



Client Transport Policy and Procedures

"I have the right to be transported safely" – client voice

Introduction

Play Grow Flourish may transport clients in their role of support provision. This Policy has been developed to ensure the safety of staff and clients when service delivery requires the use of vehicles.

Scope

This policy and procedure applies to the Management, Shift Managers, staff, and students who are transporting clients as part of their duties when working for Play Grow Flourish.

Principles

Play Grow Flourish is committed to ensuring high standards of safety to staff and clients when transporting clients as part of service provision.

Policy

The health and safety of all staff, contractors, clients, and visitors are of utmost importance, including when service delivery requires the use of vehicles.

Procedure

Management will:

- Review the appropriateness of vehicles used by Play Grow Flourish staff for the types of work activities they are undertaking.
- Ensure comprehensive insurance and a roadside assistance scheme is in place for all Play Grow Flourish-owned vehicles.
- Implement a maintenance program for vehicles used in its service delivery (owned, leased, and privately owned) to ensure safety, roadworthiness, reporting/clearing of defects and passenger comfort.
- Review and analyse all vehicle incidents in line with the *Incident Management Policy*
- Ensure relevant staff have valid driver licenses and verify these within the Master Register.
- Ensure staff using their own vehicles have current registration and compulsory third party (CTP) insurance in place.
- Ensure all Play Grow Flourish vehicles are supplied with equipment such as first aid kits, emergency contact numbers, torches, and other required emergency supplies.



- Due to the geographical nature and sometimes long-distance travel, review time required to travel to ensure staff are able to return safely.

Staff must apply normal hazard and risk management techniques in their day-to-day work and whenever driving any vehicle.

Certain driving environments will present a greater hazard than others.

The following instructions must be adhered to:

- Advise the Director of planned itinerary when travelling long distances to ensure whereabouts are known.
- Phone or text the Director on return, to advise of safe arrival, if not returning to the office.
- Do not drive in the dark or at times where kangaroos or other wildlife may be on the roads increasing the chance of an incident.
- Ensure mobile phone and charger is in on hand in the case of an incident.
- Do not drive unlicensed.

Licence Requirements for driving Company Vehicles

- All staff must hold a current driver's licence.
- Learner drivers (L plates) are not permitted to drive company vehicles under any circumstances.
- Provisional Licence holders (P plates) may drive company vehicles under the following conditions:
 - Red P (P1) drivers are permitted to drive without clients in the vehicle and should only be rostered for driving if no full or Green P drivers are available.
 - Green P (P2) drivers may drive with clients in the vehicle, provided they meet all other safety and policy requirements.
- Shift Managers are responsible for ensuring P plates are available in all company vehicles and at the car sign-in/sign-out station located upstairs.
- Each vehicle's Disability Parking Permit (where applicable) is specific to that vehicle and must not be moved or shared without Shift Manager authorisation. Staff must ensure these stickers remain in place at all times and are not transferred between vehicles.
- Where possible, fully licensed drivers should be prioritised for all client transport.
- All provisional drivers must display the appropriate P plates on the vehicle while driving.
- Do not drive under the influence of drugs or alcohol.
- Conduct pre-use safety checks of vehicles (see below)



- Where possible, ensure clients being transported are not seated behind the driver and are secured appropriately.
- Follow all applicable road rules at all times.
- Take regular breaks from continuous driving as required, and at least every two hours.
- Avoid driving vehicles in off-road environments.
- Report any vehicle accidents immediately to the Police and Director
- Report immobilisation events including breakdown and bogging as an incident in accordance with Play Grow Flourish' *Incident Management Policy* to enable better information to be gathered regarding the suitability of vehicles and the training provided to staff.

Vehicle safety and cleaning checks

Play Grow Flourish will ensure the manufacturer's specified service schedule is being adhered to and any identified vehicle faults or wear and tear items are repaired. The vehicle must not be used if there is a mechanical concern, or where the pre-safety check identifies an issue with the vehicle's safety. The Director will arrange for repair of the vehicle before it is returned to service.

When undertaking vehicle pre-use safety checks, staff will, at a minimum:

- Inspect all external lights (grime can reduce their effectiveness by up to 40%)
- Inspect wiper blades to ensure they clear the windscreen effectively.
- Clean the windscreen and rear window to ensure good visibility.
- Periodically check all fluid levels - engine oil, windscreen washer fluid and the radiator coolant.
- Check tyre pressure and condition; and
- Ensure mirrors are present and oriented correctly for use.

Driving participants vehicles

Staff members are required at time to drive participants vehicles.

Staff are trained in the appropriate participant transportation procedures.

