



**South West**

**Community**

**Transport Inc.**

**POLICY MANUAL**

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# South West Community Transport Inc.

## POLICY MANUAL Section 1

### INDEX

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1

## Section 1 INDEX

1.1	Index .....	2
1.2	South West Community Transport Adoption.....	5

## Section 2 ORGANISATION MANAGEMENT ..... 6

2.1	Statement of Aims .....	7
2.1.1	Purpose.....	7
2.1.2	Philosophy.....	7
2.1.3	Outcomes.....	7
2.1.4	Target Groups .....	7

2.2	Management Functions .....	8
2.2.1	Responsibilities of the Board of Management.....	8
2.2.2	Individual Responsibilities of the Board of Management.....	9
2.2.3	Board of Management - Operation of Road Passenger Transport	9

2.3	Team Member Accountability.....	9
-----	---------------------------------	---

2.4	Meetings.....	9
2.4.1	Board of Management Meetings .....	9
2.4.2	Annual General Meeting.....	10

2.5	Financial Management.....	10
2.5.1	Role of Board of Management and Treasurer .....	10
2.5.2	Role of Executive Officer .....	10
2.5.3	The Treasurer .....	10

2.6	Insurances .....	10
-----	------------------	----

## Section 3 TEAM MANAGEMENT..... 11

3.1	Team Management.....	12
3.2	Code of Conduct for Team Members .....	12
3.3	Code of Personal Presentation for Team Members.....	12
3.4	Privacy and Confidentiality .....	12
3.5	Recruitment of Team Members Policy .....	13
3.6	Team Member Support and Supervision Policy .....	13
3.7	Performance Appraisal Policy.....	13
3.8	Team member Development, Education and Training.....	13
3.9	Anti-Discrimination and Harassment Policy.....	13
3.10	Compulsory Driving Assessment.....	13
3.11	Drug and Alcohol Policy .....	14

<b>Section 4 SERVICE DESIGN AND DELIVERY .....</b>	<b>16</b>
4.1 Principles for Service Delivery Statement .....	17
4.2 Planning and Evaluation Policy .....	17
4.3 Coordination of Services Policy.....	17
4.4 Access to Services Policy.....	18
4.5 Service Charges Policy .....	18
4.6 Passenger Assessment Policy.....	19
4.7 Passenger Rights and Responsibilities Policy .....	19
4.8 Passenger Advocates Policy.....	19
4.9 Passenger Complaints Policy .....	19
4.10 Passenger Exit Policy.....	19
4.11 Promotion of Services Policy .....	20
4.12 Lost Property Policy .....	20
<b>Section 5 OCCUPATIONAL HEALTH AND SAFETY .....</b>	<b>21</b>
<b>Section 6 VEHICLE &amp; EQUIPMENT MANAGEMENT .....</b>	<b>23</b>
6.1 Vehicle Management Policy.....	24
6.2 Inspection of Vehicles and Equipment Policy.....	24
6.3 Vehicle Emergencies Policy .....	24
6.3.1 Vehicle Breakdowns .....	24
6.3.2 Vehicle Accidents.....	24
6.4 Use of Seatbelts and Vehicle Safety Equipment Policy .....	24
6.5 Carriage of Mobility Aids and Goods on Vehicles Policy .....	25
6.6 Use of the Internet and Email Access .....	22
<b>Section 7 POLICY ADOPTION AND AMENDMENTS.....</b>	<b>26</b>
7.1 Policy Adoption .....	27
7.2 Policy Amendments.....	28

## **1.2 South West Community Transport Adoption**

South West Community Transport Inc (SWCT) reviewed the Draft CTO Best Practice Policy Manual in February 2007.

SWCT personalised the document by amending and enhancing the document to better reflect the policy requirements of SWCT.

The New Policy Manual was adopted by the SWCT Board of Management on the 20<sup>th</sup> April, 2007



# **South West Community Transport Inc**

# **POLICY MANUAL**

## **Section 2**

# **Organisation Management**

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## **2.1 Statement of Aims**

### **2.1.1 Purpose**

The purpose of **South West Community Transport Inc (herein known as SWCT)** is to provide services and undertake activities which alleviate transport disadvantage within its operating area.

### **2.1.2 Philosophy**

SWCT believes in:

- the right of people to make choices in their own lives;
- the right of people to dignity, respect, privacy and confidentiality;
- the right of people to be valued as individuals;
- the right of people to have mobility;
- the right of people to access services on a non-discriminatory basis;
- the right of the community to safe, comfortable and reliable services;
- the right of the community to accountable and responsive services.

