

**Q286A**

## **DRIVING A CUSTOMER / CLIENT VEHICLE POLICY**

### **Policy Statement**

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to fostering an environment which supports and values the work of all employees as we seek to achieve our shared goals.

The desired outcome is:

- To maintain a quality and safe standard of care
- To guide when it is appropriate for a Lifestyle Attendant/Support Worker in delivering attendant care services to drive a participant's motor vehicle

This policy applies to the use of a Customer/Client's private motor vehicle by a Lifestyle Attendant/Support Worker here agreement has been reached between the Customer/Client, Lifestyle Attendant/Support Worker, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service and in some cases the funder for a Lifestyle Attendant/Support Worker to drive the Customer/Client's private motor vehicle while delivering a service.

This document complies with NDIS 2018, 2.2 Risk Management, 4.1 Safe Environment, 4.2 Participant Money and Property, 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)  
SA Road Traffic Act 1961

### **Driving a Customer/Client Vehicle**

While delivering a service, a Lifestyle Attendant/Support Worker may, subject to agreement by both Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service and the Customer/Client, be required to drive a Customer/Client's motor vehicle. This includes motor vehicles that have been modified to meet the specific needs of the Customer/Client.

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Where a Customer/Client's motor vehicle is driven by a Lifestyle Attendant/Support Worker while delivering a service, it is the responsibility of the Customer/Client or owner of the vehicle to maintain an appropriate level of insurance coverage for the motor vehicle.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service and individual Lifestyle Attendant/Support Workers will not be liable for any insurance excess or other associated costs because of damage caused to a Customer/Client's motor vehicle while delivering services. In addition, it is the responsibility of the Customer/Client or owner of the vehicle to ensure the road worthiness of their motor vehicle. Reasonable wear and tear should be expected and it is the responsibility of the Customer/Client or the owner to meet such costs.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service are responsible for ensuring that Lifestyle Attendant/Support Workers who are required to drive a Customer/Client's motor vehicle are duly licensed and above the age of 25.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service ensures Lifestyle Attendant/Support Workers possess the skills to drive a Customer/Client's modified vehicle and they possess a current and valid Australian driver's licence. It is always the responsibility of the driver of the motor vehicle to comply with all road laws in their respective state or territory.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service ensures that:

- A request for a Lifestyle Attendant/Support Worker to drive the Customer/Client's motor vehicle shall be negotiated between the Customer/Client, in some cases the funder and Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, not an individual Lifestyle Attendant/Support Worker.
- The Customer/Client or owner of the vehicle is required to maintain comprehensive insurance on the motor vehicle. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service retains a copy of valid insurance.
- The agreed terms and conditions under which a Lifestyle Attendant/Support Worker may drive a Customer/Client's motor vehicle must be detailed in the service agreement.
- Where such an agreement is not reached, and documented in the service

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agreement a Lifestyle Attendant/Support Worker must not drive the Customer/Client's motor vehicle.

The agreement between Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service and the Customer/Client will be established during the establishment of the Customer/Client's Support Plan.

**Documentation**

| <b>Documents related to this policy</b>                 |   |
|---|---|
| Related policies  | Q286 – Transportation of Customers Policy<br>Q104 - Customer Safety and Security Policy |
| Forms, record keeping or other organisational documents | QF111 - Use of Customer Motor Vehicle Agreement<br>QF231 - LA Statutory Declaration     |