

THE HILLS COMMUNITY AID & INFORMATION SERVICE Inc.



ONLINE FACILITATOR AGREEMENT

Introduction

This agreement is between The Hills Community Aid & Information Service Inc. (HCA) and a HillsCarPal volunteer Online 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); and
- Relevant aspects of HillsCarPal Volunteer 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 www.hillscarpal.org.au

Limit of HCA's Liability

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

The Volunteer agrees and accepts that HCA, its Convenor HillsCarPal or HillsCarPal'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 HillsCarPal Facebook Pages or Groups.

Duties & Responsibilities of The Volunteer

Duties of The Volunteer: The Volunteer will take calls from HillsCarPal-assigned Clients, submit their Ride Requests through Facebook "Events" and inform Clients whether or not their Ride Requests were successful. After each Ride, the Volunteer will submit Ride feedback via Facebook Page "Ride Feedback". To enable monitoring of Ride Requests, The Volunteer will add the Convenor HillsCarPal to each Ride Request group created and provide administrative rights to the Convenor.

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

The Volunteer agrees to provide relevant information, including:

- Any changes to phone numbers, email address or residential address details; and
- Ride Feedback on all HillsCarPal Rides shortly after Clients take them, **including advising HCA of each occasion that the MPS permit is used.**

Responsibilities of The Volunteer: The Volunteer must not transmit, through HCA's website or the HillsCarPal Facebook Pages or 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, give rise to civil liability

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or otherwise violate any applicable law or regulation are also not permitted on HillsCarPal internet sites.

It is The Volunteer's responsibility to keep his/her Email and Facebook accounts passwords confidential. 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 HillsCarPal. 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 HillsCarPal:

1. To familiarize themselves with the way that HillsCarPal operates to meet Clients' expectations as described in "HillsCarPal Client Ride Guidelines" attached and on the FAQ pages of www.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 HillsCarPal concerning the affairs of any of HillsCarPal's Clients;
3. Not to make any public statements concerning a HillsCarPal Client without the express approval of HCA and the Client.

Duties & Responsibilities of HCA

Moderation of Volunteer/Client Communication: HCA, through its Convenor HillsCarPal, will randomly check Ride Request messages on Facebook Events and maintain administrator rights to Facebook Groups to facilitate the clarity of communications between The Volunteer and HillsCarPal drivers. The Convenor HillsCarPal may suspend or terminate a Volunteer's login rights to HillsCarPal's Facebook Pages, Groups or its website to ensure the safety and well-being of other Volunteers or Clients or if, in the opinion of the Convenor, HillsCarPal's reputation or operations will be detrimentally impacted unless login rights are suspended or terminated.

Reimbursement: Generally no reimbursement will be made for expenses incurred in providing Online Facilitation services including for data or call charges resulting from HillsCarPal-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: Face-to-face meeting(s) will be held by the Convenor HillsCarPal with The Volunteer as part of induction & training in HillsCarPal operations.

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Where The Volunteer wishes to provide feedback about HillsCarPal operations, he/she is requested to:

- email his/her queries or concerns to convenor@hillscarpal.org.au; or,
- in the event of a **serious or urgent matter**;
 - **to call** the Convenor HillsCarPal on **0418 229 616**.

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

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

Privacy Policy: When The Volunteer uses HCA's HillsCarPal website, his/her personal information is protected in accordance with the Privacy and Personal Information Protection Act 1998 (NSW).

From time to time, HCA may contact The Volunteer by email or Facebook to provide him/her with information about HillsCarPal or to request feedback or testimonials.

Neither HCA, its Convenor HillsCarPal, nor HillsCarPal sponsors have any responsibility for the privacy policies or practices of any third party sites linked to the HCA website or to HillsCarPal Facebook Pages or its Groups.

If you have any questions about the application of this Privacy Policy, please contact HillsCarPal at convenor@hillscarpal.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.

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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 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 HillsCarPal program:

