

**SOUTH WEST**  
**COMMUNITY TRANSPORT**  
**1300 138 794**

*Drivers  
Handbook  
2010*



# Content

<b>Content</b>	<b>Page</b>
Drivers Handbook	3
The Organisation	4
Funding	4
HACC Services	4
Services Provided	4
Door to Door Service	5
Bookings	5
Hours of Operation	5
Information about SWCT	6
Health and Safety	6
Health and Safety Committee	6
Risk Assessments	6
Privacy and Confidentiality	7
Code of Personal Presentation	7
Training	7
Time Sheets	7
Staff Lockets	7
Vehicle Procedure Manual	8
Radio	8
Fuel	8
Cleaning Vehicle	8

<b>Content</b>	<b>Page</b>
Parking in factory	8
Forms	9
Run Sheets	9
Shuttle Bus	9
On Board Vehicle Commun.	9
Running Early or Late	10
Door to Door Service	10
Client Destinations	10
Extra Passengers	10
Cancellations	10
No One Home	10
Fares	11
Seat Belts	11
Exiting Vehicle	11
Hoist	11
Shopping	12
Clients Increased Needs	12
Transporting pets	13
Drivers Grading	14—16
Trip Classification	16

## **South West Community Transport (SWCT) Drivers Handbook**

SWT Drivers Handbook has been developed as a quick reference booklet for Drivers.

The Handbook DOES NOT replace Organisational

- Policies
- Procedures
- Information provided in Vehicle Procedure Manuals
- Safe Operating Procedures
- Directions / information provided in Memos
- Information provided in Training packages
- Directions / information provided on run sheets

The Handbook will be reviewed annually.

Team members involvement in the review and ongoing development of the handbook would be appreciated.

If you have information which you believe should be included in the booklet please advise either the Executive Officer or the Co-ordinator.



## **The Organisation**

South West Community Transport (SWCT) provides transport services to the frail aged, younger people with disabilities and their carers.

*SWCT is a Not for Profit Organisation* which is registered as a Public Benevolent Institution and Charity.

SWCT is an Incorporated Association under the Fair Trading Act.

SWCT operates under a constitution and Board of Management, the members of which are elected annually at the organisations Annual General Meeting.

For further information about the organisation and or the Board of Management please see the Executive Officer.

## **Funding**

*SWCT receives funding under the Home and Community Care Program (HACC) which is a joint Commonwealth and State government initiative to assist Frail Aged and Younger People with Disabilities and Carers to maintain their independence and quality of life whilst staying in their own homes.*



## **HACC Services**

The HACC program funds group such as Meals on Wheels, domestic and personal assistance services, community nursing, day care centres, dementia specific services and many more. For further information about the type of services available contact an office staff member for a HACC brochure.

## **Services Provided**

*SWCT provides transport services both as individual and group bookings.*

SWCT provides transport services to

- GP and specialist appointments
- Medical appointments such as blood test, physio, x-rays etc
- Therapy centres
- Support groups
- Day Care Centres
- Visiting Friends
- Visiting Cemeteries
- Shopping

## **Door to Door Service**

*SWCT provides a door to door service  
for all clients.*

This means drivers go to the clients door and escorts the clients into the vehicle. Some clients may choose to wait outside for the driver but this is not a requirement.



## **Bookings**

*Individual Bookings* are made when clients contact the office and make arrangements for their individual booking. Clients are only permitted to have four bookings registered at any one time.

*SWCT Group Bookings* - clients request to be added to groups such as shopping and social outings. Clients on shopping list only ring if they need to cancel their booking. Otherwise SWCT picks them up each fortnight. Bookings for social outings are made when clients contact the office and request a booking. Bookings for social outings are not taken in advance but rather monthly.

### *External Group Bookings*

SWCT provides transport on behalf of other groups such as Day Care Centres and Support groups. These are permanent bookings at set times and days of the week. The passenger list is generally provided to SWCT by the group which are then invoiced monthly.

### *Hirer - Expression of Interest*

SWCT undertakes an annual Expression of Interest Process for community groups wishing to access our resources in the coming year.

This process assists SWCT in ensuring the most appropriate use of resources e.g. drivers & vehicles.

## **Hours of operation**

The service operates from 7.30am to 7.30pm. Drivers will be allocated to either the Macarthur or Liverpool/Fairfield area. Starting and finishing times will be dependant on specific days requirements. The service will remain open up until 7.30pm or until the last vehicle providing service returns to base. E.g. if the last vehicle is off the road at 6pm then the service will close.

