

# THE HILLS COMMUNITY AID & INFORMATION SERVICE Inc.



## VOLUNTEER FACILITATOR AGREEMENT

### Introduction

This agreement is between The Hills Community Aid & Information Service Inc. (HCA) and a CarPal volunteer Facilitator ("The Volunteer"). In signing this agreement, The Volunteer agrees to abide by:

- The terms of this Agreement;
- Relevant aspects of HCA's Code of Behaviour (attached);
- Relevant aspects of CarPal Client Ride Guidelines (attached); and
- Relevant aspects of CarPal Volunteer Driver Guidelines (attached).

### Length of the Agreement

This agreement commences when signed by The Volunteer 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 Volunteer. However, the most current version of the Terms and Conditions will always be available at <https://hillscarpal.org.au/>

### Limit of HCA's Liability

HCA does not undertake any character checks on CarPal Clients and therefore makes no representation or warranty concerning their character or conduct.

The Volunteer agrees and accepts that HCA, its Convenor CarPal or CarPal's sponsors shall have no responsibility, and do not accept any liability, for his/her safety when facilitating Ride Requests on behalf of an assigned Client and when conducting a transaction with us on the internet or over the CarPal Facebook Pages or WhatsApp Groups.

## Duties & Responsibilities of The Volunteer

**Duties of The Volunteer:** The Volunteer will take calls from CarPal-assigned Clients, submit their Ride Requests through CarPal's webApp and inform their Client **before the Client-specified advance notification period** whether or not their Ride Request(s) were successful.

The Volunteer will use his/her best endeavours to respond promptly to calls received from Clients so that they can be confident that CarPal Ride scheduling will not be unduly delayed.

The Volunteer agrees to provide relevant information, including any changes to personal:

- Phone numbers;
- Email address; or
- Residential address

**Responsibilities of The Volunteer:** The Volunteer must not transmit, on or through HCA's and CarPal's websites, webApp, Social Pages or WhatsApp Groups, any unlawful, harassing, libelous, abusive, threatening, harmful, vulgar, obscene or otherwise objectionable material. Transmissions of any material that encourages conduct that could constitute a criminal offence,

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give rise to civil liability or otherwise violate any applicable law or regulation are also not permitted on or through HCA's and CarPal's websites, webApp, Social Pages or WhatsApp Groups.

It is The Volunteer's responsibility **NOT to SHARE** the login details of his/her Email, webApp and WhatsApp accounts used in connection with volunteering with CarPal. The Volunteer must, therefore, accept all responsibility for all activities that occur within his/her accounts and communication apparatus.

The Volunteer must not seek to make a financial profit from his/her participation in CarPal. Any direct financial transaction undertaken between The Volunteer and Clients is contrary to this agreement.

The Volunteer undertakes and agrees in connection with his/her service with CarPal:

1. To familiarize themselves with the way that CarPal operates to meet Clients' expectations as described in "CarPal Client Ride Guidelines" attached and on the FAQ pages of <https://hillscarpal.org.au/>
2. Not to disclose to any person, other than authorized HCA personnel, any Client information acquired during the course of his/her service with CarPal concerning the affairs of any of CarPal's Clients;
3. Not to share other volunteers' personal details, if you become aware of them as part of CarPal operations, beyond HCA i.e. beyond HCA's staff and CarPal volunteers; and
4. Not to make any public statements concerning a CarPal Client without the express approval of HCA and the Client.

## Duties & Responsibilities of HCA

**Moderation of Volunteer/Client Communication:** HCA, through its Convenor CarPal, will randomly check Ride Request messages on CarPal's webApp and maintain administrator rights to CarPal WhatsApp Groups to facilitate the clarity of CarPal-related communications. The Convenor CarPal may suspend or terminate The Volunteer's login rights to CarPal's websites, webApp, Social Pages or WhatsApp Groups to ensure the safety and well-being of other Volunteers or Clients or if CarPal's reputation or operations are affected.

**Reimbursement:** No reimbursement will be made for expenses incurred by The Volunteer in providing Facilitator services including for data or call charges resulting from CarPal-related communications.

However, reasonable travel costs incurred in attending induction & training sessions will be reimbursed, if requested.

**Insurance:** HCA has arranged Voluntary Workers Personal Accident Insurance cover for The Volunteer for accidental injury that may occur whilst engaged in providing HillsCarPal's transportation service. A fact sheet on the insurance cover provided by HCA is attached to this agreement.

