



SmartLink Transport Register Terms and Conditions

PURPOSE & VISION

The SmartLink Transport Register provides access to affordable transport for transport disadvantaged groups from member local government areas.

The SmartLink Transport Register operates under the auspice of Great Community Transport Inc., a non-profit charitable community group whose purpose is "GREAT Choices ...linking community through transport".

What is the SmartLink Transport Register?

The SmartLink Transport Register is a web-based register of vehicles owned by member community organisations in the member local government areas, which are available for use by member "transport disadvantaged" groups within the same areas at an affordable cost.

Also listed on the Register are volunteer drivers with the appropriate licences, who can provide driving services for community groups which do not have their own drivers. All drivers listed on the Register have undergone working with children and criminal checks, have provided their licence information and have provided the Register administrator with an RTA Proof of driving record. People with poor driving records in the last five years will normally not be accepted as a volunteer driver in the scheme.

Only members of the Transport Register can access the scheme.

Eligibility for the Register Membership

Who can join the register?

Membership of the Register is open to the following groups:

Community Groups who operate within the member local government areas which are:-

- unfunded not-for-profit or
- funded not-for-profit.

Some Local Government & other groups may be eligible but each case will be judged

on its merit. The target groups for the Register are groups that experience “Transport Disadvantage”

Transport Disadvantage is a circumstance or set of circumstances that leave the people affected with limited or no access to private transport and have difficulty accessing public transport.

Criteria for group eligibility must meet at least two of the following

- Seniors
- People with Disabilities
- Youth and children
- Pension recipients
- ATSI
- CALD
- Geographically Isolated
- Financially Disadvantaged

Members can be both vehicle lenders and vehicle borrowers.

Ineligible

Those groups whose client groups do not comprise at least two of the target groups as stated above are ineligible for membership. Those groups that have the financial resources to hire a vehicle from the local Bus Company or Vehicle Rental Company are ineligible to be borrowers.

Membership Requirements

Any group wishing to access or supply vehicles through the SmartLink Transport Register must formally apply to become a member of the Register and have their membership application approved.

Membership

A group wishing to access vehicles or put their vehicle/s on the Transport Register must become a member of the Register and in doing so accept and comply with the Transport Register conditions of membership. Failure to meet the requirements of membership and comply with the Transport Register Policy and Procedures may result in a group having its membership suspended or permanently removed.

Membership of the Transport Register requires the completion of the Membership application form and approval by the administrator of the Register.

Types of Memberships

Vehicle Lenders

A vehicle lender is an organisation that owns a vehicle/s that is suitable to be placed on the Register for lending to registered borrower groups and is a member of the Register.

The vehicle lender will indicate the type of vehicle, any additional features, registration and comprehensive insurance information when their vehicles are available, where they can be used (e.g. only within the Hawkesbury local government

area) and if they have any other restrictions on their use (e.g. they provide the driver) and any of their own additional requirements relating to the lending of their vehicle.

Vehicle Borrower

A Vehicle Borrower is a member who meets the eligibility criteria, is registered and who borrows vehicles from the Transport Register .

Members can be both vehicle lenders and vehicle borrowers.

Subscription Member

Local Government can access SmartLink Transport for the purpose of establishing a local Transport Register by becoming Subscription Members. Terms and Conditions of Subscription Membership is attached. Annual membership fees of Subscription Members are individually negotiated.

Transport Register Use

Membership of the Transport Register does not guarantee use of any or all vehicles. Vehicle usage is subject to the availability and the individual approval of vehicle owners.

SmartLink Transport Register does not guarantee a replacement vehicle should a vehicle booked through the Transport Register become unavailable for any reason.

Neither Great Community Transport, SmartLink Transport or the vehicle's owner are liable for any costs which may arise as the result of a vehicle becoming unavailable for any reason.

Procedures for Borrowing

Searching for available vehicles and making bookings will be done on-line through the Register's [website](#), although the phone booking service will still be available on specific days and between limited hours on 1 300 557 346. A booking is only tentative until approved by the vehicle's owner and the cost is paid.

