

HCS Transporting Clients Policy

Policy Purpose

The purpose of this policy is to promote the safety of clients, staff and the community during transport services.

Scope & Applicability

This policy applies to all Catholic Healthcare Community Services staff, volunteers and contractors.

Policy

1. Risks with transporting clients should be assessed and mitigating strategies included in the client's care plan prior to providing transport services. Consider the following:
 - a. Behaviour Support
 - b. Mobility/Falls Risks
 - c. Client's traveling with a portable oxygen cylinder
 - d. Any other conditions that might impact the client during a transportation service.
2. Where complex risks are identified and/or a more comprehensive manual handling assessment is required, it may be necessary to consult with a subject matter expert, e.g., an allied health professional to develop a care plan.
3. If two clients living together require transportation in the same vehicle the assessment should be conducted and recorded individually in both clients' files.
4. Any transport and safety procedures identified for a client should be detailed in the Care Plan and regularly referred to and reviewed when transporting that client.
5. Where a client requires behaviour support and/or poses a potential safety a safety plan must be developed to identify the most appropriate strategies to manage these behaviours. These strategies may include:
 - a. using alternative transport arrangements
 - b. having additional staff assistance
 - c. locking doors for the journey's duration if the client is known to undo their seat belts and open car/bus doors.
6. Depending on the client's needs and the availability of vehicles, the following options may be considered when transporting clients.
 - a. Public transport
 - b. Catholic Home & Community Service Vehicles
 - c. Taxis
 - d. Private cars (cars owned by staff members and volunteers)
 - e. Hire Cars
 - f. Other transportation options

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7. Staff must take all reasonable and necessary safety precautions to safeguard the health and well-being of clients and themselves when providing transport assistance and services.
8. Where identified, potential weapons (e.g., cigarette lighters) must be removed and objects such as fire extinguishers are to be stored in the boot.
9. The transportation of a client's friend or relative will only be supported if they are accompanying to directly assist the client. This should be included in the transport assessment and care plan documentation.
10. Staff providing transport services must have access to the client's care plans.
11. Drivers must have a current and valid driver's license. Driver responsibilities and precautions are clearly outlined in the NSW RTA Road Users Handbook which explains the main rules which apply to all road users, and which must be read and understood by all license holders in NSW. The handbook outlines all driver responsibilities and related precautions when operating a motor vehicle and must be adhered to when transporting clients.
12. Clients can be transported in a Catholic Healthcare Home & Community vehicle when:
 - a. Transporting to and from centre-based or community activities
 - b. Emergency situations
 - c. When it falls within the Client Plan of care
 - d. Volunteer services in consultation with the supervisor
13. Clients can be transported in a staff member's own vehicle when taking clients to activities as a part of the Client Plan e.g., shopping, appointments, community events, etc.
14. In situations where staff are using their own vehicles, managers or delegate should ensure that the staff member's car is registered, covered by third party property insurance as a minimum as well as statutory Green Slip third party insurance. The third party property insurance must be endorsed by the insurer for business use.
15. For staff that use their personal vehicle to transport clients, the manager or their delegate must sight the vehicle registration and comprehensive or third party property insurance certificate annually.
16. Staff must not handle their mobile phone while driving.
17. Staff must complete a *HR27 Use of Private Vehicle for Work Purposes* and a copy of this form must be kept in the relevant staff member's personal file and reviewed annually.
18. Staff approved to use their own vehicle for business duties may be eligible to seek reimbursement at agreed rate per km as per the Community Services Collective Agreement. For further information refer to *Motor Vehicle Policy*.

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19. Staff should not transport clients in the client's own vehicle. In exceptional circumstances a client's car may be used provided appropriate insurance arrangements are in place. The CHL legal team must review and approve insurance arrangements before staff use a client's car.
20. Taxis can be used by the client for transportation. Staff should help clients access the Taxi subsidy scheme, where appropriate. Further information regarding this scheme can be accessed via the **New South Wales Ministry of Transport** website at <http://www.transport.nsw.gov.au/ttss/>

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