

# Transporting Clients



Authorised: Fiona Strang

## 1. Policy

It is the policy of the Barwon Division of General Practice that transport be available to clients for the purpose of accessing health and medical services, only.

It is the policy of the Barwon Division of General Practice that staff who are engaged in transporting clients are provided with a safe work environment free from risk of harm.

## 2. Scope

- All Division vehicles are regularly maintained and serviced using qualified mechanics.
- All Division vehicles have NRMA road side assistance membership.
- Division vehicles used for transporting clients will have child restraints fitted which meet Australian Standards.
- Traffic offences, which occur while on official BDGP business, will always be the responsibility of the employee.
- Mobile phones will be made available for all staff when travelling away from the office - either personal phones or Division phones.
- Barwon Division of General Practice employees must hold a current NSW Class C licence.
- The Barwon Division of General Practice will provide personal duress alarms to all staff working off-site.

### 3.1 Safe operation of BDGP vehicles while transporting clients.

- Only the client, children in the care of the client and or a carer attending to the client are permitted to travel in the vehicle providing the maximum carrying capacity is not exceeded.
- Transport services are only available for BDGP clients within the town where the service is being provided and is generally between the clients home and a healthcare facility. Transport outside the town limits will need to be negotiated with BDGP executive prior to booking.
- Seatbelts are to be worn at all times and children are to be seated by the parent or guardian utilising child restraints where applicable. All children are to be seated in the rear of the vehicle and under supervision. Transportation will not commence until all seatbelts are in use. Drivers are required to immediately cease transportation if seatbelts aren't in use for all passengers. This includes the correct securing of children's safety restraints.
- Clients acting irresponsibly or breaching traffic regulations will not be tolerated and BDGP staff, reserve the right to cease transportation and request that the offending passengers exit the vehicle.

# Transporting Clients

- BDGP has a responsibility to provide a safe working environment for staff, the BDGP CEO and/or executive staff reserves the right to refuse to offer transport services to clients whose behaviour breaches this policy. The BDGP CEO and/or executive staff will issue a written notice to the client to advise that access to further transport services has been suspended.
- Vehicles must never exceed maximum seating or carrying capacity.
- Drivers are requested to take the most direct route to reach the destination. There will be no detours or deviations except in cases where prior approval is sought from the BDGP Team Leader.
- If travel is required outside the local town, approval must be sought.
- Strictly no smoking, eating or drinking in vehicles.
- No use of mobile phones when driving the vehicle.
- Transportation will be refused in the circumstances that either the client or passengers are intoxicated and or under the influence.
- A copy of this policy and procedure will be available in each BDGP vehicle.
- Clients will be provided with the *Transporting Clients Procedure* document.

### 3.2 Safe operation of BDGP vehicles while transporting children.

National child restraint laws (2010) state:

- Children younger than six months must be secured in a rearward facing restraint.
- Children aged six months to under four years must be secured in either a rear or forward facing restraint.
- Children aged four years to under seven years must be secured in forward facing child restraint or booster seat.
- Children younger than four years cannot travel in the front seat of a vehicle with two or more rows.
- Children aged four years to under seven years cannot travel in the front seat of a vehicle with two or more rows, unless all other back seats are occupied by children younger than seven years in a child restraint or booster seat.

0-6 months	6 months - 4 years	4 years - 7 years
		
Approved rearward-facing restraint	Approved rearward or forward-facing restraint	Approved forward-facing restraint or booster seat

## Transporting Clients

### 4. Procedure

1. Before transporting clients the *Transport Booking Form* [..1.. \OH&S\Off- Site Audit & Home Visit Tool\Transport Booking Form.doc](#) must be completed and any identified hazards must be reported to the team leader. If at any time a hazard becomes apparent BDGP staff are permitted to abort the pickup and return to the office.
2. BDGP staff are to identify if there are any special needs required, for example child restraints, baby capsule.
3. Transportation of clients undertaken by BDGP staff must be discussed by the staff member with the team leader for approval.
4. BDGP staff are to ring the client before leaving the BDGP offices to advise the client of the approximate time of arrival and to confirm that the transport service is still required.
5. Staff must identify another staff member as a buddy and provide their buddy/line manager with their mobile phone number and/or a contact number for client they are transporting. If a personal mobile is not available a Division phone may be borrowed. This is consistent with the BDGP travel safety policy.
6. Staff must provide an estimated arrival time to where they are travelling to and an estimated return time. If they haven't returned or called within **fifteen minutes** of their estimated return time, the buddy is required to call their mobile and the contact number provided to check their arrival. If they are uncontactable, emergency procedures are to be commenced see Occupational Health and Safety Policy 6, Emergency Procedures.
7. If a client fails to notify BDGP staff that they no longer require the service, or are not at home then BDGP staff are to record the incident. If this occurs on three separate occasions a letter is to be sent to the client advising them that their transport privileges may be suspended.
8. The logbook located within the car must be completed after each use.
9. Sufficient fuel must be in the vehicle for use by the next driver. Fuel purchase procedures apply see Business Travel Policy 2.12
10. Vehicles should be cleaned by their primary driver, or driver using the vehicle, at the end of each month.

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## 5. Document control

### 5.1 Source Documents and Cross References

BDGP Business Travel Policy, 2.12

BDGP Occupational Health and Safety Policy, 6.0.

Tamworth Aboriginal Medical Services *Client Transport* Policy.

Risk Management - Home Visiting [..\8 Risk Management\8.4 Risk Management - Home Visiting.doc](#)

Transport Booking Form [..\OH&S\Off- Site Audit & Home Visit Tool\Transport Booking Form.doc](#)

Pre-visit Risk Assessment [..\OH&S\Off- Site Audit & Home Visit Tool\Pre-Visit Risk Assessment.doc](#)

Home Visit Booking Form [..\OH&S\Off- Site Audit & Home Visit Tool\Movement Sheet.doc](#)

Roads and Traffic Authority, NSW.

### 5.2 Revision history

The following table shows the changes that have been made to this document.

Author	Version	Date	Reviewed by...	Comments
Kate Boughton	1	14/07/2010	Alicia Pratt, Amelia Smith and Fiona Strang	Added legislation regarding child restraints.  Defined where transport services are offered.
Alicia Pratt	2	16/02/2011		Moved to Operations (not HR).  Changed length of time before staff should be contacted if not returning on time.  Added filepaths for home visiting risk assessment.

### 5.3 Update schedule

This document should be reviewed on the following dates: February 2013