



CLARENCE COMMUNITY TRANSPORT

Driver's Handbook

Contents

1. Service information
2. Information for Drivers
3. Forms

The CCT Drivers Manual is to be read in conjunction with CCT's Policies and Procedures Manual and the WH&S Manual.

Mission Statement

“TO PROVIDE QUALITY, ACCESSABLE TRANSPORT OPTIONS TO THE COMMUNITIES OF THE CLARENCE VALLEY”

Quality Policy Statement

CCT maintains that an effective Quality Management System that meets the requirements of ISO 9001:2008 the Disability Service Standards and any other standards required by funding bodies, legislative requirements or identified by the organisation. All Quality processes will ensure stakeholders, processes and documentation are working together to provide high quality services.

Service Objectives

Clarence Community Transport (CCT) will provide transport and transport related services and undertake its activities according to the relevant Standards, accreditation bodies, funding agreements or contracts entered into by the Organisation and as required by the relevant legislation.

Organisational Background

Clarence Community Transport Inc. has been operating in the Clarence Valley for over 20 years. The service has evolved from a very small operation with only a couple of staff and volunteers to a service that provides transport options to all eligible residents of the Clarence Valley. From providing mainly transport to and from medical appointments we now provide a range of transport options including access, shopping, social, medical and funeral transport. We are, as part of our continuous improvement process, always seeking to identify new transport needs and to meet those needs.

1 Service Information

1.1 Service Description

CCT provides a range of transport options to the residence of the Clarence Valley. Our area of operation is the Clarence Valley LGA, however from time to time we do service clients outside of this area.

Our target groups are:

- Older people;
- Younger people with a disability;
- Carers of the above;
- Aboriginal and Torres Strait Islanders;
- Young people;
- Transport disadvantaged; and
- Such other groups as may be identified by the service or funding bodies.

We also have a number of targeted special needs groups:

- people who live in rural/remote areas;
- people who are financially disadvantaged;
- people with dementia;
- people who come from culturally and linguistically diverse backgrounds; and
- LGBTI people (lesbian, gay, bi-sexual, transgender and inter-sex)
- Other special needs groups as determined by funding or governance bodies.

The range in which we operate does vary depending on need but a usual rule is we operate as far as Brisbane and surrounds in the north and Coffs Harbour and surrounds in the south.

CCT offers transport for a wide range of reasons. The majority of our transport is for medical and medically related appointments. We also offer social, shopping and access services. If there is a conflict between being able to provide one type of service over another due to stretched resources CCT prioritises medical transport.

The way in which CCT offers transport options also varies. We are able to offer more traditional services in the way of car and bus transport. We are also able to offer other options such as fuel cards, taxi vouchers and transport subsidies.

Clarence Community Transport does not provide Emergency Medical Transport.

1.2 Funding

To provide our services CCT receives funding from a number of different sources. Our primary source of funding is Federal and State grant funding under the Home and Community Care program or HaCC. CCT also receives grant funding from the NSW Department of Health and Transport for NSW. Our other sources of funding come from brokerage trips that we do for various organisations and client contributions and donations.

1.3 HaCC Services

HaCC services are for the frail aged and elderly over the age of 65 or 50 for Aboriginal people. There are eligibility criteria for clients wishing to access HaCC funded services.

1.4 Vehicles

CCT utilises a fleet of company vehicles to provide transport options to clients. The fleet is split into our car fleet and our bus fleet. Our car fleet is operated by volunteer drivers. Our bus fleet is operated by paid staff. Our bus fleet also has a number of wheelchair accessible vehicles available.

2 Information for all Drivers

2.1 Door to Door Service

CCT offers door to door service to all of its clients. Drivers are to go to the client's door and escort them into the vehicle and the same on the return. Some clients prefer to wait outside for their driver, this is not a requirement.

2.2 Hours of Operation

Office hours for CCT are Monday to Friday 8:30am to 5pm. We operate an after hours emergency number for drivers only.

