

POL – 1.16 Use of a Support Workers Vehicle to Transport Clients

1. Purpose

Accommodation and Care Solutions (hereafter referred to as ACARES) is committed to promoting and protecting the interests and safety of all employees and service users.

The purpose of this policy is to provide guidance to employees regarding the use of private motor vehicles for transporting service users while delivering supports or services.

Reference	Title & Description
POL-1.12	Client Safety Policy
	National Safe Transport Principles
	Disability Sector Code of Practice for the Transportation of Clients
	Road Rule 2008 (NSW)
	Road Transport Act 2013 (NSW)
	Road Safety Act 1986 (VIC)
	Passenger Transport Act 1994
	Passenger Transport Regulations 2009
	Road Traffic Act 1961
	Department of Health and Human Service Standards
	Disability Act 2006 (Vic)
	NSW Disability Service Standards
	Disability Services Act 1993 (NSW)
	Disability Inclusion Act 2014 (NSW)
	Disability Inclusion Regulation 2014 (NSW)
	National Standards for Disability Services
	Disability Services Act 1993 (SA)
	Human Services Quality Framework
	Disability Services Act 2006 (QLD)
	Child Safe Standards
	Aged Care Act 1997
	Occupational Health and Safety Act 2004
	Work Health and Safety Act 2011
	Aged Care Standards 2018
	Australian Community Industry Standards 2018
	NDIS (Quality Indicators) Guidelines 2018

3. Responsibilities

All employees involved in the transportation of service users in private vehicles are obliged to adhere to this policy.

The HR team have the responsibility for ensuring adequate safety screening processes are conducted during the on boarding process, to determine a workers' ability to transport service users. All members of the Coordination team are responsible for ensuring that only employees, who have been vetted in line with this policy, are linked into shifts involving transportation of service users.

4. Process

ACARES staff working in the field may be required to drive their personal vehicle during the course of service delivery. This may be in accordance with service user plans, or whilst attending to duties outlined in plans (e.g. shopping, collecting medication).

Prior to transporting any service user, staff must ensure that they satisfy each of the requirements outlines below:

4.1 License and Vehicle Checks

ACARES has a system in place to ensure that all motor vehicles used to transport clients hold current and valid motor vehicle registration, and that drivers have current licences. This information is requested when staff members are first inducted into the organisation.

Staff must physically present the following documents to a member of the HR team upon commencement:

- a valid driver's license
- their vehicle registration papers
- current insurance papers

In subsequent years, these documents will be reviewed and sighted annually (SA only) or during a staff appraisal. Once sighted, details will be recorded in the employee's file.

HR staff will also as part of the safety screening process, review National Police Check Certificates for reportable driving offences to ensure staff are fit to transport clients.

4.2 Maintenance of Privately-Owned Vehicles

If used for the purpose of transporting clients, employees must ensure their vehicle is maintained to a legally roadworthy standard.

Before transporting clients, vehicles should be inspected to a standard appropriate to an experienced driver of that general type of vehicle. This would include an observant walk around the vehicle to identify any obvious defects in the vehicle that would endanger public safety or would substantially reduce passenger comfort. This includes factors such as cleanliness.

4.3 Insurance

At ACARES, it is preferred that all private vehicles used by employees to transport clients have comprehensive insurance, however at a minimum third-party property insurance cover will be accepted (unless stated otherwise by individual funding bodies).

Employees must ensure that the insurance policy is current at the time of transporting clients and notify the HR team at ACARES should the insurance coverage change or lapse. Employees must also ensure the insurance policy allows for the vehicle to be used in the course of employment and seek advice from an insurance broker or legal adviser to ensure they maintain the appropriate level of insurance cover for their circumstances.

If an employee is involved in an accident which subsequently requires an insurance excess payment, the employee will be required to pay the excess amount in question.

4.4 Driver Obligations

Employees must:

- obey the standard driving rules and regulations in each jurisdiction
- maintain a reasonable standard of personal cleanliness and appearance.
- ensure annual maintenance is undertaken on the vehicle (e.g. regular service) by a qualified person to maintain a roadworthy status.
- notify the service provider of any medical condition, licence cancellation or other restriction that may affect their ability to transport clients.
- strive to keep the vehicle as clean as possible when used for transporting clients.
- drive defensively in the interests of public safety.
- treat clients with politeness, courtesy, helpfulness and honesty.
- in situations where a client becomes violent or is displaying other serious behaviours of concern, to the extent that personal safety is at risk, the driver must pull over and park at the nearest safe place. A call must then be placed to the ACARES Coordination team for assistance and guidance.
- take responsibility for traffic offences which occur while transporting clients due to negligence. This includes speeding tickets and other infringements.
- take the most direct route to reach the destination. There should be no detours or deviations except in cases where prior approval is sought from the ACARES Coordination Team.

- not make any detours that would allow them to run personal errands or tasks outside of the scope of normal service delivery.
- carry a portable First Aid Kit in the vehicle.

4.5 OH&S Obligations

Employees must not:

- drive the motor vehicle, or attempt to put the vehicle in motion, while there is present in his or her blood any concentration of alcohol.
- consume or use alcohol or a drug that carries a warning about operating a vehicle, or a substance the consumption or use of which is prohibited by law either during work, or a minimum of 6 hours prior to the commencement of duties.
- smoke in the motor vehicle.
- consume food in the vehicle whilst on shift/whilst transporting a client.

4.6 Passenger Safety

Passenger safety is paramount. As such employees must ensure:

- passenger seating limits are not to be exceeded.
- all passengers wear a seat belt.
- they make themselves aware of behaviour management information and plans for the clients for whom they are providing transport.
- for clients with behaviours of concern, they be seated as far away from the driver as possible, to avoid interference to the safe driving of the vehicle.
- clients are not left unsupervised in vehicles at any time.
- recommended safety procedures are followed (e.g. locked doors whilst travelling, appropriate use of parking brake, use of headlights in poor weather conditions etc).

5. Document Review

Page No.	Context	Revision	Date
All	Initial release	1	June-17
All	Fully Policy Review – update to References	2	Jan-18
All	Annual Review – update to References	3	Apr-19