

“The drivers are always patient,
helpful and welcome us like friends”

Jill, Kincumber

Drivers' Requirements & Description



Like to be a Community Transport Driver with us?

Please see below for what we need from you:

NSW Light Rigid (LR) Drivers Licence is the minimum class of license

The Medium Rigid Licence (MR) allows you to drive the same vehicles covered by an LR licence. Training for upgrading your C class licence for both the LR and MR class licences involves the same training and cost, so we recommend you obtain an MR licence. Here are your steps (with supporting QR links):

- 1) Book a Driver Knowledge Test via the Service NSW site
- 2) Practice the Driver Knowledge Test (DKT) before you sit the test
- 3) Once you have passed the knowledge test, determine which test or assessment you need to take
- 4) To obtain a heavy vehicle license you must complete a Heavy Vehicle Competency Based Assessment (HVCBA) with a Registered Training Organisation (RTO). There are several drivers training schools.



Step 1



Step 2



Step 3



Step 4

Click/tap each QR or use your phone's camera to visit websites and/or download forms

NSW Bus Driver Authority Card

If you are to drive a public passenger bus or coach (seating 13 or more) you need a bus driver authority from Transport for NSW (TfNSW). Here is what is involved:

- 1) You must complete an online Bus Driver Authority course. There are many options, use this QR to visit one of them.
- 2) Obtain a *National Criminal History Record Check*. Again, there are many organisations authorised to run such a check: NSW Police is one.
- 3) Make an appointment with your doctor for a *Commercial Medical Assessment*. If you have an existing medical condition, you may be required to provide further medical report/s from specialist doctors. The GP is likely familiar with the form required by Transport for NSW.
- 4) With the above three actions completed, you can apply via Service NSW.



Step 1



Step 2



Step 3



Step 4

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NSW Passenger Transport Licence Code

A Passenger Transport Licence Code (PTLC) is required to provide passenger transport services, such as taxis, private hire, rideshare or tour driver operations.

To complete this, you will need the following:

- 1) Proof of Identity (use QR)
- 2) Unrestricted Australian driver licence with an expiry date of 5 years or less
- 3) A completed commercial standard medical test (the same one as required for the Bus Driver Authority)
- 4) Eyesight report by an optometrist or ophthalmologist if you declare a vision or eye disorder or if this is the first time you are applying for a PTLC.

Once you have these, you can complete the application form which can be downloaded from Service NSW (use Step 2 QR).

- 5) Then submit your application at a Service NSW Centre.



Step 1



Step 2

*Click/tap these
QRs or use your
phone's camera
to visit websites
and/or
download forms*

First Aid Qualifications

It is mandatory for anyone involved in aged care service delivery to hold current first aid certifications. There are three nationally accredited certifications required:

- 1) First Aid (HLTAID011), *usually attained in conjunction with*
- 2) Basic Emergency Life Support (HLTAID010), *plus*
- 3) Cardiopulmonary Resuscitation (HLTAID009).

There are many nationally recognised RTO's who can deliver and assess these nationally recognised training courses and issue the qualifications (use this QR to visit one).



RTO example

All costs involved in attaining these required qualifications are the responsibility of the prospective employee.

The information contained herein is provided as a guide for prospective employees only, prepared from our research and therefore subject to change without notice.

Position Title:

Driver

Reporting structure: Operations & Fleet Manager

Industrial award: Community Transport (NSW) Multi Enterprise Agreement 2011

Classification pay: 3 Employment status: Permanent Part-time

Direct reports: None Indirect reports: None

Overall Purpose

As a member of the **driver team**, you perform our transport service provision, as aligned with the organisation's strategic service operation objectives, operating our vehicles safely and efficiently for optimum journey outputs and outcomes for our clients and thereby assisting CCCT's operational compliance to funding agreements.

The **driver** is responsible for adhering to CCCT's safety compliance, journey records on TRIPS and other vehicle operational systems, as well as client comfort with continual improvement.

The **driver** also mindfully adheres to WHS practices, operational procedural endeavours and in representing CCCT to our client stakeholders by delivering appropriate person-centred care.