0405 140 996

CCT has broad guidelines for service operation but are driven by client need and available resources.

2.3 Bookings

Although CCT has no real operating hours we do ask clients, where possible, to make appointments within some guidelines. Our general guidelines are:

- 3 working days notice
- Appointment times between 10am and 2pm for trips to Gold Coast/Brisbane.
- Appointment times between 9am and 3pm for other destinations.

These are only very broad guidelines CCT understands that appointment times may not always fit and sometimes 3 working days notice is not able to be given.

Drivers are not to take bookings from clients. All booking must come through the office. Drivers are also not to tell clients they are available for transporting clients on any given day.

2.4 Driver Requirements

All Drivers must:

- Have a Criminal History Check
- Authorised Medical Check
- License History Check
- Current NSW drivers' license valid for the vehicle being driven.
- Working with Children Check if requested
- Please Note Paid Bus drivers must hold a NSW Bus Authority unless prior arrangements have been made (this is instead of the criminal check, medical check and license history check).
- Current First Aid Certificate or willing to obtain within 6 months.
- Provide a copy of Drivers License
- NSW Bus Authority (if applicable)
- If using their own car drivers must also provide current registration and comprehensive insurance details.

2.5 Code of Conduct

- **Abide by the Aims, Objectives and Philosophy of CCT.**
 - All team members and management must perform their duties in line with the Aims, Objectives and Philosophies of CCT.

- **Observe all the rules of CCT including those specified in the constitution, Policy and Procedure Manuals, Home Care Standards and any others determined by the Governance Body.**
 - All team members and management must perform their duties according to the constitution, the Policy and Procedure manual and management direction.
- **Represent CCT and the Team in a positive way**
 - All team members and management have a responsibility to promote and represent CCT and the Team in a positive way to other team members/management and the community. This is applicable even when not performing duties on behalf of CCT. This includes when team members are using social media such as face book, text messaging and twitter.
 - If any team members or management have concerns regarding CCT, these issues must be raised and addressed according to the Policies and Procedures of CCT.
- **Act in an honest and trustworthy manner in both word and action (including reporting any dishonest act witnessed).**
 - Team members and Governance Body members are to observe the strictest practice of honesty and integrity at all times and this may include a duty to report dishonesty on the part of another member of team members or Governance Body members.
- **Treat clients with courtesy, respect and consideration, act on complaints and provide services to the best of their ability.**
 - CCT exists to provide assistance to our clients to live as independently as possible. By providing a courteous, respectful service that takes client suggestions/complaints seriously we empower our clients.
- **Protect Confidentiality**
 - Sign and abide by the CCT Confidentiality Procedure.
- **Continue to respect confidentiality after leaving the organisation**
 - Former team members or Governance Body members are to maintain confidentiality of official information known to them after leaving the employ of CCT. Former team members and Governance Body members are also required to return any equipment or copies of information regarding CCT to CCT.
- **Follow reasonable instructions given by supervisors and/or management**
 - Team members and Governance Body members will not willfully disobey or disregard a reasonable direction or request given by the Manager, or a person with the authority to make or give the

direction/request. Team members and Governance Body members who disagree with the direction/request can discuss the matter according to the Team Member Performance and Grievance Procedure.

