday, at night, on the weekend or even overnight trips. Social outings are organised a year in advance, and the outings chosen are the ideas and suggestions received from clients and team members.

6. Taxi Services

SWCT at times use an external taxi organisation to assist in transporting clients during the week as SWCT may not have the available resources required to meet the client demands. Clients are informed that a taxi service will transport them instead of SWCT services.

7. Weekend Services

Over the weekends, clients are able to book transportation within 20 kilometers from their home; all transport is booked with and provided by taxis. SWCT has a team member who is on site between 09:00am to 14:00pm Saturday and Sunday, taking client bookings and assisting clients. Bookings for this service can be made during the week.

Smoking Policy

Smoking is prohibited within SWCT vehicles at all times whether or not there are passengers on board. Smoking is prohibited when assisting passengers on and off a vehicle. No team member or passenger shall smoke in the SWCT office, vehicle or in the vicinity of any vehicle being used to deliver our service or in the presence of passengers and other team members.

There is a smoking policy in place, please refer to WHS Manual Section 10.

Team member Lockers

All team members are provided with the opportunity to access a personal locker. Team members, who wish to access a locker, should advise the Operations Manager. There is a policy and procedure in place that team members need to read and sign off on before gaining access to a locker.

Uniform / Dress Code

SWCT team members are supplied with shirts, jumpers, ID badge and if

applicable a rain coat and hat. Thereafter on an annual basis, team members will be issued with uniforms. The number depends on the position held. All team members must wear the uniform when on duty.

SWCT encourages all team members to wear comfortable and safe shoes. It is the team member's responsibility to ensure they are presentable at all times.

Website

SWCT has a website which all team members, clients and public can access. The website provides an overview of the services offered by SWCT, publications, photos and calendar of outings.

Work, Health & Safety

The WHS committee meets on a tri-monthly basis. Team members can nominate themselves or someone else to be a part of the committee, if there is availability. This process commences between May/June each year. There is a WHS committee board in front of the office stairs, which provides updated information and meeting minutes. Please refer to the WHS Policy and Procedure manual for more details.

PAID TEAM MEMBER SPECIFIC INFORMATION

Bundy Clock

SWCT employees must clock in and out via the Bundy Clock machine located near the lift upstairs in the office. The Bundy Clock is a timesheet system, which electronically calculates times of work. All employees will be trained and supported using the Bundy Clock machine.

Entitlements

SWCT employees are entitled to certain entitlements as per the Multi Enterprise Agreement (MEA). The MEA and National Employment Standards (NES) can be both found in the driver's room and office kitchen area. If you would like a copy of these, please see the Operations Manager.

Salary Sacrifice

A permanent employee who has past their 5 months' probation period is able to elect whether they would like to Salary Sacrifice a portion of their wage. Salary Sacrifice payments are usually conducted on Friday's, however as this is an external payment we cannot guarantee the day. Please see the Operations Manager or the Finance Administrator for further information

Wages

SWCT process wages for paid employees on a weekly basis. The week commences from first shift on or after Wednesday to end of shift Tuesday. The actual wages are processed for distribution to individual banks by 12:00pm on a Thursday; however keep in mind it may be Friday dependant on your individual bank.

OFFICE SPECIFIC INFORMATION

Board of Management

The role of the Board of Management is to provide strategic direction and overall governance of the organisation in line with relevant legislation, standards and funding body requirements.

Executive Officer

The main role of the Executive Officer is to oversee the running of the organisation and to undertake development work which ensures the ongoing stability and growth of the service. This position is answerable directly to the Board of Management.

Operations Manager

The Operations Manager is responsible for the day to day operations of SWCT. The Operations Manager is also responsible for recruitment, training, complaints, feedback, performance management and other duties. This position is answerable to the Board of Management via the Executive Officer.

Manager's Assistant

The Manager's Assistant provides administrative support to the management team.

Fleet Co-ordinator

The fleet co-ordinator is responsible for all SWCT vehicles and maintenance. This position is answerable to the Board of Management via the Executive Officer.

Finance

The Financial Assistant is responsible for accounts, wages and reports to the Accountant and Executive Officer. This position is answerable to the Board of Management via the Executive Officer.

Intake

The intake team undertake paperwork for new referrals gathering relevant information and ensuring applicants meet the eligibility criteria. Review of existing clients are undertaken when client's needs change, a risk is identified or within a 2

year period as required. Team members also provide information on SWCT services and other eligible services which may meet and assist the client's needs.

Community Service Representatives (CSR)

The CSRs are responsible for organising and accepting client bookings aligned to the availability of resources, this may be via the phone or SWCT on-line booking system available via our website.

Scheduler

The Scheduler allocates individual transport bookings to vehicles, organises drivers and enters information into CTABS to ensure the efficient provision of individual transport.

Mechanic

The Mechanic allocates bookings to resources, co-ordinates group transport for both SWCT and other community groups such as Day Care Centres.

Despatch

The despatch position is responsible for the daily operation of the radio. They handle issues and changes that are impacting on the day by interacting with clients, family members, drivers and medical professionals. CSR team members rotate into this position.

