



# SHIRE OF DUMBLEYUNG

ABN: 76 703 105 276

Address: 32 Harvey Street, Dumbleyung WA 6350  
Postal Address: PO Box 99, Dumbleyung WA 6350  
Phone: 9863 4012 Email: [enquiries@dumbleyung.wa.gov.au](mailto:enquiries@dumbleyung.wa.gov.au)  
Website: [www.dumbleyung.wa.gov.au](http://www.dumbleyung.wa.gov.au)

## VOLUNTEER DRIVER PACKAGE

The Community Assisted Transport Service is for members of the community who require assistance with transport to specialist medical appointments in Perth, Albany, or Bunbury.

### **REGISTER TO BE A VOLUNTEER**

- Read through the C.A.T.S Council Policy.
- Read through the Volunteer OSH Guidelines.
- Complete the attached *Volunteer Driver Profile for C.A.T.S Form*.
- Include a photocopy of your Drivers Licence, this can be done at the Shire Administration Office when the form is handed in.
- Sign the Confidentiality Agreement.
- Complete an Induction Checklist with the co-ordinator, Helen Gooding.
- A Police Check may be required at the discretion of the CEO.
- First Aid Training ticket is recommended, but not essential.

On behalf of the community, we thank you for volunteering your time.

Any questions please phone the co-ordinator, Helen Gooding, on 0427 530 204.

# COUNCIL POLICY

**DATE PROPOSED:** 20 September 2018

**AUTHOR AND POSITION:** Matthew Gilfellow – Chief Executive Officer

## **1.61 COMMUNITY TRANSPORT SERVICE**

At the August 2018 Ordinary Meeting of Council. It was decided to fund a Community Transport Service from the Bain Estate Future Fund. This service is to operate for a two-year trial, with a review to be completed following the two-year period.

### **Client Eligibility**

This service is to be available to:

- All residents of the shire;
- For journeys to specialist medical appointments; or
- Allied health appointments where the service is not available locally; or
- For compassionate reasons;
- Clients under the age of 18 shall be required to have a guardian accompany them on the journey.

### **Driver's Eligibility**

Drivers must:

- Hold a current 'C' class driver's licence;
- Register as a shire volunteer;
- Sign a confidentiality agreement;
- Undertake an induction for any relevant OSH, to familiarise themselves with the car and basic procedures (eg. refuelling, changing tyres) and procedures of how to access the vehicle;
- A police check may be required at the discretion of the CEO;
- First Aid Training is recommended, but not essential;
- Drivers shall be responsible for any illegal acts undertaken;
- Drivers will be responsible for any food or drink required while undertaking their duties.

## **BASIC PROCEDURES**

### **Before the Journey**

- Client books their appointment for the middle of the day (or as close as possible);
- Client indicates requirement for a journey via the sign up pad at the CRC;
- Coordinator finds driver for the journey;
- Coordinator organises times and confirms the trip with the Client and Driver;

- Coordinator informs Client of the required payment, made up of a standard fee and the PATS travel contribution (In September 2018 the standard fee is \$50. Approximate total charge will be Perth \$140, Bunbury \$135, Albany \$125);
- Client gives payment for the journey to the Coordinator (cash only);
- If accommodation is required, coordinator liaises with the Shire to book necessary accommodation.

### **On the Day**

- Driver goes to the Dumbleyung St John Ambulance shed at the organised time, takes the car out and picks up the Client at the arranged point (may be the shed or home, discretion of the Driver is to be used);
- If a wheelchair, baby seat or other aid is required by the client, they are to provide it;
- Partners or guardians are allowed to accompany the Client;
- Driver takes Client to the building where the appointment is booked. It is not a requirement of the Driver to take the Client to the appointment, though they are not prevented from choosing to do so;
- The Driver parks the car, or is able to use the car for up to 50km to conduct personal business;
- The Client pays for any parking fees associated with the appointment;
- Once the Client has finished their appointment, a call is made to the Driver who picks the Client up.
- The Driver takes the Client back to Dumbleyung.
- The Driver returns the car to the Ambulance Shed, finalises the form and locks the shed.

### **After the Journey**

- Following the use of the vehicle, the Coordinator (or representative), goes to the shed, fills the car up at the shire depot and cleans the vehicle.
- They do a check of the vehicle to ensure roadworthiness and reports to the shire anything that needs fixing or if a service is about due.
- On an as needs basis, the Coordinator deposits the money from the trips to the shire.

### **Requirement for Accommodation**

- If an overnight stay is required, accommodation is to be offered to the Driver with the accommodation paid for by the shire.
- The Client is responsible for making their own booking, in consultation with the Coordinator; and
- The Coordinator is to make arrangements for accommodation in Bunbury or Albany, and the shire is to make arrangements for accommodation in Perth on advisement from the Coordinator on the most suitable location.
- Alternative accommodation arrangements (eg. own accommodation, family or friend) for the Client and/or Driver can be made, but only with the consent of the Driver, unless the Client can make their own arrangements to travel between the place of appointment and accommodation.

