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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Transport Officer
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time or Part-time
DIRECTLY RESPONSIBLE TO:	Practice Manager
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	The Transport Officer is responsible for providing safe, reliable, and culturally respectful transport services to clients attending internal and external health-related appointments arranged by the organisation. The role ensures timely transport, client support during travel, vehicle maintenance, and effective communication with health service staff to support coordinated care and access to essential services.
MINIMUM SKILLS REQUIRED:	A current and unrestricted driver's license (light rigid or above preferred), excellent driving record, and experience working in a community or client-focused transport role.

POSITION SUMMARY

The Transport Officer plays a vital role in improving access to health care by ensuring clients can safely attend appointments, programs, and services. The position involves transporting clients to local, regional, and metropolitan destinations as needed, maintaining accurate trip records, and performing routine checks on vehicles. The role requires excellent interpersonal skills, patience, and a strong commitment to cultural safety and client wellbeing.

RESPONSIBILITIES

Transport Services

- Provide safe and punctual transport for clients to and from medical and allied health appointments arranged by the organisation.
- Support the transport of clients for internal programs, health checks, outreach clinics, and community activities as directed.
- Ensure all clients are treated with dignity, respect, and cultural sensitivity throughout their journey.
- Assist clients with mobility issues and ensure use of seatbelts and safety equipment at all times.

Scheduling and Coordination

- Coordinate daily transport routes based on appointment schedules provided by the clinic or transport coordinator.
- Maintain clear communication with reception and clinical staff regarding delays, cancellations, or urgent transport needs.
- Adjust schedules as needed to respond to changes in appointments or client circumstances.
- Support flexible transport planning for multiple clients and destinations when required.

Vehicle Maintenance and Safety

- Conduct daily safety checks on vehicles, including fuel, tyres, lights, cleanliness, and essential equipment.
- Ensure vehicles are regularly serviced and report any damage or maintenance needs promptly.
- Maintain accurate vehicle logbooks including odometer readings, destination records, and incident reports.
- Ensure vehicles are kept clean, presentable, and stocked with relevant supplies (e.g. sanitiser, water, first aid kit).

Cultural and Client Support

- Establish trust and rapport with clients, offering friendly and respectful conversation and support during transport.
- Ensure client confidentiality and uphold professional boundaries at all times.
- Be aware of and responsive to cultural and community needs, especially for Elders, children, and vulnerable clients.
- Follow cultural protocols when transporting community members to sensitive or ceremonial appointments (e.g. Sorry Business).

MEETINGS

- Participate in team meetings and service coordination briefings as required.
- Attend training and professional development activities relevant to transport, safety, and cultural awareness.
- Contribute to discussions on improving access and transport safety for clients.

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Transport Delivery	95% of scheduled client transports completed on time without incident
Vehicle Maintenance	Daily vehicle checklists completed; 100% of vehicles serviced according to schedule
Communication	100% of transport delays or incidents communicated to staff and logged appropriately
Cultural Safety	Positive client feedback on respectful and culturally safe service

PROFESSIONAL DEVELOPMENT

- Attend training in first aid, road safety, client support, and cultural competency as required.
- Maintain knowledge of local health services, referral networks, and transport policies.

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated experience in a client transport or community support role.
- Excellent driving skills, with a clean and current driver's licence.
- Ability to relate to Aboriginal clients with sensitivity, empathy, and respect.
- Strong time management and route planning skills.
- Clear verbal communication and ability to follow protocols and schedules.
- Basic understanding of vehicle maintenance and safety procedures.
- Ability to work independently and as part of a team.

MANDATORY REQUIRMENTS

- Aboriginality is a genuine occupational requirement and is authorised under Section 14(d) of the Anti-Discrimination Act 1977 (NSW).
 - Current Unrestricted Driver's Licence
 - Current CPR Certificate
 - National Police Check
 - Working With Children Check
 - Compliance with all organisational policies and procedures
 - Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.
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SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____