- Team members and Governance Body members should give their time and attention to carry out their work efficiently and the standard of their work should reflect a positive image of themselves and CCT. The work of a team member is to be done within the policies and guidelines of CCT without personal views being reflected in the way the work is done or how the Service is delivered. Should team members and Governance Body members conscientiously disagree with a particular policy/procedure then the team members and Governance Body member should discuss the matter with the Manager and/or the Governance Body.
- **Recognise and declare any potential conflicts of interest**
 - Team members and Governance Body members are to act in the general public's interest and not in a manner to obtain unfair advantage for themselves, other individuals or services. Team members and Governance Body members are to disclose any interest, which could lead to, or could be perceived to lead to, a conflict of interest.
 - Should a Team member or Governance Body members become aware that a conflict has arisen or potential conflict may arise, the team member is to inform the Manager and/or Governance Body.
- **Declare any Political Participation that may impact upon CCT**
 - Team members or Governance Body members who participate in political activities are to ensure that this involvement does not conflict with the performance of their duties.
- **Disputes and grievances must be dealt with in line with Team Member Grievance Procedure.**
 - Conflict is a part of life, when working or volunteering with a variety of people conflicts are natural. Remember if you have a problem it must be dealt with according to the Procedures of CCT. It is your responsibility to try in good faith to resolve any disputes and assist at all times to promote harmony in the workplace.
- **Act lawfully, fairly and ethically.**
- **Not smoke, take illegal drugs or consume alcohol when on duty or on the premises.**
 - As we ask that clients do not smoke in your presence we also ask that you give the same respect. CCT has a designated smoking area on our premises.

- **Not solicit gifts from clients.**
 - It is natural for clients to sometimes want to give a gift to a team member however CCT has a duty of care to clients to protect them from situations that could be perceived as abuse of position.
 - Team members and Governance Body members are not to directly or indirectly encourage or demand any gift or benefit in respect of work performed or services delivered by them in connection with their position at CCT.
 - If a sum of money is paid over the standard rate for the Service it will be considered a donation to CCT. This should be explained to the client and a receipt given.
 - To ensure that clients are not placed in a position of potential abuse no team member of CCT will accept any gift over the value of \$20 or home produce (such as a cutting of a favourite plant, homemade jam). Any team member receiving such a gift from a client must notify the office and have the item placed on the Gift Register, recording the gift protects both the client and the team member.
- **Not have sexual relationships with clients, visit clients home or take them to team member's homes outside of regular duties approved by CCT.**
 - People you meet while working with CCT are clients of CCT and as such will be protected by CCT. It is inappropriate to form relationships with clients outside the parameters of service provision. Inappropriate relationships encourage a blurring of boundaries between individuals and can result in the client and/or team member becoming dependent upon each other rather than relying on CCT for information and support.
- **Not abuse or harass, physically or verbally, other team members or clients of CCT.**
 - All team members must refrain from any form of conduct, including using bad language that may cause offence, intimidation or embarrassment to clients, team members, Governance Body members or members of the Public. Discrimination and harassment will not be tolerated under any circumstances
 - It is the responsibility of every team member to:
 - ❖ not participate in discriminatory or harassing behaviour within the workplace;
 - ❖ Offer support to anyone who is being harassed and let them know where they can get help and advice (they should not, however, approach the harasser themselves); and

- ❖ Maintain complete confidentiality if they provide information during the investigation of a complaint. Team members should be warned that spreading gossip or rumours may expose them to a defamation action.
- Sexual harassment is any unwanted or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour which creates a sexually hostile working environment.
- Specific examples of sexual harassment may include: uninvited touching; uninvited kisses or embraces; smutty jokes or comments; making promises or threats in return for sexual favours; repeated invitations to go out after prior refusal; “flashing” or sexual gestures; sex-based insults, taunts, teasing or name calling; staring or leering at a person or at parts of their body; unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them; touching or fiddling with a person’s clothing including lifting up skirts or shirts, flicking bra straps, or putting hands in a person’s pocket; requests for sex; sexually explicit conversation; persistent questions or insinuations about a person’s private life; offensive phone calls or letters; stalking; and offensive e-mail messages or computer screen savers.
- Sexual harassment is unlawful in any work-related context, including conferences, work functions, office Christmas parties and business or field trips and includes interactions with clients.
- Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.
- **Not give advice to clients.**
 - It is not the role of CCT to provide advice to clients. If clients are requesting advice forward the request through to the office so an appropriate referral can be made.
- **Not alienate clients from their family.**
 - It is important to remember “there are two sides to every story” and CCT does not engage in family disputes or attempt to alienate clients from their families.

