



COMMUNITY CAR OPERATIONAL MANUAL

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STATEMENT OF PURPOSE

- 1. Provide a resource that supports BNH's 'Neighbour Assist' program, to continue to meet the needs of people within the community.**
- 2. Enable BNH to conduct greater outreach activities and programs**
- 3. Provide transportation support to BNH volunteers in recognition of their contribution to BNH and remove the onus on staff using their own vehicle**
- 4. Promote BNH and our partnering organisations/businesses to the community through advertising on the Community Car.**

Notes:

The 'Neighbour Assist' program provides support to people who need assistance at appointments and when accessing other services – through this program the focus is on being an advocate or support person during the appointment, it does not only focus on providing a form of transport to the appointment.

The community car may provide transport in instances where the participant requires both support at the appointment and transport to the appointment.

*The purpose of the community car is to provide BNH staff with a means of getting to appointments, providing support and advocacy; it is **not** solely for the purpose of providing transport only to the appointment. BNH recognise that community transport is outside the capacity of our organisations' scope and is not a sustainable option - BNH recognise the importance of promoting a model of independence, not dependence on BNH for transport. BNH will continue to utilise and refer people to existing transport services within Bendigo.*

Where possible and when licensed staff are available, volunteers who currently catch taxis or public transport into BNH on their volunteer days can be transported free into BNH for work, thereby eliminating some of the financial costs they incur when volunteering at BNH. When available, volunteers can also be transported to appointments.

Driver Responsibility:

It is imperative that drivers of the BNH Community Car are:

- *a staff member* (paid and voluntary) of BNH
- *appropriately licenced* and this must be current (drivers are responsible for notifying BNH if they are no longer legally licenced)
- have completed 'driver application' and 'driver induction' forms
- not, under any circumstances, be under the influence of *illegal substances* or exceed their *legal alcohol limit* (as dictated by law and their licence)
- *no alcohol* is to be consumed inside the community car or whilst driving the Community Car
- *no smoking* permitted in the Community Car
- take regular and adequate *rest breaks* when driving for more than 2 hours – and should stop when they feeling tired or impaired
- display a high level of *professional conduct* when driving the Community Car
- compliant with traffic legislation including adhering to *speed limits* and be conscious of road safety by demonstrating sensible road safety habits
- not using a *mobile phone* unless connected through the cars blue tooth system
- *lock the car* when not in use
- stop immediately if involved in an *accident or incident*
- keep the Community Car *neat and tidy*, removing any rubbish after use

First Aid Kit:

- First aid kit is kept in the boot compartment of the car
- The first aid kit should not be removed from the car unless being used for an accident
- When contents from the first aid kit are used, please report this to the Community Car Co-ordinator so that they can be restocked

Accidents:

An accident must be reported to the Co-ordinator or Chairperson immediately.

In the case of an accident, as much information as possible should be collected including:

- Name, contact details, licence number and insurance details of the owner and driver of the other vehicle
- Details of the other car – registration number, colour, make and model
- A summary of the accident (where and when it happened, who was at fault)
- Photos of the accident
- Details of any witnesses

Accident & Injury forms:

Accident / Incident forms are located at the back of this manual and are available from the Community Car Co-ordinator.

An Incident Report Form must be completed and submitted to the Community Car Co-ordinator as soon as possible following all incidents / accidents.

Break-down:

The Community Car has Roadside Assistance – please contact the service provider listed below for assistance.

Nissan 24 Hour Roadside Assistance - 1800 035 035

After roadside assistance has been contacted, please contact the Co-ordinator to advise of the issue and the location of where you have broken down.

