

THE HILLS COMMUNITY AID & INFORMATION SERVICE Inc.



CLIENT AGREEMENT

Introduction

This agreement is between The Hills Community Aid & Information Service Inc. (HCA) and a client of the CarPal Community Rideshare service ("The Client") and anyone nominated by The Client as their Sponsor. Registering as a CarPal Client involves signing this agreement and abiding by;

- The terms of this Agreement; and
- CarPal Client Ride Guidelines (attached).

Length of the Agreement

This agreement commences when signed by The Client and ceases when either party notifies the other party that they wish to terminate the agreement.

Changes to this Agreement

The terms of this agreement may be updated without notice to The Client. However, the most current version of the Terms and Conditions will always be available at www.carpal.org.au

Limit of HCA's Liability

The Client agrees and accepts that HCA, its Convenor CarPal, its volunteers and CarPal's partners or sponsors shall have no responsibility, and do not accept any liability, for his/her safety when arranging or taking a CarPal Ride.

Duties & Responsibilities of The Client

Duties of The Client: The Client will make all Ride Requests through a CarPal-assigned Facilitator and **will NOT contact a driver directly** except, if necessary, on Ride-day.

Where The Client wishes to travel with a companion or friend on a Ride, The Client must clearly state this when making the Ride Request. Also, the following details must be provided when making Ride Requests for such Rides:

1. The **number** of extra passengers;
2. Their **names** and their **relationship** to The Client e.g. friend, carer, son, daughter; and
3. Anything other than a handbag they will have with them that might **need boot space**.

Clients are responsible for the conduct of any travelling companions. Should any issues arise concerning the behaviour of travelling companions, HCA and CarPal reserves the right to discontinue accepting travelling companions of The Client at its sole discretion.

The Client agrees to having a volunteer Facilitator assigned by CarPal and will assist them by:

- providing accurate trip/appointment information when requesting a Ride; and
- responding promptly to any messages left by the Facilitator about Ride Requests.

If The Client nominates a Sponsor to make Ride Requests on their behalf, The Client thereby;

- authorizes CarPal volunteers to communicate with the nominated Sponsor and provide information to him/her, as though they were communicating directly with The Client;
- agrees that actions taken by his/her Sponsor in relation to CarPal are to be considered as having been taken by The Client; and
- agrees to advise any change in the Sponsor's contact details.

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And a Sponsor who signs this Agreement, is bound by its terms as if he or she was The Client.

The Client agrees to give as much notice as possible if a Ride, that has been previously arranged, is to be cancelled.

The Client further agrees to provide CarPal with the following information:

- Any changes in his/her Services Australia or DVA social security status;
- Any changes to his/her Mobility Parking Scheme (MPS) Permit status; and
- Any changes to phone numbers, email address or residential address details.

Responsibilities of The Client: The Client must not offer CarPal volunteer drivers any monetary reward for Rides promised or taken. Any direct financial transaction undertaken between The Client and CarPal volunteers is contrary to this agreement. Invoices issued for Rides taken are to be paid by The Client by credit or debit card upon receipt of the invoice.

The Client undertakes and agrees in connection with his/her registration with CarPal:

1. To treat confidentially, information he/she may derive from other CarPal Clients or volunteers concerning the affairs of any of CarPal's Clients or volunteers;
2. Not to make any public statements concerning another CarPal Client or volunteer without the express approval of HCA and the other Client and/or volunteer.

Duties & Responsibilities of HCA

Facilitator Appointment: HCA will call for volunteers to act as The Client's Facilitator and The Client or Sponsor will call the nominated Facilitator to make Ride Requests. HCA may, at its sole discretion, change the Facilitator assigned to The Client at any time.

Invoices: HCA will issue monthly invoices to The Client in the months that Rides are taken, the total of which will be calculated by multiplying the total number of Rides for the month by \$8.50 (or \$17.00 per return Ride). In addition, the first invoice issued to The Client in each Calendar Year will include a \$40.00 Annual Member Contribution.

Insurance: HCA has NO insurance cover for The Client for accidental injury or any loss that may occur whilst on or associated with any CarPal Ride and, by signing this agreement, The Client agrees that HCA cannot be held liable for any injury or loss experienced by The Client or any travelling companions on or associated with a CarPal Ride.

Training & Feedback: Face-to-face meeting(s) may be held with The Client as part of safety training in CarPal use. **Subject to his/her approval The Client may also be called occasionally by CarPal volunteers** seeking feedback on their recent Rides.

The Client may provide additional feedback, as follows:

- email his/her queries or concerns to enq@carpal.org.au;
- write a letter to Convenor CarPal, 390 Windsor Road NSW 2153 or,
- in the event of a **serious or urgent matter**;
 - **call** the Convenor CarPal on **02 9639 8620** or **0418 229 616**.

The Client may approach the Convenor CarPal or the HCA Executive Officer (Tel **02 9639 8620**) at any time to discuss any issue resulting from using CarPal.

