

# COMMUNITY TRANSPORT

Information Booklet



**mp****power** inc.  
since 1975



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For any further information about Mpower's Community Transport Program please contact the

### **Community Transport Coordinator**

 **5561 8111**

 **admin@mpower.org.au**

# Mpower Community Transport

Mpower's Community Transport aims to assist those who are disadvantaged in accessing transport and not able to access conventional public transport.

The program helps keep users living independently, by allowing them to attend appointments such as regular visits to the doctor, trips to the shops or hairdressers or to social events.

Volunteer drivers provide a door to door transport service. This program relies on the invaluable contributions of volunteers who provide this service to the community.

## Who can use Mpower Community Transport

- People who cannot independently use conventional public transport (aged person, those with physical, sensory or intellectual disabilities)
- People who are geographically isolated
- People who attend group activities

## What can Mpower Community Transport be used for

- Medical and therapy appointments, access to Community Health Services
- For visits to friends, relatives, social activities and shopping centres

## What can Mpower Community Transport NOT be used for

Community Transport is not available to people who can independently access public transport or who may require medical supervision or support.

## What you can expect from Mpower Community Transport

- A courteous and friendly driver
- A safe and comfortable trip to and from your destination
- Easy to understand information
- To be listened to and understood

## What we expect from our passengers

Mpower's ensures care is taken by our drivers to maintain a professional relationship with passengers and we would like to thank you for helping us to create a safe, comfortable and happy service and work environment for our volunteers.

- Treat Mpower Community Transport staff, drivers, and other passengers with courtesy, dignity and respect
- Behave in a sober, polite, and safe manner, complying with driver instructions
- Be respectful of others' privacy
- Give as much notice of your need to travel as possible
- Provide the appointment time and exact address for your appointments
- Give as much notice as possible for cancellations
- Inform us immediately if your circumstances change, including:
  - Any change to your contact details
  - Any change in access to your property or your driveway
  - If you are no longer able to travel without assistance including entering and exiting the vehicle and for the duration of a journey
  - Any new mobility equipment used or a change to the equipment used
  - Any change to your Emergency Contact details
- Not wilfully damage Mpower Community Transport vehicles
- Not distract your driver or behave in a loud or disruptive manner
- Never ask driver to enter your home or any building at your destination
- Not eat or drink in the vehicle – other than water bottles, which are permitted
- Not smoke in the vehicle or within 5 metres of the vehicle

## Making a Booking

Bookings are made by calling 03 5561 8111 and providing the following information:

- Your name, address and contact number
- Address of where you are going
- Day, date and time of appointment
- How long you will need
- Will you have a carer
- Any mobility equipment used

## Confirmation of Booking

- A booking will not be confirmed any earlier than three days prior to date required.
- Upon Confirmation, client will be asked to complete a COVID-19 Screening check.
- In case of emergency or unavailability of volunteer drivers, cancellation of the booking could occur at any time, including day of booking.

## Cost

There is suggested a nominal cost associated participants of the Community Transport Program. This is a donation to Mpower to cover cost of running the program. All donations are for a return journey.