### **Coordinators Role**

The Coordinator is the liaison between the Client, Driver, CRC and Shire. Their duties (or a representative of the Coordinator) include:

- Liaison between Client and Driver to set up the journey;
- Driver induction;
- Liaise with the CRC for any bookings;
- Receive money from the Client;

- Book, or liaise with the shire to book accommodation when required;
- Following use of the vehicle, refuel and clean the vehicle;
- Check tyres, inspect for damage etc.;
- Report the totals km's to the shire.

### **Shire Responsibilities**

The shire will be the owner of the vehicle and pay for costs associated with the vehicle and the service. The shire will also provide limited administration support to ensure the smooth running of the service.

The Shire shall provide the following:

- A roadworthy vehicle with the following:
  - First Aid Kit
  - GPS
  - RAC Membership
  - ACROD Permit
  - Mobile Phone
  - Bain Estate Future Fund/Shire of Dumbleyung Recognition Signage
- Sign up pad for the CRC;
- Receipt Book;
- Volunteer forms;
- Client forms.



# Shire of Dumbleyung Volunteers - Basic OSH Guidelines

All Volunteers are to receive a copy of these Guidelines for reference



The Shire of Dumbleyung Appreciates, Encourages and Respects all of our Volunteers for the outstanding contribution that you make to our community. With this in mind the Safety and wellbeing of our Volunteers whilst undertaking tasks on behalf of the Shire and for our Community is paramount. Please contact the Shire PH: 9861 1177 or Email: [enquiries@dumbleyung.wa.gov.au](mailto:enquiries@dumbleyung.wa.gov.au) with any suggestions or ideas that you believe will help to make your Volunteering experience safer or other matters you wish to raise.

Occupational Safety and Health Act 1984 - S19 (OSH)

**It is the Shire of Dumbleyung's duty of care to**

19. Duties of Employers

- (1) Provide as far as practicable a working environment in which the employees of the employer (the *employees*) are not exposed to hazards
- (a) Provide and maintain workplaces, plant, and systems of work such that, so far as is practicable, the employees are not exposed to hazards; and
- (b) Provide such information, instruction, and training to, and supervision of, the employees as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards;

**As a Volunteer It is your duty of care to**

20. Duties of Employees

- (1) An employee shall take reasonable care —
- (a) To ensure his or her own safety and health at work; and
- (b) To avoid adversely affecting the safety or health of any other person through any act or omission at work.

Please adhere to the Shire of Dumbleyung Volunteer Basic OSH Guidelines at all times. If you are unable to work within these Guidelines or feel that your safety and wellbeing is at risk, or if you are not sure about how to undertake the task safely, please contact the person responsible for overseeing the task immediately for guidance.

To help us provide a safe and enjoyable workplace, we request that you read the attached Shire of Dumbleyung Volunteers - Basic OSH Guidelines and to sign the Shire of Dumbleyung Volunteer Basic OSH Guidelines Register/Acknowledgement and Emergency Contact details.

### Shire of Dumbleyung Emergency Contact Numbers

<b>Emergency Call 000</b>	<b>Shire Office:</b> 98634012	<b>CEO:</b> 0429 634 012	<b>MOWS:</b> 0427 634 012	<b>Supervisor:</b> 0427 634 010	<b>Radio:</b> Shire 100 VHF
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### Emergency Procedure including Evacuations

- All Volunteers to STOP and listen for instructions from the person responsible for overseeing the task when an emergency evacuation is called - either face to face, over the radio or your phone
- Assemble and remain for roll call from the person responsible for overseeing the task. Remain at your designated Muster Point or where ever instructed until "all clear" given or further instructions are directed by the person responsible for overseeing the task.
- Do not return to the work area until instructed to do so



