

Manly Warringah Pittwater Community Transport Inc

POLICY MANUAL



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INTRODUCTION

1.1 Introduction

This Manual provides a comprehensive, ready-to-use set of best practice policy documentation meeting the requirements of most community based and not-for-profit passenger transport providers in NSW.

The policies also reflect the Community Transport Organisation (CTO) membership's commitment to mobility for all, professionalism and most importantly of all, quality.

1.2 Adoption by Community Transport Providers

The contents of this Policy Manual can be adopted by individual service providers by satisfying two requirements:

1. Purchase of the Manual by the service provider from the NSW Community Transport Organisation Incorporated. This constitutes a licence to adopt and utilise its contents.
2. Formal adoption of the Manual by the service provider Management Body.

1.3 Amendment of Policy

The CTO acknowledges and encourages diversity within its membership. This is the strength of the community based transport sector which allows it to efficiently respond to local transport needs.

With time and use, it is expected that individual community transport providers will amend and enhance this document to better reflect the policy requirements of their operating areas, target groups and service types.

Amendments to model policies, including deletions, should be recorded in Section 6 of this Manual. The CTO will be grateful if your organisation forwards information about amendments to it. In this way, other community transport providers may be able to benefit from innovative policy development undertaken by your organisation.

CTO is committed to ensuring that its model policy documentation is regularly amended so as to remain both a dynamic, up-to-date reflection of current best operational practice in the community transport sector and an ongoing resource to its membership.

1.5 Copyright

The CTO is keen that its work in producing this document should benefit as many providers of community transport as possible. The purchase price of this document will be allocated to the recovery of development costs and to the further provision of CTO member services. Unlicensed reproduction of all or any part of this document will directly disadvantage the CTO and its members. For this reason the CTO will vigorously pursue prosecution of any copyright infringements.

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Section 2 **Organisation Management**

2.1 Statement of Aims

2.1.1 Purpose

The purpose of **Manly Warringah Pittwater Community transport** is to provide services and undertake activities which alleviate transport disadvantage within its operating area.

2.1.2 Philosophy

Manly Warringah Pittwater Community Transport believes in:

- the right of people to make choices in their own lives;
- the right of people to dignity, respect, privacy and confidentiality;
- the right of people to be valued as individuals;
- the right of people to have mobility;
- the right of people to access services on a non-discriminatory basis;
- the right of the community to safe, comfortable and reliable services;
- the right of the community to accountable and responsive services.

2.1.3 Outcomes

The outcomes pursued by Manly Warringah Pittwater Community Transport shall be:

- that people who are transport disadvantaged can live independently and with dignity within their community;
- that people who are frail and elderly, people who have disabilities and their carers are appropriately supported where they choose to live in their own homes;
- that other agencies are assisted to contribute to the alleviation of transport disadvantage and its causes;
- that the organisation operates in an effective, efficient and accountable manner.

2.1.4 Target Groups

The target groups for specific Manly Warringah Pittwater Community Transport services are defined by funding and regulatory guidelines. Manly Warringah Pittwater Community Transport passengers include:

- frail aged people;
- people with disabilities;
- people who are at risk of premature or inappropriate institutionalisation;
- carers;
- isolated people;
- people who are vulnerable or at risk;
- people from culturally distinct communities;
- people who are financially disadvantaged.

2.2 Management Functions

The management of Manly Warringah Pittwater Community Transport shall be comprised and identified in the manner defined by the Manly Warringah Pittwater Community Transport Constitution. Individual members of the Management Body, whose work is essential to the effective delivery of services, are regarded as Manly Warringah Pittwater Community Transport team members.

Members of the Management Body shall be aware that, notwithstanding protections afforded by incorporation and organisation insurances, they may be held personally liable for losses and or damages incurred through demonstrable mismanagement or negligence.

2.2.1 Responsibilities of the Management Body

1. **Legal responsibilities** of the Management Body include ensuring all aspects of Manly Warringah Pittwater Community Transport's services and activities comply with, at a minimum:
 - the Manly Warringah Pittwater Community Transport Rules of Association;
 - the Associations Incorporation Act 1984 , No. 143;
 - relevant Funding Agreements or Contracts;
 - the NSW 1990 Passenger Transport Act and Regulations;
 - Ministry of Transport Passenger Transport Operator Accreditation conditions;
 - the Occupational Health and Safety Act 1993; **2002**
 - all relevant State, Federal and Local Government laws and regulations.
2. **Policy and planning responsibilities** of the Management Body include ensuring that:
 - quality services are delivered to passengers and other service users;
 - the services and activities of Manly Warringah Pittwater Community Transport are achieved in accordance with the Manly Warringah Pittwater Community Transport Vision, Mission and Values;
 - the services and activities of Manly Warringah Pittwater Community Transport are achieved in accordance with all relevant Manly Warringah Pittwater Community Transport Policies.
3. **Financial responsibilities** of the Management Body include ensuring that all funds are properly administered and all financial transactions are accurately recorded in accordance with appropriate legislative audit requirements.