Drivers on late finish are required to remain with office staff member until the premises are secured. Both staff members leave car park together.

## **Information about SWCT**

### *Client Information*

Client's are provided with a variety of information on SWCT services. This is in the form of

- Brochure
- Client Information Booklet - tapes and CD for sight impaired clients
- Quarterly Newsletter
- Bi-annual Information days
- Bi-annual Consultations

Brochures and Client Information Booklets have been translated into 12 languages other than English. The Client Information Booklet has been recorded on CD in several languages other than English

### *Staff Information*

Staff are provided with an Orientation kit on commencement with the organisation. Further information about the service is provided via

- Staff Newsletters
- Memos
- Health & Safety Committee minutes
- Drivers meetings
- Organisational meetings

Drivers and office staff meetings are held quarterly and organisational meetings 6 monthly To obtain a copy of the material identified above contact the Co-ordinator

## **Health and Safety**

Copies of the

- Organisational Health and Safety Policy
- Drivers Manual Handling Booklet

Are provided in the Vehicle Procedure Manual



## **Health and Safety Committee**

Health and Safety Committee meets bi-monthly.

Names of Committee members and copies of the Minutes of meetings are provided on the notice board in both the drivers room and office

## **Risk Assessments**

Prior to undertaking any tasks team members are required to undertake a Risk Assessment. The aim of undertaking a risk assessment is to identify hazards within the organisation. All hazards MUST be reported via the Risk Assessment form. Copies of the Risk Assessment forms are available in the drivers room and office and drivers must keep spare copies in their folders.

## **Privacy and Confidentiality**

All information obtain by SWCT for **both staff and clients** is treated as confidential and the right to privacy is respected at all times

All team members are bound by the Confidentiality Policy of the organisation and MUST treat ALL information about both team members and clients as confidential.

## **Code of Personal Presentation**

Uniform and safe and comfortable shoes to be worn at all times.

All staff are provided with uniforms which must be worn at all times. Alternative tops or sloppy joes are not acceptable.

## **Training**

Both external and in-house training is provided to all team members.

Training is provided as part of the initial Driver Grading process which is supported by refresher courses.

Should team members identify a training course which they feel would benefit them and their team members in fulfilling their role within SWCT please advise either the Co-ordinator or Executive Officer who shall investigate the appropriateness and availability of such courses.

## **Time Sheets**

SWCT pay week commences with the first shift on or after Wednesday morning and ceases at the last shift prior to close of business on Tuesday Afternoon.

It is the staff members responsibility to ensure their time sheet is submitted no later than 8.30am on the Wednesday morning. Failure to submit a time sheet will mean that pay for hours worked during that week will not be paid until the pay day of the following week—given that the time sheet has by then be submitted. If you have difficulty submitting your time sheet it is important that you contact the Co-ordinator so that alternative arrangements can be made.

You are legally required to enter the exact time you stop work for and finish lunch. Your run sheet may identify 12.00 but your run has changed due to cancellations and you have your lunch at 11.00. you must enter 11.00 to 11.30 on your time sheet.

If drivers are in close proximity to base they are welcome to return to base for their lunch break



## **Staff Lockers**

All team members who work from the Minto base will be provided with an opportunity to access a personal locker.

Team Members who wish to have access to a locker will be required to read the rights and responsibilities document and to sign appropriate form acknowledging their understanding and acceptance of these rights and responsibilities.

## Vehicle Procedure Manual

Each vehicle has been provided with a Vehicle Procedure Manual. This manual provides information specific to that vehicle along with generic information about the Policies and the Procedures of the organisation.

This hand book will provide a brief overview of these procedures for further information please read the Vehicle procedure Manual or contact the Co-ordinator

## Radio

All staff are required to maintain confidentiality when communicating via the radio. The Radio must be used for all communication between office and vehicle or vehicle to vehicle. Mobile phones will only be used when confidentiality is an issue or in an emergency.

## Fuel

All vehicles must have at least 1/2 a tank of fuel at the end of the day, although a full tank of fuel would be preferred we realise this is not always possible. A 1/2 tank of fuel will enable the next person the opportunity to undertake the early morning client transport before refuelling the vehicle.

### *Fuel card*

Each vehicle is provided with a fuel card. These can only be used to purchase fuel **not for** cleaning, oil supplies etc.

## Cleaning Vehicle—externally

SWCT is funded via Transport NSW. As per our funding agreement a register is kept for each vehicle identifying when the vehicle was cleaned both internally and externally. The staff in the booking unit ensures vehicles are cleaned as per this requirement.

