

Community Bus Bookings Procedures and Guidelines for Use 2017

Community Transport: Wollongong-Shellharbour (CT:WS) has a fleet of buses available to assist community groups/organisations who provide services to frail older people, people with a disability and their carers, special needs groups under the Commonwealth Home Support Program (CHSP), the Community Care Support Program (CCSP) and those who are classified as Transport Disadvantage (CTP) to meet their transport needs.

The procedure outlined below is to be followed by groups that intend to hire our vehicles.

1 Bookings

- 1.1** Bookings must be confirmed by submitting a Trip Request Form at least eight (8) weeks prior to the date of intended use, if applicable.

The Trip Request Form must include the following information:

- The name, address and telephone number of the organisation
- The name and phone number of the person responsible for organising the outing and a back-up contact number
- The name, address, telephone and licence number including expiry date of the proposed driver (should the driver not be provided by CT:WS)
- The purpose and duration of use and destination of the vehicle.

- 1.2** The number of passengers is to be limited to the prescribed seating capacity for the bus. Seating capacity is reduced where passengers travel in wheelchairs or with walkers. Passengers travelling in wheelchairs must travel in allocated positions and walkers must be restrained using safety equipment provided. The Community Transport Officer will provide further information.

- 1.3** CT: WS will need to be advised of trip destination one week prior to trip. Drivers will endeavour to take the shortest possible route but unfortunately this is not always feasible.

2 Drivers

- 2.1** The user group can supply an approved driver and the Driver must comply with the Community Transport Driver Safety Framework which includes:
- RMS Driver Licence Check clearance
 - Must hold a minimum LR Class Licence, produced prior to the bus being driven
 - Health Assessment clearance
 - National Criminal History Check
 - Working with Children Check (where relevant).
- 2.1** All medical cost to groups supplying their own driver is the responsibility of the group.
- 2.2** Except in an emergency, the bus must not be driven by any person other than those nominated at the time of approval.
- 2.3** Groups that cannot provide a driver may approach the Community Transport Officer for assistance at least one (1) month prior to trip.
- 2.4** No driver is to consume, or be under the influence of alcohol or illegal drugs at any time prior to pick up and during journey. A zero blood alcohol level is compulsory for all drivers. Community Transport has the right to refuse keys to driver if they believe the driver is under the influence.
- 2.5** Drivers using prescribed medications must notify the Community Transport Officer prior to driving. Community Transport reserves the right to consult with an appropriate source of medical expertise to confirm that prescribed medication will not compromise passenger safety.
- 2.6** All drivers are required to follow Roads and Maritime Services (RMS) road and safety regulations at all times. Any breaches/fines are the responsibility of the driver.

3 Volunteer Drivers

- 3.1** Groups which use a volunteer driver provided by the Community Transport are expected to meet the driver's out of pocket expenses (e.g. parking fees, morning tea).
- 3.2** Groups requiring the services of a volunteer driver are responsible for supplying the volunteer with a meal.
- 3.3** When using our volunteers, please ensure the bus is back at the agreed time as per Trip Request Form unless prior approval is given by the Coordinator.

4 Carer / Assistant

- 4.1 Community Transport will provide a bus and a driver to any eligible group. The group **must** supply their own Carer / Assistant and this person cannot be a client in the group.
- 4.2 The safety of the passengers is the utmost importance and drivers cannot be expected to also act as a Carer/Assistant. Many of our service users need assistance in and out of their front door, which is the responsibility of the Carer/Assistant as drivers are **not permitted** to leave the bus unattended.
- 4.3 Carer/Assistants will be picked up first and must advise the driver of service users requiring transport. No service user will be picked up before the Carer/Assistant.
- 4.4 The group must provide a passenger list to Community Transport no less than 24 hours prior to use of bus. This will be given to the driver with collection of keys. It is the group's responsibility to provide the Carer/Assistant with the passenger list. At the end of the day the list should be returned to the office with driver for verification.
- 4.5 It is the Carer/Assistants responsibility to ensure all service users are seated and have secured their seatbelts for the full duration of the journey, and their personal belongings are securely stored to minimise risk in the vehicle. All wheelchairs, walking/mobility aids are to be secured by the Driver with the assistance of the Carer/Assistant. The Driver is responsible for the operation of the mobility lift.

5 Cost

The fees are effective from July 2016 until June 2017 in accordance with Council Fees Policy and Process. An annual review of fees will apply and you will be notified of any changes. An invoice/statement is provided during the month following the trip and details any associated costs including any vandalism charges, damage, or the cleaning fee for the return of the vehicle in an unacceptable state.

5.1 All Groups

5.1.1 A fee per kilometre travelled is requested toward bus replacement and maintenance costs. An invoice will be forwarded to the group after bus usage including all additional costs including tolls and fees, where appropriate.

5.1.2 Weekday use is \$1.20 per kilometre.

A minimum fee of \$75.00 per use is applicable to all groups travelling less than 62 kilometres. If travelling outside a 100km boundary, an additional \$10 will be charged for a 12 seater bus and additional \$15 will be charged a for 22 seater bus.

