

South West
Community
Transport Inc.

2011

POLICY MANUAL

South West Community Transport Inc.

POLICY MANUAL

Section 1

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POL 1.2 South West Community Transport Adoption

CHANGE THIS STATEMENT

History

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

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 20th April, 2007

2010 SWCT audited the Policy Manual to ensure compliance

2011 SWCT implemented recommendations from the audit – linking the policy numbers with the procedure number and forms relevant to the policies and procedures

16th November, 2011 The Board of Management adopted the Policy Manual.

South West Community Transport Inc

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Section 2

Organisation Management

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SECTION 2 – Organisation Management

POL 2.1 Statement of Aims

POL 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.

POL 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.

POL 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.

POL 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.

POL 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.

POL 2.2.1 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.

POL 2.2.2 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.

POL 2.2.3. 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.

POL 2.2.4. 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.

To assist the Board to comply with employment responsibilities the Board will:

- Declare Conflicts of Interest
- Be provided with and sign for receipt of Orientation Kit
- Undertake orientation to their positions

POL 2.2.5 Insurance responsibilities of the Board of Management responsibilities include ensuring that compulsory insurances are maintained to indemnify SWCT. against:

- all potential liabilities which may be incurred with regard to team members, passengers, service users, other agencies or the general public;
- all losses in relation to vehicles, buildings, equipment, fixtures, fittings or third party property.

POL 2.2.6 Code of Behaviour for Board of Management Members

Committees operate most effectively if everyone is aware of the expectations of them. To clarify expectations, the code of behaviour for Board of Management members has been developed.

POL 2.3 Individual Responsibilities of the Board of Management

POL 2.3.1. The Chairperson of the Board of Management shall ensure the SWCT fulfils its Statement of Aims and legal responsibilities.

POL 2.3.2. The Secretary shall be responsible for the minutes of meetings and preparation of required reports.

POL 2.3.3. 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.

POL 2.3.4. The Treasurer shall ensure that all financial records are maintained in accordance with the SWCT's guidelines.

POL 2.3.5 Other Board Members shall support the Executive in fulfilling their roles and shall maintain at least one portfolio

POL 2.3.6 Responsibilities of the Board of Management in Relation to the Operation of Road Passenger Transport Services

SWCT 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.

POL 2.4 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, as defined in the Organisational Structure, and that there is a set procedure for reporting.

Responsibility for the day-to-day management of SWCT has been delegated by the Board of Management to the Executive Officer. The Executive Officer shall provide written reports to the Board of Management meetings

All team members

- are required to fulfil the requirements of their job as specified in their Job Descriptions.
- are employed by the Board of Management.
- Except for members of the SWCT Board of Management, all team members are ultimately responsible to the Executive Officer
- Shall submit reports as required .

POL 2.5 Meetings

POL 2.5.1 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.

POL 2.5.2 Annual Planning Day

The Board of Management Annual Planning Day shall be held in May each year. The Strategic Plan shall be reviewed, developed and endorsed at the Annual Planning Day.

POL 2.5.3 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.

POL 2.6 Financial Management

POL 2.6.1 Role of Board of Management and Treasurer

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

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

POL 2.6.2 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.

POL 2.7 Insurances

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

POL 2.8 Operations Management Systems

Details of additional operations management systems are detailed in and maintained as per procedure manual

POL 2.9 Asset Register

A up-to-date Asset Register shall be maintained at all times

POL 2.10 Operations Financial Management

Additional financial management systems are detailed in and maintained as per procedure manual

POL 2.11 Critical Incident Recovery

SWCT shall maintain a Critical Incident recovery procedure to ensure return to pre incident service delivery is undertaken in a timely and safe manner.

POL 2.12 Succession Plan

SWCT shall maintain a 'Succession Plan' to ensure continuity of service during leave of absence by team members

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Section 3

Team Management

POL 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.

POL 3.2 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.

POL 3.3 Recruitment of Team Members Policy

All team members are recruited according to SWCT's Equal Employment Opportunity and Affirmative Action procedures .

POL 3.4 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.