Should you become aware of a vehicle which due to poor weather or terrain recently covered, requires cleaning please inform the office via your daily feedback sheets. Should you have down time and the vehicle requires cleaning please obtain permission from the office to do so and then report your actions on the daily feedback sheet so that they may be recorded in the register.

## Cleaning Vehicle—internally

As per our funding agreement we are also required to keep a register of internal cleaning. A cleaning bay and supplies have been provided in the rear of the Minto Factory for internal cleaning of vehicles.

## Parking in Minto Factory

Each vehicle has a dedicated parking area within the factory. The speed limit within the factory must be enforced at all times. Vehicles are only to enter or exit factory via the door dedicated for that purpose.



## Forms

There are several forms which must be completed by drivers, these include

- yellow daily feedback forms (both sides must be completed daily)
- Vehicle Damage forms (vehicle must be checked for damage and compared to master sheet—new damage MUST be reported immediately and form completed and submitted at the end of shift)
- Risk Assessment Form ( must be completed when a hazards is identified)
- Vehicle Accident/Incident forms ( copy of type of information required and form to be completed in the event of an incident with another vehicle is provided in the Vehicle Procedure Manual) Co-ordinator will assist with the completion of insurance forms etc.
- Client Accident, Incident ring office and complete daily feedback form
- Blue additional runs (this form is used to record additional runs which may be allocated to you during your shift, if OBV is not operational)

## Run sheets

Drivers are provided with a daily run sheet prior to commencing there shift.

The run sheet provides information on

- Client bookings—pick up times and arrival times
- Client information such as address, destination, special needs etc
- Fares
- Volunteers who may need to be picked up
- Other activities such as cleaning vehicle, lunch, mail, training or meetings

The order and times of client pick up must not be altered by the driver. Most clients are advised of an approximate pick up time and that this may be 15 minutes earlier or later depending on other clients cancelling or running late, poor weather or traffic conditions. **If a driver is going to be earlier or later than this half an hour time frame they should notify the office who shall advise the client and possibly ring ahead to the destination to advise them of the situation.**

## Shuttle Bus Service

A shuttle bus service is currently being operated in the Liverpool CBD. Drivers must follow arrival and departure times shown on run sheets. Communication with the office is crucial to the success of this service

## On Board Vehicle Communication System (OBV)

All vehicles have been fitted with OBV. The OBV provides an electronic copy of the vehicles run sheet and enables drivers to record pick up and drop off times and cancellations. The system enables office staff to update/alter the run sheet during the shift

## **Running late or early**

### *Early*

Sometimes drivers are running ahead of schedule, this could be due to a client cancelling or smooth traffic conditions. If this happens please contact your team mates on the radio and ask them if they need assistance. The level of assistance you provide should not jeopardise your future runs

### *Late*

Sometimes drivers are running late due to a client needing more time to access a vehicle or the client themselves were not ready when the driver arrived. If this happens please contact the office and advise them of your situation. The office may ring ahead to your next booking to advise them of what is happening or allocate another driver to assist you. Another driver may hear your communication on the radio and be in a position to assist.

## **Door to Door Service**

SWCT offers a door to door service. This means that team members will go to the clients door or within a destination, to advise the client of their arrival and to provide physical support to the vehicle, if required.

Should a client decline support to within their destination or to within their home on a return trip the driver should respect this request BUT SHOULD NOT leave the area until such time as the client is safely inside the premises. The level of assistance provided depends of the individual needs of each client.

## **Clients Destination**

The clients destination is shown on the run sheet. If the client requests to be transported to or dropped of at a different destination / address driver must confirm with and obtain permission from the office before proceeding

## **Extra Passenger**

From time to time drivers arrive at a pick up point to find a client or passenger not shown on the run sheet requesting transport. Driver must confirm with and obtain permission from the office before proceeding.

## **Cancellations**

From time to time clients will cancel their booking at the door. If this happens please confirm the cancellation with the office before proceeding and follow OBV procedures to record the cancellation electronically. This will provide the office with up-to-date information on your passengers in the event of an incident occurring.

