
Community Transport Driver Requirements

1. Purpose

Community transport provides access to recreation, shopping, medical care, social services and social contact for transport-disadvantaged people across New South Wales. This includes isolated or socially disadvantaged people, the frail-aged, people with disabilities and their carers.

With the ageing population, demand for community transport will increase, and the NSW Government has made it a priority to strengthen the safety framework for delivery of community transport services by introducing driver licensing, criminal history and medical requirements for community transport drivers. These requirements are similar to those for other professional drivers.

The requirements in this policy may be replaced by any applicable requirements in the PT Law and any legislation implementing reforms to the regulation of point-to-point transport services, should they apply directly to community transport service providers.

2. Scope

This policy applies to all employees, volunteers and sub-contractors engaged by Community Transport Service Providers (CTSP) as drivers to deliver Services under a Community Transport Service Contract (CTSC) with Transport for NSW.

3. Requirements

The following requirements are required to be implemented for all new drivers upon recruitment.

3.1 National Criminal History Checks *are to be completed every three years.*

3.2.1 Driver Licensing

Organisations must be able to demonstrate that:

- *drivers hold an unrestricted Australian drivers' licence (not a probationary or learner driver licence)*
- *Aboriginal drivers hold an Australian drivers' licence*
- *they have processes in place to ensure that drivers notify organisations if their licence status changes*

- *drivers have a have a satisfactory driving record, to be verified by a driving record check every three years*
- *the driver's licence has not been cancelled or suspended and on a good behaviour condition*
- *the driver has not had: 3 or more drink driving offences in the last 5 years; has speeding offences of over 30km or more; has taken part in 'road rage' offences*
- *the driver does not have serious offensive conduct toward customers such as being abusive, aggressive or threatening toward a customer, making sexually explicit comments or other forms of harassment.*

3.2.2 Driver Licensing - Aboriginal-funded organizations

Aboriginal organisations must be able to demonstrate that:

- *drivers hold an Australian drivers' licence*
- *they have processes in place to ensure that drivers notify organisations if their licence status changes*

This clause 3.2.2 applies to the following organisations:

- Awabakal Aboriginal Community Transport
- Blue Mountains Aboriginal Community Transport
- Bungree Aboriginal Community Transport
- Gandangara Aboriginal Community Transport
- Ngangana Aboriginal Community Transport
- Wangary Aboriginal Community Transport
- Wiradjuri Aboriginal Community Transport
- And any other Aboriginal specific services funded by Transport for NSW from 30 June 2016

3.3 Health Assessment

Community Transport Service Providers must ensure that drivers meet the commercial vehicle driver standards, as assessed by Transport for NSW's Licence Review Unit. For assistance, please contact TfNSW's Licence Review Unit by email: medicalunit@rms.nsw.gov.au or phone: 13 22 13.

4. Compliance

Appropriate records should be maintained by organisations and will be subject to random checks by Contract Officers when undertaking service visits.

5. Commencement

This policy applies from the Effective Date of the Community Transport Service Contract with Transport for NSW.