Workplace Responsibilities

Duties and responsibilities necessary for all team members to fit into the HKCT/ CCCT team and culture

Approach and behave in a manner that imbues HKCT/CCCT's values, vision and mission; and that will assist achieving the organisational goals, strategies and reputation for excellence.

Adhere to workplace health and safety policies and proactively contribute to maintaining a safe, clean and healthy work environment.

Adhere to Human Resource policies including anti-discrimination, harassment and victimisation.

Adhere to all other HKCT/CCCT policies and procedures.

Adhere to the requirements of all relevant legislation regarding privacy and the protection of personal information.

Communicate with clients, colleagues, and all other stakeholders with respect and understanding at all times.

Maintain a focus on building strong customer and team relationships.

Pursue the highest standards of performance and customer service, with a conscious focus on delivering outstanding results and efficiencies.

Work and conduct yourself in an ethical manner at all times.

Key relationships

Internal: All HKCT and CCCT employees and volunteer workforce
 HKCT and CCCT operational teams

External: Association Members, Clients and their families / carers
 Central Coast Council, Wyong Shire and Lake Macquarie City Council staff
 Co-tenant, The Shirley Shuttle staff and volunteers
 Transport for NSW (TfNSW)
 Community Transport Organisation (CTO) and other community transport service provider (CTSP) members

Specific Duties & Responsibilities

Key area of responsibility	Key tasks and KPIs
Service delivery & administration	<p>The day-to-day provision of journeys reserved per TRIPS records, as well as accommodating last-minute emergency trips, ensuring best practice quality standards in tone, terms, timing;</p> <p>Provide client trips per procedures for a safe, friendly, reliable and trusted consumer experience;</p> <p>Work cooperatively with the schedulers on rostering, journey planning and fleet utilisation;</p> <p>Assist with information and feedback for research and analysis of CCCT's service delivery e.g. vehicle allocation per client, time allowances;</p> <p>Participate in CCCT's statutory governance terms for CTSP operation by compliance to CHSP terms of service, TfNSW service agreement, BOAS or Point to Point, and any other mandates introduced;</p> <p>Access and utilise TRIPS features with accuracy, to ensure use and reporting capacity of CCCT is maximised;</p> <p>Accurately collect and manage client contribution fees or venue destination payments on outing services;</p> <p>Liaise with Despatch and/or Client Services team to ensure seamless service delivery in line with client expectations.</p>
General	<p>Undertake TRIPS training to maximise features and data quality;</p> <p>Remain current on processes, procedures and controls of all service delivery activities;</p> <p>Work generally as a constructive team member, take direction and maintain confidentiality;</p> <p>Participate proactively in team meetings, performance reviews and other meetings as required;</p> <p>Assist team member duties, if required, to cover absenteeisms.</p>
Work Health & Safety Compliance (WHS)	<p>Actively promote WHS policies procedures and practices;</p> <p>Follow driver and vehicle WHS safe practices, procedures, and record systems for adherence to policies and mandates (without exception);</p> <p>Attend appropriate training to meet all compliance requirements.</p>
Stakeholders	<p>Interact professionally with the wider community at all times;</p> <p>Engage with clients and their families, or carers, respectfully and within professional boundaries;</p> <p>Encourage and foster professional contact and working relationships with aligned service partners.</p>

And other duties, within your skills range and capacity, as directed from time-to-time.

Key Behavioural Competencies

Effective communication	Articulates ideas clearly so that others can easily understand the information being shared. Presents information, situations and ideas in a clear and concise manner.
Planning and organisation	Plans and organises tasks and responsibilities to achieve objectives by clearly setting priorities and allocating resources efficiently.
Customer service	Demonstrates a strong customer service focus, albeit within a good governance framework. Identifies, understands and prioritises the needs of clients and adapts non-WHS processes or procedures for best client outcomes. Uses appropriate communication and interpersonal skills to effectively engage others, build trust and respect.
Initiative and problem solving	Identifies what needs to be done and suggests actions, without being asked, to aid organisational objectives to be met or before potential service issues manifest into problems. Uses insight to analyse, understand and develop simple, clear solutions that holistically solve any issue.
Teamwork and relationship building	Demonstrates the ability to work co-operatively with others and in all teams. Listens and responds constructively to other team members' ideas, offers support, and exhibits sound judgement in decisions in the absence of direction.
Result orientation	Clear focus on tasks and a persistence to make things happen in real time and project time, using approved procedures and a planned approach to help deliver agreed outcomes.