**Training & Feedback:** Phone and online meeting(s) will be held with The Volunteer by CarPal Coordinators or its Convenor as part of induction & training in CarPal operations.

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## VOLUNTEER FACILITATOR AGREEMENT

Where The Volunteer feels that providing feedback through online meetings is inadequate, he/she is requested to:

- email his/her queries or concerns to [enq@carpal.org.au](mailto:enq@carpal.org.au); or,
- in the event of a **serious or urgent matter**;
  - **to call** the Convenor CarPal on **0418 229 616**.

If requested by The Volunteer, a review of the CarPal Volunteer's performance will be conducted informally by the Convenor CarPal at a mutually agreed time. The Volunteer may also be invited to provide additional feedback to HCA on termination of this agreement.

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

**Privacy Policy:** HCA and its Community Rideshare service, CarPal recognise that there are community expectations about the way a charity manages the information and data of its donors, supporters, staff and volunteers, and the people it helps. Understanding and meeting these expectations is crucial for protecting our reputation and maintaining public support.

We safeguard personal data we store by using two-factor authentication where possible and by insisting, as part of this agreement, that information about individuals' personal details not be shared beyond HCA staff and CarPal volunteers and only when sharing is required to provide CarPal's service.

From time to time, HCA staff or its other CarPal volunteers may contact The Volunteer by email, WhatsApp, SMS or phone to provide him/her with information about CarPal or to request feedback or testimonials.

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](mailto:enq@carpal.org.au)

.....  
(Name of Volunteer)

.....  
(Signature of Volunteer)

.....  
(Signature of HCA Representative)

.....  
(Date of Agreement)

# THE HILLS COMMUNITY AID & INFORMATION SERVICE INC.

## CODE OF BEHAVIOUR



This document has been prepared by The Hills Community Aid & Information Service Inc. (HCA) to guide its volunteers on acceptable behaviour and on the rights and responsibilities that HCA attaches to its volunteers

### **A HCA Volunteer agrees to:**

- Abide by the philosophy of HCA;
- Observe the rules of HCA including those specified in the Constitution and any others determined by the HCA Management Committee;
- Adhere to the accounting procedures of HCA;
- Represent HCA in a positive way;
- Not to discuss confidential issues of HCA with people outside HCA;
- Not to take illegal drugs or consume alcohol when volunteering for HCA;
- Not have sexual relationships with HCA Clients;
- Follow any grievance procedures set down by the HCA Management Committee to try to resolve any conflicts with other Staff or members of HCA;
- Not to harass in any form, Clients, Staff or Volunteers of HCA;
- Not abuse, physically or verbally, Clients, Staff or Volunteers of HCA;
- Not give unsolicited advice to Clients and to be circumspect about giving advice that a Client may request;
- Not alienate Clients from their family;
- Treat Clients with courtesy, respect and consideration;
- Act on complaints and provide services to the best of their ability;
- Wear neat and appropriate clothing; and
- Be careful not to offend Clients by being sensitive to Clients feelings.

### **HCA Volunteers have the right to:**

- Receive accurate information about HCA and its policy and or its philosophy on Volunteers;
- Have reasonable understanding of the lines of authority and accountability;
- Be seen as belonging through inclusion at meetings, social functions etc;
- Be seen as an individual, deserving of individual support while performing their role;
- Receive proper training, initially and on going training;
- Know who to turn to with difficulties and problems;
- Have work valued by HCA. To regularly receive constructive feedback;
- Be trusted with confidential information if it is necessary to carry out their role;
- Be covered by Personal Accident Insurance while acting as a HCA Volunteer;
- Say "No" when asked to carry out a function or task beyond what they signed up for;
- Carry out the role without being exploited;
- Be informed of HCA's policy on reimbursement of Volunteer transportation cost;
- Be safe on the job; and
- Ask for support when it is needed.

# THE HILLS COMMUNITY AID & INFORMATION SERVICE INC.

## CODE OF BEHAVIOUR

### HCA Volunteers have a responsibility to:



- Be reliable;
- Arrive on time;
- Notify their Coordinator if unavailable or delayed for client appointments, training and support meetings;
- Accept all the terms and conditions of the relevant HCA Volunteer Agreement;
- Respect confidentiality;
- Respect the rights of Clients and other workers or Volunteers in HCA;
- Have a non-judgmental approach;
- Represent the interests of HCA;
- Give feedback and communicate relevant and important information;
- Be accountable and to accept evaluation feedback from their Coordinator;
- Be committed to the program they are volunteering for;
- Acknowledge decisions made by their Coordinator;
- Undertake Induction and Training, as appropriate to their role;
- Raise any areas of doubt with their Coordinator.