### **2.1.3 Outcomes**

The outcomes pursued by SWCT shall be:

- that people who are transport disadvantaged can live independently and with dignity within their community;
- that people who are frail and elderly, people who have disabilities and their carers are appropriately supported where they choose to live in their own homes;
- that other agencies are assisted to contribute to the alleviation of transport disadvantage and its causes;
- that the organisation operates in an effective, efficient and accountable manner.

### **2.1.4 Target Groups**

The target groups for specific SWCT services are defined by funding and regulatory guidelines. SWCT passengers may include:

- frail aged people;
- people with disabilities;
- people who are at risk of premature or inappropriate institutionalisation;
- carers and or advocates;
- isolated people;
- people who are vulnerable or at risk;
- people from culturally distinct communities;
- people who are financially disadvantaged.

## 2.2 Management Functions

The management of SWCT shall be comprised and identified in the manner defined by the SWCT Constitution. Individual members of the Board of Management, whose work is essential to the effective delivery of services, are regarded as SWCT team members.

Members of the Board of Management shall be aware that, notwithstanding protections afforded by incorporation and organisation insurances, they may be held personally liable for losses and or damages incurred through demonstrable mismanagement or negligence.

### 2.2.1 Responsibilities of the Board of Management

1. **Legal responsibilities** of the Board of Management include ensuring all aspects of SWCT's services and activities comply with, at a minimum:
  - the SWCT Constitution;
  - the Associations Incorporation Act 1984 , No. 143;
  - relevant Funding Agreements or Contracts;
  - the NSW 1990 Passenger Transport Act and Regulations;
  - Ministry of Transport Passenger Transport Operator Accreditation conditions;
  - the Occupational Health and Safety Act 1993; **2002**
  - all relevant State, Federal and Local Government laws and regulations.
  
2. **Policy and planning responsibilities** of the Board of Management include ensuring that:
  - quality services are delivered to passengers and other service users;
  - the services and activities of SWCT are achieved in accordance with the SWCT Statement of Aims;
  - the services and activities of SWCT are achieved in accordance with all relevant SWCT Policies.
  
3. **Financial responsibilities** of the Board of Management include ensuring that all funds are properly administered and all financial transactions are accurately recorded in accordance with appropriate legislative audit requirements.
  
4. **Employer responsibilities** of the Board of Management include ensuring that:
  - the recruitment of team members is on the basis of ability only without discrimination;
  - team members are provided with appropriate support, direction, training and career development opportunities;
  - healthy and safe working conditions are provided **in accordance with current OH&S legislation.**

- 5 **Insurance responsibilities** of the Board of Management include ensuring that compulsory insurances are maintained to indemnify SWCT.

### **2.2.2 Individual Responsibilities Assigned to Members of the Board of Management**

1. **The Chairperson** of the Board of Management shall ensure the SWCT fulfils its Statement of Aims and legal responsibilities.
2. **The Secretary** shall be responsible for the minutes of meetings and preparation of required reports.
3. **The Public Officer** shall meet the requirements of the Public Officer as specified in the Associations Incorporation Act, 1984 No. 143 and be responsible for all reporting requirements to the Department of **Fair Trading**.
4. **The Treasurer** shall ensure that all financial records are maintained in accordance with the SWCT's guidelines.

### **2.2.3 Responsibilities of the Board of Management in Relation to the Operation of Road Passenger Transport Services**

As a provider of public passenger transport services, SWCT is required by the NSW 1990 Passenger Transport Act to obtain and meet the conditions of relevant Passenger Transport Service Operator Accreditation.

SWCT also acknowledges its moral and legal responsibility to ensure that all its services are delivered in accordance with the Traffic Act and other Roads and Traffic Authority (RTA) regulations focused upon ensuring the safety of team members, passengers and the general public.

## **2.3 Team Member Accountability**

It is important for the smooth running of SWCT that all team members (paid and unpaid) are clear about who they are responsible to, and that there is a set procedure for reporting.

## **2.4 Meetings**

### **2.4.1 Board of Management Meetings**

Board of Management Meetings shall be held regularly in accordance with the SWCT Constitution at a venue determined by the Chairperson in consultation

with the Executive Officer. Other meetings may be arranged by the Board of Management as required.

#### **2.4.2 Annual General Meeting**

The Annual General Meeting (AGM) will be held within a period defined by the SWCT Constitution after the end of the financial year in accordance with the Associations Incorporation Act 1984 No. 143.

## **2.5 Financial Management**

### **2.5.1 Role of Board of Management and Treasurer**

The financial management of SWCT is the responsibility of the Board of Management.