Vehicle damage & Theft:

- **Vehicle damage:** Advise Community Car Co-ordinator if there is any damage to the car. BNH will determine if damage needs to be repaired.
- **Stolen:** If the Community Car is stolen this must be reported to the Police immediately and reported to the Community Car Co-ordinator as soon as possible.
- **Personal injury:** If the driver or another person travelling in the Community Car is injured, call an Ambulance immediately.
- Please complete an **Incident Report Form** as soon as possible and submit to the Community Car Co-ordinator if any of the above events occur

Fuel:

- Use the 'Wex Motorpass' fuel card to fill up the Community Car when necessary (there is no pin or signature required – you need to advise the service attendant of the car's kilometres).
- Staff are responsible for ensuring the Community Car has sufficient fuel at all times
- Staff must provide receipts for fuel to BNH Community Car Co-ordinator
- Fuel card will be kept in the centre console of the Community Car (out of visual sight)
- BNH will pay for fuel and all related costs (oil etc.) for the Community Car

Infringements:

- Drivers are expected to obey all traffic regulations
- The person driving the Community Car at the time of the infringement will be responsible for paying issued infringements (including but not limited to parking fines, speeding fines and other offences)

Booking Procedure:

- All bookings for the Community Car must be recorded in the 'Car Booking Diary' – please see the Community Car Co-ordinator to book the car.
- When booking the car please record - time leaving and time returning, name of client or place you are going, your name and contact number
- All drivers booking the car must have completed 'Driver Application and Driver Induction' forms

Passengers:

- No constraints are placed on carrying passengers, however it must not exceed 4 passengers
- Children travelling in the car must be in suitable car seat restraints

Personal Belongings:

- Drivers should not leave personal belongings in the Community Car unattended
- Personal belongings are **not** covered under BNH's vehicle insurance policy – all personal belongings remain the responsibility of the driver

Cleaning:

- Whilst all drivers are responsible for maintaining the everyday cleanliness of the car, BNH is responsible for having the Community Car professionally cleaned when required

Registration:

BNH is responsible for registering the car with VicRoads.

Road Tolls:

The Community Car has CityLink which covers travel on Victorian toll roads

Misconduct:

The following actions (but not limited to) in company vehicles, will be viewed as serious breaches of conduct and disciplinary action and/or reimbursement of costs may be a consequence:

- Driving with a blood alcohol content above the legal limit
- Driving while under the influence of illegal substances
- Driving while disqualified or not correctly licenced
- Reckless or dangerous driving causing death or injury
- Failing to stop after a crash
- Demerit points suspension
- Any actions which warrant suspension of licence

Insurance:

The Community Car is comprehensively insured through **RACV**. A copy of the policy is located at the back of this manual.

Where an accident occurs, and the BNH driver is deemed by the insurance company to be 'at fault', BNH reserve the right to ask the driver to contribute to the cost of the excess, or in the case of the car not being covered by insurance, the cost of replacing / repairing the car. Any such request for payment shall be determined by the Co-ordinator and Committee Of Management.

Note: The Community Car will not be covered by the insurance policy if the driver is un-licenced, under the influence of illegal substances or is in excess of the legal alcohol limit

Maintenance:

- BNH will ensure the Community Car is regularly serviced according the manufacturer's service guidelines
- BNH will be responsible for all maintenance including tyres and windscreen
- Any maintenance issues should be reported to the Community Car Co-ordinator immediately

Garaging:

BNH prefer that the Community Car is garaged in a secure location at night. The Co-ordinator or another nominated staff member will be responsible for garaging the car each night. Unless otherwise arranged, the car should only be garaged by a staff member who is able to bring the car into BNH every morning.

Complaints:

All complaints relating to the Community Car must be forwarded to the Co-ordinator and / or chairperson, this includes complaints relating to:

- Driver behaviour
- Vehicle condition
- Booking schedules

To make a complaint:

- Contact the Co-ordinator or Community Car Co-ordinator
- Submit a complaint in writing to the Co-ordinator or BNH Chairperson

All complaints will be handled as per BNH Complaints Policy

Important Contact Information:

Bendigo Neighbourhood Hub:

Centre contact: 5441 2515

Primary contact: Angelique Whitehouse, Co-ordinator – 0435 266 337

Secondary contact: Renee Whitelaw – 0402 487 687

Nissan 24 – Hour Roadside Assistance:

