

CODE OF CONDUCT

Passengers

Passengers are responsible for:

1. Paying the appropriate fee
2. Not smoking inside the vehicle or consuming messy food and drinks.

Passengers are expected to:

1. Be polite and helpful
2. Understand this service is only available through the generosity of volunteers
3. Respect volunteer driver decisions;
 - a. heavy or damaging loads may be rejected
 - b. intoxicated passengers may be refused transport
3. Direct complaints to the DIVMC in writing.
4. Wear seat belts and use appropriate child seat boosters.

Volunteer Drivers

Volunteer drivers are NOT responsible for:

1. The medical care of people being transported.

Volunteer drivers are responsible for:

1. Being available for driving the vehicle at their rostered times, including;
 - a. Holding a current NSW RTA drivers license
 - b. Zero blood alcohol level
 - c. Driving under 10 km/h at all times
2. At the beginning of each rostered period:
 - a. Check tyres, battery charge and brakes before picking up passengers.
 - b. Switch on phone, check messages and enter bookings into Vehicle Diary.
3. Collecting correct fees and filling out Vehicle Log Book after each trip
4. At the end of each rostered period;
 - a. Return the vehicle to the shed, plug in to power and turn on.
 - b. Plug mobile phone in to charger.
5. **Reporting incidents;** enter details of ANY accidents, breakdowns, faults or damage in the Vehicle Diary and immediately report to the DIVMC. Ensure that if a fault or damage could affect the **safe operation** of the vehicle place the **out of order sign** on the vehicle so that it is **not used** until repairs have been carried out.

Volunteer Drivers are expected to:

1. Be polite and helpful
2. Keep vehicle clean
3. Never leave the vehicle parked and unattended;
 - a. where it will obstruct emergency vehicles
 - b. where children may climb onboard
4. Keep to designated roads and driveways.
5. Convey max 4 passengers, seat belted, use appropriate child seat boosters.

Volunteer Drivers may:

1. Stop or refuse service if they consider the passenger, roads or goods being transported to be unsafe.
2. Refuse service to passengers who are intoxicated, lacking in courtesy or are argumentative.