- **Not engage in Misconduct** which includes but is not limited to:

Theft of property or funds from CCT.

This includes any equipment, stationary, food, petty cash, falsely claiming reimbursement and/or overtime/travel etc., and all other goods and property owned by CCT

Willful damage of project property.

This includes the neglect of general maintenance of equipment and/or any damage purposefully done to any of CCT's property and/or equipment

Intoxication through alcohol or other substances during working hours.

This includes any CCT functions (e.g. Training events, conferences etc.)

Verbal or physical harassment of any other team member, client, or member of the public, particularly in respect of race, sex, cultural background, marital status, sexual orientation or religion.

The above will not be tolerated by the organisation under any circumstances. It should be noted that harassment is defined by the person being harassed not the person inflicting the harassment. Ensure your behavior cannot be construed as harassment at any time.

The use of unprofessional speech such as swearing or bad language.

It is the duty of all team members to always act in a professional manner and this includes speaking politely to all.

The disclosure of confidential information in respect to the organisation to any other party without prior permission.

Disclosure of confidential information is also a crime under the Privacy Legislation. Disclosure may include both verbal and written communication (including social media such as face book, text messaging and twitter). This covers but is not limited to information about business activities, financial status or team members.

The disclosure of information concerning CCT clients other than the information that is necessary to assist clients and to ensure their safety. (e.g. medical information given to ambulance/medical personnel)

Carrying on private business in an activity similar to that undertaken by the organisation without prior written permission.

Carrying on a private business from project premises or using project resources for private business.

This includes but is not limited to taking private business phone calls, using the organisation's photocopier, stationary, equipment etc. to support a private business

Falsification of any organisation records for personal gain or on behalf of any other team member/client.

This includes, but is not limited to, falsification of time sheets, leave records, and travel reimbursement sheets.

- **Governance Body Members additionally agree to:**
 - Attend meetings as set whenever possible, and if unable to attend, to send apologies.
 - Not act on Service matters without the consent of the Governance Body, including not interfering in the day-to-day operations of CCT.

Failure to abide by the above rules may result in disciplinary procedure

2.6 Meetings

Drivers are expected to attend all scheduled meetings.

2.7 Privacy and Confidentiality

All drivers have signed a confidentiality agreement and must treat all information about clients as confidential. Please do not give out your personal details if giving out cards with your number on it remember to collect them back.

2.8 Training

Drivers are expected to attend all training they are requested to complete. Drivers who fail to attend mandatory training may not be able to drive for CCT until the training has been completed. If drivers have any specific training requirements they may request this through the use of the Training Request Form located in the Office. They may also directly contact the Manager or raise the request at a volunteer meeting.

2.9 Vehicle Procedure Manual

All vehicles have a manufacturer's information book on how to operate the vehicle. Drivers will all be given an orientation on a company vehicle prior to driving it. If a driver is uncomfortable driving a company vehicle they are to inform the office straight away so alternative arrangements may be made.

2.10 Fuel Company Vehicles

All vehicles need to have a full tank of fuel when dropping off to the next driver, or shift is completed.

2.11 Fuel Cards

Each vehicle is provided with two fuel cards (BP and Caltex) which are located within the vehicle. Each card has a pin number and drivers are required to enter the odometer reading when paying for fuel. You are able to fuel up at any BP or Caltex stations. Cards may only be used for fuel purchases.

2.12 Cleaning of Vehicles

All vehicles are to be kept in a clean condition at all times. Drivers are to ensure vehicles are clean after completing a 'job' and prior to handing over a vehicle to another driver.

2.15 Vehicle Maintenance

Vehicle maintenance is the responsibility of all drivers in conjunction with the Bookkeeper. Drivers are to inform the Bookkeeper when vehicles are getting close to a service interval.

