

Bethany Care Ltd

Transportation of Clients Policy

Policy & Procedure 48

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1. Introduction

- 1.1 The code of practice sets out the minimum standards required of Bethany Care and drivers when transporting clients as part of providing disability support services.
- 1.2 The code of practice has been developed to ensure drivers are: of good repute; fit and proper people to be responsible for transporting clients; and, that vehicles transporting clients are safe and clean.

2. Legislation & Related Documents

- 2.1 Passenger Transport Act 1994
- 2.2 Passenger Transport Regulations 2009
- 2.3 Road Traffic Act 1961
- 2.4 Road Traffic (Vehicle Standards) Rules 1999
- 2.5 Code of Practice for Buses, Department for Transport, Energy and Infrastructure

3. Maintenance of Bethany Care Vehicles

- 3.1 Bethany Care has a documented maintenance program for each of its vehicles.
- 3.2 The program includes:
 - I. Daily vehicle inspections that include pre-trip inspections to a standard appropriate to an experienced driver of that general type of vehicle. This would involve an observant walk around the vehicle to identify any obvious defects in the vehicle that would endanger public safety or would substantially reduce passenger comfort. This includes factors such as cleanliness.
 - II. The reporting and clearing of defects that includes a system to ensure the repairs are completed before the vehicle is returned to service. Bethany Care uses task request forms to report any defects to the administration office.
 - III. Maintenance schedules for each vehicle at a level comparable to the manufacturer's maintenance schedule for the vehicle. Bethany's vehicles will be regularly maintained and serviced using qualified mechanics.
 - IV. Maintenance records that details all maintenance performed on each vehicle and the date it was done. Please see the Bethany Care Vehicle Information folder in the admin office.

4. Maintenance of Privately Owned Vehicles

- 4.1 From time to time Bethany Care will permit its Support Workers to use their own vehicles to transport clients.
- 4.2 If used for the purpose of transporting clients, Support Workers must ensure their vehicle is maintained to a legally roadworthy standard.
- 4.3 Before transporting clients, vehicles should be inspected to a standard appropriate to an experienced driver of that general type of vehicle. This would include an observant walk around the vehicle to identify any obvious defects in the vehicle that would endanger public safety or would substantially reduce passenger comfort. This includes factors such as cleanliness.

5. Registration and Compulsory Third Party Insurance

- 5.1 Bethany Care has a system in place to ensure that all motor vehicles used to transport clients hold current and valid motor vehicle registration. This information is requested when staff members are first inducted into the organisation.
- 5.2 Compulsory third party insurance (CTP) included with the motor vehicle registration provides compensation to crash victims where the owner or driver of a registered Queensland vehicle is at fault. It may also cover crash victims where a passenger is at fault.
- 5.3 It is the responsibility of Bethany Care or the owner of the private vehicle to ensure that motor vehicles used to transport clients are insured for CTP at the appropriate premium class that is determined by, amongst other things, the type of vehicle and the use of the vehicle.

6. Insurance

- 6.1 In addition to CTP insurance, Bethany Care will ensure that all vehicles that transport clients have appropriate insurance cover:
- 6.2 All motor vehicles owned or leased by Bethany Care will have comprehensive insurance cover.
- 6.3 All private vehicles used by drivers to transport clients must have at least third party property Insurance cover. Bethany Care will ensure that the insurance policy is current at the time of transporting clients. Vehicle owners must ensure the insurance policy allows for the vehicle to be used in the course of employment.
- 6.4 Bethany staff must ensure they provide up to date copies of necessary insurance documents to be held in their staff files. This includes instances when vehicle details change.

7 Driver's Licence

- 7.1 Bethany Care will ensure all drivers have a current unrestricted driver's licence (no probationary drivers) at the appropriate licence class for the vehicle that is to be driven, before transporting clients.
- 7.2 Bethany Care will record that a driver's licence has been sighted, at least on an annual basis.
- 7.3 All Bethany Care Staff providing direct client care must hold a valid driver's licence. This is to be inspected by the Service Manager each year during a staff appraisal.

8. Obligations of Drivers - Drivers must:

- 8.1 Maintain a reasonable standard of personal cleanliness and appearance.
- 8.2 Agree, in writing, to immediately notify the service provider of any medical condition, licence cancellation or other restriction that may affect their ability to transport clients.
- 8.3 Strive to keep the vehicle as clean as possible when used for carrying clients.
- 8.4 Observe the laws that relate to safe driving.
- 8.5 Drive defensively in the interests of public safety.
- 8.6 Treat clients with politeness, courtesy, helpfulness and honesty.
- 8.7 Be particularly sensitive to the needs of people with disability.
- 8.8 In situations where a client becomes violent or is displaying other serious challenging behaviours, to the extent that personal safety is at risk, the driver must pull over and park at the nearest safe place. A call must then be placed to the Service Manager and Assistant Manager for assistance and guidance.
- 8.9 Traffic offences, which occur while transporting clients due to negligence, will always be the responsibility of the driver. This includes speeding tickets and other infringements.
- 8.10 Toll fees incurred during typical service delivery (e.g. NRG days) will be paid by Bethany Care. In the event that a driver borrows a Bethany vehicle for private use, toll fees become the responsibility of the driver.
- 8.11 Drivers are requested to take the most direct route to reach the destination. There should be no detours or deviations except in cases where prior approval is sought from the Bethany Management Team.
- 8.12 Staff must not make any detours that would allow them to run personal errands or tasks outside of the scope of normal service delivery.

9. Drivers must not:

- 9.1 Drive the motor vehicle, or attempt to put the vehicle in motion, while there is present in his or her blood any concentration of alcohol.
- 9.2 Consume or use alcohol or a drug that carries a warning about operating a vehicle, or a substance the consumption or use of which is prohibited by law either during work, or a minimum of 6 hours prior to the commencement of duties.
- 9.3 Smoke in the motor vehicle.

10. Traffic Infringements

- 10.1 Employees are personally responsible for all speeding tickets and other traffic infringements they incur when driving Bethany vehicles during service delivery. This also extends to infringements incurred when using their private vehicles for work purposes.
- 10.2 Insurance Excess
If an employee is involved in an accident which subsequently requires an insurance excess payment, the Bethany staff member will be required to pay the excess amount in question.

11. Log Book

- 11.1 Bethany Care will ensure that each vehicle has a log book that, as a minimum, records:
- I. The name and signature of the driver.
 - II. Date and time of journey.
 - III. Record of the odometer reading.
- 11.2 The log book must be filled out by the driver for every journey.

12. Passenger Safety

- 12.1 Passenger seating limits are not to be exceeded.
- 12.2 By law, it is the responsibility of the driver to ensure that all passengers wear a seat belt.
- 12.3 All staff must make themselves aware of behaviour management information and plans for the clients for whom they are providing transport. This information would be found in the client's files.
- 12.4 For clients with violent challenging behaviour it is recommended that clients be seated as far away from the driver as possible, to avoid interference to the safe driving of the vehicle
- 12.5 Where possible, additional staff members/volunteers should travel in the vans to assist with supervision.
- 12.6 Drivers must ensure that clients are not left unsupervised in vehicles at any time.
- 12.7 Drivers must ensure that recommended safety procedures are followed (e.g. locked doors whilst travelling, appropriate use of parking brake, use of headlights in poor weather conditions etc).

END.