Skills, Knowledge and Experience

Minimum qualifications	Current NSW LR (or higher) class driver's licence Transport for NSW Bus Driver Authority Satisfactory driving record, free of serious offences.
Mandatory requirements	National Criminal History check-clearance National Working with Children check-clearance (if directed) Current First Aid Certificate with CPR module Point to Point Transport registration.
Essential	Demonstrated ability to operate professionally with limited supervision Demonstrable understanding of issues relevant to HKCT consumer base e.g. people aged over 65 years, carers and the health and/or transport disadvantaged.
Desirable	Knowledge of the local Central Coast region Multicultural sensitivity and/or experience working with people from a culturally and linguistically diverse background Manual-handling, prior training Knowledge of the community transport sector.

Code of Conduct for Aged Care & Serious Incident Response Scheme (SIRS)

Following changes to the Aged Care Act, two major reforms were introduced, details of which **must be reviewed by using this QR.**

The *Code of Conduct* describes the behaviour expected of aged care providers (CCCT), their governing persons (CCCT's board members) and aged care workers (you and all CCCT team members).

The *Code* clearly outlines expected behaviours in the delivery of care, supports and services. Your position description is aligned with the *Code*, yet your understanding and agreement to comply with our industry's *Code of Conduct* is herewith summarised:

act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions

act in a way that treats people with dignity and respect, and values their diversity

act with respect for the privacy of people

provide care, supports and services in a safe, competent manner, with care and skills

act with integrity, honesty and transparency

take prompt steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services

provide care, supports and services free from:

all forms of violence, discrimination, exploitation, neglect and abuse

 sexual misconduct

take all reasonable steps to prevent and respond to:

all forms of violence, discrimination, exploitation, neglect and abuse

 sexual misconduct

1: agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers

As a provider of aged care services, CCCT must report all reportable incidents to the Commonwealth Government within set timeframes (many within 24 hours).

You are therefore obliged to report any occasion, or any observed or suspected incident of the following, to the general manager immediately:

unreasonable use of force against a client

unlawful sexual contact or inappropriate sexual conduct inflicted on a customer

psychological or emotional abuse of a customer

expected death of a customer

stealing from, or financial coercion of, a customer by a team member

neglect of a customer

inappropriate use of a restrictive practice in relation to a customer

unexplained absence of a customer from the service.

2: agedcarequality.gov.au/sirs/sirs-home-services



*Aged Care
 Code Conduct¹*

*Click/tap these
 QRs or use your
 phone's camera
 to visit websites
 and/or
 download forms*



*Aged Care
 SIRS²*

Declaration

I **understand the requirements** of this position and of working with Hornsby Ku-ring-gai Community Aged/Disabled Transport Service Inc — trading as Hornsby Ku-ring-gai Community Transport (HKCT) and Central Coast Community Transport (CCCT) — and will fulfil my obligations to do the tasks I have been assigned plus other duties as reasonably directed, to meet the ongoing needs of the organisation, and the organisation's legal obligations and mandates.

Employee name:

Signature: Date

General Manager:

Signature: Date



Visit us at: ccct.org.au



We are an authorised Commonwealth Home Support Program (CHSP) transport-provider and a recipient of Commonwealth funding.

Other NSW Government funding helps us serve specific health clients and transport the disadvantaged within our area.

We are a fit for purpose, incorporated association with DGR status for all donations over \$2 (CFN26036).



**Transport
for NSW**

Hornsby Ku-ring-gai Community Transport and Central Coast Community Transport are owned by Hornsby Ku-ring-gai Community Aged/Disabled Transport Service Inc.

ABN 93 115 497 208. CFN 26036.