

A21. TRANSPORTING CLIENTS

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Home Care
Applies To:	Board, Management and Staff of all IAC Home Care Services
Date:	May 2014 (Review May 2017)

Background and Purpose

The IAC's Home Care policies articulate our aims, goals and philosophies in caring for our Elders. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that our Elders are afforded the best and most appropriate care and that we meet all of the requirements of the Department of Social Services.

Principle

The IAC recognises and understands the importance of providing safe and efficient transportation for clients that accounts for the risks to clients and the workplace health and safety of our staff and volunteers.

The IAC is committed to identifying and reviewing the risks of client transportation and to identifying and implementing strategies to minimize risk to clients, staff and the organisation..

The IAC is committed to working with the Department of Social Services in an open and positive manner to ensure that we identify risks and enact suitable strategies to provide safe and efficient client transportation.

Terms and Conditions

Transportation is provided to our clients:

- as a free service
- if the clients or their representatives accept these terms and conditions
- that reside in an area that is serviced by our pickup service
- based on availability of spaces
- on the understanding that the client and their representative (if required) will be available at the scheduled pickup time and location
- on the understanding that the client's representative (if required) will be available at the scheduled drop-off time and location
- on the basis that their behaviour does not present a safety risk to our staff, volunteers or other passengers

Vehicle Safety

The IAC will ensure that our vehicles:

- are maintained and serviced to a high standard and on a regular basis, with all maintenance and services recorded
- meets all safety requirements for child transportation including approved child care seats, fire extinguishers and emergency exits
- has up to date registration, CTP insurance and comprehensive insurance
- is kept clean
- has working air conditioning

Vehicle Servicing

The authorised driver is responsible for ensuring that the vehicle is serviced in line with dealer recommended schedules. The driver shall arrange to book services with an Authorised dealer and to deliver and collect the vehicle from the service. All service charges should be invoiced to the IAC. Drivers are not to arrange repairs without prior consultation with, and the approval of their Manager.

Insurance and Liability

Staff need to ensure that their personal use of IAC vehicles or other equipment is covered by insurance policies. Staff may not engage in any personal activities that are illegal or that are not covered by insurance policies. The IAC will not be liable for the loss, theft or damage of IAC equipment where it is used contrary to IAC policies.

Excess

Staff are responsible for the Insurance Excess (normally \$500) if there is damage to an IAC vehicle and they are the ones at fault

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Terms and Conditions (cont)

Authorised Drivers

The IAC will ensure that our drivers:

- hold a proper and current NSW driver's licence permitting them to drive our vehicle
- have a good driving record
- are experienced in driving
- are careful and safety conscious
- maintain proper records of all trips, maintenance logs and service intervals
- pass required medical examinations
- have a current Working with Children check
- do not have a criminal record that impacts on their ability to work with children or to drive

Only authorised drivers may use IAC vehicles. Except in cases of genuine emergency, the authorised driver will not permit any other person who is not an authorised driver to drive the vehicle. Any emergency which requires another person to drive the vehicle shall be reported to the program Manager as soon as possible.

Valid Driver's Licence

If at any time the licence of an authorised driver expires or is revoked, or the driver is otherwise disqualified from driving, it is the responsibility of the driver to notify the Coordinator as soon as possible. Under no circumstances is a driver allowed to drive without a valid driver's licence.

Alcohol or Drugs

Under no circumstances is a driver authorised to drive an IAC vehicle while under the influence of drugs or alcohol.

Eating

IAC vehicles are to be kept clean at all times. Staff and clients should not eat in our vehicles and must ensure that food scraps and wrappers are removed as soon as possible.

No Smoking

IAC staff and their clients are not permitted to smoke whilst in an IAC vehicle whether or not children are present. Staff may be subject to serious disciplinary action for smoking or allowing smoking in IAC vehicles.

Terms and Conditions (cont)

Mobile Phones

It is the responsibility of the program Managers to ensure that drivers always have a mobile phone. Drivers with mobile phones in their vehicle (regardless of whether the phone is hands free or not) are not to make or answer any phone calls whilst the vehicle is in motion.

Parking and Traffic Infringements

It is the responsibility of authorised drivers to comply with all traffic rules and parking ordinances. Any parking and traffic infringement fines are the responsibility of the driver and will not be paid by the IAC.

Transporting Clients

Program Managers are responsible for ensuring that an assessment has been made of any risks associated with mobility, safety and service delivery before client transportation is provided.

Seatbelts and Safety Equipment

All passengers and staff are required to wear seatbelts and any other required safety equipment at all times while travelling in IAC vehicles. The only exception to this rule is in the case where a medical certificate can be produced stating that a client is not required to wear a seatbelt. This letter must be carried with the person at all times during transportation and a copy is to be held in the client's file.

Staff providing transport are required to ensure that seatbelts, child restraints and all other safety equipment are in good working order, appropriate to the number and needs of passengers and that they are fitted correctly.

Incident in the Vehicle

If at any time during the transportation of clients, a staff member believes that a client is at serious risk (from illness or injury), they will take appropriate action to contact emergency services and the client's representative and will use their first aid & emergency training and relevant procedures to determine the best course of action for the safety of the client.

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Terms and Conditions (cont)

Minor Vehicle Accident or Breakdown

If an IAC vehicle is involved in a minor traffic accident with no other person involved and no third party property damage, the authorised driver will:

- stop at once whilst ensuring that the vehicle is not posing a traffic hazard
- check the vehicle for damage and/or roadworthiness before proceeding.
- notify their Manager as soon as possible
- complete an Incident form on their return to the IAC

Serious Vehicle Accident

If an IAC vehicle is involved in a serious traffic accident, the authorised driver will:

- stop at once whilst ensuring that the vehicle is not posing a traffic hazard
- ensure that passengers are ok and moved or left in a safe place
- contact relevant emergency services including Police, Fire & Ambulance
- get the names and addresses of all witnesses to the accident
- obtain owner, driver, insurance and vehicle details where another vehicle is involved
- not admit liability for an accident or make statements or comments, which may be interpreted as an admission of liability
- notify their Manager as soon as possible
- complete an Incident form on their return to the IAC

COMPLIANCE

This policy complies with:

- The Aged Care Act 1997
- Community Care Common Standards
- Home Care Package Program Guidelines

Terms and Conditions (cont)

Scheduled Pickups

If the client is not immediately available for a scheduled pickup, the driver will:

- blow the vehicle horn a number of times
- attempt to contact the client or their representative by phone
- attempt to contact the client's emergency contact and other relatives by phone
- park safely and, if it presents no safety to other passengers, exit the vehicle and knock on the client's door
- contact the Home Care coordinator to attempt further communications. The Home Care coordinator will assess the potential for risk to the client and may contact emergency services if satisfied that the client's safety may be at risk

Scheduled Dropoffs

If the client requires but does not have a designated representative to meet them at the time of drop off, the driver will:

- blow the vehicle horn a number of times
- attempt to contact the client's representative by phone
- attempt to contact the client's emergency contact and other relatives by phone
- contact the Home Care coordinator to attempt further communications. The Home Care coordinator will assess the potential for risk to the client and may instruct the driver to return the client to our service for later collection by the client's representative

REFERENCES

This policy should be read with:

- All other Home Care policies