When a booking has been approved by the owner, the borrower is responsible for paying the full fee for the borrowing to the SmartLink Transport administration, two weeks before the booked date. If time does not permit, the borrower is responsible for paying the full fee in cash to the SmartLink Transport administration before the proposed date of use. Bookings will not be confirmed until the borrowing fee is paid.

When the booking is confirmed details of where the vehicle is housed along with details as to how it can be collected and also return details will be provided to the borrower.

The vehicle fee paid by the borrower is passed on in full to the lending group. While the borrowers are responsible for ensuring that vehicles are returned clean and refuelled, owners are responsible for checking vehicles when they are returned to see that this has been done. If there are any problems with fuel or cleanliness or damage, owners report these failures promptly to Transport Register administrative support for action.

Members of the Transport Register will be able to borrow vehicles available from the register. Borrowers are responsible for ensuring that vehicles are returned filled with

fuel and in a clean condition. Failure in either regard may result in a penalty. The last organization to borrow a vehicle will be held responsible for damage or lack of cleanliness or it being refuelled unless reported to administration on pick-up of the vehicle. Borrower groups are responsible for tolls, traffic and/or parking fines incurred whilst using vehicle.

Bookings through the Register can be made for up to 12 months in advance.

Restrictions on the purpose for which vehicles can be borrowed are set by the vehicle owner.

All vehicles listed on the Register need to be comprehensively insured by the group owning it. The Transport Register provides additional insurance (funded from membership fees). This additional insurance covers any loss of excess payable up to \$2000 under a vehicle's comprehensive insurance in the event of a claim resulting from use as part of the Register. It will also cover the cost of a replacement vehicle for up to four weeks if a vehicle is off the road as a result of an accident while being borrowed as part of the Transport Register. All vehicle owners will need to check that use of the vehicle by the Transport Register is acceptable to their own insurer (a standard letter to insurers can be provided by Register if required) and signed acknowledgement by the insuring organisation is required.

All borrowings are approved by the vehicle owner.

SmartLink Transport will collect booking fees at least two weeks in advance of the booking and ensure that lender groups are paid promptly for the use of their vehicles.

Vehicle Use

A vehicle is not to be driven if there are any concerns about its safety or mechanical condition.

Passenger numbers are not to exceed vehicle seating capacity.

All required documentation and vehicle checks are to be completed before group uses the vehicle.

Groups must comply with the Transport Register Policies and Procedures and any additional requirements set out by the lending group regarding that vehicle. All borrowers must comply with the road rules and traffic regulations, as well as all legislated and commonsense safety requirements, at all times.

All tolls, parking and traffic infringements are the responsibility of the borrower group.

Vehicles must be kept locked and secure at all times.

There is to be no smoking, use of illicit drugs, eating or drinking in the vehicles.

Arrangements for the return and pick up of vehicle and keys must be observed at all times.

Vehicles cannot be taken on unsealed roads or into hazardous or alpine areas without the written consent of the vehicle owner. Vehicles cannot be taken into any other areas stipulated by the vehicle lender's own policies.

Vehicles are to be returned in the same condition as they were when collected.

Failure to do so may result in additional charges or penalties.

Fuel arrangements for each vehicle are to be complied with; failure to do so may result in additional charges or penalties.

Only appropriately trained people are to operate special equipment when fitted to the vehicles eg wheelchair hoists, restraints etc.

Vehicle owners and the Transport Register Administrator should be advised as soon as possible of any damage, loss or use of materials within the vehicle (eg First Aid kit, Fire Extinguisher etc)

Drivers

Vehicles borrowed through the Register are to be operated by drivers listed on the Register. The SmartLink Transport Register will check the currency of all listed drivers' licences and driving records annually. Listed drivers will also have passed criminal and working with children checks. Additional training relevant to the work (e.g. operating wheelchair hoists, first aid) will also be provided from time to time at no cost to drivers (funded from driver booking fees).

Minimum requirements:-

- Full Australian Licence Class Light Rigid (LR)
- Must be 25 years of age or older
- All drivers must be registered with SmartLink Transport Register (ie has submitted a completed Driver Registration form, photocopy of driver's licence and RTA Proof of Driver licence record)).
- All drivers must have a zero blood alcohol reading and are not to be affected by medication or any other substance.