2.16 Vehicle Checks

All drivers are to visually inspect vehicles prior to commencing a trip. If there are any issues with the vehicle the driver is to contact the office prior to departing for instruction. Any issues should be reported directly to the Bookkeeper and a Hazard Form completed.

2.17 Vehicle Defects

If a driver notices any issue with a vehicle that they deem make it un-roadworthy the vehicle is not to be used until the issue has been resolved. The issue is to be recorded on a Car Damage Report form and taken to the office as soon as possible. If a driver is in question about an issue they are to treat it as if the vehicle is un-roadworthy.

2.18 Run Sheets

All drivers are provided with a run sheet (either electronically or paper based) with the Clients appointment time, clients address destination contribution amount and relevant information such as mobility aids and special needs.

Drivers are responsible for ensuring they read their run sheets and contact the office if they have any questions regarding a client's transport.

2.19 Running Late

Sometimes drivers may be running late due to a number of reasons, if this happens please notify the office and advise of the situation. The office will then advise the driver of what action is to be taken next.

2.20 Infringements

Any infringements drivers incur whilst driving for CCT are their responsibility to pay and incur any other associated penalties. CCT may also instigate disciplinary action depending on the infringement.

2.21 Emergency Procedures

2.21.1 Medical Emergencies

All Drivers are required to have a current First Aid certificate.
If in doubt or unsure at any time drivers are to phone an Ambulance **000**.

2.21.2 Vehicle Breakdowns

All CCT vehicles are covered by NRMA roadside assistance. If a vehicle suffers a breakdown contact the office immediately and notify them of the situation so that arrangements can be made for any clients traveling in the vehicle.
The Team Member is then to contact road side assistance.

2.21.3 Vehicle Accidents

Drivers are to ensure the safety of themselves and clients. Follow first aid procedures if required. If there are no medical concerns or immediate safety issues contact the office or emergency phone for further direction. Each driver should follow the NSW Police 'What to do after a car crash' pamphlet. If there are any safety issues, medical concerns or if drivers are unsure, contact the Police on 000 immediately.

2.21.4 Client not at Home

Drivers are to call the client if no answer at the door upon arrival. If there is no response drivers are to walk around the house (where able) to see if the client is home, call out to the client. If able, check with neighbors as to clients' whereabouts. If the client is not located notify the office or emergency phone immediately.

If the client is inside and in any form of distress contact the Ambulance immediately and follow any instructions given.

2.22 Money Handling

Drivers are to record all contributions on their claim forms. Drivers are not to access a client's wallet or purse at any time.

2.24 Client Feedback

Drivers are required to provide the office with feedback on clients. This may include but is not limited to a change or issues with a clients' mobility, change or issues with a clients' behavior, change or issues with a clients' health status and difficulty accessing a premises.

2.25 Extra Clients/Passengers

Drivers must notify the office **PRIOR** to transporting any person not indicated on their run sheet.

2.26 Client Complaints/Suggestions/Compliments

Drivers are to record any client complaint, suggestions or compliments on a Feedback form. Drivers may also ring through the complaint, suggestion or compliment or provide the client with the means to do the same.

2.27 Abusive Passengers

Drivers are not expected to tolerate abusive behavior from passengers. In the event of this occurring drivers are to:

- Stop the vehicle (if traveling)
- Remove other clients and themselves to a safe location
- Contact the office
- If the driver feels threatened at any time they are to contact the Police and then contact the office as soon as practical.
- Clients should not be admitted into a vehicle if the driver feels they are being abusive or are in an unfit state to travel
- Please notify the office immediately.

2.28 Unexpected Delays

Unexpected delays happen while transporting clients. This may be due to appointments running over, late appointments or other issues. Drivers are to contact the office in the event of a delay of half an hour or more or if the delay will affect another passengers' transport.