Contact: 1800 035 035

Ambulance & Police:

In an Emergency call 000

Bendigo Police Station:

Contact: 5448 1300

Driver Application Form

Driver's details:

Name	
Address	
Phone	

Driver acknowledgement:

Please read and complete the following:	<i>Please tick</i>
I am a staff member (paid or voluntary) of BNH	
I have provided a copy of my valid licence to BNH	
I have read and agree to the conditions outlined in the Community Car Operational Manual	
I will not drive the car whilst under the influence of illegal drugs or while over the legal alcohol limit	
I, nor will I allow other passengers to smoke or consume alcohol in the car	
I agree to take regular rest breaks when driving for more than 2 hours and will cease driving if I feel tired or impaired	
I will display a high level of professional conduct when driving	
I will comply with road laws and be conscious of road safety	
I will not use a mobile phone unless it is connected through blue tooth	
I will lock the car when not in use	
I understand I am responsible for my personal belongings and BNH's recommendation that I do not leave my belongings in the car unattended	
I will report accidents, incidents or complaints to BNH ASAP	
I agree to keep the Community Car neat and tidy and remove any rubbish	
I have been given instructions on how to operate the car	

Signed: _____ Date: _____

<p><u>Office Use Only</u></p> <p>Driver Application accepted by Co-ordinator (signed): _____</p> <p>Drivers licence on file: (_____)</p> <p>Police Check on file: (_____)</p> <p>Working with children's check completed: (_____)</p> <p>Community Car induction completed on (date): _____</p>
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Driver – Car Orientation

Item	Covered
Keyless Entry	
Handbrake location	
Seat adjustments	
Stop/start	
Adjusting rear view mirrors	
Lights (automatic)	
Windscreen wipers (automatic)	
Connecting to <i>Bluetooth</i> (if required for longer trips)	
Navigation	
Opening back tailgate	
Locking the car	
Location of <i>car manual</i>	
Location of <i>first aid kit</i>	
Location of <i>fuel card</i>	
Changing lane warning	
Parking assist	

I agree that I have been shown how to operate this vehicle, including the above listed features.

Driver name: _____

Driver Sign: _____ Date: _____

Trainer sign: _____ Date: _____

Accident / Incident Report

Date of Incident	
Name of Person reporting incident	

Incident Details:

Location of Incident	
Name of person/s involved	
Name of witnesses	
Details of incident	
Outcome	

Name of person completing report: _____

Signature: _____

Date: _____

Please submit this report to the Community Car Co-ordinator as soon as possible

Passenger Registration

The following information will be handled and stored in accordance with the Privacy Act 1988.

Date of transport ____ / ____ / _____

Passenger Name / s: _____

Address: _____
_____ VIC _____

Phone No: _____ Mobile No: _____ Email: _____

Passenger Date of Birth: ____ / ____ / _____

Transport destination details:

Does the passenger have any medical conditions, we need to be aware of? Yes ____ / No ____

Details _____

Does the passenger have any disabilities, we need to be aware of? Yes ____ / No ____

Details _____

Emergency Contact No. 1: _____ **Phone:** _____

Emergency Contact Address: _____

Emergency Contact No. 2: _____ **Phone:** _____

Emergency Contact Address: _____

Disclaimer:

Our Community Car is driven by various different staff and volunteers from Bendigo Neighbourhood Hub. We are happy to drive and assist passengers when necessary, but do not have any specific medical or first aid training. We keep an up-to-date First Aid Case in the Community Car.

In the event of an emergency, our drivers are required to call 000 and request Police, Fire or Ambulance. The Community Car also has full Roadside Assist Cover through Bendigo Nissan.

The Emergency Contact listed above, will be contacted and advised of the emergency situation and what action has been taken.

ANGELIQUE WHITEHOUSE - Bendigo Neighbourhood Hub Co-ordinator

June 2017