


# The Paraplegic & Quadriplegic Association of South Australia Ltd



## Transportation of Clients Policy

### STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) is committed to safe and effective transportation of clients by workers during work time. This includes transportation of clients in their own cars or in a car owned by one of our workers.

Approved by:    Chief Executive Officer	Date: January 2023
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**In this policy, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and conducts its business through Lifestyle Support and HomeCare+ services.**

*Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.*

## **SCOPE**

Compliance with this policy is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

## **DEFINITIONS**

Refer to the PQSA Policy and Procedure Definition Glossary

## **RESPONSIBILITIES**

It is our responsibility to communicate our policies and procedures to all workers on a systematic basis. Senior Leadership, Managers and Supervisors are responsible for monitoring workers' understanding of their obligations and the need for compliance with policies and procedures. Workers are responsible for complying with our policies and procedures.

*It is the overarching responsibility of all workers and clients to obey the South Australian Road Rules and be courteous to all other road users.*

Transportation of clients should only occur where there is a Service Agreement and appropriate funding in place and where it is detailed in the client's My Support Plan.

### **Director or nominee responsibilities:**

- ensure workers are familiar with their obligations in accordance with this policy
- completing an Agreement to Use Vehicle Form and recording all vehicle details correctly on the form
- appropriate storage of each Agreement to Use Vehicle Form and accompanying documentation in the relevant electronic file (worker/client)
- ensuring the transportation of clients is appropriately detailed in the client's My Support Plan and associated Service Agreement
- renew documentation as set out in this policy annually (upon renewal of the client's My Support Plan)
- maintain a database of worker details relating to driver licence currency
- ensure an appropriate audit and risk assessment process is undertaken to ensure worker's vehicle is safe for the transportation of clients
- investigating any incident involving the transportation of a client, and, when (and if) the damage is a result of client behaviour, authorising the cost of repairs or insurance excess to be paid by PQSA (either through our Motor Insurance Policy or directly) if the worker's own policy will not provide insurance coverage.

### **Worker responsibilities**

- must hold a current, P2 or unrestricted South Australian Licence or equivalent for the state in which they reside
- immediately notify a PQSA Supervisor/ and the People and Culture Department of any changes to licence conditions.  
*Workers who hold an interstate or international licence, but who reside in South Australia, and workers who hold a P1 driver's licence are NOT to transport clients or use PQSA vehicles*
- immediately notify their Supervisor of any medical condition/s (including prescribed medications), licence cancellation or other restriction/s that may affect their ability to transport clients
- have a zero-blood level of alcohol and prohibited drugs whilst transporting clients
- have current Registration and Compulsory Third-Party Insurance for their own vehicle

- ensure any vehicle of their own that is used to transport clients is roadworthy/mechanically safe
- have a clean vehicle, free from clutter or debris that may cause injury
- ensure all passengers wear a seatbelt and that these are in good working order
- ensure clients are not left unsupervised in vehicles at any time
- carry a mobile phone with a charged battery at all times when they are transporting clients – NB *the use of mobile phones whilst driving vehicles without the aid of a legally appropriate "hands free kit" is strictly prohibited*
- carry a torch in the car (if not available on mobile phone)
- have a log book or similar available to accurately record mileage for the purpose of reimbursement
- pay for any fines resulting from traffic or parking violations whilst driving a client
- comply with PQSA's No Smoking in the Workplace Policy and Procedures – a motor vehicle is a workplace and therefore a worker must not smoke in a motor vehicle whilst transporting clients and thirty (30) minutes prior to a shift when they will be transporting a client in their car
- have a current First Aid Kit (supplied to all new Support Workers)
- if an incident/accident occurs whilst a worker of PQSA is transporting a client, the worker will be responsible for all repair costs including insurance excess, except where the incident/accident is a direct result of client behaviour; such incidents must be reported through PQSA's Client Incident Reporting procedures

#### **Client or nominee responsibilities:**

- contribute to the health and safety of their workers, including not smoking in a motor vehicle whilst being transported and thirty (30) minutes prior to a shift where their own motor vehicle will be used for transportation
- ensure their vehicle used to transport clients is roadworthy/mechanically safe and maintained in a clean state complete a Transporting a Client in their Own Vehicle Form prior to service commencement
- ensure there are no loose objects in the interior of the car that may cause injury
- ensure they have current Certificate of Registration and Compulsory Third Party Insurance when private vehicle is to be used for transportation and provide details on request
- if an incident/accident occurs whilst a worker of PQSA is operating or is in a client vehicle, the client will be solely responsible for all repair costs including nominated excess cost.
- where a worker is transporting children in a client's vehicle, it is the sole responsibility of the client's parent/guardian to have properly installed child restraints suitable to the child's age and size.
- ensure all transportation costs, including support by the worker, are paid as per the Service Agreement.

## **POLICY**

PQSA is committed to being responsive to the needs of all clients and to offer transport options where possible and as formally agreed with the client. It is not a requirement of employment with PQSA for workers to be available to transport clients or to use a PQSA vehicle.

PQSA workers can only transport children in their own vehicle where the child can wear a seat belt without need for further safety devices. PQSA workers will not transport children who require a mandatory child car seat or booster seat, in their private vehicles.

PQSA workers can only transport adults who require additional safety restraints where appropriate risk assessment has been conducted and approved by a Director and appropriate consent obtained for the use of the device and training provided to workers.

PQSA workers can only transport clients in an 'accessible vehicle' owned by the client where appropriate and individual risk assessment has been conducted and approved by a Director; the risk assessment must engage an external provider to assess the requirements for appropriate securing of the client and their wheelchair (including safety and maintenance) and to provide appropriate training to workers identified to transport clients in this manner.

### **RELATED LEGISLATION**

- AS/NZS 1754 - 2013 Child Restraint Systems for Use in Motor Vehicles
- Motor Vehicles Act 1959
- Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013
- National Standards for Disability Services - Standard 6: Service Management
- Passenger Transport Act 1994
- Return to Work Act 2014
- Road Traffic Act 1961
- Work, Health and Safety Act 2012
- Work, Health and Safety Regulations 2012

### **SUPPORTING PQSA DOCUMENTATION**

- Agreement to Use Client Vehicle Form
- Agreement to Use Worker Vehicle Form
- Code of Conduct and Ethical Behaviour
- Fleet Management Policy
- Hazardous Manual Handling Tasks Policy and Procedures
- Environmental Hazard Report
- Incident Report Form
- PQSA Position Descriptions
- Positive Behaviour Support (Supporting Clients with Challenging Behaviours) Policy and Procedures
- Private Vehicles – Conditions of Use Form
- Dealing with Exposure to Violent, Abusive, Intimidating Behaviour Procedures
- WHS&E – Drug and Alcohol Policy and Procedures
- WHS&E – Vehicle Safety Management Policy and Procedure
- Workplace Health and Safety Management Policy

### **BREACHES OF THIS POLICY**

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQSA accept such an argument.

### **DISTRIBUTION AND REVIEW**

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.