### **2.5.2 Role of Executive Officer**

The Executive Officer (together with the Treasurer) is responsible for the day to day financial management of the organisation and the supervision of other team members who shall carry out financial tasks as directed.

### **2.5.3 The Treasurer**

It is the responsibility of the Treasurer to ensure that a proper accounting reporting system is in place in accordance with the audit requirements.

## **2.6 Insurances**

SWCT will comply with all legal requirements with respect to insurance.



# **South West Community Transport Inc**

## **POLICY MANUAL**

### **Section 3**

# **Team Management**

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## **3.1 Team Management**

### **Building an Effective Work Team**

The services provided by SWCT are the result of the combined and cooperative efforts of a wide range of individuals. Some of these people are paid team members; others contribute their time and expertise on a voluntary basis. SWCT is committed to building effective work teams.

### **Volunteers**

SWCT recognises the valuable contribution to the organisation made by volunteers and actively encourages their participation.

Volunteers will not be used to replace paid workers in the organisation.

## **3.2 Code of Conduct for Team Members**

All team members will be required to abide by an agreed Code of Conduct for the SWCT Organisation.

## **3.3 Code of Personal Presentation for Team Members**

Whilst representing SWCT, each team member shall be responsible for ensuring that their standards of personal presentation are maintained to a level which is appropriate to their responsibilities within the organisation.

## **3.4 Privacy and Confidentiality**

To ensure that services provide the highest possible level of safety and comfort to people with a range of special needs, and to ensure that the eligibility criteria of funding bodies are adhered to, it is necessary for SWCT to collect and hold personal and private information about passengers and team members.

Protecting the privacy of passengers and team members, and ensuring stored information is properly used at all times is of paramount importance to SWCT.

### **3.5 Recruitment of Team Members Policy**

All team members are recruited according to SWCT's Equal Employment Opportunity and Affirmative Action procedures (see Procedures Manual).

### **3.6 Team Member Support and Supervision Policy**

Formal supervision and informal support for team members are essential features of the smooth functioning of the SWCT work team.

### **3.7 Performance Appraisal Policy**

SWCT is committed to supporting team members to improve their own efficiency and effectiveness and to providing recognition of their improved performance. Performance appraisal sessions will be conducted on an annual basis.

### **3.8 Team member Development, Education and Training**

All SWCT team members shall receive training appropriate to their position.

### **3.9 Anti-Discrimination and Harassment Policy**

SWCT is committed to ensuring that the working environment is free from discrimination and harassment.

Discrimination and harassment will not be tolerated under any circumstances.

### **3.10 Compulsory Driving Assessment**

#### **Driver Assessment**

All team members who, as part of their duties, drive vehicles requiring an LR licence on behalf of SWCT must undergo, a driver assessment and be rated as competent. This assessment shall be undertaken within the first 3 months of employment and every 3 years thereafter, as a minimum.

## **3.11 Drug and Alcohol Policy**

**Adopted by the Board of Management 6.3.08**

### **Objective**

The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive and drug free environment

### **Drug Free Workplace Policy**

SWCT is committed to providing a safe work environment and to fostering the well-being and health of its employees.

SWCT has adopted a 'zero tolerance' policy to the use of illegal drugs / alcohol for team members whilst undertaking their role/s within the organisation

## **3.12 Personal Phone Usage during working hours**

South West Community Transport appreciates that staff have a need to make and receive some personal telephone calls during work hours. The following guidelines should 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;
- Consistent with the previous point, no personal telephone call should exceed three minutes;
- All employees should attempt to restrict personal calls to family/partners 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 organizational telephones, unless the specific permission of your immediate supervisor is obtained – circumstances justifying this would normally be considered as an emergency;

- The organizational telephone and or personal mobile phones, are not be used in anyway that offends the law or as a device for deliver of offensive o objectionable communications – offences of his nature may result in summary dismissal;
- Those staff 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 staff duties nor shall the organisation be responsible for fines / penalties incurred as a result of inappropriate usage of these phones
- Staff found to be in breach of these guidelines shall be subject to the disciplinary policies and procedures of the organisation



# **South West Community Transport Inc**

# **POLICY MANUAL**

## **Section 4**

# **Service Design Management And Delivery**

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## **4.1 Principles for Service Delivery Statement**

SWCT shall endeavour to provide its services in accordance with the following principles:

- passengers and service users are the focus of SWCT;
- the organisation exists to alleviate transport disadvantage and work cooperatively with the community, government agencies and other service providers to improve the general provision of passenger transport services in its operating area;
- each passenger is an individual and has different needs determined by their age, gender, cultural background and life circumstances;
- passengers have a right to make choices in their lives;
- passengers have a right to dignity, respect, privacy and confidentiality;
- passengers have a right to access services on a non-discriminatory basis;
- passengers have a right to expect uniform quality in the day to day delivery of services;
- the community and funding bodies have a right to expect SWCT to be an accountable service.

