



Community Bus Bookings Procedures and Guidelines for Use 2021

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, 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.

Community Transport Wollongong-Shellharbour provides services to people living independently in the community. The service **is not funded** to transport clients who are funded by a Home Care Package (HCP), the National Disability Insurance Scheme (NDIS) or people in residential respite or permanent care.

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

1 Group Requirements

CT: W-S have a 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 comply with the following:

- **Commonwealth Home Support Clients** - must complete a Client Information Referral Record (CIARR) for each client travelling on the bus including the client's My Aged Care (AC) number. This allows CT: W-S to register the client with Community Transport.
- **CTP Clients** - 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 client's CIARR only has to be submitted once, please let the office know as soon as possible if a client's information changes. Failure to do so will result in the person not being registered with Community Transport and therefore not able to travel on the bus.
- Groups must submit an accurate Client List (in order of pick up) and the destination each time you 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.

- Groups 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.
- Groups 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 destinations that are not scheduled and will not transport clients or carers who are not on their schedule.

2 Volunteer Drivers

- 2.1 Groups are expected to meet the driver's out of pocket expenses (eg parking fees, morning tea).
- 2.2 Groups are responsible for supplying the volunteer with a meal and beverage.
- 2.3 The organisation booking the bus is responsible for all road or bridge tolls, entry fees and parking permits they encounter on the trip.

3 Carer/Assistant

- 3.1 Community Transport will provide, where possible, a bus and a driver to any eligible group. The group **must** supply their own Carer/Assistant, one per bus, and this person cannot be a client in the group.
- 3.2 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 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.
- 3.3 Carer/Assistants will be picked up first. No service user will be picked up or dropped off before the Carer/Assistant.
- 3.4 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.
- 3.5 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.
- 3.6 **If your group is funded under the CHSP the carer must have a current certified First Aid Certificate. Please provide a copy of this certificate for each carer.**

4 COVID 19 Restrictions

While COVID-19 restrictions are in place groups are required to:

- 4.1 Abide by the NSW Health Departments guidelines and restrictions.
- 4.2 Supply hand sanitiser and other required personal protective equipment for their service users.
- 4.3 Limit the number of people on the bus to 6 passengers plus the one group carer.

5 Cost

The fees are effective from 1 July 2020 until 30 June 2021 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 of 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 which is a subsidised cost. A minimum fee of \$75.00 per use is applicable to all groups travelling less than 80 kilometres.
- 5.1.3 Kilometres are charged from the time the driver leaves Council/depot till they return to that same destination.

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 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.
- 6.3 CT: W-S reserves the right to request a **\$98.00** cleaning fee from groups who do not comply with this condition.
- 6.4 The bus pick-up and return is between 8am and 4.00pm.

7 Cancellations

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 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.

10 Workplace Health & Safety (WHS)

Any mobility aid, frame or wheelchair, shopping bags or loose items 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 (eg an accident or emergency stop). All mobility aids, wheelchairs, and/or loose items must be secured at the back of the bus prior to the commencement of the trip. There is a limit of three walking frames per bus, please consult the office if there are additional walking frames.

11 Feedback

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.