Reception

SWCT reception team duties consist but not limited to; greeting visitors, answering and directing a high volume of calls and managing the switchboard.

Taxi Voucher

The taxi voucher project is responsible for managing and distribution of vouchers as well as, tracking usage and responding to taxi vouchers issues.

Travel Training

The travel training project is responsible for providing travel training, information and resources to enable people to better access public transport.

DRIVER SPECIFIC INFORMATION

Drivers

Drivers are engaged on a permanent full time, permanent part time, casual or volunteer basis. Drivers provide accessible transport for clients.

Casual & Volunteer Driver Roster

All casual drivers will be provided with a monthly calendar upon which they are required to indicate their availability. This is to ensure the booking unit knows which drivers are available on any given day. The rosters must be completed and returned to the Operations Manager by the allocated date. Work will be allocated as available in a strict rotation based on availability.

Driver Authority

Drivers whether paid or volunteer are required by Transport for NSW to complete certain requirements to comply with the NSW Passenger Transport Act this entails the following:

- Current driving record, must be renewed every 3 years
- Current driving licence appropriate to the vehicles to be driven
- Undertake and provide a medical (*specific paperwork is required*) every 3 years
- Current police check, must be renewed every 3 years

As per funding agreement guidelines volunteers will be reimbursed for out of pocket expenses incurred in obtaining the above documentation.

Driver & Licencing Records

(note this procedure is included in 5.12.10 Driving & Licencing Records if this kit is changed please ensure 5.12.10 Driving & Licencing Records is also updated)

Any personnel driving SWCT owned vehicles must hold an appropriate current NSW full (black) driver's licence prior to using the motor vehicle. Organisation Team Members who are on a provisional licence may only drive organisation vehicles when NOT engaged in transporting clients. The Operations Manager will be responsible for keeping up-to date records on all drivers.

To ensure SWCT duty of care to clients and compliance with legislative requirements SWCT requires any Driver to notify the Operations Manager immediately if their licence is revoked for any reason.

All paid and volunteer drivers must be registered under Point to Point legislation through RMS. Once completed all drivers then need to sign a permission memo allowing the Operations Manager to access their driving status on the Driver dashboard within the Point to Point web portal.

The driver dashboard within the Point to Point web portal indicates whether a driver is compliant by a showing green shading or non compliant by showing a red shading in the areas of:

- Point to Point registration;
- Drivers Licence;
- Criminal history; and
- Demerit points

If any driver's record shows a red shading against any area then the driver will not be able to drive until they have attended the RMS and rectified the issue. SWCT does not get information as to what the issue is only that the driver is non compliant.

Driver Training

All drivers receive training on their commencement. The training is a buddy training system, and requires the driver to progress to certain driver grades. Please refer to the appropriate driver training schedule for more details. If drivers would like training in any areas, please see the Operations Manager.

Driver Grading

Drivers are graded through their training period, which assist the office team in allocating the correct vehicle and clients to their grade. Below is a table of the grading system. Please refer to the appropriate driver training schedule for more details.

Volunteer Car Driver	
C3 Driver	Day 1 & 2
C2 Driver	Day 3, 4 & 5
C1 Driver	Training Completed

Volunteer Bus Driver	
B4 Driver	Day 1 & Day 2
B3 Driver	Day 3 & External Assessor
B2 Driver	Day 4, 5 & 6
B1 Driver	Training Completed

Paid Driver	
A4 Driver	Day 1 & 2
A3 Driver	Day 3 & External Assessor
A2 Driver	10 days in Hiace 10 days in Rosa
A1 Driver	Training Completed

Hire of Vehicle

SWCT provides eligible clients access to SWCT vehicles out of operating hours and on weekends. Please refer to the Hire Vehicle procedure.

Late Shift

Monday to Friday, SWCT paid team members may be rostered to work past 17:00pm which is classified as a late shift. If this is the case, an office team member will wait for the last vehicle to return to base unless negotiated otherwise. The first late driver that returns must complete all vehicle checks, the second late driver to return to base must wait for the office member to lock up and leave the premises together (this includes waiting until the gate is closed and locked). Late shifts for paid drivers commence approximately around 8.30am. Please refer to the Safe Operating Procedure in regards to departing the base.

List of Vehicles

SWCT has a variety of vehicles which consists of Mondeo, Kia, HIACE, Odessy and ROSA's. Vehicle type and configuration are available on the Intranet.

Trip Classification

SWCT has implemented a trip classification system which links in with the Driver Grading system. Trip Classification is a process by which the client's requirements, purpose of trip, team member's skills and organisations resources are classified to ensure allocation of team member and resources meets the client's requirements and purpose of the trip

The trip classification rating system is one of many tools used in the allocation process. The client's history and relationship with team member may be crucial to providing the client with a balanced service delivery.

A risk assessment utilizing all knowledge regarding the client's mobility, requirements, destination and transport history will be undertaken prior to allocation. Client requirements / needs are identified at point of intake. Client needs are prioritized as Low, Medium or High depending on their ability / mobility.

