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## EASTERN TRANSPORT REGISTER USER AGREEMENT

### “The Register”

The Aim of the Register is to facilitate access to flexible group transport through the provision of special needs vehicles for loan to the community. The Eastern Transport Register (ETR) was initially established over ten years ago exclusively for HACC funded organisations. As funding and donations have come from additional sources the Membership to ETR has been opened to other non HACC and CHSP funded community groups with specialised transport needs.

All vehicles are owned by Eastern Volunteers (EV) and a range of different size vehicles are available catering to special access needs from 1 passenger seat to 12 seats and still suitable for use with a standard drivers licence.

The ET Register ensures that its vehicles and drivers are covered with third party property and personal insurance.

Using the vehicles included in the ETR Register is by membership after the payment of an annual fee and any associated loan fees. An organisation’s employees and volunteer drivers are submitted and registered by Eastern Volunteers to drive the ETR vehicles.

The following outlines the requirements for your organisation’s participation in the scheme.

### Membership

You can’t participate unless your organisation becomes a member. Membership is exclusive to community and local government groups with *specialised transport requirements* such as use of wheel chair hoists, special steps etc.

In order to become a member your organisation completes a Membership Form.

By becoming a Member Organisation you agree to:

- Familiarise yourself with, and comply with, the terms and conditions of the ETR vehicle insurance policy available on the ETR website [www.etr.com.au](http://www.etr.com.au)
- Your organisation will be responsible for any traffic infringements and vehicle damage caused by your drivers and not covered by the ETR Insurance.
- Provide a list of drivers you authorise to drive ETR vehicles on behalf of your organisation and that your drivers will comply with yours, and our ETR Drug and Alcohol Policy as outlined and acknowledged in the Driver Registration Form
- Notify ETR of any Drivers who no longer drive for your organisation.
- Pay any accounts within 30 days which are invoiced according to the Schedule of Fees provided with your membership and available on the website [www.etr.com.au](http://www.etr.com.au) and which may be updated from time to time.
- Comply with the procedures that may be provided to you or published on the website [www.etr.com.au](http://www.etr.com.au) for the Booking and Return of Vehicles.
- Ensure that your organisation provides details of your public liability insurance to ETR as only organisations with public liability insurance may become members of the Eastern Transport Register.

Once your membership has been accepted the ETR Co-Ordinator will send a letter to your nominated Booking Officer with details of your Membership Number, User Name and Password and details on how to access the ETR website: [www.etr.com.au](http://www.etr.com.au) to book a vehicle.

## Adding New Drivers for your Organisation

No staff or volunteers of an organisation are permitted to drive an ETR vehicle unless the member organisation has endorsed them. Driver Registration Forms are provided with Membership Forms and need to be returned completed to ETR. New forms can also be downloaded from the website [www.etr.com.au](http://www.etr.com.au).

It is your responsibility to ensure your drivers are aware that they must adhere to yours, and our “Drug and Alcohol Policy” and accurately disclose if they have any health issues that would limit their ability to responsibly drive a passenger vehicle.

It is your responsibility to advise the ETR Co-Ordinator when a volunteer or staff member is no longer driving for your organisation. The list must be updated each year when you renew your membership.

## Booking Procedure for Borrowing a Vehicle

The ‘User Manual for Borrowers’ is supplied to each member organisation with the Welcome Letter containing your membership number, user name and password. It contains all the details relating to website usage to book a vehicle:

- How to use the website, including screen-shots for each function, e.g. searching for vehicle availability etc.
- Booking a particular vehicle via the website
- Reviewing all existing bookings for your organisation
- Instructions on how to cancel a booking
- How to update contact details for your Agency which is important if you change staff or volunteers responsible for making bookings as the system uses this information to email confirmation of bookings.