1. HCA issued Identification to be worn or carried when transporting Clients;
2. Attend induction and training sessions as appropriate;
3. Respond when possible on Facebook as "Going", "Maybe" or "Can't Go" to HillsCarPal "Events";
4. When accepting Ride Requests on Facebook, carefully read the details to check if the Client is requesting to travel with a companion e.g. a carer, friend or family member. If this is the case, will your available seating or boot space allow you to provide the Ride?
5. You have complete autonomy in selecting the HillsCarPal Rides you accept. The duration of such Rides should match your own driving schedule and time availability. As a guide, it is envisaged that additional travel time should generally not exceed 20 minutes/Ride.
6. Respond only to Ride Requests that are submitted through Facebook "Events". **You are NOT covered by our Volunteer Accident Insurance policy for any Rides arranged directly with Clients.**
7. When transporting Clients, please keep within the limits of the Greater Sydney Metropolitan Area;
8. Make a note of the name, addresses (pickup & drop-off) and phone numbers for the Client you are driving and carry the note with you on the day. Better still enter them in your own mobile's contacts folder. Also, be aware that you may receive a call from the Client around an hour before the designated pickup time, asking you to synchronise watches.
9. All reimbursement claims and MPS Permit usage details are to be forwarded immediately following each Ride as part of the driver's Ride feedback using the *PollDaddy Survey* App on the "Ride Feedback" Facebook page;
10. Volunteers cannot accept monies or gifts from Clients;
11. If volunteers are unable to fulfil their commitments on Ride Day as arranged, the Volunteer should contact the Client with as much notice as possible to advise the Client of the Ride's cancellation;
12. Notify the Convenor HillsCarPal on convenor@hillscarpal.org.au if a problem arises. **If it is a serious or urgent matter call 0418 229 616;**
13. 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. If there is no response, call 0418 229 616 to report the "No Show" to us. You are not obligated to wait beyond five (5) minutes after the nominated pickup time;
14. On arriving at a pickup location other than a home address **with your HillsCarPal flag displayed** and at the nominated pickup time, if the Client does not appear, park and text or call the Client's mobile. If there is no response, call 0418 229 616 to report the "No Show" to us. You are not obligated to wait beyond five (5) minutes after the nominated pickup time, unless the Ride Request nominates an ESTIMATED pickup time;

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VOLUNTEER GUIDELINES

15. HillsCarPal 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;
16. When booked to transport a Mobility Parking Scheme (MPS) permitted passenger, 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;
17. 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.
18. Volunteers are not to administer any medication to the Clients;
19. To the best of HCA's knowledge the insurance implications of volunteering with HillsCarPal are, as follow:
 - a. HCA understands that many Australian insurers accept car-sharing will not affect an individual's car insurance so long as a profit is not made. 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, it would be wise to check with your employer as to what constitutes a significant deviation from your normal route to and from work.
20. You must treat all HillsCarPal Facebook "Events" confidentially, even those you do not "Join". **Do NOT share them** with your "Friends" when they appear on your Timeline or News Feed. If you export them to your calendar, ensure that it is secured by a password on both your PC and your Smartphone. If you email HillsCarPal "Events" to yourself from Facebook, don't then forward them on to anyone else.
21. If you do not wish to transport a particular Client for any reason, just respond as "Can't Go" to a Facebook Event Ride Request from them. There is no need to give an explanation of why you won't be offering the Ride;
22. The following pointers make for better Ride etiquette:
 - a. If a return journey is planned, 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 HillsCarPal Client, unless flagged to the Client when accepting the Ride Request;
 - 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 HillsCarPal days;
 - h. Be pleasant and friendly. It will help make for a pleasant trip!
23. Suggest appropriate improvements to these Volunteer Guidelines to the Convenor HillsCarPal at convenor@hillscarpal.org.au or HCA's Executive Officer at eo@hca.org.au

HillsCarPal 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. Better still enter them in your own mobile's contacts folder.
2. When making a Ride Request, don't forget to mention if you hold a Mobility Parking Scheme (MPS) Permit, so that the driver can display HillsCarPal organisation's MPS permit on the windscreen as he/she stops to pick you up.
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 collection time.
5. Contact the driver on their mobile **only if they have not arrived at least 5 minutes after appointed collection time.**
6. Before getting into the vehicle check that a HillsCarPal flag is displayed, and request to see the driver's HillsCarPal ID card.
7. **On a RETURN ride:**
 - a. Feel free to call the driver around one (1) hour before the appointed collection time to **verbally confirm the pick up time and the pick up point.** This is NOT necessary for regular trips & regular drivers.
 - b. If it makes sense, try to ascertain **which direction the vehicle will be coming from and what side of the road you should wait on** for pick up. When using an MPS Permit, drivers may need to remain within 3 metres of the vehicle at all times.
 - c. Be at the pickup point at least 10 minutes early or, in the case of **ESTIMATED** (pickup time) Rides, as soon as possible after calling the driver to advise you are ready for pickup.
8. If you are going to be late, ring the driver to advise him/her.
9. If the driver has already left (because you were not at the pick-up place at the correct time) **you are responsible for arranging and paying for your alternative transport home.**
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.

Call the HillsCarPal 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!



Community Underwriting

Insurance by the sector for the sector

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 Berkley Insurance Australia. 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

www.communityunderwriting.com.au

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