Borrower groups are responsible for:-

- Ensuring that only the approved driver designated on the booking form have control of the vehicle at all times
- The actions and behaviours of their drivers.

Drivers are responsible for –

- Complying with the Policies and Procedures of the SmartLink Transport Register
- Complying with all vehicle policies
- Being aware of the appropriate accident and/or emergency procedures.

Volunteer Driver Pool – (if applicable)

Borrowers may be able to arrange for volunteer drivers listed by the scheme for an additional booking fee. Carers are not available from the scheme, although all drivers using vehicles with wheelchair hoists will be trained in their use. Interpreters are not available from the scheme.

Groups needing to use a driver from the Volunteer Driver Pool will pay an extra fee of \$30 per day. In addition, borrowers will be required to cover the driver's out-of-pocket expenses incurred in providing this service (e.g. transport to and from pick-up point, refreshments during the day).

Recommended Borrowing Costs

Recommended borrowing fees relate to the seating capacity of the vehicle. A day's

borrowing covers 12 hours and up to 250 kilometres. An extra levy applies for extra kilometres travelled beyond this limit.

A non-refundable booking fee applies.

People Mover (up to 7 seats)	\$ 45 per day + \$25 booking fee
Commuter Van (7-13 seats)	\$ 65 per day + \$25 booking fee
Minibus (14 seats and over)	\$ 95 per day + \$25 booking fee
Council Access Bus rates as set by relevant Council	

Half day bookings may be individually negotiated.

Cancellations

Vehicle lenders may cancel bookings at their own discretion without penalty. Borrowing groups must provide notice of cancellations as soon as possible. A cancellation fee may apply. The booking fee is non-refundable.

VEHICLE POLICIES

Member liability

Borrower

The borrowing group is liable for any acts of negligence causing injury to passengers or other people whilst using the vehicle.

The borrowing group is responsible for the payment of any tolls, traffic or parking infringements incurred whilst using the vehicle.

The borrowing group must contact SmartLink Transport Register or vehicle lender if, when they collect the vehicle for use, it is damaged or in an otherwise unexpected or unacceptable state. If this damage is not officially recorded before the borrower has driven the vehicle, then the borrower will be held responsible for the condition of the vehicle.

Lender

The lending group is responsible for ensuring that all their vehicle/s listed on the Transport register are registered, fully comprehensively insured, properly maintained and provided to borrower groups in a safe, clean and roadworthy condition

The lending group is responsible for costs of repairs which occur due to normal wear and tear and are not due to accidental damage, misuse, negligence or failure to adhere to conditions of use of the Transport Register or vehicle by the borrowing group.

The lending group is responsible for arranging for repairs in the event of mechanical failure or damage.

The lending group is responsible for providing a contact number for borrowers to use in an emergency.

Great Community Transport through the SmartLink Transport Register accepts no liability for any costs related to vehicle damage, loss of equipment, mechanical breakdown including that related to failure of the owner or the borrower to meet the

conditions of membership or vehicle use.

Insurance Claims

The lending group is responsible for ensuring that all their vehicles in the Register have current comprehensive motor vehicle insurance, which provides cover to borrower groups who access vehicles through the Transport register. Copies of the insurance policy with specific requirements will be held by the Transport Register.

The Transport Register will provide a pro-forma letter for the lending group to forward to their vehicle insurer, informing the insurer that the vehicle/s are to be placed on the SmartLink Transport register and requesting immediate notification if there are any difficulties with this happening and written confirmation that is all right for the vehicle to be used in the transport register and won't effect the vehicle insurance cover.

In the event of an "at fault" accident:-

- A claim must be made by the lending group to their insurance company.
- The borrowing organisation is to complete paperwork detailing the accident.
- The borrower group will be responsible for payment for any repair costs that fall short of the lending group's vehicle insurance excess claim.
- The lending group must contact the SmartLink Transport Register administration to arrange a claim for insurance excess reimbursement.
- The SmartLink Transport Register will claim on AON Risk Services.