Transport of Client/Patients

Applies to: All Staff and client/patients

Specific responsibility: CEO

Review Date: 10-6-15
Version: 9
Date approved: 24-6-16
Next review date: 24-6-17

Policy context: This policy relates to

| Standards or other external requirements | DSS Standard 1,2,3, 5 & 6  
|                                         | QIP Standards 1.3 1.8, 1.9 2.1,2.2,2.3,2.4,2.5  
|                                         | RACGP 4th Edition Standards 4.1.2
| Legislation or other requirements      | Roads and Transport ACT 2013  
|                                         | Child Protection Act  
|                                         | Work Health & Safety Act NSW 2012
| Contractual obligations               | Staff Employee Contracts

Policy

South Coast Women’s Health and Welfare Aboriginal Corporation (herein known as Waminda), endeavours to ensure all clients/patients are able to access available services. Transport is therefore offered to clients/patients and their support persons and/or children who access services provided by Waminda or that have been referred to or supported by Waminda, in situations where they would not have any other way of attending.

Our service will respond to the transport needs of clients/patients in a consistent, strategic and efficient manner and will continue to develop and maintain effective working partnerships with transport providers and stakeholders.

The transport service we provide reflects our commitment to improving access to services and improving the health & wellbeing of our clients/patients.

Waminda is able to provide transport to the following:

- Doctor and Clinic appointments at Waminda;
- Identified programs and/or outreach services at Waminda;
- Specialist appointments referred to or supported by Waminda;
- Case Management client appointments supported by Waminda;
We are unable to provide transport for appointments such as General Practitioner appointments not located at Waminda Clinic, specialist appointments not referred to or supported by Waminda and any other programs and/or appointments not referred to by or supported by Waminda.

Waminda currently employs designated Transport Officers who provide transport to authorised appointments for clients/patients. The Transport Officers have scheduled transports and this is split across program support. For case managed clients, Case Workers are to complete transport for their own clients. If unable to do so, they must put in a transport request to Administration for transport support.

Transport is available to individual client/patients of Waminda who are;
- Female and aged 14 years and over
- Males under the age of 16 and Females under the age of 14 in accompaniment of a parent/carer
- Clients/patients that meet an individual program’s eligibility due to funding agreements
- In some circumstances and at the discretion of the Management Team only, male support persons or patients aged 16 years and over.

Employees must never transport children under the age of 14 years unaccompanied by their parent or guardian unless:
- The IFS program workers are required to do so if previous arrangements have been made between FACS, IFS and families where appropriate (see IFS section below);
- Specific group programs have this requirement integrated into their work plan and appropriate arrangements and permissions have been previously sought by parents/caregivers/schools.

Employees are only to provide transport directly to and from appointments, with the exception of collecting medical prescriptions and as approved by their supervisor.

Transport requests are considered and assessed by the Administration Manager with regards to travelling out of area, the time of the appointment and the number of employees that need to be in attendance.

Procedure

All Clinic transports must be confirmed by the administration team;
1. Daily schedule of transport is completed by the Practice Administration Support Worker and is added to the Microsoft Outlook Calendar;
2. Transport is provided directly to and from Clinic appointments only, with the exceptions of collecting medications;
3. Transports are confirmed the day before the appointment is scheduled and on occasions, the morning of the transport (if out of town);
4. The transport officer is given their transport schedules the morning of the transport;
5. All transports are to be documented in Communicare software in the Client/Patients Health Record.
All other Transports conducted by Transport Officers or other employees must be;
1. Scheduled at least 24 hours prior to the appointment time if within our geographical area
2. Scheduled at least 48 hours prior to the appointment time if outside of our geographical area

**When employees are booking any client/patient in for transport, you must:**

1. Complete a Transport Request form and email it to the Practice Administration Support Worker and the Administration Worker. In the request form, all details are to be completed, including name, pick up and drop off location, contact number, time of appointment and any extra passengers (please refer to the 3rd Party Policy), if car restraints are needed and, if applicable, the case worker of the client/patient;
2. Early or late transports outside of operating hours must be approved by the Administration Manager;
3. All transports within normal opening hours in the local area are to be completed by 4:05pm at the latest. No transports are to be booked after 4:00pm. This allows the transport officer to return to the service and complete necessary documentation and/or paperwork before the close of service at 4:30pm. The only exceptions being:
   a. Long distance transports, such as to Sydney, Canberra, etc – However, this must be pre-approved by Supervisor and/or Administration Manager;
   b. Transports for the Mums & Bubs Clinic;
   c. Transport for operating Waminda programs;
4. All transports are direct from pick up point to drop off point, with no stops permitted in between. If stops are necessary with certain clients/patients, the transport worker should be informed when the initial request is made, e.g. Picking up medication/prescriptions;
5. It is the responsibility of the Transport Worker to notify the Administration Manager if they are unable to undertake the transport;
6. When dropping clients off to an appointment at Waminda, they must be dropped at reception, address 47 Worrigee Street, Nowra. All clients/patients must come into reception at all times.
7. Where necessary, employees are to escort and assist client/patient to attend their appointment.