### Within Warrnambool City boundary

Trips charge per km to and from regardless if one way or return

Flat Rate                      **\$10.00**

### Example travel destinations from Warrnambool

Trips charge per km to and from regardless if one way or return

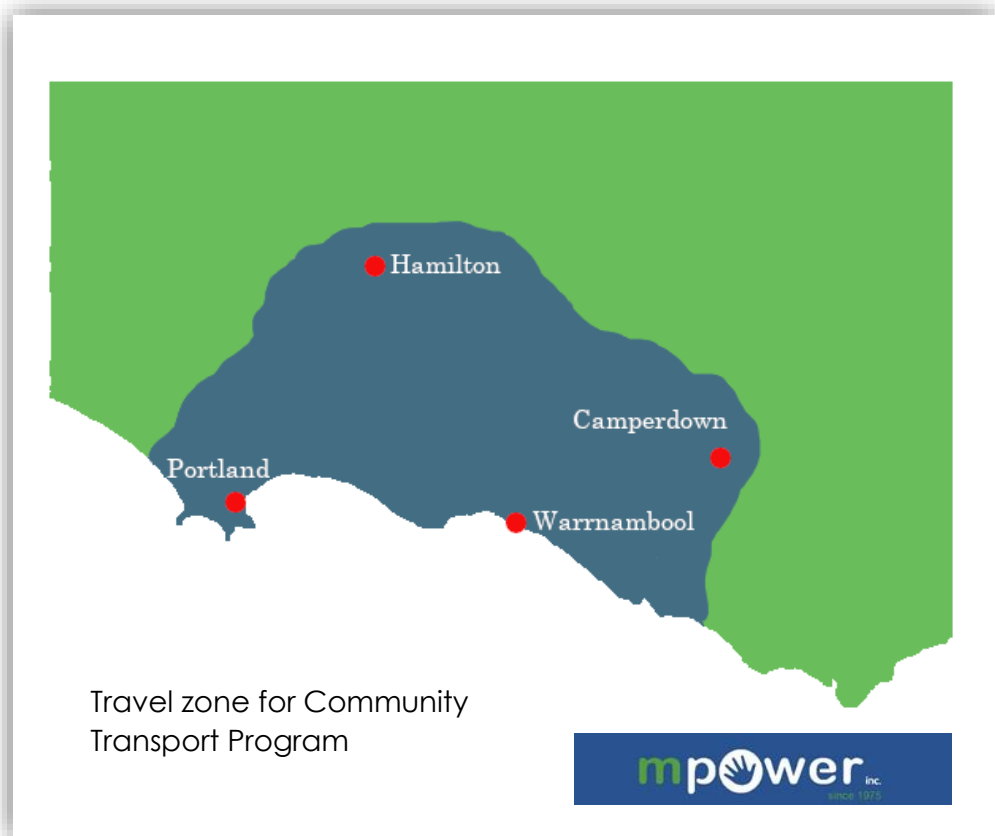
Town		\$
Allansford	20 kms	\$17.50
Camperdown	140 kms	\$49.00
Caramut	110 kms	\$42.00
Cobden	118 kms	\$42.00
Cudgee	35 kms	\$17.50
Hamilton	200 kms	\$66.00
Hawkesdale	95 kms	\$35.00
Heywood	190 kms	\$66.00
Koroit	36 kms	\$17.50
Mailors Flat	28 kms	\$17.50
Mortlake	100 kms	\$35.00
Panmure	50 kms	\$17.50
Penshurst	140 kms	\$49.00
Peterborough	50 kms	\$17.50
Port Campbell	124 kms	\$49.00
Port Fairy	57 kms	\$28.00
Portland	208 kms	\$66.00
Terang	96 kms	\$35.00
Timboon	105 kms	\$42.00
Winslow	40 kms	\$17.50
Woolsthorpe	62 kms	\$28.00

### Other Areas travel from Warrnambool

	Kms	Suggested Donation
0	- 15	\$12.00
16	- 50	\$17.50
51	- 80	\$28.00
81	- 100	\$35.00
101	- 120	\$42.00
121	- 140	\$49.00
141	- 220	\$66.00
221	- 300	\$90.00
301	- 400	\$120.00
401	- 500	\$150.00
501	- 600	\$180.00

## Area of travel zone

Mpower's Community Transport is a service set up to aid people in the south west Victoria region. Areas designated in the travel zone for this program are highlighted on the map below.



## Volunteers

As a crucial component of Community Transport, volunteers assist in transporting people who qualify to use the program. To ensure the best possible service is provided every volunteer must complete a comprehensive training and induction schedule.

The amount of time a volunteer gives will depend on their availability though we do ask that they do commit for at least one year, as this gives our volunteers the best chance to learn skills, become confident in their role and support the program.

## What is required to be a driver for Community Transport

Volunteer drivers must have the following:

- A current Victorian Drivers Licence
- A current Working with Children Check/NDIS Check
- Compliance with a criminal background check
- NDIS Worker Screening clearance
- Experience in building client relationships, have good communication skills and a willingness to help others
- Be physically able to assist clients with mobility aids (wheelie walker) and in/out of vehicles
- For visits to friends, relatives, social activities and shopping centres
- Use of the Mpower Vehicle must comply with all Mpower including section *2.01 Fleet Management*

## What you can expect as a Community Transport Volunteer

Mpower will provide:

- Essential information pertaining to Mpower as an organisation
- OHS essential elements
- Community Transport Program overview
- Volunteers rights and responsibilities
- Training will be provided to all Community Transport Volunteers and will include the following:
  - Vehicle Checklist
  - Driver Training
  - Community Transport procedures
  - Fee collection and any administrative task associated with the trip
  - Monitoring passenger well being
  - Providing support to aged persons, those with physical, sensory or intellectual disabilities



- Confidentiality requirements
- Vehicle accident procedures
- Completing an incident report form
- Daily Run Sheet
- Confidentiality requirements
- Mpower Policy documents - *2.01 Fleet Management*
- COVID – 19 Safe Plan
- COVID – 19 Screening process
- Professional staff support
- All registered Mpower Volunteers who have attended an induction and relevant training sessions, are covered by Mpower's Insurance Policy whilst undertaking approved duties on behalf of Mpower, unless otherwise arranged. Mpower will maintain appropriate insurance cover for volunteers engaged in activities outlined in their written position description.