



Inglewood Community NEIGHBOURHOOD HOUSE



Volunteer Driver Handbook

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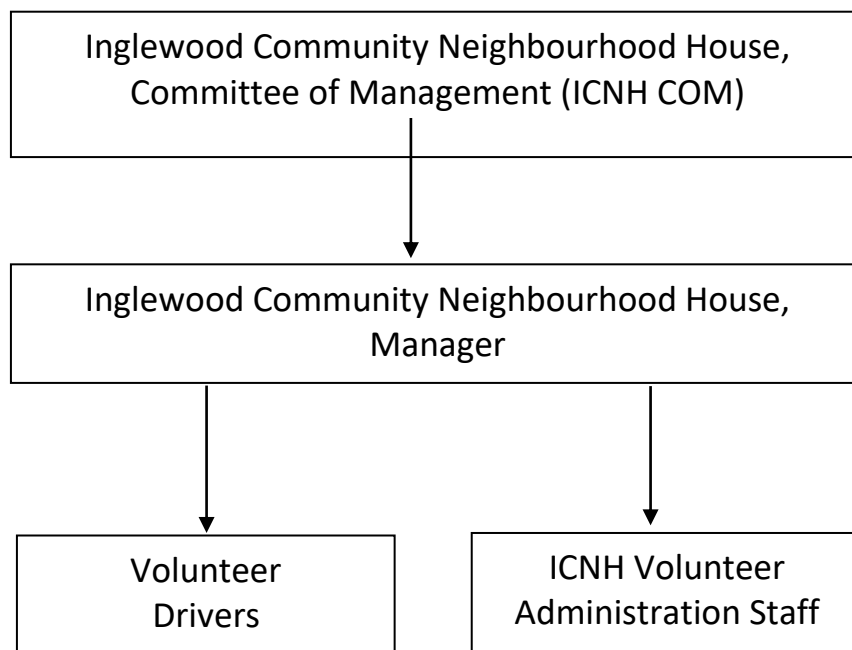
Introduction

Welcome To the Inglewood Community Bus Volunteer Driver Scheme

The Inglewood Community Bus Volunteer Driver Scheme is a Support Service to help disabled and disadvantaged persons living in the Inglewood region. This service aims to provide new transport options and help people who have limited access to public transport, helping to maintain independence and a quality of life throughout our community.

Inglewood Community Bus Volunteer Driver Scheme is managed by the Inglewood Community Neighbourhood House Inc.

Organisational Relationship



Inglewood Community Neighbourhood House Inc.

The Inglewood Community Resource Centre commenced operations in July 1997 as an outreach of the Loddon Neighbourhood House (Wedderburn). In July 2002 ICRC became an autonomous Neighbourhood House. It is run by a voluntary Committee of Management which is elected annually by its membership. In November 2013 at our Annual General Meeting, our members voted to accept a change of name. Since that time we have been known as the ***Inglewood Community Neighbourhood House Inc.***

The House is classified as a Neighbourhood House with funding for operations made available by the Department of Health & Human Services (DHHS) under the Neighbourhood House Coordination Program. Neighbourhood houses are places where people of all abilities, backgrounds and ages can come to:

- Meet, talk and make friends
- Develop new skills
- Transition to work and further study
- Volunteer
- Become involved in community events and services
- Find out about other services or activities in the area
- Join a class or support group
- Take up an activity for fun and enjoyment

Volunteers are an integral part of the operation of the House. Volunteers give their time to work at the House in addition to a paid part time Manager.

Volunteers

Inglewood Community Neighbourhood House acknowledges the valuable contribution that volunteers make to our community. The Inglewood Community Bus Volunteer Driver Scheme enables the Inglewood Community Neighbourhood House to offer the community:

- Volunteer work opportunities
- A service that is: Cost effective, Flexible and Personalised

Volunteers are people who provide a service:

- Of their own free will
- Without financial payments
- That benefits the community

To be a volunteer with Inglewood Community Neighbourhood House you are:

- Committing yourself as a Inglewood Community Neighbourhood House team member
- Accepting your RIGHTS and RESPONSIBILITIES (see next 2 pages)

Unlike paid staff, volunteers are not covered by award conditions or workplace agreements. Volunteers however, do have rights, some of which are enshrined in legislation and some of which are the moral obligations of an organisation involving volunteers. On the following page are your rights as a volunteer.