## **4.2 Planning and Evaluation Policy**

SWCT has a commitment to ongoing planning and evaluation of the service to ensure that the needs of the target group are being met effectively and efficiently.

SWCT is committed to:

- providing a range of solutions to transport disadvantage;
- to assist passengers to make informed choices in selecting from as broad as possible a range of solutions to their mobility difficulties;
- to promoting the growth of a coordinated network of public transport operations in the local area.

The Board of Management is responsible for ensuring appropriate participation of all stakeholders in the planning and development of SWCT's services.

## **4.3 Coordination of Services Policy**

SWCT actively supports coordination with other government and non-government services at both a local and state level to ensure that its services are provided in the most effective and efficient manner, and to avoid duplication or gaps in services.

## **4.4 Access to Services Policy**

SWCT shall endeavour to ensure that services are available to eligible people (including frail elderly people, isolated people and people with disabilities and their Carers) living in the areas covered by the organisation's services. SWCT shall strive to ensure that these services are provided without discrimination.

SWCT reserves the right to refuse service to persons who it reasonably believes may pose a risk to the safety or wellbeing of other passengers, team members or themselves.

No person shall be excluded from access to the service on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, financial circumstances, geographical location or, circumstances of their carer.

## **4.5 Service Charges Policy**

Charges for services provided by SWCT are determined by the Board of Management and reviewed at the discretion of the Board of Management.

These charges may be increased annually based on the CPI and advertised in the annual newsletter

In cases of hardship, or where passengers request assistance, SWCT reserves the right to negotiate advertised charges.

All passengers and service users shall be informed of the charges associated with any service:

- at the time of initial assessment;
- when making a booking;
- with reasonable notice prior to any forthcoming variation to charges which may affect them.

Certain services provided under government funding programs (eg. HACC) may not be denied to passengers on the basis of their inability to pay an advertised fare or charge

Upon becoming aware of a clients request for financial assistance and or distress at paying a fee for service team members shall refer the client to the Assessment Unit at which time the Financially Disadvantaged procedure shall be followed.

Non HACC and HACC funded groups requesting group transport shall be invoiced at the full cost recovery rate.

## **4.6 Passenger Assessment Policy**

SWCT places a high importance on the quality of the passenger assessment process to ensure that:

- eligibility criteria for services are met;
- the passenger's particular mobility and transport requirements are identified and reviewed as required.
- Potential risks are identified prior to service delivery

The SWCT Privacy and Confidentiality Policy will be adhered to at all stages of the assessment process.

## **4.7 Passenger Rights and Responsibilities Policy**

Passengers are the focus of SWCT's operations and it is important that their rights are acknowledged and promoted at every opportunity. As service users, however, passengers also have responsibilities to the agency which they should be aware of (refer to Procedures Manual).

## **4.8 Passenger Advocates Policy**

Passengers may use an independent advocate of their choice to negotiate on their behalf. This may be a family member, friend, or advocacy service. A team member may also act as an advocate for a passenger when dealing with other service providers and with the approval of the Executive Officer.

## **4.9 Passenger Complaints Policy**

Feedback from passengers is important in ensuring that services are continuing to meet passenger's needs and for planning appropriate services. An important source of feedback is passenger complaints and these are welcomed and encouraged by SWCT.

## **4.10 Passenger Exit Policy**

SWCT acknowledges the need for clients to exit the service and shall assist clients, when possible. A client exiting the service may be initiated by the client due to moving out of the area, change in the client's circumstances, death, dissatisfaction or dispute, or trauma/accident. Service initiated reasons for the client exiting may include planned changes in service delivery, reported change/improvement in the client's circumstances, client misbehaviours, or inability to deliver services due to lack of resources or OH&S issues.

## **4.11 Promotion of Services Policy**

To ensure that SWCT's services are accessed by all sections of the community, it is important that the organisation is strongly and effectively promoted.

The service will regularly through the services Annual Promotion Plan:

- Ensure appropriate services (eg GP's, other HACC Services) have appropriate promotional material to display
- Ensure posters regarding service are distributed in the service area
- Ensure regular articles are submitted to HACC Services, Newspapers and other newsletters as considered appropriate
- Ensure Shopping Centre Displays are conducted
- Ensure regular "Community Service Announcements" are given to appropriate Radio Stations
- Engage in interviews with any relevant Radio Stations
- Canvass and engage Transport Champions in each LGA

## **4.12 Lost Property Policy**

SWCT team members are required to assist passengers ensure that personal property is not left on vehicles. Items of property that do become lost shall be returned to their owners wherever possible. Additionally, SWCT is committed to maintaining privacy and confidentiality in the administration of lost property procedures.