## **No One Home**

Should you arrive at a clients home and there is no response to your knocking please contact the office for further instructions. The office has a 'No One Home' procedure which they will follow. Under NO circumstances are you to enter the premises. If there is an emergency the office will contact the emergency services who will decide whether or not access to the premises is required. Follow cancellation procedures on OBV and or run sheet

## **Fares**

Client fares are shown on the run sheet. 95% of the time the client has been advised of this fare. Should a client decline to pay the fare or dispute the fare please contact the office and ask for confirmation that the amount shown is correct. If the client still declines to pay the fare do not enter into a dispute but rather accept what the client is offering and report the incident on your daily feedback form.



Under the Home and Community Care Program no client will be refused service because of an inability to pay. The office staff shall contact the client and discuss the matter with them.

## **Seat Belts**

All clients must wear a seat belt. Clients are encouraged not to take the seat belt off until such time as the vehicle is stationary and the motor has been turned off.

Clients who are unable to wear a seat belt must carry an exemption certificate from the General Practitioner (GP) a copy of this certificate must be provided to SWCT to keep on file. The certificate must be updated with the GP every twelve months. The run sheet will identify details of clients exemption and renewal dates.

## **Exiting Vehicle**

All clients are encourage to exit a bus either backwards or via the hoist. This is the safest method for exiting the vehicle.

### *Backwards*

Client should be encouraged to:-

- Allow driver to hold bags, mobility aids etc
- Take as much time as they need

### *Hoist*

The hoist is used for both wheelchair and mobile clients.

Should a mobile client enter or exit the vehicle via the hoist the driver **MUST** ride the hoist with them providing support and comfort during the process.

Safe Operating Procedures (SOPs) have been written for entering and exiting the vehicle either backwards or via a hoist. All staff are trained in the correct procedures. Please see the Co-ordinator for copies of these SOP's



## Shopping

SWCT has a policy which states that clients are restricted to two (2) stripped shopping bags per household. If clients arrive at the bus with more than the allocated 2 bags please advise them on the policy and record your actions on the daily feedback form. SWCT has a staged approach to address this issue but we require drivers support via the feedback procedures for it to be implemented.

Remember to utilize Manual Handling Techniques when carrying shopping. This includes

- Maintain a straight back
- Squat or lunge
- Use equipment such as the hoist to assist you with loading the shopping into the vehicle

All shopping must be secured so that it does not become a projectile in the event of an accident.

Shopping should be stored either in the storage bin or at the rear of the vehicle using restraint system. Shopping should not be placed on or under seats

## Client Increased Needs

Should a client you are transporting appear to be distressed or in need of further assistance from another community service please advise the office and we will contact the client and have a talk to them to see if we can offer them further support or perhaps refer them to another organisation who may provide alternative type of services such as meals on wheels, home cleaning etc.

If you notice a clients needs differ from those noted on your run sheet it is important that you record this on your feedback form.

The information we have in regards to the client's needs may be out of date, your report will generate a re-assessment of the client and thus ensure the appropriate level of assistance is provided in the future.



## Transporting pets

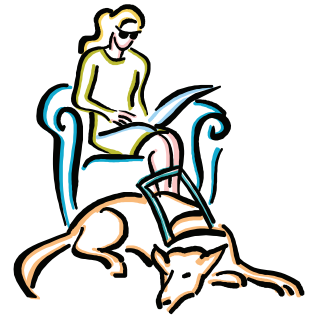
From time to time SWCT is asked to transport client's pets. This may be a Guide Dog for a client who is blind or it may be a visit to the vet for a family pet.

Guide dogs will normally sit at the feet of the client and should not be touched or spoken to when in harness.

Family pets should be transported in a cage or in the rear of a station wagon—we normally carry a wheelchair in the rear of the vehicle and this would need to be removed during transport.

Vacuum cleaners are provided for cleaning dog hairs etc from the vehicle after transport.

A portable 'dust buster' is available at base so the vehicle can be cleaned whilst on the road.



## Oxygen Concentrators

Clients wishing to access the oxygen concentrators will be asked to provide a SWCT Permission Certificate to Access Oxygen Concentrator Form completed and signed by their doctor. This certificate will be valid for 12 months at which time we will require a new certificate from their doctor.

Clients will also be requested to purchase a Nasal Cannula from SWCT at a one-off cost of \$3.50. This cannula will be kept by the client who will then bring it with them when accessing community transport services.