Volunteer Rights

- 1.** To be interviewed and engaged as a volunteer in accordance with equal opportunity and anti-discrimination legislation.
- 2.** To have a position description and agreed working hours.
- 3.** To work in a safe and healthy environment.
- 4.** Not to fill a position previously held by a paid worker.
- 5.** Not to do the work of paid staff during industrial disputes.
- 6.** To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 2000.
- 7.** To be supported and supervised in your role.
- 8.** To be treated fairly and honestly by clients and staff, and to say no if you feel you are being exploited.
- 9.** To be covered by insurance.
- 10.** To receive a thorough orientation to Inglewood Community Neighbourhood House and ongoing training.
- 11.** To be provided with sufficient instruction to do your job.
- 12.** To be free of harassment, bullying and sexual harassment.
- 13.** To be reimbursed for out of pocket expenses.
- 14.** To have access to a grievance procedure.
- 15.** To temporarily or permanently discontinue your association with Inglewood Community Neighbourhood House.

Inglewood Community Neighbourhood House is committed to protecting the confidentiality of your private information and the private information of our clients. All recorded information is stored in a locked cabinet and electronic databases protected by passwords.

Volunteers and clients have access to their private and personal information at any time. Permission must be obtained from you before any information is shared or released.

Volunteer Responsibilities

- 1.** To be punctual and reliable.
- 2.** Adhere to appropriate behaviour, dress and language in the work place.
- 3.** Treat members of the community, other volunteers and staff members with respect and dignity.
- 4.** Respect the confidentiality of all colleagues and clients.
- 5.** Carry out your role to the best of your ability with integrity and honesty.
- 6.** Not act in ways that may damage the good name of Inglewood Community Neighbourhood House or its ability to exercise good governance.
- 7.** Undertake an induction, and all required instruction/information sessions for your role.
- 8.** Complete a satisfactory Victorian Police check and/or Working with Children check, as required.
- 9.** Provide reasonable notice if unable to fulfil a role or designated shift.
- 10.** Be loyal to Inglewood Community Neighbourhood House and accept constructive criticism.
- 11.** To work as part of a team.
- 12.** To carry out the job as specified by the ICNH Manager.
- 13.** To adhere to this Volunteer Driver Handbook and applicable ICNH Policies and Procedures.
- 14.** To be open minded to other people's views and standards and not impose personal values and beliefs on others.
- 15.** To attend training workshops as required.
- 16.** Give feedback to the ICNH Manager and ask for support when needed.
- 17.** Avoid over extending yourself, and have fun! If you are not enjoying your role as a volunteer communicate this to the ICNH Manager.

Position Description

Title:	Inglewood Community Neighbourhood House Volunteer Driver.
Responsible to:	Inglewood Community Neighbourhood House Inc. (ICNH) Manager.
Position objective:	To provide support, and practical assistance to Inglewood Community Bus passengers.
Role:	To drive the Community Bus on its designated routes, and assist passengers.
Commitment:	To carry out tasks as directed by the ICNH Manager (volunteers nominate hours and days available).
Qualifications:	Current valid driver's licence. (Copy to be provided) Preferred but not essential: Certificate II in First Aid
General requirements:	To have a sincere interest in the welfare of people with disabilities and frail, aged, and transport disadvantaged people. To be caring, patient and tolerant. To be flexible and show initiative. Complete a satisfactory Victorian Police check and/or Working with Children check, as required.
Communication skills:	To be able to communicate with a wide range of people. To feel comfortable in the presence of those who are unable to communicate clearly.
Other requirements:	To be able to be contacted by phone. A current driver's licence and good driving record. To be active in reasonably good health and enjoy interacting with others.
Instructions	ICNH Manager will provide initial orientation regarding the service, its policies and procedures.
Training:	Ongoing training in topics relevant to the service is provided periodically. The ICNH Manager provides specific instructions to volunteers regarding tasks with consumers.
Expenses:	If incurred, costs for petrol and telephone calls can be reimbursed. Volunteers are encouraged to claim out-of-pocket expenses incurred whilst on the job.

