



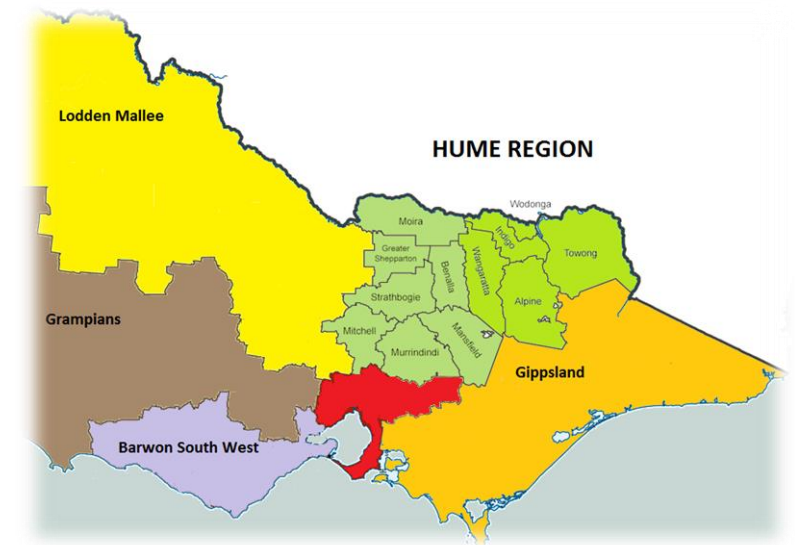
# Community Accessibility Inc.

## On-line Volunteer Driver Training

Presented by: Helen Hunter (Acting General Manager)



## Who are we?



Since 1998, Community Accessibility have been providing a variety of services and programs; enabling independence within the Hume region of Victoria. This is done with the dedication of 17 staff and over 220 volunteers and coordinated from 4 regionally based offices.



## What services do we provide?

Community Transport

The Getting There Network

The Access Spot

Smartlink to Getting There

Training Programs

Seymour Buggy Service

V/Line Ticketing Agent

Volunteer Friends Program

Assisted Transport Programs

Volunteering Opportunities





## Our Role As Employers

Yes, we are considered to be “employers” in regards to our volunteers. We are required, by law, to ensure that our drivers are provided with a safe work environment, in this instance, that is the vehicle they drive.

- ensuring that the vehicles are well maintained
- are sufficient for the job at hand
- are roadworthy





## How often do you:

- Go for a drive with your volunteers
- Inform them of any changes to the road laws
- Provide them with the opportunity to discuss any driving issues they have, with their peers
- Provide regular training and resources
- Seek feedback from the clients that they transport
- Ask for their opinions and feedback regarding your processes



# Why does this matter?

To ensure we deliver a community transport service which is professional, reliable and safe, it is essential that volunteer drivers maintain the highest possible driving skills and knowledge to carrying out their role.



# North East Transport Connections Project

2012 Innovation Funds were received from the DPCD to:

- Develop a nationally recognized qualification for volunteers which focused not only on their role as volunteers but also on their role as volunteer drivers.
- Certificate 1 Active Volunteering (Volunteer Drivers) was created in conjunction with the AIFL and Philip Whiting.



Philip Whiting  
Director  
PJ Community Innovations

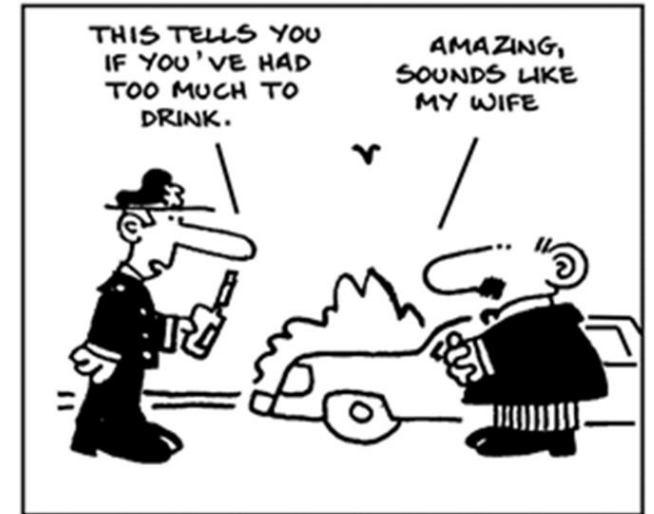




# Certificate 1

## Feedback – Positives & Negatives

- Refreshed skills
- Simple to follow
- Video
- Assessments
- Online
- Time
- Interest
- Involvement
- Online
- Cost



*"The course made me think & highlighted some areas where over the years I could have become slack."*





So what next!

# Modules

Non-Accredited Online Training



## The 5 Books of the Certificate 1 were:

- What is Community Transport
- Active Volunteering
- Transporting People Safely
- Driver Skills and Knowledge
- Final Information



# 1. What is Community Transport

Topic 2: Additional Support

Topic 3: Who delivers Community Transport?

Topic 4: What is transport disadvantage?

Topic 5: Transport disadvantages

Topic 6: Accessing the community

Topic 7: Who needs community transport?

Topic 8: Eligibility

Topic 9: Who pays for community transport?





## 2. Active Volunteering

- Topic 1: Being a Volunteer
- Topic 2: The Business of Volunteering
- Topic 3: Being a Volunteer Driver\*
- Topic 4: Organisational Requirements
- Topic 5: Working with Others
- Topic 6: Communicating With Others



*\*By removing this topic, this module is suitable for volunteer induction within any organisation.*



## 3. Transporting People Safely

- Topic 1: Licence Categories
- Topic 2: Restraint Road Rules
- Topic 3: Bus Safety Act\*
- Topic 4: Transference Skills
- Topic 5: Low Speed Manoeuvring
- Topic 6: Minibus Characteristics



*\*This topic is only relevant for Victoria at this time.*



## 4. Driver Skills and Knowledge

Topic 1: Your Vehicle

Topic 2: On the Road

Topic 3: Driver Skills

*All modules have self correcting quizzes built into them*





## How do the modules work?

1. You choose the module and purchase online access
2. You receive a user name and login
3. This is valid for a 48 hour period
4. The 48 hours begins from your 1<sup>st</sup> login





## Three methods of delivery

1. Individuals
2. Group
  - Delivery Notes
  - Quiz and correction sheet
  - Surveys
  - Certificate of Attendance
3. Facilitated

Length of time to complete





We aim for our training to be  
accessible for all community  
organisations,  
not cost prohibitive.



# Cost?

Each module is costed at \$250 for 48h hours access.

If 40 volunteers/staff complete the training during the 48 hours,  
that equates to \$6.25 each.

## That's Value



## The Future

- Online Based
- New Modules
- Transporting People Safely
- Around Australia
- Senior Driver Refresher



- Community Transport
- Getting There Network
- Volunteer Friends Program
- The Access Spot

**Community Accessibility Inc.**  1300 704 530

# Questions and Thank You

