

CS Transportation of Clients Policy

Policy Purpose

To ensure that all staff and volunteers, have knowledge of and adhere to their responsibilities when transporting clients.

Scope & Applicability

Catholic Healthcare Home & Community Services staff, Brokerage Agencies and Volunteers

Policy Statement

Catholic Healthcare Home & Community Services aims to support clients to maintain their social networks and facilitate access to their community. At times, this requires the transportation of clients in a range of vehicles and transportation methods. This policy supports and guides staff (paid and volunteers) when transporting clients and aims to ensure the protection and safety of clients, staff and the general public whilst also assisting clients to maintain independence.

Protocol

1. The Client Transport Safety Assessment is to be completed prior to providing assistance with transport and saved in the client's file. All relevant information must be included in the client's Care Plan and Procura file. This safety assessment is to be completed by the Care Advisor/Coordinator. It must be reviewed yearly or as the client's needs change.
2. If two clients residing together require transportation in the same vehicle, the assessment should be conducted and recorded individually in both client's files.
3. Depending on the client's needs, available funding and the availability of vehicles, the following options may be considered when transporting clients:
 - public transport;
 - Catholic Healthcare Community Services vehicles;
 - taxis
 - private cars (cars owned by staff members and volunteers);
 - hire cars; or
 - other transportation options.
4. When considering transport options, it is important that clients make use of public transport (where possible and available) to gain travel skills and greater independence, as well as to enhance the client's integration into the community.

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5. In the interest of risk management, staff must take all reasonable and necessary safety precautions to safeguard the health and well-being of clients, the public and themselves when providing transport assistance and services.
6. In relation to supporting clients with portable oxygen cylinders, a comprehensive risk assessment and risk management plan must be completed and documented in the client's file.
7. In relation to supporting clients with wheelchairs, a comprehensive risk assessment and risk management plan must be completed and documented in the client's file to ensure the safest option for both client, the public and staff. It may be appropriate to have a risk assessment completed by a clinician or allied health professional. When risk management planning, ensure consideration of all available options such as use of wheelchair taxis, using wheelchairs at the destination (e.g. medical centre, shopping centre, etc), use of light weight (easily lifted and folded/collapsed by staff) wheelchairs. Ensure community workers assisting clients with wheelchairs have appropriate training in manual handling. If the risk assessment identifies it is unsafe to either the client, the public or staff member to transport a client in a wheelchair, then Catholic Healthcare will notify the client of those risks. Where the risk is only to the client, CHL will make recommendations to the client to consider alternative transport options, but if the client insists on using the wheelchair despite knowing those risks, require the client to enter into a waiver. If there are any risks to the public or staff member, CHL will consult with the client to consider alternative transport options or explore ways to eliminate those risks. Any disputes concerning use of wheelchair transportation should be forwarded to the Manager.
8. The transportation of a client's friends or relatives will only be supported if they are accompanying to directly assist the client. The Client Transport Safety Assessment will inform this decision including the availability of appropriate transport options, i.e. a four door car.
9. Any transportation and safety procedures identified for a client should be detailed in the client's Care Plan and regularly referred to and reviewed when transporting that client.
10. Where Challenging Behaviours are of concern and/or a potential safety issue has been identified and /or it is anticipated that the client may exhibit challenging or dangerous behaviours (i.e. displaying aggressive or risk taking behaviours) whilst in a moving vehicle, then staff, in consultation with their Supervisor should develop a risk management plan, to identify the most appropriate strategies to manage these behaviours. These strategies may include:
 - using alternative transport arrangements;
 - having additional staff assistance, or
 - locking doors for the journey's duration if the client is known to undo their seat belts and open car/bus doors.
11. Where identified, potential weapons (e.g. cigarette lighters) must be removed and objects such as fire extinguishers are to be stored in the boot.
12. Drivers who are not familiar with the client should be provided with information regarding the client so that they are aware of physical and behavioural limitations.

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13. 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. allied health professional.
14. Drivers must have a current and valid driver's licence. 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 for all licence 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.
15. Situations where clients may be transported in a Catholic Healthcare Home & Community Services vehicle include:
 - transporting to and from centre based or community activities;
 - emergency situations;
 - when it falls within the client Care Plan; and
 - volunteer services if approved by a supervisor.
16. Situations where clients may be transported in a staff members' own vehicle include taking clients to activities as part of the client's Care Plan e.g. shopping, appointments, community events, etc.
17. 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.
18. Community Workers may submit a claim for payment of additional travel time and kilometres due to exceptional circumstances, in these situations , please refer to the Community Worker Mobile Policy for further information and instruction.
19. 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.
20. Staff must not drive while using a hand-held phone – this includes sending or receiving SMS messages. Staff must park their vehicle before using or answering a phone.
21. 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.
22. Staff approved to use their own vehicle for business duties may be eligible to seek reimbursement at an agreed rate per km as per the Community Services Enterprise Agreement. For further information refer to the *Motor Vehicle Policy and Operational Procedures*.
23. 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

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Legal team must review and approve insurance arrangements before staff use a client's car. The client will also be required to enter into the Client Motor Vehicle Use Agreement to authorise the use of their vehicle by staff, or in any agreement form approved by the CHL Legal team.

24. 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 <https://www.service.nsw.gov.au/transaction/apply-taxi-transport-subsidy-scheme> or the Queensland Department of Transport and Main Roads website at <https://www.tmr.qld.gov.au/tss>.

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Review History

Date of update	Outline of change
April 2009	Date created
June 2019	Version 6
June 2021	Next review

Related Policies and Documents

References:

- New South Wales' Ministry of Transport – Wheelchair Accessible Taxis (2003)
- Disability Standards for Accessible Public Transport – Attorney General's Department (2006)
[RTA Road Users Handbook](#)

Related Policies:

- Motor Vehicle Policy and Operational Procedures
- CS Incident reporting and Management Policy
- CS Client Emergency Plan Policy
- Work Health and Safety Policy
- CS Smoke Free Environment Policy

Related procedures, documents and forms:

- HR28 Motor Vehicle kilometre reimbursement claim
- Client Transport Safety Assessment

Community Services Standards:

- Home Care Common Standards
- Aged Care Quality Standards

Key words for search

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