Insurance Information

When formally registered as an Inglewood Community Neighbourhood House Inc. Volunteer you are covered with appropriate Accident and Personal Insurance. If unsure of policy in this regard please don't hesitate to ask the ICNH Manager.

Procedures for Volunteer Drivers

1. Follow instructions as directed by the ICNH Manager regarding bus routes and the pick-up and delivery of passengers.
2. Ensure that the passengers are assisted in and out of the vehicle where necessary and that plans for the return trip are confirmed.
3. Report any accident or incident involving passengers, you, or a third party or vehicle, to the ICNH Manager. To follow necessary procedures as directed by the Manager.
4. Be aware of emergency procedures to be taken in the event of client distress, vehicle breakdown, or accident.
5. Report to the ICNH Manager via phone when a previously booked passenger fails to show at point of pick up.
6. Report to the ICNH Manager when a previously booked passenger cancels the trip at point of pick up. Please note this in the Daily Communication Book kept in the console.
7. A volunteer must not present for work incapacitated in any way by drugs or alcohol. ***(See Drug & Alcohol Policy on page 13)***
8. Ensure that consumers do not smoke, eat or drink on the Community Bus. *(Bottled water is acceptable)*
9. Accept responsibility for any traffic infringements incurred.
10. Keep a record of km and time taken in your travel log, these are measured from when you leave the bus depot and return. Also to collect the required fee for transport from the passenger. The money pouch is kept inside the console of vehicle.
11. Avoid giving any passenger your private phone number.
12. To refer clients to the ICNH Manager for future bookings.

13. To check the fuel gauge and fill at designated service station using procedure established by the ICNH Manager.
14. Leave vehicle tidy, return to bus depot and lock up, return keys as arranged to designated position.
15. Be familiar and practised with the handling of wheelchairs and with the method of loading and unloading wheelchairs bound passengers.
16. Dress appropriately to be able to assist consumers, e.g. footwear that provides stability, balance and grip and clothing that is not likely to get caught in any equipment or aides.
17. Please note: Should an emergency occur you MUST contact the ICNH Manager on **0418 278 666** when it is safe to do so.

Helpful Hints

- Accept a person as he/she is and respect him/her as a human being. It is important to place the person before the disability, e.g. “a person who is disabled” rather than “a disabled person.”
- Offer assistance if asked or if need seems obvious. The person will indicate the kind of help needed. Offer your arm for the person to take if support or guidance is needed, rather than you taking hold of him/her.
- Converse with the person in a friendly way.
- Appreciate what the person can do and encourage him/her.
- Speak directly to the person; do not speak about him/her in his/her presence.
- Never assume that you know what is best for someone else. Always ask first.

In Case of Accident/Incident

This procedure is to ensure that any damage to the Community Bus, even when minor is to be notified to the ICNH Manager.

The driver responsible for the vehicle will complete an incident report within 48 hours of an accident, or incident such as a flat tyre. This can be done with the assistance of the ICNH Manager.

If an accident occurs relevant legislative process should be followed but no admission of wrong doing or liability should occur prior to notification to insurance company and their assessment.

An Accident report is a legal document and must be factual.

At the Scene of an Accident;

1. Immediately after a motor vehicle accident.

- Try to stay calm don't panic
- Switch off the ignition, and activate emergency hazard lights
- Check to see if anyone is injured, and if they can be assisted immediately
- Do not admit liability

If accident occurs and injury to person, damage to property or animal:-

- Stop vehicle.
- Render assistance such as you can.
- At scene of accident give your name and address and name and address of Inglewood Community Neighbourhood House and registration number to any person injured or the property owners or his/her representative.
- Give those names and addresses to police if they attend the scene.
- If any person is injured report to the nearest police station if no police officer attends the accident.
- If property is damaged or destroyed and the owner is not present then report to nearest police station.

If another vehicle is involved also:

- Obtain the other drivers name, address and drivers licence number.
- Obtain the make/model, colour, registration number of vehicle and the registered owner's name, address and insurance company.

2. If the bus is not driveable

- Notify the ICNH Manager on 5438 3562 during business hours on Monday, Tuesday and Thursday or 0418 278 666 at other times.
- The ICNH Manager will organise alternative transport for passengers.
- Should the driver be incapacitated in any accident a relative or emergency contact will be contacted.
- The ICNH Manager will arrange repairs and any necessary insurance claim.