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Privacy Policy: CarPal upholds the rights of its Clients, Sponsors and families to privacy and confidentiality of information regarding background, health status and other personal information and takes steps to ensure that privacy is maintained under all reasonable circumstances. We also recognise that Clients, Sponsors and families have the right to access information about themselves, held by the service.

From time to time, HCA may contact The Client to provide him/her with information about CarPal or to request feedback or testimonials. **Quotes, photos or videos for promotional purposes involving The Client will only be published with his/her approval.**

Neither HCA, its Convenor CarPal, nor CarPal sponsors have any responsibility for the privacy policies or practices of any third-party sites linked to HCA's and CarPal's websites, webApp, Social Pages or WhatsApp Groups or to other social media sites that CarPal or HCA uses.

If you have any questions about the application of this Privacy Policy, please contact CarPal at enq@carpal.org.au

SEE OVER BEFORE YOU ANSWER

Q 1) Do you **approve us calling you for feedback** on Rides you take with us?

YES ☐ or..... **NO** ☐

Q 2) Do you **authorize us to publish** quotes, photos & videos of you in promoting the CarPal service?

YES ☐ or..... **NO** ☐

.....
(Name of Client)

.....
(Signature of Client)

.....
(Name of Sponsor, if any)

.....
(Signature of HCA Representative)

.....
(Signature of Sponsor, if any)

.....
(Date of Agreement)

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APPROVAL TO CALL

If you answer "Yes" to Question 1 we will **occasionally call you** after a Ride you have taken with us in the previous week. The call would come from one of our Ride Satisfaction volunteers. So that you know the call is genuine, our callers will firstly mention the date of your last CarPal Ride and then the name of your volunteer driver.

Our volunteers will ask the following questions:

- 1) How was the pickup?
- 2) Were there any communication issues about the pickup location or time?; and
- 3) Overall, how satisfied were you about this CarPal Ride?

AUTHORITY TO PUBLISH

CarPal would like to use your quotes, photos & videos and your first name in some of its printed and/or electronic promotional and marketing material which will be available for viewing by the public. This is because we need to continually promote Community Rideshare to attract volunteers. The more people who volunteer, the more Seniors we can transport.

If you answer "YES" to Question 2 it means that you agree to the following:

1. CarPal is able to use quotes, photos & videos of you, and/or your first name as many times and in as many ways as it wants to – for example, on CarPal's website, presentations, print materials and social media.
2. Your photos or videos may be reproduced in colour or black and white.
3. You will not be consulted about the specific context in which your photos, videos, quotes and/or first name appears.
4. Material held will be kept for an indefinite time and will be stored and disposed of securely.
5. You will not be paid by CarPal for the use of your photos, videos, quotes and/or first name.
6. You are not required to agree to have your photos, videos, quotes and first name – **i.e. participation is optional.**

CarPal will not use your photos, videos, quotes and/or first name for any purpose other than the promotion and marketing of CarPal.



CarPal Community Rideshare

Client Ride Guidelines

1. Make a note of the names and mobile numbers for the drivers providing each Ride and carry the note with you ... or enter them in your own mobile's contacts folder.
2. Tell us if you are issued with a **NEW** Mobility Parking Scheme (MPS) Permit, so that the driver is aware they can display our MPS permit on the windscreen as he/she stops to pick you up.
 - a. **NOTE:** Drivers will need to remain within 3 metres of the vehicle when picking up in a "No Parking" zone.
3. Include the details of any travelling companions when you make your Ride Request.
4. **Be ready** for each Ride **at least 10 minutes prior** to the arranged pickup time.
5. Contact the driver on their mobile **only if they have not arrived at least 5 minutes after appointed pickup time.**
6. Before getting into a vehicle check the registration number, that a CarPal flag is displayed, and request to see the driver's CarPal ID card.
7. **On a RETURN ride:**
 - a. In busy pickup locations that you know well, be specific about the pickup spot you will wait at. For example, tell your Facilitator **what side of the road you will wait on or which entry you will wait at.**
 - b. Be at the pickup point at least 10 minutes early or, for **ESTIMATED** (pickup time) **Rides**, as soon as possible after calling the driver to advise you are ready for pickup.
8. **It is OK to call the driver on Ride-day** if you need to cancel the Ride, expect an **ESTIMATED RETURN Ride** to run late or want to see if you can change the pickup location. If he/she is not able to accommodate changes, **you will need to make alternative transport arrangements at your own expense.**
9. If the driver has already left (because you were not at the pick-up place at the nominated time) **you are responsible for arranging alternative transport at your own expense.**
10. If for any reason the driver fails to show up and cannot be contacted on his/her mobile, please ring either **0418 229 616** or 02 9639 8620 so that alternative transport arrangements can be made for you.

Call the CarPal Helpline on 0418 229 616 at any time you need advice or to report any issue that concerns you.

Be friendly and enjoy your Ride!