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TRANSPORTATION OF CUSTOMERS POLICY

POLICY STATEMENT

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to being responsive to the needs of all Customers/Clients and employees to build our service capacity to ensure a prompt response to the transportation of Customers/Clients or other functions required to meet the business needs of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service. It is not a requirement of employment with Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service for employees to be available to transport Customers/Clients or to use an Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service vehicle.

This document complies with NDIS 2018, standard 2.2 Risk Management, 4.1 Safe Environment, and ACIS 2013, section 4.1 Safe Working Environment. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Policy context: This policy relates to

Legislation or other requirements

Work Health and Safety Act 2012 (SA)
Work Health and Safety Regulation 2012 (SA)

Employees Transporting Customers/Clients

The sighting of and review of employee driver's licences is the responsibility of People and Culture. Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) employees are required to show proof of being licensed, free of restrictions. An employee must sign a statutory declaration allowing Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service to undertake a driving offender check with SAPOL at any time.

People and Culture or their nominee will sight the licence and note:

- Employee's Name
- Licence classification
- Expiry date

People and Culture will update the NAV system with licence details.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service vehicles are not used for Customer/Client transport by employees. All details associated with

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vehicles owned by the organisation are retained in the asset register, insurance register and car maintenance books.

Insurance

All employees wishing to transport Customers/Clients in their private vehicle must have at the minimum Compulsory Third Party motor vehicle insurance, the driver of the vehicle is responsible for any excess that an insurance company policy requires. If driving a Customer/Client's vehicle the Customer Transport Form (QF111) must indicate who is responsible for any excess.

Customer/Client Transportation Forms Required

Upon identification of transportation needs, the employee and Customer/Client must complete the Use of Customer Motor Vehicle Agreement (QF111). The Agreement must be completed and signed off by all parties before an employee can commence transportation of a Customer/Client.

Employee /Customer Agreements when transporting customers:

People and Culture is to ensure the following:

1. The relevant Employee/Customer Agreement form for transporting Customers/Clients is completed.
2. Original Driver's Licence, Registration and Insurance paperwork is sighted, scanned and saved into the appropriate electronic folder i.e. documents relating to an employee to be placed on employee's electronic file and documents relating to a Customer/Client to be placed on Customer/Client's electronic file.
3. Driver's licence, Registration, Roadworthy and Insurance expiry dates to be entered onto applicable database.
4. Periodic reports to be generated to identify expiry dates for Driver's Licence, Registration and Insurance to ensure currency of all details relating to the transportation of Customers/Clients.
5. All vehicles must be in a roadworthy condition, an annual roadworthy inspection is to be carried out and a certificate sighted and scanned.

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Customer/Client Behaviour

All employees must make themselves aware of behaviour management information and plans for the Customers/Clients for whom they are providing transport.

At the first sign of concern over the behaviour of a Customer/Client, the employee will:

- Park in the nearest safe place
- Turn the engine off
- Attempt to calm the situation unless feeling threatened
- If necessary get out of the vehicle
- Leave windows down, stay close to the vehicle.

If the employee is feeling threatened or is injured they must call the police 000 and then the office.

Medical Emergencies in Vehicles

The driver of the vehicle (unless they are unable) will take control during all vehicle or transport related emergencies.

In the event of a medical emergency, the driver must proceed as follows:

- + Stop the vehicle in an area where it is deemed safe to do so
- + Assess all persons' medical status.
- + Call an ambulance and apply first aid where necessary.
- + Call and inform Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service.
- + Complete the applicable Incident Report Form.

Vehicle Breakdowns or Accident

If a vehicle mechanical breakdown or accident occurs, the employee will take immediate action to minimise the danger to Customers/Clients and themselves to ensure safety. The employee will inform Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service of any vehicle breakdown or accident as soon as is practicable and safe to do so.

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Emergency Procedures

An Incident Report form is to be used to report any hazards or incidents during the transportation of Customers/Clients which present a safety risk to the Customer/Client and/or the employee.

DOCUMENTATION

Documents related to this policy	
Related policies	Q104 - Customer Safety and Security Policy
Forms, record keeping or other organisational documents	QF111 - Use of Customer Motor Vehicle Agreement QF231 - LA Statutory Declaration