POINTS TO NOTE

- **Do not admit liability**
- **Obtain details from the other party**
- **Keep a copy of all claim documents for future reference**
- **The bus must only be used for organisational purposes and not for private use unless otherwise agreed**

Complaints Grievance Procedure

All those involved with Inglewood Community Neighbourhood House have the right to make a complaint without recrimination and to seek assistance in achieving a fair resolution without this adversely affecting their continuing relationship with the House.

At no time will the implementation of the Complaints Grievance Procedure disadvantage any volunteer and there will be no victimisation or retribution under any circumstances. The right of reply will be given to those against whom grievance procedures have been instigated.

For the purpose of this document, a grievance shall mean a dispute between:

- a. Volunteer and another Volunteer
- b. Volunteer and Staff member
- c. Volunteer and client
- d. Volunteer and House Manager/COM

And will include any actions or proposed actions that any party believes breaches the rules of Inglewood Community Neighbourhood House or the rights of an individual.

A record of the grievances should be kept including:-

- a. The action taken and by whom
- b. The resolution, at any stage of the above process
- c. A record in writing and signed by all parties
- d. Notification and to whom which may include recommendations for implementation

It is the objective of this procedure to ensure that grievances are resolved by negotiation and discussion between parties.

If conflict arises the following steps should be taken:

If the matter is of a minor concern:

In the first instance it should be discussed with the other person or persons involved. In most cases this direct approach is the best approach and will resolve the difficulty.

Grievance between a Volunteer Driver and another Volunteer, Staff member or Committee of Management member.

- a. Initially attempts should be made to clarify the issue and resolve the conflict. This will be undertaken with the assistance of the House Manager who should be notified immediately of any issues. If the issue is of a serious nature the Manager is to involve the President and ICNH COM.

- b. If resolution is not achieved or volunteers not satisfied with the outcome then written documentation by both parties to be submitted and a formal request for the volunteers, ICNH COM and President of the COM to meet as soon as possible to resolve the issue in a conciliatory manner. The decision at this meeting will be final and all parties involved will be advised in writing and signatures required.

Grievance between a Volunteer Driver and Passenger

- a. Initially attempts should be made to clarify and resolve the conflict immediately. This will be done with the assistance of the ICNH Manager who should be notified of the issue immediately. If the matter is of a serious nature it will be referred to the President. This might involve inviting an external person (agreed upon by all parties) to mediate.
- b. If the ICNH COM is unable to resolve the issue the President will call a meeting of all those involved with the aim of resolving the conflict. This might involve inviting an external person (agreed upon by all parties) to mediate the meeting. Both parties if desired may bring an advocate/volunteer representative with them to the meeting. The outcome of this meeting will be final and will be presented to both parties in writing.

If a matter is of a serious nature the ICNH COM in certain circumstances reserves the right to suspend a Volunteer pending the outcome of the above procedures.

Drug and Alcohol Management Policy

Purpose:

As a registered bus operator, this policy has been developed in accordance with the Bus Safety Act 2009 (Vic) which aims to provide for the safety operation of bus services.

Guidelines:

- To reduce or eliminate the risks associated with alcohol and drugs use relating to our Community Bus operations.
- The Inglewood Community Bus Drug and Alcohol Management Policy prohibits an person who is affected by drugs or alcohol from taking any part in bus safety work.
- Personnel are required to advise the Centre Manager if taking any medication which may affect performance.
- The Inglewood Community Neighbourhood House manager relies on visual and verbal assessments to form a reasonable impression as to whether a person's behaviour is affected by drugs or alcohol
- Volunteer Drivers will be trained through the completion of our Volunteer Driver Handbook, on the compliance aspects of the Bus Safety Act 2009 (Vic). In relation to Drugs and Alcohol.

- A drug is any substance (other than alcohol) that when consumed, deprives the person of normal mental or physical faculties (whether permanently or temporarily)

Policy:

The Inglewood Community Neighbourhood House – Community Bus Project is committed to a zero tolerance alcohol and illicit drugs working environment, and will take all practicable steps to endeavor that all persons performing bus safety work have a zero level for alcohol and illicit drugs and are not impaired by other drugs.

