

Community Transport:

Wollongong - Shellharbour

Community Bus Bookings Procedures and Guidelines for Use 2018

Community Transport: Wollongong-Shellharbour (CT: W-S) 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) 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 Group Requirements

CT: W-S has recently introduced a new Centralised Trip Allocation and Booking System (C-TABS) which is a requirement from Transport for NSW. This means staff are scheduling all trips for the next day and must have core information on each client that travels on the buses. Drivers must follow the schedules they are provided and will not transport people who are not on their lists.

1.1 Therefore the group who is organising the booking of the bus:

- Must complete a Client Information Referral Record (CIARR) for each client travelling on the bus. This allows CT: W-S to register the client with Community Transport. The CIARR only has to be submitted once (unless the information changes) but must be completed for each new client. Failure to do so will result in the person not being registered with Community Transport and therefore not able to travel on the bus.
- Submit an accurate Client List each time they use the bus. This list is required **no later than 10.00am the day before the trip**. If the trip is on a Monday the Client List is required **by 10.00am the previous Friday**. If the Client List is not submitted by 10.00am the previous day CT: W-S cannot schedule the trip which means it will not occur.
- Must not add clients to the Client List on the day of the trip. If a client is not on the list they will not be scheduled and therefore not picked up. A client

can be cancelled on the day of the trip, however, these must be genuine cancellations made on the day of the trip.

- Must include on the Client List all destinations (these have to be scheduled) the pick -up point for the carer and the pick -up point for each client. Drivers will not go to the destinations that are not scheduled and will not transport clients or carers who are not on their schedule

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 can request Community Transport to provide a volunteer driver.
- 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 a 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 breeches/fines are the responsibility of the driver.

3 Volunteer Drivers

- 3.1** Groups which use a volunteer driver provided by the CT: W-S 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.
- 3.4 The organisation booking the bus is responsible for all road or bridge tolls, entry fees and parking permits they encounter on the trip.

4 Carer / Assistant

- 4.1 Community Transport will provide, where possible, 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 upmost importance and drivers cannot be expected to also act as a Carer/Assistant. Many of our service users need assistance to and from their front door and on and off the bus, 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. No service user will be picked up before the Carer/Assistant.
- 4.4 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.
- 4.5 The Organisation/Carer booking the bus is responsible for the behaviour of their passengers. Smoking, eating, consumption of alcohol or other illegal substances is prohibited on the bus.

5 Cost

The fees are effective from July 2017 until June 2018 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.

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: W-S.
- 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: W-S 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 to the specified depot by 5.00pm.

7 Cancellations

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

8 Insurance

- 8.1 All CT: W-S 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: W-S 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: W-S will request a fee of **\$500.00** towards any insurance excess.

10 Workplace Health & Safety (WHS)

- 10.1** 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.

11 Feedback

- 11.1** 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: W-S procedures and policies and will be treated confidentially. 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.