

# JOB DESCRIPTION - VOLUNTEER



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**Responsible to:** Volunteer Coordinator

**Duties: These duties may vary considering your role as a volunteer**

- At all times ensure that clients travel comfortably and safely between destinations
  - Ensure seat belt and restraint systems are properly fitted and well maintained
  - Assist with shopping/luggage when necessary
  - Assist clients on/off bus and safely to their destinations
- To treat all clients with dignity and respect
- To understand the need for confidentiality of passenger's situation and information
- To be prepared to support the passenger from residence to vehicle and from vehicle to appointment location if necessary, by offering a hand or an arm to lean on. In some circumstances it may be necessary to push client in a wheelchair
- To record each transport trip on the run list and vehicle running sheet when using Community Transport vehicles and any monies collected on behalf of the agency
- Donations: All monies collected to be handed in at the office with passenger lists.
  - *Individual Transport:* To accept small donations for the transport service on behalf of the agency. Donation envelopes are provided.
  - *Buses:* Collect donations from passengers for trips. Donation envelopes are provided.
- At all times promote the image of Easy-Go Connect in a positive manner
- To receive direction from relevant members of staff as delegated
- To perform duties which may be requested, and may include assisting on bus, driving clients in own car or Easy-Go vehicle, attend outings, assisting in office, assist in promotional ventures
- Volunteers are expected to conform to the Staff Code of Conduct & Ethics
- Take part in training programs as applicable
- To report any problems or difficulties in carrying out any transport request to the Manager. QSE 1.6.1 Incident, Accident & Non Conformance

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Report forms available in the Community Transport's vehicle or ask more copies from office

- To present themselves and their vehicles in a clean and neat condition to carry out any transport

## **Work Health and Safety Responsibilities:**

Easy-Go is committed to ensuring a safe workplace for all volunteers. It is the responsibility of each volunteer to actively participate in protecting the health and safety of themselves and their colleagues.

- Adhere to QSE 1.2 Quality, Work Health & Safety and Environment Policy, and proactively contribute to maintaining a safe, clean and healthy work environment.

## **Meeting point for Bus Assistant/Outing Assistants:**

For bus or outing assistant, volunteers can find out from booking office where and the approximate time to meet the driver prior to the scheduled working day. Usually the booking office will let you know this information when they confirm your shift the day prior.

If you are unable to attend your shift for any reason, please contact the Booking Office or Volunteer Coordinator as soon as possible.

## **Sign in procedure:**

In each of the offices located at 22 Powers Rd, Seven Hills, we have a sign in register and emergency evacuation procedures. Please make sure you sign in and out of the office and familiarise yourself with the evacuation procedure.

## **Amenities:**

Volunteers are welcomed as team members and are invited to use staff amenities such as tea and coffee making facilities when they are in the office. Any stationary requirements can be obtained from office staff.

## **Reimbursement of Expenses:**

We do not expect volunteers to be out of pocket. At the end of each calendar month volunteers are to lodge a 'Volunteer Time Sheet' to the Accounts Department within 7 days after the month has ended for processing.

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Volunteers that use their own vehicle are reimbursed according to the latest updated MEA motor vehicle allowance rate per kilometre, the total of kilometres travelled from your home to the destination and back home.

Volunteers that travel via public transport will have the fare reimbursed from their home to the place of work. Please attach your ticket or proof of payment to your 'Volunteer Time Sheet'.

Each volunteer will be reimbursed \$10.00 per day for a meal allowance unless they have had their lunch provided that day. If you go on an outing where lunch is included in the package for example a show and lunch, the whole package will be prepaid for you. In the circumstance that you are on an outing where there is lunch available to purchase and you cannot purchase anything for \$10.00, you may go over but just try and stay as close to the \$10.00 as possible.

It would be preferable for the driver to pay for the volunteer's lunch from the run money. If this is not possible the volunteer can pay for themselves and then attach the receipt to their reimbursement/timesheet.

Any fares e.g. ferry or train fares or entry fees **for outings** will be paid for by Easy-Go on your behalf.

**These rules apply to outings only.** Other journeys such as shopping shuttles or regular service you are only entitled to the \$10.00 reimbursement and there is no need to provide a receipt.

Volunteers will be paid in cash within 14 days after lodging the completed 'Volunteer Time Sheet' to the Accounts Department.

## Insurance

All volunteers are covered under Easy-Go insurance policy. This policy does not cover volunteers on their journey to or from work and does not replace comprehensive motor vehicle insurance. You must provide your insurance (CTP & Comprehensive) policy copy to Easy-Go prior to using your vehicle to transport clients or for any purpose relating to work for Easy-Go Connect Inc.

## Other Requirements

During the course of your induction with Easy-Go you will be required to complete forms with your personal details, read and sign policies and procedures, provide copies of documents relevant to your role within the organisation for example licence, car registration and insurance.

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You will also be required to fill in a form and provide 100 points of identification to allow us to carry out the National Police Checking Service history check, this is a requirement of our funding body.

If you are going to be driving on behalf of Easy-Go you will be required to provide us with a copy of your driving history and a medical assessment. Easy-Go will reimburse you for out of pocket expenses, you will need to provide the Accounts Department with receipts and fill out a Staff Reimbursement form. You will also need to undergo a driving assessment, this is booked and paid for by Easy-Go.

## Training:

Depending on your role with Easy-Go, you may be asked to complete first aid training or other training relevant to your position.

## Termination:

Volunteer engagement may be terminated by either party by verbal or written notification at any time. All agreements will be reviewed each twelve months.

<b>Volunteer</b>	Name	Signature	Date / /
<b>Easy-Go Representative</b>	Name	Signature	Date / /

Last reviewed date: \_\_\_\_/\_\_\_\_/\_\_\_\_