5.1.3 Priority will be given to CHSP target groups including CHSP special needs groups, such as:

- Aboriginal and Torres Strait Islanders
- People from non-English speaking background
- People with dementia
- Financially disadvantaged persons
- People living in rural and remote areas.

Additional special needs group for CHSP program.

- Veterans
- People who are homeless or at risk of becoming homeless
- Care leavers
- Lesbian, Gay, Bisexual, Transgender, Intersex community
- Parents separated from their children due to forced adoption or removal.

5.2 Full Cost Recovery Fees

5.2.1 Buses are available but is dependant on spare capacity

5.2.2 A minimum fee of \$75.00 per use is applicable travelling less than 34 kilometres

5.2.3 Weekday use is \$2.20 per kilometre. GST is applicable.

6 Bus Pick Up/Return

6.1 The pick-up and return point of the vehicle will be advised when bookings are confirmed. Groups must adhere to such specific arrangements.

6.2 No vehicle is permitted to be garaged overnight other than the stated places, unless prior approval has been granted by the Coordinator of CT:WS.

6.3 The bus must be returned on all occasions in a clean and tidy condition inside and out, including sweeping of bus. This is the responsibility of the group and not the driver.

6.4 CT: WS reserves the right to request a **\$98.00** cleaning fee from groups who do not comply with this condition.

6.5 The bus must be returned at the time specified.

7 Cancellations

7.1 In the event of a cancellation, 24 hours' notice is required. In accordance with Councils fees and charges. CT: WS reserves the right to charge a late cancellation fee of \$75.00.

8 Insurance

- 8.1 All CT: WS vehicles are comprehensively insured by Wollongong City Council.
- 8.2 Medical costs to passengers in a vehicle accident are covered by compulsory third party insurance.
- 8.3 All user groups are covered by their own Public Liability Insurance Policy to cover their members from causes other than a motor vehicle accident. A copy of the organisations "Certificate of Currency" **MUST** be attached to the application or the application will be declined.

9 Damage to Vehicles

- 9.1 All damages incurred or faults noted, must be reported to the Community Transport Officer on the day of the incident and an accident report must be completed within 48 hours.
- 9.2 The cost of any vandalism or malicious damage resulting from the group's/driver's negligence to the vehicle will be charged to the group responsible.
- 9.3 CT: WS reserves the right to make any group liable for any damage to the vehicle or any property during the period hired.
- 9.4 If the group uses their own driver, CT: WS will request a fee of **\$500.00** towards any insurance excess.

10 Group Responsibilities

- 10.1 All trips must be within the boundaries specified by CT: WS. (A map showing boundaries is available upon request). Only groups based within the City of Wollongong/Shellharbour qualify for use of the bus. Additional charges apply if travelling outside boundaries. If CT:WS is not advised of travel outside of boundaries, further charges may apply.
- 10.2 All groups are required to supply a current Client Information and Referral Record for each client utilising the Community Transport bus.
- 10.3 The group is required to provide a passenger list each time the group users the bus.
- 10.4 The Organisation booking the bus is responsible for the behaviour of all passengers. Smoking, eating, consumption of alcohol or other illegal substances is prohibited on the bus.
- 10.5 All organisations booking the bus who deal with children under the age of 18 must be aware of and comply with child protection legislation. They also must have a child protection policy in place and screening of all necessary staff. The organisation is responsible for supply and correct use of approved child restraints if required.

- 10.6** The Organisation booking the bus is responsible for all road or bridge tolls, entry fees and parking permits they encounter on the trip.
- 10.7** Eligible groups will be notified in writing and transport services will commence on **Monday 16 January 2016**. There may be days that CT:WS are unavailable to provide service to groups, prior advanced notice will be given (eg Council Picnic Day; Volunteer Christmas Party).

11 Workplace Health & Safety (WHS)

- 11.1** Any mobility aid, frame or wheelchair, carried upon a Community Transport vehicle shall be stored in a manner which will minimise the risk of it becoming a missile within the vehicle in the event of sudden deceleration (e.g. an accident or emergency stop). All mobility aids and/or loose items must be secured prior to the commencement of the trip.

12 Excluded Groups

- 12.1** In accordance with funding agreements groups excluded from using CT: WS vehicles include schools with the exception of special needs/support classes. Access to Community Transport vehicles is at the discretion of the CT: WS management, and subject to the spare capacity policy.

13 Feedback

- 13.1** Community Transport: Wollongong – Shellharbour welcomes your feedback, compliments, comments or complaints, it helps us to provide a better service.

Complaints will be dealt with in line with CT:WS procedures and policies and will be treated with confidentiality. When we receive your complaint or concern we will let you know how we are going to investigate, and what steps will be taken. Your concern or complaint will be treated as serious and we will keep you informed at all times.

The service you receive will not be changed or stopped because you have made a complaint, nor will it affect your request for future services.

Please write in your own words the details of the situation you are reporting, including dates and times and forward to Community Transport Officer.