



**WINTON SHIRE COUNCIL
COMMUNITY CARE SERVICES**

TRANSPORTING CONSUMERS POLICY & PROCEDURE

TRANSPORTING CONSUMERS – POLICY & PROCEDURE

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TRANSPORTING CONSUMERS – POLICY & PROCEDURE

POLICY STATEMENT

Winton Shire Council's (WSC) Community Care Services team is committed to providing Consumers with safe vehicle transportation in alignment with the Consumers care and services care plan. Council adhere to risk management requirements, and shall manage risks associated with transporting Consumers in alignment with Council's risk management framework and guidelines.

Council will continue to build on known strengths, champion creative solutions and seek new and sustainable ways to deliver superior outcomes in relation to the care and services provided by our Community Care Services team.

SCOPE

This Community Care Services (CCS) policy and procedure applies to CCS team members, and Consumers and/or their representative/s who have partnered with Council to receive home care and other services.

DEFINITIONS

Community Care Services – Includes support services funded by the Department of Communities, Department of Health, National Disability Insurance Scheme (NDIS), Department of Human Services

Consumer – A person who receives approved services from a service provider

Council – Winton Shire Council

NDIS – National Disability Insurance Scheme, provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability.

PROCEDURE

General Responsibilities

Management shall ensure that a partnership approach is adopted with all Consumers. Management shall ensure the establishment and delivery of safe care and services to all Consumers, by trained and experienced Community Care team members. Management shall ensure that each Consumer is provided safe and effective care and services that:

- Is best practice
- Is tailored to their needs
- Optimises their health and well-being

The CCS team shall follow the requirements of this policy/procedure and Consumer care plans, participate in development opportunities, work to establish partnerships with the Consumer's and deliver safe care and services that address the Consumers current needs, preferences and goals.

Consumers and their representative shall support a partnership approach with Council, to provide input into their needs and preferences for the care and services they require.

Licence and Vehicle Compliance

Management is responsible for:

- Managing all risk in relation to the transportation of Consumers.
- Maintaining a register of all vehicle operators, their licences and expiry.
- Ensuring that all vehicles used to carry Consumers are road worthy, registered and have valid comprehensive insurance and are maintained in a safe and clean state.

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- Training team members in manual handling techniques, and ensuring a suitable manual handling plan is in place for the transferring of Consumers and equipment in and out of vehicles as required.
- Maintaining a logbook for all vehicles used by CCS team members, to record the – date, time, driver's name, details of the trip, km travelled etc.

CCS team members are responsible for:

- Ensuring that their driver's licence is current.
- Ensuring their driver's licence class is suitable for the vehicles they operate.
- Reporting all incidents involving transporting Consumers as soon as possible to management, and in accordance with the WSC incident report process.
- Completing all vehicle logbook entries.
- Ensuring the vehicle does not exceed the number of people the vehicle is registered to carry.

Refer also to the WSC Motor Vehicle Policy and Community Bus Policy.

Consumer Transportation

CCS team members shall:

- Complete an assessment of the Consumer's mobility and capacity to transfer in and out of vehicles.
- Seek further assessment from the Consumer's General Practitioner when impairment is present and/or as required.
- Provide transport suited to the Consumer's needs and mobility - i.e. capacity to accommodate mobility aids in the storage compartments of the vehicle, wheelchair access etc.
- Assist the Consumer where required on access and egress.
- Operate the vehicle in a safe courteous manner, following all state road rules and speed limits.
- Manage all risk in relation to the operation of the vehicle, including where possible driving only in day light hours to avoid wildlife, and driving to all environmental and road conditions.
- Ensure the vehicle is kept clean and well maintained.
- When transporting Consumers further than 50km, ensure additional water is carried in the event of an emergency.

COMMUNICATION

- Council's CCS team shall have access to this policy/procedure.
- The CCS team shall be provided with opportunities to be involved in the review of this policy/procedure.
- All relevant employees shall read and understand this policy/procedure at the time of their employment and orientation.
- Changes/amendments made to this policy/procedure document shall be communicated to the relevant CCS team members.

ENFORCEMENT

The failure of any employee to comply with this policy/procedure in its entirety may lead to:

- Council's performance management process being implemented - which may involve refresher or further training, or
- Modification or termination of employment.

RELATED COUNCIL DOCUMENTATION

- Aged and Disability Care Admission Policy and Procedure

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- Aged and Disability Reassessment Policy and Procedure
- Consumer Agreement/s
- Consumer Support Plans / Care Plans
- Feedback and Complaints Policy and Procedure
- Privacy and Confidentiality Policy
- Risk Assessments
- WSC Motor Vehicle Policy
- WSC Risk Management Framework and Guidelines

LEGISLATION, RECOGNISED AUTHORITIES AND OTHER SOURCES

- Anti-Discrimination Act 1991
- Aged Care Quality Standards
- Aged Care Act 1997
- Aged Care Quality and Safety Commission <https://www.agedcarequality.gov.au/>
- Commonwealth Home Support Programme Program Manual 2018-2020
- Charter of Aged Care rights <https://www.agedcarequality.gov.au/consumers/consumer-rights>
- Home Care Packages Program Guidelines 2015
- National Disability Insurance Scheme (NDIS) Practice Standards
- NDIS Quality and Safeguards Commission <https://www.ndiscommission.gov.au/>
- NDIS Code of Conduct [NDIS Code of Conduct \(NDIS Providers\) | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/ndis-code-of-conduct)
- Privacy Act 1988 (Federal)
- User Rights Principles 2014
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

CEO DISCRETION

Where applicable, the CEO can apply their discretion as to the enforcement of the requirements outlined in this policy/procedure and any requests for variations to this document.

REVIEW OF POLICY

This policy/procedure remains in force until amended or repealed by resolution of Council. This document will be reviewed biannually or as required.

RECORD OF AMENDMENTS and ADOPTIONS

| DATE | REVISION NO | REASON FOR AMENDMENT | ADOPTED BY COUNCIL |
|---------------|-------------|----------------------------------|--------------------|
| December 2021 | V1.0 | Preparation for Council Adoption | 16 December 2021 |