

South West Community Transport

Driver Orientation / Grading Procedure

South West Community Transport is currently implementing the Driver Grading and Trip Classification systems. These new systems not only enhance each other but fit in well with the Client Assessment project developed by the Hunter Region.

The aim of the Driver Orientation / Grading Procedure is to assist the organisation in ensuring all drivers are provided the level of support and training required to ensure the driver's skill level reflects the skills required to meet the client's needs in a safe manner.

The grading of drivers via this process will also assist the organisation in developing a Return to Work Plan for injured workers or workers returning from sick leave. It may also assist during disciplinary procedures

The Organisation shall identify, train and support key personnel from each of the following areas to undertake, monitor and authorize processes during the orientation procedures

- * Executive Officer
- * Co-ordinator
- * Authorised Office Staff members
- * Authorised Grade D Drivers

Drivers progressing through the orientation process shall be graded at each stage of the Orientation Process. Driver grading will be progressed from A to D as shown

A Grade	Individual transport only	Under 60 hours - orientation period
B Grade	Individual transport only	60 to 120 hours
C Grade	Groups	120 to 150 hours
D Grade	Groups	150 hours and over

Driver Grades shall be linked to client trips / needs via a Trip Classification System, as shown. (Refer to Client Trip Classification Booklet for further information)

Client Trip Classification

A Grade	Trip classification 1
B Grade	Trip classification 1, 2, 3
C Grade	Trip classification 1,2,3 (Ind) 2 (Gps)

D Grade	Trip classification 1,2,3 (Ind) 2,3 (Gps)
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The following schedules identify the processes required and competencies to be obtained prior to progressing to next Grade

A Grade

A Grade - within 60 hours (as a minimum) the team member to be signed off as being competent in all areas before proceeding

For the first 30 hours a buddy system with an authorized D Grade driver for On-road orientation in local areas / groups etc must be undertaken

Health and Safety	Time Frame for achieving competency	To be undertaken / signed off by
Emergency Evacuation - both compounds	To be undertaken on first day	Co-ordinator
Orientation of work environment	To be undertaken on first day	Co-ordinator
Manual Handling Course	To be undertaken within 30 - 60 hours	Self paced - practical training to be provided by a member of OH&S Committee
Risk Assessment Training	Within the 60 hours	Self paced training
Completing Risk Identification forms	Within the 60 hours	Authorised driver
Completing Incident/Accident reports	Within the 60 hours	Authorised driver

Organizational	Time Frame for achieving competency	To be undertaken / signed off by
Organisational Orientation	Within the 60 hours	Self paced training
Complaints presentation	Within the 60 hours	Self paced training
Receipt of Clearance from Police Check	Prior to progresing to Grade B	Co-ordinator
Receipt of Clearance from Working with Children Check	Prior to progresing to Grade B	Co-ordinator
Provision of RTA driving history	Prior to progresing to Grade B	Co-ordinator

Administration	Time Frame for achieving competency	To be undertaken / signed off by
Reading run sheets	Within the 60 hours	Booking Unit/D Grade driver
Completing run sheets	Within the 60 hours	Booking Unit/D Grade driver
Time Sheets	Within the 60 hours	Finance Unit
Reimbursement forms	Within the 60 hours	Receptionist
Driver Grading / Trips Classification	Within the 60 hours	Self paced training

Vehicle	Time Frame for achieving competency	To be undertaken / signed off by
External Assessment of driving skills	Within 30 hours	EO / External Assessor
On Road Orientation	First 30 hours	Authorised driver
Vehicle Orientation -see Checklist - to be applied to all types of vehicles to be driven	Within 60 hours	Authorised driver
Vehicle Procedure Manual	Within 60 hours	Authorised driver
Driver Orientation	Within the 60 hours	Self paced training

Training	Time Frame for achieving competency	To be undertaken / signed off by
HACC Orientation	Overview within the 60 hours - full training within 3 months	Self Paced
Driver Fatigue Presentation	Within the 60 hours	Self paced training
As identified for D Grade - if available during this time frame		Co-ordinator

At the completion of A Grade Orientation
The driver shall competent in providing:-

