



NUNYARA

ABORIGINAL HEALTH SERVICE INC.

Job & Person Specification

Transport Officer

The word Nunyara means Restored to health and comes from the language spoken by the Barngarla people traditional owners.

Nunyarra is an Aboriginal Community Controlled Health Service and is committed to meeting community needs by providing culturally appropriate primary health care and health promotion programs for the Aboriginal community in Whyalla, as well as education and advice to help families access the services they need from Government and mainstream services.

Organisations Values

Our values are Honesty, Respect and Integrity

Honesty	We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the organisation and with our consumers and partners by saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.
Respect	We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the organisation and with our consumers and partners by treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.
Integrity	We show integrity by honouring our values and the rules of our organisation, government and nation. This is shown in our dealings within the organisation and with our consumers and partners by doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.

Job and Person Specification

POSITION SUMMARY

Position Title	Transport Officer
Classification Code	Driver Grade 1
Type of Employment	Full-Time
FTE	1FTE / 75 Hours – 8.30am to 5.00pm Monday to Friday
Position Created	October 2007
Last Review Date	June 2025
Next Review Date	June 2026

PERFORMANCE MONITORING

The incumbent is required to participate in a regular 1:1 Super Yarn meeting between supervisor and supervisee, in order to meet organisational, professional and personal objectives. Commonly referred to as a Performance Development Review, Supervision Meeting, or Appraisal. Which will include a review of employee's performance against the responsibilities, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

QUALIFICATIONS

Essential	A South Australian current driver's licence and willingness to drive is essential.
Desirable	Experience in providing services to Aboriginal communities
Special Conditions	- Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work. - Some approved out of hours work may be required for which time in lieu (TOIL) arrangements may apply. - The incumbent will be required to strictly observe the confidentiality of information received and given. - Successful applicant must be prepared to submit to a National Police Clearance and DCSI checks.
Salary / Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020

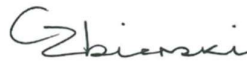
Job and Person Specification Approval

Signature:



Date: 15th October 2025
Position: Chairperson
Nunyarra Aboriginal Health Service

Signature:



Date: 15th October 2025
Position: CEO
Nunyarra Aboriginal Health Service

Team Structure

Supervisor Reports to:

Supervisor's Position:

This Position:

Staff Supervised:

(This reporting relationship aligns with the organisation's planned transition to the future operating model). Implementation will occur in a staged and consultative manner, with affected staff engaged as responsibilities and reporting arrangements move under their supervision)

Chief Executive Officer
Corporate Services Manager
Transport Officer
Nil

OTHER POSITIONS WITHIN THE ORGANISATION

Chief Executive Officer, Executive Operations Manager, CQI & Projects Co-ordinator, Finance Manager, Clinic Manager, Practice Manager, Integrated Care Team Leader, Corporate Services Manager, Specialist Support Co-ordinator Support Co-ordinator, Aboriginal Disability Liaison Officers, Elder Care Co-ordinator Elder Care Connectors, Senior Clinic Receptionist, Patient Journey & Visiting Service Co-ordinator, People, Culture & Capability Officer, Clinic Receptionists Maintenance Officer, Community Medical Practitioners, Practice Nurses, Aboriginal Health Practitioners, Transport Officers

Visiting specialists & Health Professionals including:

- Respiratory Physician & Nurse
- Paediatrician
- Dietician
- Podiatrist
- Grief and Loss Counsellor
- ENT and Audiologist
- Optometrist
- Speech Pathologist
- Physiotherapist
- Psychologist
- Occupational Therapist

Contractors Including:

- Stock Management
- Medical Practitioner
- Medical Director
- Pharmacist

Role Description

OVERVIEW

The Transport Officer will contribute to the delivery of appropriate and culturally relevant services to Aboriginal clients in Whyalla, and is responsible for assisting with the provision of transport services to enable Aboriginal clients, and their families to access medical and health related appointments.

The Transport Officer is responsible for acting as an advocate to assist Aboriginal clients to access appropriate services.

This position will work with a team of Aboriginal Health Workers / Practitioners and other clinical and administrative staff located at Nunyara Aboriginal Health Service Inc.

Position Characteristics

The Transport Officer is responsible for a range of tasks including:

- The transportation of clients to medical and health related appointments
- Maintenance of accurate client transport statistics
- Transportation of paperwork or supplies from one location to another
- Transportation of patient medication as required
- Collection of catering and food, groceries and general office supplies as requested
- Maintaining the cleanliness of the vehicles including regular cleaning of door handles and other parts of Nunyara vehicles that are regularly handled by clients by applying an antibacterial cleaner to such surfaces.
- Preparation of paperwork including vehicle logs and incident and accident reporting.
- Conducting regular vehicle inspections.
- Adhere to Work, Health & Safety requirements such as wearing of masks and regular use of hand sanitizer to reduce the spread of infectious diseases.

Level Characteristics

This position is classified at **Driver / Admin Grade 1** by virtue of:

- a) Positions at this level work under close direction and initially require the application of basic skills and routines such as providing receptionist services, straight-forward operation of keyboard equipment, filing, photocopying, collating, collecting and distributing, carrying out routine checks by simple comparisons, simple coding, maintaining basic records, mail procedures, obtaining or providing information about straight-forward matters and routine user maintenance of office equipment.
- b) The work may involve a combination of the activities outlined above including keyboard, clerical and other duties.
- c) Driver—Grade 1 means a person whose primary duties include undertaking a range of driving activities on behalf of the employer in a vehicle that has the capacity to carry between one and 15 passengers.

It is desirable that staff at this grade have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 1.

Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 1 which means:

- a) an understanding, awareness and sensitivity to Aboriginal and/or Torres Strait Islander culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal and/or Torres Strait Islander culture is not homogenous throughout Australia;
- b) where relevant, a knowledge of one or more relevant Australian Aboriginal and/or Torres Strait Islander language groups;
- c) an ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal and/or Torres Strait Islander clientele through knowledge of the relevant Australian Aboriginal and/or Torres Strait Islander community, the ability to effectively communicate with Aboriginal and/or Torres Strait Islander people, and a knowledge of cultural conventions and appropriate behaviour;
- d) an awareness of the history and role of Aboriginal and/or Torres Strait Islander organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate;
- e) the ability to function effectively at work in an Aboriginal and/or Torres Strait Islander organisation; and
- f) an understanding and/or awareness of the concepts of Aboriginal and/or Torres Strait Islander self-determination and Aboriginal and/or Torres Strait Islander identity.

Working Relationships / Partnerships

The South Australian West Coast ACCHO Network (SAWCAN) is a partnership consortium consisting of five ACCHOs on the Eyre Peninsula and Far West Coast of South Australia:

1. Nunyara Aboriginal Health Service
2. Port Lincoln Aboriginal Health Service
3. Yadu Health Aboriginal Corporation
4. Tullawon Health Service
5. Oak Valley Health Service

The purpose of SAWCAN is to work collaboratively as a region to:

- Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people
- Demonstrate a strengths-based approach to achieving large scale solutions
- Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge
- Leverage opportunities by advocating as one voice
- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

In addition to Nunyara's employees, this position will work closely with all members of SAWCAN.



Key Performance Indicators

Transport Officer

The Transport Officer will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and should be utilised as an ongoing tool in order to evaluate the position and service provided.

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
Safe Vehicle Operation	Drive vehicles safely in accordance with SA road laws and Nunyara policies	No preventable accidents or traffic infringements; compliance with organisational policies at all times			
Cultural Safety & Client Care	Ensure clients are aware of their rights and access to advocacy	Clients demonstrate understanding of their rights; no substantiated complaints relating to rights or advocacy access			
	Assist Elders, clients with mobility needs, and vulnerable passengers	Safe boarding and transport; positive client feedback; no manual handling incidents			
	Maintain privacy and cultural protocols	Confidentiality maintained; culturally safe practices consistently demonstrated			
Timeliness & Service Delivery	Collect and transport clients to medical appointments on time	≥95% of transports arrive on schedule (allowing for reasonable external delays)			
Vehicle Care & Presentation	Maintain vehicle cleanliness and hygiene	Vehicle remains clean, sanitised, and presentation-ready at all times			
	Maintain vehicle safety	Vehicle safety inspection sheet completed each week			



KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
	Report mechanical faults or hazards promptly	Faults reported immediately; no unresolved safety hazards			
Communication & Teamwork	Liaise with Admin Team Leader, Reception staff, community and organisations regarding transport issues	Clear, timely communication; minimal scheduling conflicts or misunderstandings			
	Communicate delays, issues, and changes to staff and clients	Delays communicated promptly; reduced missed appointments due to communication gaps			
	Contribute to a positive team environment	Demonstrates respectful behaviour and collaboration; positive peer feedback			
Continuous Improvement & Training	Assist with statistics as directed	Accurate and timely submission of required transport data			
	Complete required training and updates	100% completion of mandatory training within required timeframes			
	Ongoing improvement in service quality	Participation in improvement activities; demonstrated enhancements in service delivery			

These KPI's may be changed from time to time in consultation with Nunyara and the employee

Scope of Work

1. Teamwork and Communication

- Promote the role and services of Nunyara; foster positive working relationships; contribute to committees and planning

2. Documentation and Administration

- Maintain accurate records; provide reports and statistics; ensure confidentiality; assist with policy development

3. Quality Improvement

- Participate in CQI, accreditation and mandatory training; support WHS and infection control

4. Professional Development

- Maintain registration; complete mandatory training; mentor staff and students; contribute to education programs

6. Customer Service

- Deliver respectful, culturally safe service; support client decision-making; uphold confidentiality and values

7. Organisational Contribution

- Participate in planning, meetings, and organisational initiatives; support colleagues; foster positive workplace culture

GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination and will contribute to these objectives by:

- Contribute to the achievement of outcomes, as identified in the Nunyara Strategic and any Activity Plans by:
- Comply with policies, procedures, and codes of conduct
- Contribute to risk management and WHS including identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace and correctly utilising PPE
- Uphold privacy, confidentiality, and records management
- Participate in continuous improvement, cultural awareness training and performance reviews
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures.
- Promoting awareness and compliance with Equal Employment Opportunity principles.
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees



will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

This Position Description will be reviewed regularly, at least every 12 months, and when necessary, during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.

Date: _____

Acknowledged by Occupant (Signature): _____

Please print your First and Last name: _____

Selection Criteria

Essential Minimum Requirements

[including qualifications, skills, experience and knowledge]

1. South Australian Divers Licence – Full licence, minimum Class C
2. Ability to organise and prioritise own work
3. Ability to work within a team
4. Some computer skills
5. Some experience in dealing with a diverse range of clients/customers, especially Aboriginal and Torres Strait Islander people and communities
6. Some knowledge in the principles of Equal Employment legislation
7. Knowledge of the issues affecting the health of Aboriginal persons

Desirable Minimum Requirements

[to distinguish between applicants who have met all essential requirements]

1. First Aid Certificate
2. Experience in providing a liaison service to clients
3. Experience in the provision of advocacy
4. A knowledge of primary health care principles