4. **Employer responsibilities** of the Management Body include ensuring that:
 - the recruitment of team members is on the basis of ability only without any discrimination;
 - team members are provided with appropriate support, direction, training and career development opportunities;
 - healthy and safe working conditions are provided **in accordance with current OH&S legislation.**
- 5 **Insurance responsibilities** of the Management Body include ensuring that compulsory insurances are maintained to indemnify Manly Warringah Pittwater Community Transport.

2.2.2 Individual Responsibilities Assigned to Members of the Management Body

1. **The Chairperson** of the Management Body shall ensure that Manly Warringah Pittwater Community Transport fulfils its Statement of Aims and legal responsibilities.
2. **The Secretary** shall be responsible for the minutes of meetings and preparation of required reports.
3. **The Public Officer** shall meet the requirements of the Public Officer as specified in the Associations Incorporation Act, 1984 No. 143 and be responsible for all reporting requirements to the Department of **Fair Trading.**
4. **The Treasurer** shall ensure that all financial records are maintained in accordance with the Manly Warringah Pittwater Community Transport's guidelines.

2.2.3 Responsibilities of the Management Body in Relation to the Operation of Road Passenger Transport Services

As a provider of public passenger transport services, Manly Warringah Pittwater Community Transport is required by the NSW 1990 Passenger Transport Act to obtain and meet the conditions of relevant Passenger Transport Service Operator Accreditation.

Manly Warringah Pittwater Community Transport also acknowledges its moral and legal responsibility to ensure that all its services are delivered in accordance with the Traffic Act and other Roads and Traffic Authority (RTA) regulations focused upon ensuring the safety of team members, passengers and the general public.

2.3 Team Member Accountability

It is important for the smooth running of Manly Warringah Pittwater Community Transport that all team members (paid and unpaid) are clear about who they are responsible to, and that there is a set procedure for reporting.

2.4 Meetings

2.4.1 Management Body Meetings

Management Body Meetings shall be held regularly in accordance with the Manly Warringah Pittwater Community Transport Rules of Association at a venue determined by the Chairperson in consultation with the Manager. Other meetings may be arranged by the Management Body as required.

2.4.2 Annual General Meeting

The Annual General Meeting (AGM) will be held within a period defined by the Manly Warringah Pittwater Community Transport Rules of Association after the end of the financial year in accordance with the Associations Incorporation Act 1984 No. 143.

2.5 Financial Management

2.5.1 Role of Management Body and Treasurer

The financial management of Manly Warringah Pittwater Community Transport is the responsibility of the Management Body.

2.5.2 Role of Manager

The Manager (together with the Treasurer) is responsible for the day to day financial management of the organisation and the supervision of other team members who shall carry out financial tasks as directed.

2.5.3 The Treasurer

It is the responsibility of the Treasurer to ensure that a proper accounting reporting system is in place in accordance with the audit requirements.

2.6 Insurances

Manly Warringah Pittwater Community Transport will comply with all legal requirements with respect to insurance.

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Section 3

Team Management

3.1 Team Management

Building an Effective Work Team

The services provided by Manly Warringah Pittwater Community Transport are the result of the combined and cooperative efforts of a wide range of individuals. Some of these people are paid team members; others contribute their time and expertise on a voluntary basis. Manly Warringah Pittwater Community Transport is committed to building effective work teams.

Volunteers

Manly Warringah Pittwater Community Transport recognises the valuable contribution to the organisation made by volunteers and actively encourages their participation.

Volunteers will not be used to replace paid workers in the organisation.

3.2 Code of Conduct for Team Members

All team members will be required to abide by an agreed Code of Conduct for the Manly Warringah Pittwater Community Transport Organisation.

3.3 Code of Personal Presentation for Team Members

Whilst representing Manly Warringah Pittwater Community Transport, each team member shall be responsible for ensuring that their standards of personal presentation are maintained to a level which is appropriate to their responsibilities within the organisation.