2.29 Vehicle Handover

When handing over a vehicle drivers are to ensure:

- They contact the next driver at least one day prior
- Check the fuel card is in the vehicle and the vehicle is fully fueled
- Check the vehicle is clean
- Check the overall condition of the vehicle (i.e. tyres)
- Check the start kms

2.30 Manual Handling

CCT team members are required to cooperate with the WHS policy and procedures to ensure their own health and safety, and the health and safety of others in the work area.

Team members shall accomplish safe lifting and handling by undertaking the following analysis of each task to determine an appropriate course of action.

What is the nature of the object to be handled or lifted, the nature of the task and what secondary considerations exist which may complicate the task?

A bag of groceries can be readily put down if the task proves to be too much;

A passenger relying on a team member for physical assistance;

Helping a passenger using a wheelchair down their front driveway may suddenly become dangerous in windy and wet conditions.

Is the task necessary? Can the objective of the task be accomplished by other means?

Rather than assist a person using a wheelchair to negotiate steps, a ramp or dropped-kerb may be available nearby.

Can the task be redesigned to make it safer and easier?

A heavy box of groceries may be divided into smaller bags.

Can equipment be used to make the task safer and easier?

Is the passenger making use of mobility aids required, e.g. walking frame or walking stick.

Can a team effort make the task safer and easier?

Where one team member may have great difficulty in steadying or supporting a large passenger disembarking from a vehicle, two team members may be able to more effectively provide assistance.

Should the task not be attempted?

Having established that assisting a person using a wheelchair down a flight of steps is necessary for them to gain access to a Clarence Community Transport service, and having examined all alternatives including the use of equipment and team effort only to conclude that the task still poses a high risk to both the intending passenger and the team member concerned, it should be decided that the passenger cannot access the service until a safe means of overcoming the problem has been identified.

Instances where risks arising from routine or ad-hoc lifting and handling tasks have been identified shall be recorded on a Clarence Community Transport Accident, Incident and Hazard Form.

If a driver feels they are unable to perform a lift of any kind for any reason they are not to perform the lift and contact the office immediately.

2.31 Assisting Passengers Who Use Wheelchairs

Assisting passengers who use wheelchairs to get up or down kerbs and steps may be an essential part of helping them to use Clarence Community Transport's services. This is an area where extreme care is needed to ensure the safety of both passengers and team members.

It is unfortunately common for passengers who use wheelchairs to require assistance up or down a number of steps. Where no ramps, lifts or other accessibility arrangements exist, this task should not be attempted by Clarence Community Transport team members. If this situation arises drivers are to contact the office immediately.

Even where a team member may have the physical strength and agility to successfully assist a person using a wheelchair up or down a number of steps, there is rarely any margin for error and always a great deal of risk involved.

To ensure the safety of both passengers and team members, the following shall apply to all Clarence Community Transport services:

No Clarence Community Transport team member shall attempt to provide assistance to a person using a wheelchair to negotiate any more than one step (up or down) at any one time where there is no level resting area in between.

Where passengers who use wheelchairs require assistance to negotiate more than one step (up or down) the Coordinator or nominated team member shall be responsible for ensuring that; appropriately trained personnel equipped with suitable specialist equipment are obtained to assist the passenger, and/or relevant agencies (eg. Home Modifications) are contacted to overcome the problem.

If a driver at any time feels unsure about transporting or maneuvering a wheelchair client they should contact the office immediately and not attempt to move the passenger.

3 Forms

3.1 Claim Forms

All drivers are expected to fill out a volunteer claim form. The claim form details the trip the driver has completed and includes:

- Date of trip
- Kilometers completed
- Time taken
- Client/s taken
- Pick-up/drop-off points
- Contributions received
- Any other information (i.e. extra trips completed)

Volunteer claims are processed weekly. Claim forms must be handed into the office by Tuesday 12noon to be processed in that week. Reimbursements are deposited into a volunteer's nominated bank account. Any claim forms not handed in within a month of a trip being completed may not be processed unless prior arrangements have been made. Claim forms may be hand delivered, posted, faxed or emailed.