



# WYCHEPROOF COMMUNITY CAR PROJECT

Volunteer Handbook

An introduction to the Wycheproof Community Car Project and important information for volunteer drivers and carers

## 1. Introduction

Welcome to the Wycheproof Community Car volunteer program! The purpose of this handbook is to provide you with information to guide and support you in undertaking your volunteer position. The success of all our volunteer programs is dependent on the good relationship between Wycheproof Community Resource Centre and volunteers. This handbook is designed to guide our relationship, so we ask that you read it carefully and refer to it when needed.

Due to the nature of the community car program, it is up to you how often you are available to be a volunteer driver and/or carer. Whatever amount of volunteering you do, you will have a responsibility towards WCRC and the tasks you accept, just as you would towards paid employment.

## 2. About Wycheproof Community Resource Centre

The Wycheproof Community Resource Centre has been supporting the local community since March 1989. Established by the local welfare group, the WCRC employed a coordinator for 10 hours a week to form and facilitate support groups throughout the community. Today, WCRC is a community hub, employing five part-time staff and casual tutors and trainers.

WCRC provides a range of services and programs for the whole Wycheproof and District community including health and well-being activities, computer and information technology classes, personal development and interest activities, vocational development, community support, social activities, project management, organisation strengthening, secretariat and secretarial services.

### **VISION**

“The WCRC aims to influence a confident, resilient and empowered community”

### **MISSION**

“Our Mission is to enrich individuals and groups in the Wycheproof and District community by providing services, lifelong learning, social interaction and personal development.

### **VALUES**

- Equitable
- Responsive
- Resilient
- Integrity

### 3. About the Wycheproof Community Car Project

The Wycheproof Community Car Project was established following the Buloke Shire Council's decision to cease operation of the Home and Community Care Service transport service in 2013. With no suitable public transport options available to the elderly or disabled, WCRC began researching a transport option that would help those in need. By the end of 2016, through the generosity of numerous funding bodies, local groups and community members a brand new Nissan X-Trail was purchased. Fundraising continues to ensure the ongoing sustainability of this service.

The Community Car Project aims to provide a means of transport to non-urgent medical appointments for people living in the Wycheproof area. It is aimed at reducing the levels of social isolation, anxiety and depression felt by some of those in need of assistance when unable to transport themselves. It is hoped clients find a sense of independence in organising their appointments with WCRC and interacting with volunteers. Those volunteering in our program will also look to benefit from being involved with such an important, community-driven project.

This project is aimed at fostering safety, respect and dignity.

### 4. Contact

Your contact persons regarding the Wycheproof Community Car are WCRC staff members Averyll Loft, Bernie McNicol and Dawn Hommelhoff. If you have any questions or concerns about your role, your health and safety, or if there is any assistance you need to help you undertake your role, please contact us on **03 5493 7455** or (a/h) **0448 723 629** as soon as possible.

### 5. Important information regarding your volunteer role

#### **Role description and details**

Driver: The main responsibility of this volunteer role is to transport clients to and from non-urgent medical appointments in the Wycheproof Community Car. While every care is taken to ensure clients with mobility restrictions are accompanied by a carer, you may be required to provide general assistance with helping clients in and out of the vehicle and in and out of the appointment location. More information regarding this role can be found within this document.

Carer: The main responsibility of this volunteer role is to travel in the Wycheproof Community Car with clients who require general assistance and/or are undergoing a day procedure. Duties include ensuring the safety and comfort of the client during the trip and tending to any needs. More information regarding this role can be found within this document.

It is important that you only perform the tasks as specified in this document and that you follow the instructions of Wycheproof Community Resource Centre staff. In Victoria there are laws that protect volunteers in community organisations from civil liability (i.e. legal action like a negligence claim) in specific circumstances. However, one of the key factors in ensuring you are protected is that you are performing voluntary community work that is directed or supervised by an incorporated community organisation. It is therefore important that you only perform the tasks in the role description and as instructed by the organisation. To be covered by these laws it is also important that you are not affected by drugs or alcohol when you are volunteering.

If you are unsure whether a particular task or work is authorised, please do not hesitate to talk to staff at WCRC.

## **Code of Conduct**

Volunteer drivers and carers are expected to abide by the following:

- To have a full and current driver's licence
- To have no prior drink-driving offences and to disclose any prior driving offences to WCRC
- To be aware of and abide by all Victorian road rules and laws
- Be proactive in knowing your duties and how to undertake them effectively
- Participate in all relevant induction and training programs
- Act as good role models and ambassadors at all times
- Never use offensive language or behaviour
- Never smoke inside or in close proximity to the community car or patients
- Adhere to smoke-free policies while in or around hospital/medical environments
- Always operate in a way that is safe to yourself and others
- Report any accident or injury to WCRC immediately on 5493 7455 or (a/h) 0448 723 629
- Ask for support where needed
- Be open and honest in your dealings with us and let us know if we can improve our service

## **Insurance**

The Wycheproof Community Car and its drivers are covered by WCRC's Commercial Motor Vehicle Insurance Policy in the instance of an accident and/or legal liability arising from property damage or bodily injury as the result of an accident. Drivers and passengers are covered by the Transport Accident Commission for any medical expenses for bodily injury arising from a motor vehicle accident.

To ensure insurance covers you for any incidents that occur while volunteering with us, there are things that must be done by volunteer drivers at the time of an accident/incident. If these conditions are not followed, our insurer may refuse a claim. More information on this topic is set out in the Emergency Procedures document, to be provided during induction.