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## VOLUNTEER DRIVER GUIDELINES

This document has been prepared by The Hills Community Aid & Information Service Inc. (HCA) to provide guidance on the operating protocols and procedures that The Volunteer should follow when engaged in voluntary work for HCA's CarPal program:

1. HCA issued Identification to be worn or carried when transporting Clients;
2. When convenient offer Rides requested in CarPal's App;
3. When offering Rides in CarPal's App, carefully read the details to check if the Client is requesting to **travel with a companion, carer, friend or family member**. If this is the case, consider if your available seating or boot space allow you to provide the Ride?
4. You have complete autonomy in selecting the CarPal Rides you offer. The duration of such Rides should match your own driving schedule and time availability.
5. Offer Rides only that are requested in CarPal's App. **You are NOT covered by any Volunteer Accident Insurance for any Rides arranged directly with Clients.**
6. CarPal offers Rides only within the Greater Sydney Metropolitan Area including Windsor, Penrith and Liverpool;
7. Before a Ride note of the Client's name and phone numbers and carry the note with you on Ride-day. Better still enter them in your own mobile's contacts folder as Clients may call you before a Ride to CANCEL it or to confirm the pickup time, especially for ESTIMATED Rides.
8. All reimbursement claims and MPS Permit usage details should be forwarded immediately following each Ride as part of the driver's Ride feedback via CarPal's App "Complete the Ride";
9. Volunteers are not permitted accept monies or gifts from Clients.
10. If, on Ride-day, Drivers find that they are unable to provide a Ride they have offered, he/she must **"Decline" the Ride in the App BEFORE pickup time** and contact the Client with as much notice as possible to advise of the Ride's cancellation. Facilitators will contact the Client for Rides "Decline(d)" before Ride-day.
11. If, on arriving at a home pickup address at the nominated pickup time, the Client does not appear, **stay in your car** and text or call the Client. Drivers are not obligated to wait beyond five (5) minutes after the nominated pickup time but should immediately report the "No Show" to by calling 0418 229 616;
12. On arriving at a pickup location other than a home address **with your CarPal flag displayed** and at the nominated pickup time, if the Client does not appear, park and text or call the Client's mobile or other phone contact provided in the App Ride Description. Drivers are not obligated to wait beyond five (5) minutes after the nominated pickup time, unless the Ride Request nominates an ESTIMATED pickup time. A "No Show" report can then be made by immediately calling 0418 229 616.
13. CarPal drivers should be conscious of the safety of passengers at the pickup and drop off points they select to ensure that the passengers can join them or leave the car safely;
14. A vehicle displaying an MPS card with the Australian Disability Parking Permit may stop for up to five (5) minutes in No Parking zones to drop off or pick up passengers. In doing so, the Driver must remain within three (3) metres of the vehicle at all times;

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15. MPS permits do not allow vehicles to stand or be parked between No Stopping signs, on taxi stands, bus, loading, construction or truck zones or clearways.
16. Volunteers are not to administer any medication to the Clients;
17. To the best of HCA's knowledge, the insurance implications of volunteering with CarPal are, as follow:
  - a. HCA understands that many Australian insurers accept car-sharing will not affect an individual's car insurance so long as "profit or reward" is not involved. Drivers with any concerns should check with their insurance company as terms and conditions may vary between insurance providers over time;
  - b. If an employee suffers an injury on the way to or from work, journey claims may be payable under workers compensation unless a significant deviation was involved. Therefore, for Drivers offering to detour from a work journey for a CarPal Rides, it would be wise to check with your employer as to what constitutes a significant deviation from your normal route to and from work.
18. All CarPal Rides information must be treated confidentially. Do not share your App and email passwords and do not forward App emails on to anyone outside of CarPal and HCA.
19. If you do not wish to transport a particular Client for any reason, don't respond to an App Ride Request from them. There is no need to give an explanation of why you won't be offering the Ride;
20. The following pointers make for better Ride etiquette:
  - a. If a return journey is planned for a Client you are driving, confirm mobile phone numbers and synchronize watches;
  - b. Send a text message if you are running late;
  - c. Avoid detours other than the one to pickup or drop off the CarPal Client;
  - d. Have a clean and reliable vehicle;
  - e. Make sure your car is in good working order and that if you breakdown you have roadside assist from a motoring organisation;
  - f. Always travel safely and within the speed limits;
  - g. Avoid strong perfume/cologne. Many people are allergic to it. So, consider avoiding applying perfume/cologne on Ride-days; and
  - h. Be pleasant and friendly. It will help make for a pleasant trip!
21. Notify the Convenor CarPal on [eng@carpal.org.au](mailto:eng@carpal.org.au) if a problem arises. **If it is a serious or urgent matter call 0418 229 616;**
22. Please suggest appropriate improvements to these Volunteer Guidelines to the Convenor CarPal at [eng@carpal.org.au](mailto:eng@carpal.org.au) or HCA's Executive Officer at [eo@hca.org.au](mailto:eo@hca.org.au)