# **South West Community Transport Inc**

# **POLICY MANUAL**

## **Section 5**

# **Occupational Health & Safety**

**Refer to the CTO Occupational  
Health and Safety Manual**

**And**

**The SWCT Procedures manual**

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# **South West Community Transport Inc**

# **POLICY MANUAL**

## **Section 6**

# **Vehicle and Equipment Management & Safety**

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## **6.1 Vehicle Management Policy**

SWCT acknowledges that the key to safe and reliable passenger transport services lies in effective vehicle management and maintenance.

## **6.2 Inspection of Vehicles and Equipment Policy**

Ensuring that all vehicles and equipment are fully functional prior to each separate service is an absolute priority in the delivery of each and every SWCT service, regardless of vehicle type or ownership.

## **6.3 Vehicle Emergencies Policy**

### **6.3.1. Vehicle Breakdowns**

Despite SWCT's best efforts, vehicles do from time to time suffer from mechanical breakdowns. Mechanical breakdowns may include both faults which may render a vehicle inoperable and faults which may render a vehicle unsafe. In such cases, ensuring the safety and comfort of SWCT passengers, and affecting a swift return to normal service are our highest priorities.

### **6.3.2 Vehicle Accidents**

In the event of a road traffic accident involving a vehicle delivering a SWCT service, the highest priority is to ensure the safety of passengers and team members. Minimising risk to the general public and observing legal obligations are also important considerations.

## **6.4 Use of Seatbelts and Vehicle Safety Equipment Policy**

SWCT is committed to ensuring the safety and comfort of all its passengers and recognises the essential function of passenger safety equipment in this area.

## **6.5 Carriage of Mobility Aids and Goods on Vehicles Policy**

SWCT is committed to ensuring the safety and comfort of all its team members and passengers and recognises the dangers presented by incorrectly or poorly stowed items upon its vehicles.

## **6.6 Use of the Internet and Email Access**

SWCT provides access to the internet to provide for the information needs of staff, and ultimately the needs of the community we serve, through improved efficiency and effectiveness in obtaining and distributing information.

Use of the internet/intranet and e-mail privileges by team members is provided for business purposes only.



# **South West Community Transport Inc**

# **POLICY MANUAL**

## **Section 7**

# **Policy Adoption and Policy Amendments**

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## 7.1 Policy Adoption

The following is a record of the adoption of this manual containing model policy documentation prepared by the NSW Community Transport Organisation Incorporated by:

South West Community Transport Inc.-----

hereinafter known as SWCT, as standing organisational and operational policy.

The Board of Management of SWCT has adopted this document in accordance with its Constitution in the understanding that, while the Community Transport Organisation Incorporated has taken every care to ensure the accuracy of all information contained within it, it will not accept any liability for any damages arising from accidental errors or omissions.

John Barrs (Acting Chairperson ) on behalf of Marilyn Soulsby, Chairperson  
Chairperson's Name.

John Barrs  
-----  
Acting Chairperson's Signature.

-----  
Date.

## 7.2 Policy Amendments

The following are records of amendments (including deletions, additions and modifications) made to policy documentation by the SWCT Board of Management after the initial adoption of this document. These records reflect formally minuted decisions of the SWCT Board of Management.

<b>Policy Amendment Record</b>	
<b>Policy Title</b>	
<b>Policy Manual Location</b>	
<b>Nature of Amendment</b> (change, addition or deletion,)	
<b>Date Authorised</b>	
<b>Chairperson's Signature</b>	

<b>Policy Amendment Record</b>	
<b>Policy Title</b>	
<b>Policy Manual Location</b>	
<b>Nature of Amendment</b> (change, addition or deletion,)	
<b>Date Authorised</b>	
<b>Chairperson's Signature</b>	

<b>Policy Amendment Record</b>	
<b>Policy Title</b>	
<b>Policy Manual Location</b>	
<b>Nature of Amendment</b> (change, addition or deletion,)	
<b>Date Authorised</b>	
<b>Chairperson's Signature</b>	

<b>Policy Amendment Record</b>	
<b>Policy Title</b>	
<b>Policy Manual Location</b>	
<b>Nature of Amendment</b> (change, addition or deletion,)	
<b>Date Authorised</b>	
<b>Chairperson's Signature</b>	