*Note – each internet activity generates a message to the ETR Co-Ordinator who can action a request. A booking is not confirmed until you receive a confirming email. Where a booking is being made for three months or more in advance please make the booking on the website and follow-up with a phone call to the ETR Co-ordinator to discuss your requirements.*

## The “White Folder”

Each vehicle has a “White Folder” which explains the procedures when using a vehicle. Procedures include but are not limited to the initial check list which is signed by both your Driver and our ETR representative prior to taking a vehicle. Other information includes for instance instructions for using wheel chair hoists and electric steps, specific policies and the requirements for checking vehicles on their return.

The “White Folder” also includes Accident Procedures and emergency contact details.

It is your responsibility to ensure your driver/s will comply with these procedures.

## The Schedule of Fees

The Schedule of Vehicle Loan Fees is provided with the Membership Form and available on the ETR website [www.etr.com.au](http://www.etr.com.au). The Fees may be updated from time to time.

The Schedule includes a Membership Fee which is due annually and calculated on a pro-rata basis for Members joining after the commencement of the financial year.

Additional Fees detailed in the Schedule of Vehicle Loan Fees are calculated for the hire and use of a vehicle along with any penalty fees for non-compliance with the terms of the hire, for instance failing to refuel a vehicle prior to its return.

You should also ensure your drivers are aware that there is a fee if a vehicle is collected more than 60 minutes earlier or later than the time on the booking form.

It is your responsibility to agree to pay any fees that may be incurred through your use of ETR vehicles.

## ETR Vehicle Insurance

Eastern Volunteers Resource Centre Inc. has a comprehensive vehicle, third party property damage and public liability insurance policy through AON Insurance for all the vehicles on the Eastern Transport Register. The policy will cover your drivers as long as they comply with the terms and conditions of the insurance policy. The policy is published on the ETR website [www.etr.com.au](http://www.etr.com.au). Any exclusions in the policy must be complied with.

If damage to the vehicle is not insured due to your non-compliance with the insurance policy you are responsible for any damages to the vehicle and any property damaged. Any third party or personal injury claims occurring because of your non-compliance with the insurance policy will be your responsibility.

The Excess Fee for any incident resulting in damage to the vehicle is detailed in the Schedule of Fees. Your organisation is responsible for any Excess Fee.

## Vehicle Conditions of Use

A vehicle must be returned and collected within the period specified at the time of vehicle collection. You are responsible for the vehicle during this time. You must ensure the security of the vehicle. Regardless of when the vehicle is returned, ETR staff or volunteers must inspect and sign the accompanying documents that certify the condition of the vehicle in order for the return to be completed. Leaving the vehicle at any location without the inspection by an ETR representative is not considered a complete return.

If a vehicle is returned with objects missing, e.g. fire extinguishers, your organisation will be invoiced for the replacement of the missing item/s.

All general policies and procedures provided to you in any User Manuals, the 'White Folder' in vehicles, published on the website [www.etr.com.au](http://www.etr.com.au) or emailed to you, your staff and your volunteers must be complied with.

## Roadside Assistance

A Roadside Assistance service is available with the vehicle. A fee is charged if your driver needs to access the service.

## Accident Procedure

The Accident Procedure is available in each vehicle in the “White Folder” which is located within each vehicle. The procedure provides emergency contact numbers, vehicle details and instructions on what to do in the event of an accident.

## Invoicing and Accounts

On membership your organisation completed a form detailing the way we should invoice your account. Generally we email invoices therefore it is essential the contact details be kept up to date, this can be done via the ETR website or contacting the ETR Co-ordinator. Invoices are calculated according to the Schedule of Fees for activities of the preceding month. It is expected that all invoices will be paid within 30 days. If you have any queries regarding an invoice please contact the ETR Co-Ordinator.

## ETR Contact Details & Operating Hours

### Garage Location for Collecting Vehicle

1/9 Rose Avenue, Croydon.  
etr@easternvolunteers.org.au

Phone : 0438 987 078

### Operating Hours

Generally vehicles can be collected and returned

Morning	8.30am – 10.30
Afternoon	3.00pm – 5.00pm

*Outside these times special arrangements need to be made. Please make sure your driver has their drivers licence with them and a copy or details of your confirmed booking when collecting vehicle.*