3.4 Privacy and Confidentiality

To ensure that services provide the highest possible level of safety and comfort to people with a range of special needs, and to ensure that the eligibility criteria of funding bodies are adhered to, it is necessary for Manly Warringah Pittwater Community Transport to collect and hold personal and private information about passengers and team members.

Protecting the privacy of passengers and team members, and ensuring stored information is properly used at all times is of paramount importance to Manly Warringah Pittwater Community Transport.

3.5 Recruitment of Team Members Policy

All team members are recruited according to Manly Warringah Pittwater Community Transport's Equal Employment Opportunity and Affirmative Action procedures (see Procedures Manual).

3.6 Team Member Support and Supervision Policy

Formal supervision and informal support for team members are essential features of the smooth functioning of the Manly Warringah Pittwater Community Transport work team.

3.7 Performance Appraisal Policy

Manly Warringah Pittwater Community Transport is committed to supporting team members to improve their own efficiency and effectiveness and to providing recognition of their improved performance. Performance appraisal sessions will be conducted on an annual basis.

3.8 Team member Development, Education and Training

All Manly Warringah Pittwater Community Transport team members shall receive training appropriate to their position.

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Section 4

Service Design Management And Delivery

4.1 Principles for Service Delivery Statement

Manly Warringah Pittwater Community Transport shall endeavour to provide its services in accordance with the following principles:

- passengers and service users are the focus of Manly Warringah Pittwater Community Transport;
- the organisation exists to alleviate transport disadvantage and work cooperatively with the community, government agencies and other service providers to improve the general provision of passenger transport services in its operating area;
- each passenger is an individual and has different needs determined by their age, gender, cultural background and life circumstances;
- passengers have a right to make choices in their lives;
- passengers have a right to dignity, respect, privacy and confidentiality;
- passengers have a right to access services on a non-discriminatory basis;
- passengers have a right to expect uniform quality in the day to day delivery of services;
- the community and funding bodies have a right to expect Manly Warringah Pittwater Community Transport to be an accountable service.

4.2 Planning and Evaluation Policy

Manly Warringah Pittwater Community Transport has a commitment to ongoing planning and evaluation of the service to ensure that the needs of the target group are being met effectively and efficiently.

Manly Warringah Pittwater Community Transport is committed to:

- providing a range of solutions to transport disadvantage;
- to assist passengers to make informed choices in selecting from as broad as possible a range of solutions to their mobility difficulties;
- to promoting the growth of a coordinated network of public transport operations in the local area.

The Management Body is responsible for ensuring appropriate participation of all stakeholders in the planning and development of Manly Warringah Pittwater Community Transport's services.

4.3 Coordination of Services Policy

Manly Warringah Pittwater Community Transport actively supports coordination with other government and non-government services at a local level to ensure that its services are provided in the most effective and efficient manner, and to avoid duplication or gaps in services.

4.4 Access to Services Policy

Manly Warringah Pittwater Community Transport shall endeavour to ensure that services are available to eligible people (including frail elderly people, isolated people and people with disabilities) living in the areas covered by the organisation's services. Manly Warringah Pittwater Community Transport shall strive to ensure that these services are provided without discrimination.

Manly Warringah Pittwater Community Transport reserves the right to refuse service to persons who it reasonably believes may pose a risk to the safety or wellbeing of other passengers, team members or themselves.

No person shall be excluded from access to the service on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, financial circumstances, geographical location or, circumstances of their carer.

4.5 Service Charges Policy

Certain services provided under government funding programs (eg. HACC) may not be denied to passengers on the basis of their inability to pay an advertised fare or charge.

4.6 Passenger Assessment Policy

Manly Warringah Pittwater Community Transport places a high importance on the quality of the passenger assessment process to ensure that:

- eligibility criteria for services are met;
- the passenger's particular mobility and transport requirements are identified and reviewed as required.

The Manly Warringah Pittwater Community Transport Privacy and Confidentiality Policy will be adhered to at all stages of the assessment process.

4.7 Passenger Rights and Responsibilities Policy

Passengers are the focus of Manly Warringah Pittwater Community Transport's operations and it is important that their rights are acknowledged and promoted at every opportunity. As service users, however, passengers

also have responsibilities to the agency which they should be aware of (refer to Procedures Manual).

4.8 Passenger Advocates Policy

Passengers may use an independent advocate of their choice to negotiate on their behalf. This may be a family member, friend, or advocacy service. A team member may also act as an advocate for a passenger.