# Shire of Dumbleyung Volunteers - Basic OSH Guidelines

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Volunteer Task	What Are The Potential Risks Or Hazards	CONTROL METHODS What are the Control Methods put in place to eliminate or minimise the risk / hazard so that the job can be done safely?	Person/s Responsible
<b>General Volunteer Tasks</b>	<ul style="list-style-type: none"> <li>• Inadequate instruction or supervision from the person responsible for overseeing the task</li> <li>• Changes in conditions e.g. hot-cold-wind, aggressive people, electrical, manual handling etc.</li> <li>• Hazards, Injuries, property damage arising during the task</li> <li>• Manual handling - sprain strain, back injuries from working beyond your physical capabilities</li> <li>• Inexperience in operating machinery plant or equipment or personal physical restraints.</li> <li>• Bullying, harassment or threatening behaviour</li> <li>• Alcohol / Drug Influence or Consumption whilst undertaking Volunteer tasks</li> <li>• Driving or operating private, or Shire vehicles, machinery, plant or equipment</li> <li>• Not wearing required Personal Protective Equipment (PPE) for the task being undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>• Before undertaking any volunteer tasks or duties for the Shire, you must receive clear instructions from the person responsible for overseeing the task regarding any potential hazards or other requirements to be aware of and the controls put in place to keep you safe.</li> <li>• If you believe that you cannot carry out the task safely or conditions change e.g. storms, sudden influx of people, unexpected manual handling, threatening behaviour from the public etc. You must contact the person responsible for overseeing the task immediately for instructions.</li> <li>• Immediately report all Hazards, Injuries, Property Damage and Near Misses to the person responsible for overseeing the task to address and ensure your safety and well-being.</li> <li>• Never attempt to lift, carry, push or over reach anything that you believe is beyond your safe physical capabilities. Use mechanical aids e.g. a trolley where ever possible. Contact the person responsible for overseeing the task immediately for instructions or to arrange alternative duties.</li> <li>• Never drive or operate any vehicles, machines or equipment that you are not experienced with and competent in or licenced to do so. Never undertake any tasks e.g. wiper snipping, chain sawing etc. that you feel you may not be capable of through inexperience or physical ability.</li> <li>• If you feel that you are being unfairly treated, threatened or bullied please see the person responsible for overseeing the task or contact the CEO for confidential resolution.</li> <li>• The consumption of alcohol during volunteering activities is to be strictly controlled. Do not drive if you believe that you might be close to the .05 limit. Speak to the person responsible for overseeing the task to arrange a lift for you. Zero drug tolerance.</li> <li>• You must obey all State road rules e.g. licence requirements for vehicle or machinery driven or operated including speeding, alcohol and drugs, mobile phone use, seatbelts, road worthiness of vehicles, load restraint, overloading etc.</li> <li>• You must wear the required PPE for the task being undertaken e.g. eye and hearing protection, gloves, appropriate foot-ware etc as stipulated by the person overseeing the task.</li> </ul> <p><b>Legislation Reference Links:</b> Volunteering WA <a href="http://www.volunteeringwa.org.au">www.volunteeringwa.org.au</a> Occupational Safety &amp; Health Act 1984 <a href="http://www.commerce.wa.gov.au/WorkSafe/">www.commerce.wa.gov.au/WorkSafe/</a> WorkSafe WA Codes of Practice <a href="http://www.commerce.wa.gov.au/WorkSafe/">www.commerce.wa.gov.au/WorkSafe/</a></p>	<p>Person responsible for overseeing the task</p> <p>And</p> <p>All Volunteers</p>



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## VOLUNTEER DRIVER PROFILE FOR C.A.T.S

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ MOBILE: \_\_\_\_\_

DOB: \_\_\_\_\_

DRIVERS LICENCE NUMBER: \_\_\_\_\_

EMERGENCY CONTACT: Name: \_\_\_\_\_ Ph: \_\_\_\_\_

### Medical History (If Applicable)

For you own personal safety and the safety of others, are there any medical conditions that would be in your best interests to inform the shire about? (Eg: relevant previous medical conditions, medications that potentially place others at risk)


### Basic Occupational Safety & Health (OSH) Guidelines

By checking this box, you acknowledge you have been provided and have read and understood the Shire of Dumbleyung Volunteers – Basic OSH Guidelines information.

### Insurance

As an authorised driver the motor vehicle policy extends to you provided you have the correct and current licence to operate the vehicle and are driving within the policy wording. Any unlawful acts including being an unlicensed driver will exclude you from the policy. As a direct volunteer you will also be covered under the personal accident policy while doing volunteer work for the shire.

Signed: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

OFFICE USE ONLY	
<input type="checkbox"/> Driver's License photocopied & filed	
<b>INDUCTION CHECK LIST:</b> NOTE: All sections must be completed.	
<input type="checkbox"/> How to operate vehicle	<input type="checkbox"/> How to make interior adjustments
<input type="checkbox"/> RAC Membership Card	<input type="checkbox"/> ACROD Parking Permit
<input type="checkbox"/> Spare Tyre	<input type="checkbox"/> Emergency Situation
<b>CONDUCTED BY:</b> _____	<b>DATE:</b> ____/____/____



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## CONFIDENTIALITY AGREEMENT

1. You have been engaged by the Shire of Dumbleyung. It is recognised that during the course of conducting this role with us you will come into contact with confidential information concerning the residents of the Shire of Dumbleyung.
2. Except in the performance of your duties and as required by law, you must keep the information obtained during the course of those duties, which concern the Shire confidential and you must not yourself or through other employees, family or any other interested parties divulge to any person the information you obtain.
3. This obligation continues to apply during and when engagement has ceased with the Shire of Dumbleyung.

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I \_\_\_\_\_ understand and accept the obligations and requirements of confidentiality as set out above.

Signed \_\_\_\_\_

Dated \_\_\_\_\_