Radio

Radio is to be used for all communication between office and vehicle and vehicle to vehicle. Mobile phones are only to be accessed in an emergency. Please refer to the vehicle procedure manual for more information. Tablet messaging system is to be utilised for all periods a driver is out of a vehicle and for all confidential information exchange.

Vehicle Manual

Each vehicle has a Vehicle Manual either hard copy or electronically on the intranet. This manual provides specific information about policies, procedures and vehicles.

The following information can be found in the Vehicle Manual:

- Fuel
- Cleaning Vehicle
- Parking in the Factory
- Run Sheets
- Vehicle Floats
- On-Board Vehicle Communication Systems
- Running Late or Early
- Extra Passenger
- No-One Home
- Fares
- Seat Belt
- Exiting Vehicle
- Hoist
- Cancellations
- Client Increased Needs
- Transporting Pets
- Oxygen Concentrators
- Manual Handling
- First Aid Kits
- Mobility Parking Authorities
- Vehicle Evacuation
- Motor Vehicle Accident Procedure
- Motorised Wheelchairs
- Child Seats

VOLUNTEER SPECIFIC INFORMATION

Volunteer

Volunteers provide a valuable service within the organisation in the roles of

- Drivers
- Carers
- Office Assistants

Volunteers have the same rights and responsibilities as paid workers and as such are included in all activities and are seen as an integral member of the SWCT Team.

To register as a volunteer, a volunteer must have an interview with the Operations Manager and provide the following details;

- Police Check
- One work reference
- Driving record
- Driving medical
- Working with children check

Volunteer Rosters

SWCT distribute monthly availability rosters to all volunteers, to determine which days a volunteer is available. Volunteers must complete and return this roster by the allocated date.

Volunteer Reimbursements

SWCT reimburse volunteers for out of pocket expenses such as kilometres travelled to and from SWCT base in their personal vehicle and also lunch expenses. These payments are done through the nominated bank details that the volunteer provides.

**SOUTH WEST COMMUNITY TRANSPORT
VOLUNTEER REIMBURSEMENT CLAIM FORM (3.3o)**

DATE VOLUNTEERS NAME SWCT VEHICLE DRIVEN			
Please circle which applies – Car Driver – Bus Driver – Bus Assistant – Venue Assistant – Office Assistant			
ODO at vol. home	ODO on arrival at SWCT	Total Kms one way	Kms including return
Start Time		Finish Time	
Was the most direct route taken from your home to SWCT compound?		YES	NO
Do you require reimbursement for lunch expenses?		YES	NO
<i>(Claims for lunch reimbursement MUST be accompanied by a receipt and not exceed \$10 per day)</i>			
Have you submitted a receipt with this claim form?		YES	NO
Total lunch claim.		\$	
Volunteers Signature date			
OFFICE USE ONLY			
Kms to be reimbursed Kms x \$0.78	Total Kms reimbursed \$	Lunch reimbursed \$	TOTAL REIMBURSEMENT \$
Office workers signature on payment of reimbursement			

COMPLETE

DO NOT
COMPLETE

Volunteer Rights

Unlike paid team members, volunteers are not covered by awards or workplace agreements. However Volunteers do have rights. SWCT promotes the following as the basic rights of a volunteer;

- To work in a health & safety environment
- To be adequately covered by insurance
- To be given concise information about the organisation
- Not to fill a position previously held by a paid worker
- Not to do the work of a paid team member during the industrial disputes
- Have access to all policies and procedures relevant to the duties, and WHS
- To have your information held confidentially as per the privacy act 1988
- To be oriented and provided sufficient training
- To be treated equally and respect by all team members
- To be recognised
- To be informed why you may not be suitable for certain roles or tasks
- To be told expectations
- To be able to provide opportunity to provide assistance for pathways

Volunteer Responsibilities

All team members must follow the organisation's SWCT Code of Conduct, Policies and Procedures. As a volunteer you are part of our team and we "count on you" therefore we expect and ask that you;

- be punctual and reliable – *do what you say you will do*
- be accountable – *take responsibility for your own actions*
- provide as much notice possible when changing or cancelling your volunteer shift so we are able to cover the shift
- be willing to learn and ask for training and support when required
- be open to and accept new ideas/cultures/personalities while NOT pressing your own opinion
- only complete the tasks detailed in your job description. If you are being asked to complete duties outside your job description, please speak to the Operations Manager
- alert your supervisor regarding any questions, issues or concerns you may have
- advise your supervisor if you would like a change of duties or hours
- report injuries, incidents and hazards
- take a break when you need to. We want to keep our volunteers for the long term and realise you need a break every now and then to keep you healthy and working well as a volunteer
- claim any out of pocket expenses – *it shouldn't cost you money to volunteer with us*

Insurance

Unlike paid team members, volunteers are not covered by workers compensation. Volunteers are insured, however legally SWCT cannot insure for the Medicare gap. Please refer to the volunteer insurance document.

Why Volunteer

Individuals volunteer for many reasons such as;

- Experience
- Opportunity to develop skills and experience
- Retired
- Give back to the community