# 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!**





# VOLUNTARY WORKERS PERSONAL ACCIDENT INSURANCE

## INTRODUCTION

Congratulations of being one of the 4.5 million Australian volunteers who put in 750 million hours of voluntary work each year. Your contribution helps to provide services and assistance to those in need, making it both socially responsible and personally satisfying. The organisation you have joined greatly values their volunteer workforce and takes great care to ensure your time as a volunteer will be happy and safe. One way in which they do so is by providing you with Voluntary Workers' Personal Accident Insurance Cover from Community Underwriting\*.

## What is Voluntary Workers' Personal Accident Insurance Cover?

This insurance provides financial compensation and cover for defined out-of-pocket expenses if an accident results in the injury or death of a volunteer, provided the accident occurred while the volunteer was performing authorised voluntary work (or while they were travelling to or from that work), subject to the terms and conditions of the policy wording).

## Definitions

- "the Insured" - this is the organisation for whom you are volunteering\*\* (important - please see disclaimer below)
- "Volunteer Worker" - this is you
- "Insured Person" - this is you, when you are undertaking your duties as a volunteer worker

## What are you covered for?

### Who is insured? (Insured persons)

All volunteer workers of the Insured whilst performing authorised voluntary work or while they are travelling to, from or during the voluntary work.

### When are you covered? (Scope of cover)

An Insured Person is covered whilst engaged in voluntary work authorised by and under the control of the Insured, including whilst travelling directly to or from their place of residence to the place of the authorised voluntary work or during the course of the voluntary work, but not whilst travelling in the air.

## How Much are you covered for? (Sum Insured, per person)

- Death & Capital Benefits and Disability Benefits – as per age limits and as per wording
  - Between 0-18 years
    - Capital Benefit 1 - Death \$25,000
    - Capital Benefits 2 to 35 as per Table of Benefits
  - Between 18-75 years
    - Capital Benefit 1 - Death \$250,000
    - Capital Benefits 2 to 35 as per Table of Benefits
  - 75 + years
    - Capital Benefit 1 - Death \$40,000
    - Capital Benefits 2 to 35 as per Table of Benefits
- Loss of Earnings – Weekly Benefit (85% of insured persons earnings, to a maximum \$1,000 per week, for a Benefit Period of 104 weeks. Excess Period is 7 days).
- Modification Expenses up to a maximum of \$15,000
- Funeral Expenses up to a maximum of \$10,000
- Home Help Benefit \$500 per week maximum of 26 weeks
- Non Medicare Medical up to a maximum of \$10,000
- Rehabilitation up to a maximum of \$5,000
- Broken Bones Capital Benefits up to a maximum of \$10,000
- Out-Of-Pocket Expenses (including transportation, home tutorial, dependent Children, Coma Benefit, Miscarriage / premature birth, Partner Retraining, Remote Accommodation and Transport and Workplace Trauma) As per Policy

**Note: \* Acting as Agent for Mitsui Insurance Company Ltd. This information is specific to organisations that hold a Voluntary Workers' Personal Accident Policy with Community Underwriting. Other insurance policies may vary between insurers.**

Community Underwriting are specialists in charity insurance, not for profit insurance and insurance for community organisations. We offer a range of insurance solutions customised to meet the needs of community organisations, including P&C Association insurances. Contact us today!

Call us: 02 80452580 Email us: [enquiries@communityunderwriting.com.au](mailto:enquiries@communityunderwriting.com.au)  
[www.communityunderwriting.com.au](http://www.communityunderwriting.com.au)

AFS No 448274 ABN: 60 166 234 715