4.9 Passenger Complaints Policy

Feedback from passengers is important in ensuring that services are continuing to meet passenger's needs and for planning appropriate services. An important source of feedback is passenger complaints and these are welcomed and encouraged by Manly Warringah Pittwater Community Transport.

4.10 Passenger Exit Policy

Manly Warringah Pittwater Community Transport acknowledges the need for clients to exit the service and shall assist clients, when possible. A client exiting the service may be initiated by the client due to moving out of the area, change in the client's circumstances, death, dissatisfaction or dispute, or trauma/accident. Service initiated reasons for the client exiting may include planned changes in service delivery, reported change/improvement in the client's circumstances, client misbehaviours, or inability to deliver services due to lack of resources or OH&S issues.

4.11 Promotion of Services Policy

To ensure that Manly Warringah Pittwater Community Transport's services are accessed by all sections of the community, it is important that the organisation is strongly and effectively promoted.

4.12 Lost Property Policy

Manly Warringah Pittwater Community Transport team members are required to assist passengers ensure that personal property is not left on vehicles. Items of property that do become lost shall be returned to their owners wherever possible. Additionally, Manly Warringah Pittwater Community Transport is committed to maintaining privacy and confidentiality in the administration of lost property procedures.

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Section 5

Occupational Health & Safety

Refer to the MWPCT Occupational Health and Safety Manual

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Section 6

Vehicle Management & Safety

6.1 Vehicle Management Policy

Manly Warringah Pittwater Community Transport acknowledges that the key to safe and reliable passenger transport services lies in effective vehicle management and maintenance.

6.2 Inspection of Vehicles and Equipment Policy

Ensuring that all vehicles and equipment are fully functional prior to each separate service is an absolute priority in the delivery of each and every Manly Warringah Pittwater Community Transport service, regardless of vehicle type or ownership.

6.3 Vehicle Emergencies Policy

6.3.1. Vehicle Breakdowns

Despite Manly Warringah Pittwater Community Transport's best efforts, vehicles do from time to time suffer from mechanical breakdowns. Mechanical breakdowns may include both faults which may render a vehicle inoperable and faults which may render a vehicle unsafe. In such cases, ensuring the safety and comfort of Manly Warringah Pittwater Community Transport passengers, and affecting a swift return to normal service are our highest priorities.

6.3.2 Vehicle Accidents

In the event of a road traffic accident involving a vehicle delivering a Manly Warringah Pittwater Community Transport service, the highest priority is to ensure the safety of passengers and team members. Minimising risk to the general public and observing legal obligations are also important considerations.

6.4 Use of Seatbelts and Vehicle Safety Equipment Policy

Manly Warringah Pittwater Community Transport is committed to ensuring the safety and comfort of all its passengers and recognises the essential function of passenger safety equipment in this area.

6.5 Carriage of Mobility Aids and Goods on Vehicles Policy

Manly Warringah Pittwater Community Transport is committed to ensuring the safety and comfort of all its team members and passengers and recognises the dangers presented by incorrectly or poorly stowed items upon its vehicles.

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Section 7

Policy Adoption and Policy Amendments

7.1 Policy Adoption

The following is a record of the adoption of this manual containing model policy documentation prepared by the NSW Community Transport Organisation Incorporated by:

hereinafter known as Manly Warringah Pittwater Community Transport, as standing organisational and operational policy.

The Management Body of Manly Warringah Pittwater Community Transport has adopted this document in accordance with its Constitution in the understanding that, while the Manly Warringah Pittwater Community Transport Incorporated has taken every care to ensure the accuracy of all information contained within it, it will not accept any liability for any damages arising from accidental errors or omissions.

Chairperson's Name.

Chairperson's Signature.

Date.

7.2 Policy Amendments

The following are records of amendments (including deletions, additions and modifications) made to policy documentation by the Manly Warringah Pittwater Community Transport Management Body after the initial adoption of this document. These records reflect formally minuted decisions of the Manly Warringah Pittwater Community Transport Management Body.

Policy Amendment Record	
Policy Title	
Policy Manual Location	
Nature of Amendment (change, addition or deletion,)	
Date Authorised	
Chairperson's Signature	

Policy Amendment Record	
Policy Title	
Policy Manual Location	
Nature of Amendment (change, addition or deletion,)	
Date Authorised	
Chairperson's Signature	

Policy Amendment Record	
Policy Title	
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