



Transporting Consumers

AGED CARE POLICY

Policy Version 2.1

Category: Administrative *(Required by Legislation)*

Adopted: December 2024



Transporting Consumers Aged Care Policy

Purpose

Consumers may require assistance and support with transportation as part of regular or one-off services from the organisation. Transport services aim to assist consumers continue with essential activities, such as attending community groups or medical appointments or enabling them to keep active and socially engaged.

Under the Home Care Packages and Commonwealth Home Support Programs, transport refers to accessible trips for consumers assessed as requiring this support that is provided by an employee, subcontractor, or volunteer.

These services are not intended to replace or fund transport services more appropriately provided under another system, such as State / Territory administered subsidised taxi transport schemes or patient transport services.

Vehicle options to provide transport may include:

- company owned vehicles (including car / van / minibus with or without wheelchair access)
- subcontractor vehicle (including maxi-cab with wheelchair access)

Winton Shire Council delivers these services and supports in a safe way that enables the consumer's needs to be met by maintaining clean, safe and roadworthy vehicles.

Winton Shire Council is committed to delivering safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being, and quality of life.

Scope

This Policy applies to:

- all Community Care Services team members,
- their volunteers,
- students on placement
- contractors and consultants, whether or not they are employees
- all other brokered service providers and
- Winton Shire Council Councillors

Definitions

Term	What it means / refers to
Aged Care Quality Standards	According to the Aged Care Quality and Safety Commission: everyone has the right to be treated with dignity and respect in aged care. The Aged Care Quality Standards define what good care looks like.
Community Care services	A broad term to describe a collection of services and health care that are packaged up to meet the unique needs of each individual in their own home, rather than in a hospital or care home.
Consumer	A person who receives approved services from a service provider.



Term	What it means / refers to
Individual Transfer and Mobility Care Plan	Manual handling means using your body to exert force to handle or support any object, including people. It includes things like lifting, pushing, pulling, holding, lowering, throwing, carrying, and cleaning. Manual handling plans help to anticipate potential risks associated with these activities to ensure staff perform high risk tasks in the safest possible manner.
Vehicle log book	A comprehensive and precise record that captures the details of a car use over a specified period (for example, dates driven / by whom/mileage/purpose of trip).

Policy statement

Winton Shire Council commits to:

- Considering transport needs during initial and ongoing assessment including establishing if other schemes are providing, or may be more appropriate to provide, this to avoid consumers accessing transport services from multiple funding sources.
- Assessing the consumer's mobility and capacity to transfer in and out of vehicles and completing an individual transfer and mobility care plan if required.
- Providing transport suited to the consumer's needs and mobility; for example, capacity to accommodate mobility aids in the boot, wheelchair access etc.
- Training staff on safe techniques to support consumers transfer in and out of vehicles when required.
- Ensuring a suitable individual transfer and mobility care plan is created and available to all staff likely to perform this task.
- Maintaining a register of staff and contractor drivers' licences and ensuring staff and contractors transporting consumers are currently licensed with a minimum provisional licence of two years.
- Ensuring all vehicles used to transport consumers are registered and have valid full comprehensive insurance.
- Maintaining company owned vehicles in accordance with manufacturer's recommendations and recording all activity in the preventative maintenance log.
- Providing clear vehicle use guidelines for staff required to transport consumers in their own vehicle including cleaning, maintenance, safety equipment, usage recording etc.
- Maintaining a logbook for all company owned vehicles to record staff name, details of trip, record of odometer reading at the start and end of use.
- Ensuring the vehicle does not exceed the number of people the vehicle is registered to carry.
- Managing any incidents involving transporting consumers in accordance with the Incident Management Process.

Operational need

To ensure Winton Shire Council provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

To deliver the consumer outcome of:



"I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do."

in accordance with the Aged Care Quality Standards.

Roles and Responsibilities

Winton Shire Council

Winton Shire Council is responsible for providing leadership and fostering a culture of respect for each individual consumer, their privacy, and their choices. This includes ensuring the Community Care Services mission and strategy demonstrates respect for consumer dignity and choice.

Council is responsible for ensuring this policy and associated processes are implemented and that all staff, contractors, students, and volunteers demonstrate respect for consumers and their choices. This includes providing sufficient resources, guidance, and support to enable consumer dignity and choice.

Council will also identify appropriate systems and processes to monitor, review and continuously improve this policy.

Management

Management is responsible for ensuring all staff, contractors, students, and volunteers follow this policy and process and demonstrate respect for consumers and their choices. This includes providing appropriate education, training, feedback, and performance review.

Management will also provide reports to the governing body to monitor implementation and compliance with this policy.

All staff including volunteers and contractors

All staff, contractors, students, and volunteers are responsible for developing relationships with consumers, treating them kindly and respectfully and protecting their privacy and dignity. They must complete all required education and training and follow all policies, processes, and directions to partner with consumers in a manner that maintains dignity and supports choice.

Consumers

Consumers should make their choices known to staff in the Community Care Services team and let them know if they feel they have not been treated with dignity and respect or have not been supported or permitted to express their choices about their care and services.

Communication

This document will be published on the Winton Shire Council website and will be made available to all employees involved in the delivery of Community Care Services provided by Winton Shire Council.

Related Council Documentation

Aged care records including:

- Assessments
- Care plans



- Staff Credential register
- Vehicle use and maintenance records
- Insurances
- Staff training records

Legislation, Recognised Authorities, and Other Sources

- *Aged Care Act 1997*
- Aged Care Standards
 - Standard 4 (3)(b) Services and supports promote well-being
- Workplace health and safety regulations

Review of Policy

This policy will be reviewed every three years or when legislation or standards change and remains in force until amended or repealed by resolution of Council.

Record of Amendments and Adoptions

Date	Version	Reason for amendment	Date adopted by Council
December 2021	1.0	Initial policy	16 December 2021
October 2023	1.1	Updated quality standards	Not presented to Council
November 2024	2.0	SDAP update	19 December 2024
February 2025	2.1	Update to Operational need	19 December 2024

