

# South Waikato Community Health Transport Inc

## Responsibilities and Requirements

### For Volunteer Drivers and Support People in SWCHT Health Shuttles or Cars (Including, when applicable, Private Vehicles being used on SWCHT duties)

It is expected that drivers and/or support people will:

- Have and maintain a current driver's licence and carry it at all times when driving any SWCHT vehicles, including any private vehicle on SWCHT duty.
- Notify the coordinator if their licence is suspended, cancelled or has any conditions placed upon it.
- Ensure they comply with all relevant laws concerning the operation of the vehicles.
- Drive in a safe and courteous manner at all times in accordance with the road rules.
- Not drive under the influence of alcohol or drugs.
- Comply with laws relating to the use of cellular phones in vehicles.
- Pay fines for any traffic offences or infringements incurred as the driver of the vehicle (e.g. Speeding tickets)
- Ensure there is no smoking, eating, drinking (except for test purposes) in the vehicles.
- Notify the coordinator of any accidents or incidents as soon as possible and note the circumstances in the diaries provided in the vehicles.
- Check that the vehicles are properly maintained (water, oil, tyres) and report any defects to the coordinator.
- Endeavour to keep to time schedules when picking up or delivering clients.
- Park the vehicles sensibly and ensure they are locked when unattended.
- Must only transport passengers who are being transported for health purposes.
- Must not transport animals except for guide or assistance dogs.
- Drivers and support people are encouraged to hold a current First Aid Certificate.
- Ensure that passengers are able to safely enter and exit the vehicles and provide appropriate assistance if necessary. Any steps or hand rails should be in place before passengers enter or descend from the vehicles.
- Ensure that all passengers are wearing their seatbelts.
- Ensure, if possible, the vehicles are clean and tidy inside at the conclusion of each trip and that oil, water, tyres and fuel are checked and filled if required.
- Ensure that they are familiar with the use of any equipment kept in the vehicles such as the wheel chairs, fire extinguishers, cleaning equipment etc.
- Report any concerns regarding clients to the coordinator.
- If drivers or support people feel uncomfortable at any point when picking up, transporting, or collecting a discharge client, the decision to transport or not, or to abort the transport en route, is entirely at their discretion.
- At the conclusion of each trip, please complete all trip details in the vehicle diary.
- Wear the SWCHT uniform and ID card provided, when on rostered duty.

# South Waikato Community Health Transport Inc

## General Information, Notes and Instructions

### Volunteer Health Shuttles & Car Drivers

- Please note that ALL bookings for transport must go through the co-ordinator who will then arrange Drivers and vehicles as required.
- Co-ordinator will prepare a 2-3 month roster for drivers. Please advise as early as possible if you are unable at any time to fulfill your roster duties.
- Co-ordinator will schedule up appointments etc and notify the rostered drivers by email the day before, the clients name, phone number, appointment times, destination, vehicle to be used, assistance required etc.
- Drivers to flick an email back to the co-ordinator in acknowledgement.
- Drivers are responsible for calculating the time required to collect and deliver the clients on time to their appointments. Drivers to contact each client and advise the time they will be picked up. To be advised by 5:30 or earlier if possible.
- Clients under 14 are to have a parent or carer accompany & be responsible for them.
- Clients who require regulation car seats will not be transported unless these are provided and installed correctly by their parent or carer.
- Drivers to park in the correct designated "shuttle" areas on both sides of the road alongside Hague Rd parking building near the Main hospital entrance.
- Parking outside "Transit Lounge" only for short stops for dropping off clients or picking up hospital discharges.
- Each vehicle has a disability parking ticket which must be displayed as required and can be used when parking at other medical sites in Hamilton.
- Drivers to oversee the signing and collecting of National Travel Assistance - NTA forms - for eligible clients - particularly Tokoroa clients. Clients labels can be requested and printed at the relevant reception with all details for NTA forms
- There are wheel chairs in each vehicle for client assistance. These lightweight wheelchairs have a maximum loading of 120kgs. If it appears the client may exceed this weight please ask at main desk for hospital wheelchair and attendant. Phone number to use prior to arrival for wheelchair assistance is WKO 07 839 8899 Ext 98555
- Drivers/Support people should offer to escort & collect clients to/from appointment areas.
- Clients details and information to remain private at all time.
- Drivers/Support people can get free tea/coffee from automatic dispensers at the Hocking Building Café or Top Deck Café. (Carry & use your volunteers identification.)
- The owners of BP Putaruru have asked that we do not park our cars there when collecting the van. Please use the car park behind super liquor across the road.
- There are diaries in each vehicle and drivers are asked to enter odometer reading start/finish, time - start/finish, clients information. Please do a walk around the vehicle start & finish to check all in order. Please check and note fuel level and refuel if necessary - should be at least 1/4 - 1/2 full - either BP Putaruru or Fuel card Tokoroa.
- There are envelopes in each vehicle for donations and these can be either left at Marjorie Roberts mail box at 19 Rangiuira Place Putaruru or with trip co-ordinator in mail box at 10 Deihl Road, Lichfield.

# South Waikato Community Health Transport Inc

## Reimbursement Rates

- **Fuel Reimbursement Rates for Private Car Use:**

<b>Putaruru To:</b>	Hamilton	\$ 50.00
	Tokoroa	\$ 25.00
	Matamata	\$ 25.00
	Cambridge	\$ 35.00
	Rotorua	\$ 45.00
	Tauranga	\$ 50.00
	Thames	\$ 90.00
	Taupo	\$ 70.00
	Local Doctors	\$ 5.00
	Tirau/Local Doctors/Return	\$15.00
	Arapuni/Tokoroa/Return	\$40.00

<b>Tokoroa To:</b>	Hamilton	\$ 70.00
	Rotorua	\$ 45.00
	Taupo	\$ 50.00
	Cambridge	\$55.00
	Local Doctors	\$ 5.00

- **Fuel Reimbursement Procedure:**

- 1) Fuel to be purchased up to the above rates, at the local designated service stations. Driver to complete the Service Stations charge account sheet for SWCHT with date of purchase, trip destination, client transported, date of the transport, own vehicle regio number and signature.
- 2) When vehicles are required to be refuelled 'out of town' or 'away from base' the driver should obtain the purchase receipt/information and pass to the treasurer for monetary reimbursement.

- **Food and Drink Reimbursement:** \$10.00

Drivers and Support people will be reimbursed by way of petrol vouchers for food and drink requirements when duties exceed 5 hours.