**A Grade - 0 to 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 experienced driver for On-road orientation in local areas / groups etc**

	<b>Time Frame for achieving competency</b>
<b>Health and Safety</b>	
Emergency Evacuation	To be undertaken on first day
Orientation of work environment	To be undertaken on first day
Manual Handling Course	To be undertaken within 30 - 60 hours
Risk Assessment Training	Within the 60 hours
Completing Risk Identification forms	Within the 60 hours
Completing Incident/Accident reports	Within the 60 hours
<b>Organisational</b>	
Organisational Orientation	Within the 60 hours
Complaints presentation	Within the 60 hours
Receipt of Clearance from Police Check	Prior to progressing to Grade B
Receipt of Clearance from Working with Children Check	Prior to progressing to Grade B
Provision of RTA driving history	Prior to progressing to Grade B
<b>Administration</b>	
Reading run sheets	Within the 60 hours
Completing run sheets	Within the 60 hours
Time Sheets	Within the 60 hours
Driver Grading / Trips Classification	Within the 60 hours
<b>Vehicle</b>	
External Assessment of driving skills	Within 30 hours
On Road Orientation	First 30 hours
Vehicle Orientation -see Checklist - to be applied to all types of vehicles to be driven	Within 60 hours
Vehicle Procedure Manual	Within 60 hours
Orientation in Vehicle Damage Procedure	Within the 60 hours
OBV Units	Within the 60 hours
Parking within factory	to be undertaken on first day
Cleaning Bay within Factory	to be undertaken on first day
<b>Training</b>	
HACC Orientation	Overview within the 60 hours - full training within 3 months
Driver Fatigue Presentation	Within the 60 hours
As identified for D Grade - if available during this time frame	

**B Grade - 60 to 120 hours (as a minimum) the team member to be signed off as being competent in all areas before proceeding**

**Health and Safety**

Safe operation of a wheelchair	Within 120 hours
Storage of wheelchairs within vehicle	Within 120 hours

**Organisational Administration**

**Vehicle**

Hoist Orientation - refer to checklist - both automatic and manual training	Within 120 hours
Wheelchair restraint Orientation	Within 120 hours
Loading and unloading wheelchairs	Within 120 hours
Removal and installation of tracking seats	Within 120 hours
Vito SOP's Airbag pump and wheelchair winch	
Using Hoist client with mobility aid	Within 120 hours

**Training**

As identified for D Grade - if available during this time frame

---

**C Grade - 120 to 150 hours (as a minimum) the team member to be signed off as being competent in all areas before proceeding**

**Health and Safety**

**Organisational Administration**

**Vehicle**

Defensive Driver Course	Within 6 months - subject to availability.
Vehicle Hire Procedure	Within 130 hours

**Training**

As identified for D Grade - if available during time frame	After 150 hours prior to upgrading to 'D' grade
--	---

**Health and Safety**

Review of all competencies obtained during previous gradings	After 150 hours prior to upgrading to 'D' grade
Review Manual Handling Video	Between 140 to 150 hours
Complete Manual Handling Trainee Workbook	Between 140 to 150 hours

**Organisational**

Review competencies obtained during previous gradings	After 150 hrs prior to upgrading to 'D' grade
---	---

**Administration**

Review competencies obtained during previous gradings	After 150 hrs prior to upgrading to 'D' grade
---	---

**Vehicle**

Review competencies obtained during previous gradings	After 150 hrs prior to upgrading to 'D' grade
---	---

**GRADING FROM 'C' TO 'D' TO BE SIGNED OFF BY EXECUTIVE OFFICER**

---

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

---

**Training**

HIV/Aids Sensitive Awareness	Within 12 months - subject to availability.
Aboriginal Cultural Awareness	Within 12 months - subject to availability.
CALD Cultural Awareness	Within 12 months - subject to availability.
Disability specific training sessions	Within 12 months - subject to availability.
Mental Health	Within 12 months - subject to availability.
Grief / Loss	Within 12 months - subject to availability.
Stress	Within 12 months - subject to availability.
Difficulty situations/Challenging Behaviours	Within 12 months - subject to availability.

**Trip Classification**

South West Community Transport has implemented a Trip Classification system which links in with the Driver Grading system.

Trip Classification is a process by which the:-

- Clients requirements
- Purpose of trip
- Team members skills
- Organisations resources

are classified to ensure allocation of team member and resources meets the client's requirements and purpose of the trip

The Trip Classification Rating system is one of many tools used in the allocation process. The Clients History and relationship with team member may be crucial to providing the client with a balanced service delivery.

A Risk Assessment - utilizing all knowledge to hand re the clients mobility, requirements, destination and transport history will be undertaken prior to allocation

Client Requirements / needs are identified at point of assessment. Client needs are prioritized as Low, Medium or High depending on their ability / mobility.

**safe  
and  
secure  
Transport**