Our organization has adopted this policy because of its general duty:

- To provide a safe and healthy work environment
- To ensure that all persons are fit to carry out their duties

Our organization recognizes the detrimental effects that drugs and alcohol may have on the safety of bus operations and the general health and wellbeing of individuals.

This policy applies to all persons carrying out bus safety work (as defined in section 3 of the Bus Safety Act 2009 (Vic)) for or on behalf of the Inglewood Community Neighbourhood House Inc. If you are unclear about what constitutes bus safety work, see your manager.

It is the responsibility of every person when reporting for duty or while at work to ensure they;

- Have no drugs or alcohol present in their blood or breath immediately before, or while undertaking bus safety work
- Are not impaired by drugs or medication/s immediately before, or while undertaking bus safety work
- Inform their treating health practitioner or pharmacist of the Inglewood Community Neighbourhood House Drug and Alcohol Management Policy when being prescribed medications.

Resources:

- Transport Safety Victoria – Bus Safety # 5 – Developing an alcohol and drug management policy

Privacy Commitment

Inglewood Community Neighbourhood House recognises each person’s right to confidentiality and privacy in all aspects of information.

Inglewood Community Neighbourhood House also recognises each volunteers/staff member’s right to confidentiality and privacy in respect to information obtained from the staff member/volunteer.

Inglewood Community Resource Centre is bound by the Information Privacy Act 2000 in how it collects, handles and discloses personal information.

Inglewood Community Neighbourhood House is committed to protecting the personal information of the persons with whom it interacts on a daily basis, during service provision.

The right to confidentiality, dignity and privacy will be protected and promoted in the following ways:

Statement of Commitment

Inglewood Community Neighbourhood House has an obligation to keep information safe and secure and to prevent unauthorised use or misuse or disclosure of personal information.

- All files of a personal nature will be stored in locked and secure filing cabinets and rooms or where on computer will be electronically secured.
- Personal files or files containing confidential information will not be removed from the House. Staff will be trained to ensure understanding and practice of this policy.
- Only authorised computer usage will be permitted.
- Volunteers will be made aware of personal information held by the organisation at the time of their induction as a volunteer.
- Inglewood Community Neighbourhood House will amend, correct and delete as required to ensure accuracy of the information being held.
- All information and files will be available to the clients/volunteers upon request from either part in accordance with all/or any Freedom of information legislation.
- Inglewood Community Neighbourhood House will inform volunteers why information is collected and to whom the information may be disclosed (e.g. statistical information to funding bodies).
- All personal information that is no longer relevant will be disposed of in a confidential manner (ie. shredder).
- Staff will be made aware of the Privacy Act 1988, requirements in relation to Committee of Management reports.

Employees/Volunteers know and understand that they owe the Inglewood Community Neighbourhood House a **duty of confidentiality** and that they will not at any time knowingly disclose to unauthorised persons, confidential information of the House which comes to their knowledge during the course of their employment or voluntary service. Upon termination of volunteer arrangement, volunteers will return all intellectual property of the organisation to which they had access to during the course of their employment, including materials, processes and data whether physical, electronic or computerised.

CHECKLIST

This checklist should be completed by new volunteers.

Please tick

The ICNH Manager has discussed the services with you and given you an overview of its philosophy?	
Have you completed a Volunteer registration form?	
Have you been given a tour of the site including offices, kitchen, garage, toilets office hours and phone contact and met the staff?	
Have you been shown driver start of shift procedures?	
Have you been shown where first aid kit, fire extinguisher, daily Communication Book, RACV information and emergency procedures are kept?	
Have you been shown lock up procedures for vehicles when returning a vehicle after office hours?	
Have you been shown the operation and feel confident with the use of the wheelchair hoists in the bus?	
Have you filled out and signed the Police check form?	
Have you undertaken one day on the job training with an experienced volunteer mentor if relevant?	
Have you read this entire book?	

Congratulations you are now a fully fledged Inglewood Community Neighbourhood House Inc. Driver and welcome aboard.

Please sign below and return to the Manager (you will be supplied with a copy of this hand book for further reference)

..... Date: / /20