



Transporting Participants Policy and Procedure

Purpose

This policy aims to enhance the flexibility of services delivered by All About You – Disability Services and is not intended to replace or be used as an alternative for existing community transport facilities. Participants will be encouraged to utilise public transport (where appropriate) to enhance independent living skills.

Policy and procedure

Employees of All About You – Disability Services may at times provide transport for participants as part of their support worker duties. This may be to assist participants with their shopping, paying bills, appointments or for outings. Where appropriate, associated costs for which the participant will be responsible must firstly be agreed by the individual and outlined in the Service Agreement.

Each staff member is responsible for their own vehicle, including registration, appropriate insurances and roadworthiness. All About You – Disability Services will request that employees provide evidence of current full comprehensive car insurance and their current driver's licence at the commencement of employment and every 12 months thereafter.

Transport costs are considered a cost of everyday life and the amount charged is not eligible to be waived.

Employees of All About You – Disability Services are not permitted to drive the participants' vehicle unless it is requested by the participant or their significant other/s. Should there be any doubt as to the safety of the vehicle, permission will not be given. Employees will need to be covered under the participant's vehicle insurance, which will need to be sighted by the Managing Director along with registration documents. A form will need to be signed giving permission for employees to drive the participant's vehicle.

Travel costs will be charged to the participant when All About You – Disability Services are transporting the participant more than 10 kilometres. Kilometres will be charged by All About You – Disability Services based on the participants travel requirements outlined in their NDIS Plan. This will be discussed and agreed upon during the initial meeting when the Service Agreement is negotiated, and may require additional support hours to cover the cost of travel.

Employees will be reimbursed at a flat rate of \$0.75 per kilometre for the kilometres travelled during a support shift. To enable reimbursement, employees are required to record the odometer reading at the start of each trip, and again at the conclusion of each trip, along with the total number of kilometres, excluding the first 10 kilometres of each trip on their timesheet. The odometer readings and total kilometres travelled should be recorded on the employee's timesheet. Without the inclusion of these figures on the timesheet, All About You – Disability Services may not be able to reimburse the employee for the kilometres travelled.

During inclement weather, All About You – Disability Services may cancel and reschedule any activity. The Managing Director will contact the participant directly to notify them of the change to their support service.

Basic requirements

- A valid driver's licence is required of all employees transporting participants. Any change in the status of an employee's licence must be reported to All About You – Disability Services immediately.
- All drivers must have full comprehensive vehicle insurance coverage. Any change in insurance coverage must be reported and a copy of the new policy provided to the Managing Director.

Employee responsibilities

- All drivers must adhere to the rules of the road.
- All participants and employees must wear a seat belt at all times. If for some reason a participant is unable to wear a seat belt (ie chest surgery, body size, etc) and an air bag is present, they must sit in the back seat. Anyone accompanying a participant must also wear a seat belt.
- Employees are not to consume any alcohol up to 8 hours prior to transporting a participant.
- There are to be no open containers of alcohol in the vehicle.
- Use of any prescription drug which alters one's mood, actions, or ability to think, see or act clearly is prohibited. If an employee is temporarily on such medication, a temporary leave of employee activity is required. After the medication is no longer being used, the employee can resume work at the discretion of the Managing Director.
- All About You – Disability Services has zero tolerance for employees who are using illicit drugs.
- All accidents, regardless of how minor, must be reported to the Managing Director of All About You - Disability Services immediately. All drivers are expected to obtain an accident report from the investigating police officer at the time of the accident and will be responsible for following up with their insurance company. An Incident Report Form will also need to be completed.