## **Fines and infringements**

Any fines/infringements incurred from traffic offences committed while driving the community car are the responsibility of the driver and will not be paid by WCRC.

## **Probity checks**

Before you begin your role as a volunteer driver/carers, you will need to complete a volunteer engagement form and undertake a Police Check. A First Aid and CPR certificate and a Working With Children Check are not mandatory but are preferred.

## **Orientation and induction**

Our drivers will be required to undertake a short induction session at WCRC. This will include practical and theoretic training to enable you to become familiar with the community car and bring you up to date with the latest road rules.

## Dress Code

As a WCRC representative, you are responsible for upholding a professional image while undertaking your volunteer role. We ask that you dress in clothing that is suitable to car travel and hospital environments. Covered shoes must be worn at all times.

## Privacy and confidentiality

All volunteers have a duty of care, both to the individual and the WCRC, to protect the personal information of community car clients. An individual's personal information must be protected from becoming public knowledge within the WCRC and outside the WCRC. Breaching confidentiality is a serious matter and will be dealt with using the appropriate channels.

Furthermore, WCRC is committed to protecting your right to privacy and respects all personal and confidential information you give and will do everything possible to protect information from unauthorised access, loss or misuse.

## Fair treatment in the workplace

As a volunteer with WCRC you have the right to a workplace free of discrimination, harassment, bullying and violence. You also have a responsibility to treat all other volunteers, staff and clients in a non-discriminatory manner with consideration and respect. Volunteers have the right to fair and equitable treatment of grievances and complaints in a timely and professional manner.

## 6. Operational guidelines

### On the day - driver information

- Volunteers will collect clients who live within the township of Wycheproof from their homes at a pre-arranged time, allowing ample time for travel to the appointment location and factoring in the needs of the individual client
- The meeting point for clients living outside the township of Wycheproof is the front of WCRC, also at a pre-arranged time and allowing ample time for travel and individual needs
- A small fridge/esky is available to both volunteers and clients if they wish to pack a lunch and/or a drink upon request. If the volunteer/client prefers to buy a meal, it can be purchased from the most convenient location as determined by the volunteer driver
- There is to be strictly no shopping or appointments of a personal nature – the Community Car must not be used, even incidentally, as a means to spend money outside of Wycheproof
- A GPS will be available for every trip. Drivers are encouraged to program the GPS prior to departure
- As a token of our appreciation, volunteer drivers will be provided with \$10 for food and drink-related expenses for any trip under one hour and \$20 for any trip over an hour
- At the end of each trip the volunteer should endeavour to refill the fuel tank, ready for the next trip. If this is not possible, please notify WCRC
- Any parking fees are to be paid for by the client
- In the case of a flat tyre, etc, volunteer drivers must wear a safety vest if outside the vehicle.
- The car is covered by RACV Roadside Assistance in the instance of a breakdown – **13 11 11**
- **For any unexpected occurrences or emergencies please follow the instructions in the emergency procedures policy (provided at driver induction)**
- In case of emergency, contact Triple Zero – **000**
- If you are unable to attend your scheduled trip, please contact WCRC as soon as possible so we can attempt to make alternative arrangements for the client

## 7. Client eligibility and general information

### Eligibility criteria

- The Wycheproof Community Car is available to transport patients to and from non-urgent specialist medical appointments
- Only residents living in the Wycheproof/Nullawil areas are eligible to book the community car (see below for map)
- Before booking clients must first endeavour to utilise family, friends or carers as a form of transport
- There will be strictly no access to shops or appointments of a personal nature
- Clients who require assistance or are undergoing a day procedure must be accompanied by a carer, family member or friend – the volunteer driver is not responsible for the care of the patient during the trip
- It is recommended all other clients are accompanied by a carer, family member or friend
- The community car is not available to pick up patients who are being discharged from hospital
- The car is not available to clients who are undergoing a day procedure that involves general anaesthetic

### Booking process

- Only those who meet the eligibility criteria are able to book the community car (more information regarding eligibility in client information sheet)
- Bookings can be made at Wycheproof Community Resource Centre during office hours at least one week in advance
- Wycheproof Medical Centre patients must produce a form signed by a staff member confirming that they have a non-urgent specialist medical appointment
- Non-Wycheproof Medical Centre patients must produce proof that they have a non-urgent specialist medical appointment
- Full payment must be made at the time of booking (see client information sheet for price list)
- Patients eligible for the Victorian Patient Transfer Assistance Scheme are responsible for sourcing the claim forms, having them signed by the medical practitioner and submitting their claim
- First to book takes precedence, however, multiple bookings on the same day may be possible
- Clients should advise at the time of booking whether they will require more than one break during the trip

## 8. Eligibility map



## 9. Service promotion and development

WCRC will be responsible for service promotion and development, with support from the community car working group and volunteers. Areas of focus will include:

- Developing local relationships to secure donations and sponsorships to support ongoing program delivery
- Actively promoting the community car locally and further abroad
- To seek out possible funding opportunities (eg – grants) to help fund ongoing costs
- To manage a budget and maintain accurate financial records

- Working in partnership to ensure consistency of service delivery across Wycheproof and Nullawil

**Please sign to acknowledge that you have read and understood the Volunteer Handbook and have had an opportunity to ask questions**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_