The Chairperson of the Board of Management (or other nominated Board of Management member) is responsible for providing direction, advice and support to the Executive Officer. The member responsible shall have relevant skills and experience.

The Executive Officer has responsibility for providing supervision and support to all other team members.

POL 3.5 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.

POL 3.6 Team member Development, Education and Training

All SWCT team members shall receive training appropriate to their position. All team members who, as part of their duties, drive vehicles on behalf of SWCT must undergo, a driver assessment and refresher courses.

POL 3.7 Code of Conduct for Team Members

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

POL 3.8. Anti-Discrimination and Harassment

South West Community Transport is committed to ensuring that the working environment is free from discrimination and harassment.

Discrimination and harassment will not be tolerated under any circumstances.

Disciplinary action will be taken against any team member who breaches this policy. Depending on the severity of the case, consequences may include an apology, counselling, dismissal or other forms of disciplinary action. Immediate disciplinary action will be taken against anyone who victimizes or retaliates against a person who has complained of discrimination or harassment.

POL 3.9 Code of Personal Presentation

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.

POL 3.10 Team Member Disciplinary and Grievance

The Team Member Disciplinary Procedure is the formal process used by SWCT to deal with issues of poor performance or minor misconduct by any team member.

Gross Misconduct involves very serious breaches of SWCT rules which warrant the immediate suspension or instant dismissal of a team member.

POL 3.11 Drug and Alcohol Policy

Adopted by the Board of Management 6.3.08

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

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

POL 3.12 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

POL 3.13 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. Guidelines govern the making and receiving of private telephone conversations during work time.

POL 3.14 Team Member Exit Procedure

When a team member leaves SWCT the Executive Officer shall, where possible and or appropriate, arrange an exit interview or termination interview

South West Community Transport Inc

POLICY MANUAL

Section 4

Service Design Management And Delivery

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POL 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.

POL 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.

POL 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.

POL 4.4.1 Promotion and Access

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.

POL 4.4.2 Promotion of Services

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:

- Provide promotional and informational material to clients of service
- 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

POL 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 client newsletter

SWCT shall, where resources are available, provide access to transport services for HACC Service Providers at full cost recovery

POL 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
- Clients process through the service is supported via the Client Service Plan
- Client Service Care plan supports the clients progress / needs

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

POL 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.

Copy of Passenger Rights and Responsibilities are provided to clients in the Client Information Booklet and from time to time in the client quarterly newsletter.

POL 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.

POL 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.

POL 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 challenging behaviours that cannot be resolved, or inability to deliver services due to lack of resources or OH&S issues.

POL 4.11 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 SWCT
Occupational Health and Safety
Manual**

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POLICY MANUAL

Section 6 REVIEWED Vehicle and Equipment Management & Safety

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POL 6.1 Vehicle Management Policy

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

Use of Administration Vehicle - The nature of and geographic area covered by the organisation, the Supporting Projects such as Travel Training (TTP) and Taxi Voucher (TVP) shall require access to the Administration Vehicle at irregular hours e.g. early start, late finish.

POL 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.

POL 6.3 Vehicle Emergencies Policy

POL 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.

POL 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.

POL 6.3.3 Vehicle Evacuation

In the event of an incident where an evacuation of the vehicle occurs team member should initially undertake a Risk Assessment of the situation. At all times your personal safety is of the highest priority.

POL 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.

POL 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.

POL 6.6 Providing Safe, High Quality Service Policy

SWCT places a high priority on developing generic procedures that will ensure clients are provided with a safe, high quality service

**South West Community
Transport Inc**

POLICY MANUAL

Section 7

**Policy Adoption
and Policy
Amendments**

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.

Sean Langshaw-----

Chairperson's Name.

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.

Policy Amendment Record	
Policy Title	SWCT Policy Manual
Policy Manual Location	Executive Officer, Co-ordinator and Main offices
Nature of Amendment (change, addition or deletion,)	Both Policy and Procedure Manuals were reviewed and updated. During 2010 / 2011. Adopted by Board of Management at the meeting on the 16 th November, 2011
Date Authorised	16 th November, 2011
Chairperson's Signature	

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

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

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