- * Door to door transport
- * Empathy and reassurance

B Grade

B Grade - within 120 hours (as a minimum) the team member to be signed off as being competent in all areas before proceeding

	Time Frame for achieving competency	To be undertaken / signed off by
Health and Safety		
Safe operation of a wheelchair	Within 120 hours	Authorised driver
Storage of wheelchairs within vehicle	Within 120 hours	Authorised driver

	Time Frame for achieving competency	To be undertaken / signed off by
Vehicle		
Hoist Orientation - automatic operation	Within 120 hours	Authorised driver
Hoist Orientation - refer to checklist - manual operation		
Wheelchair restraint Orientation	Within 120 hours	Authorised driver
Loading and unloading wheelchairs	Within 120 hours	Authorised driver
Removal and installation of tracking seats	Within 120 hours	Authorised driver

	Time Frame for achieving competency	To be undertaken / signed off by
Training		
As identified for D Grade - if available during this time frame		Co-ordinator

At the completion of B Grade Orientation

The Driver shall be competent in providing

As A Grade, plus;

- * Some limited (non-weight bearing) assistance to enter/exit vehicle or destination
- * Some awareness of care needs related to the client's condition

C Grade

C Grade - within 150 hours (as a minimum) the team member to be signed off as being competent in all areas before proceeding

Vehicle	Time Frame for achieving competency	To be undertaken / signed off by
Defensive Driver Course	Within 6 months - subject to availability.	Co-ordinator
Vehicle Hire Procedure	Within 130 hours	Booking Unit/D Grade driver

Training	Time Frame for achieving competency	To be undertaken / signed off by
As identified for D Grade - if available during this time frame		Co-ordinator

At the completion of C Grade Orientation

The Driver shall be competent in providing

As for A and B Grades, plus;

- * Limited (non-weight bearing) assistance to enter/exit vehicle or destination
- * Awareness of care needs related to their condition

D Grade

D Grade – Over a 150 hours - team member competencies to be reviewed and signed off as being competent in all areas identified in A, B and C Grades before proceeding to D Grade

Health and Safety		
Review of all competencies obtained during previous grading	After 150 hours prior to upgrading to 'D' grade	Co-ordinator and or Executive Officer
Review Manual Handling Video	Between 140 to 150 hours	Co-ordinator

Complete Manual Handling Trainee Workbook	Between 140 to 150 hours	Executive Officer to sign off
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Organisational		
Review of all competencies obtained during previous grading	After 150 hours prior to upgrading to 'D' grade	Co-ordinator and or Executive Officer

Administration		
Review of all competencies obtained during previous grading	After 150 hours prior to upgrading to 'D' grade	Co-ordinator and or Executive Officer

Vehicle		
Review of all competencies obtained during previous grading	After 150 hours prior to upgrading to 'D' grade	Co-ordinator and or Executive Officer

	Time Frame for achieving competency	To be undertaken / signed off by
Training		
HIV/Aids Sensitive Awareness	Within 12 months - subject to availability.	Co-ordinator
Aboriginal Cultural Awareness	Within 12 months - subject to availability.	Co-ordinator
CALD Cultural Awareness	Within 12 months - subject to availability.	Co-ordinator
Disability specific training sessions	Within 12 months - subject to availability.	Co-ordinator
Mental Health	Within 12 months - subject to availability.	Co-ordinator
Grief / Loss	Within 12 months - subject to availability.	Co-ordinator
Stress	Within 12 months - subject to availability.	Co-ordinator
Difficulty situations/Challenging Behaviours	Within 12 months - subject to availability.	Co-ordinator

At the completion of D Grade Orientation

The Driver shall be competent in providing

As for A, B and C Grades, plus;

- * Significant (weight bearing) assistance to enter/exit vehicle or destination
- * Qualified expertise in dealing with care needs
- * Management of challenging behaviour or formal supervision

Upon receipt of appropriate documentation Recognition of Prior Learning shall be taken into consideration for prior attendance at Training Courses.

Recognition of Prior learning will not minimize the timeline identified in the driver grading process

A copy of the full orientation process (including individual vehicle reports) shall be recorded on the team members personal file.

I would be happy to provide documentation supporting the Driver Orientation upon request. Email address transport@swct.com.au

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