Insurance documentation must be checked to ensure that the driver meets the age requirements for the specific vehicle.

If team members feel that the vehicle is unsafe, they should complete a WHS Hazard/Incident form.

Seat belts

By law, all occupants of a vehicle must wear seatbelts at all times. If a seat belt is starting to show signs of wear and tear, (frayed, not retracting back) the vehicle needs to be seen by an



authorised repairer. For Play Grow Flourish-owned vehicles (where applicable), staff should refer the matter to the Director.

If transporting clients who cannot wear a seat belt, the client must have a doctor's certificate and staff member must carry this approval with them when transporting those clients.

Car Seats

- All staff receive car seat installation training, including the correct use of the 5-point harness system.
- All car seats are owned by Play Grow Flourish, and a register is maintained to track the age and condition of each seat.
- All car seats meet Australian Safety Standards and are not used outside of their stated lifecycle (e.g. five years from the date of manufacture).
- While age and height guidelines typically determine the legal requirement for a car seat, Play Grow Flourish may require certain clients to continue using a car seat or booster for safety and behavioural reasons.
- This decision will be made in consultation with the client's parent/guardian and Management, based on factors such as:
 - The client's understanding of car safety.
 - History of unbuckling or difficulty staying safely seated.
 - Behaviour support recommendations.
 - All such decisions must be documented in the client's file and reviewed regularly – this is documented on our car seat list and in each clients Brevity.

Mobile phones

Staff must not use a hand-held mobile telephone whilst driving. Staff must pull over and stop the vehicle's engine before answering or making phone calls or reading or responding to texts.

Speed

Staff must drive at a speed that suits the road conditions, vehicle, weather conditions and their driving experience. Staff must not exceed the applicable speed limit for the road used. In the event a staff member is issued with an infringement notice while driving a company owned vehicle, the staff member will be nominated as the responsible driver and will be accountable for payment of the infringement and any demerit points.

Client transport

Staff should conduct a risk assessment to determine if a client can be transported alone in a vehicle. Clients with behaviours of concern should not be seated behind the driver and must wear a seat belt. Staff must consider how best to transfer mobility restricted clients or handling wheelchairs or equipment, using good manual handling techniques to prevent an injury.



Reporting

In the event that a vehicle incident occurs, incident reporting procedures must be followed as per the *Incident Management Policy* (for client injury/harm) and *Work Health and Safety Policy* (for staff member injury/harm).

If the incident involves a collision/damage to other vehicles or property, then additional details of the other parties involved must also be taken, including:

- Full Names
- Registration number (if a vehicle is involved)
- Details of insurer
- Contact number.

Depending on the nature of the incident and outcomes of the investigation, a review of the risk assessment and strategies for preventing an incident will be conducted before resuming any further services using vehicles.

Responsibilities

For the purpose of this policy the Management team or Management includes the Director, Executive Team Leader and the Human Resources Manager.

Management is responsible for:

- Approving and monitoring the implementation of this policy and recording any changes within the Policy Version Control Register.
- Reviewing Vehicle Management Practices for consistency with the policy and procedure.
- Ensuring company vehicles are maintained and roadworthy.
- Ensuring company vehicles are insured for client transport and staff usage.
- Ensuring all staff are provided with training in safe client transport procedures and car seat concerns.
- Monitoring staff registration and insurance where they are using their own vehicles.



Shift Managers are responsible for:

- Ensuring all staff are provided with training in safe client travel actions.
- Monitoring staff licence currency.
- Ensuring staff have access to emergency numbers and required supplies.
- Communicating incidents or safety concerns to Management.
- Monitoring the vehicle allocation process during rostering.

Staff are responsible for:

- Ensuring safe driving practices when transporting clients.
- Reporting any vehicle related incidents or hazards to the Shift Manager and documenting it on the Car sign in and out booklet.
- Ensuring they provided updated driver's licence
- Ensuring communication, the licence status should it change or be revoked.
- Ensuring children are correctly secured in car seats that comply with Australian Standards
- Reporting hazards, safety concerns, or vehicle faults immediately to their Shift Manager for a company car or personal car (when needed to be used)

Related policies and documents

Documents relevant to this policy and procedure include:

- Work Health and Safety Policy
- Master Register (Risk, WHS, Incidents)
- Incident Management Policy.

Review

This policy and procedure will be reviewed annually through the internal audit planning or where contextual drivers indicate a necessary review.

Release Date:	Version No:	Approved By:	Amendments:
January 2024	1.0	Director	Nil
May 2025	2.0	Human Resources Manager	Updated terminology, clarification role responsibilities, and added licence car seat, and vehicle protocols. See Master Register for more details.