**Safety when Transporting Clients/Patients and Transporting High Risk Clients/Patients**

Safety of workers and clients/patients is our highest priority and should be considered at all times.

1. If a transport needs to be provided to a client/patient that is considered high risk, then two workers should be present at all times;
2. All employees who go off site must have a fully charged work mobile phone in their possession, which they are able to readily make and receive calls from;
3. All employees performing transports must document in the Waminda outlook calendar and on their house sign in/out board, where they are going and when they expect to return.
4. If a client/patient requires a personal support person to accompany them and the support person is a male over 16 years of age, approval is to be sought by the Management Team. If it is deemed that there is no foreseeable risk, the transport can be approved.
5. If an employee conducting a transport feels threatened or at risk of harm before or during the transport, they have the right to deny or cease the transport and must inform the most senior...
worker available at that time and complete an Incident & Risk Form as well as a Conflict of Interest form.

Employees at times have contact with clients/patients who have a history of violence or aggression. Such person/s that are deemed as High Risk clients/patients, must have two employees present at all times while providing the transport. Our Service reserves the right to refuse transport to any client/patient and/or visitor who are known to initiate aggression and/or violence towards employees, other clients/patients or visitors.

Examples of violent and or aggressive behaviour include, but are not limited too:

- Verbal, physical or psychological abuse;
- Intimidation
- Punching;
- Scratching;
- Biting;
- Grabbing;
- Pushing;
- Threats;
- Attack with a weapon;
- Throwing objects/furniture;
- Sexual harassment or assault;
- And any form of indecent physical contact.

**During a Transport**

1. Should a client/patient become violent and/or aggressive midway through a transport, ask the client in a calm manner to please calm down or you will have to cease the transport.
2. If the client/patient’s behaviour continues, calmly pull the vehicle over in a safe location and request that they step out of the vehicle for a few minutes so they may calm down.
3. If the client does not calm down after a few minutes and is outside of the car, remain in the vehicle and ensure all the doors are locked. Call the office use the safety phrase, “Can you let Josie know that I am running late for her scheduled transport.”
4. If the client/patient becomes violent and/or begins attacking the vehicle, leave immediately and drive somewhere close by but safe. Contact Reception and the Management Team and advise them of your location.
5. The police will be notified, wait where you are until a police officer has spoken to you and taken your statement if necessary.
6. Once you have returned to the office, fill out the Incident & Risk Report Form and arrange to speak with your Operational Supervisor to debrief.

**Intensive Family Support Program (IFS)**
Due to the nature of work undertaken by the IFS program and related child protection legislation, it is sometimes required that an IFS worker provides transport for a child/children without a parent and/or caregiver present.

As some families involved with the IFS program have specific and individual arrangements regarding varying levels of Family and Community Service (FaCS) involvement and parental right and/or access, transport of children under 14 years unsupervised may be required. In these situations, clear arrangements must have been previously agreed upon between the relevant parties involved, depending on each family’s circumstances.

Transports will only be completed without supervision if this permission has been given by the appropriate parties. The IFS Program will not transport children unsupervised for any other reason that is not prearranged and/or is not determined a part of their intensive support plan. This will be at the discretion of the IFS coordinator.

For example, IFS workers will not:
- Provide transport to children for any purpose that is not relevant to IFS work;
- Pick children up from school in the circumstance that a parent/carer requests so, for example, if the weather is poor or they have made alternate personal arrangements;
- Transport children to a location that has not been previously arranged and permission granted, or to a person that has not been previously arranged and permission granted, for example, dropping the child/children off at a friends house.

IFS workers are required to have their Waminda ID, drivers licence and the correct car seats installed in the vehicle at all times. Under no circumstances should a child ever be left unattended, unsupervised or be outside of your direct proximity. When a transport has been completed, the worker is to pull over the vehicle in safe place and assist the child/children out of the car. The child/children are then to be escorted safely to the arranged location. The child/children are not permitted to exit the vehicle and walk to the location unsupervised unless the child’s caregiver approaches and is able to take over responsibility for the child/children.

Documentation

<table>
<thead>
<tr>
<th>Documents related to this policy</th>
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<tbody>
<tr>
<td>Related policies</td>
</tr>
<tr>
<td>• Incident, Accident or Adverse Client Patient Events.</td>
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<tr>
<td>• Vehicle Use and Fleet Management</td>
</tr>
<tr>
<td>• Roads and Maritime Services Licence Check</td>
</tr>
<tr>
<td>• Mobile Phone Usage</td>
</tr>
<tr>
<td>Forms, record keeping or other organisational documents</td>
</tr>
<tr>
<td>• Incident &amp; Risk Form</td>
</tr>
<tr>
<td>• Operational Supervision or Debrief Session</td>
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<tr>
<td>• Transport Checklist</td>
</tr>
<tr>
<td>• Drivers Licence</td>
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<td>• Drivers Licence Check</td>
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<td>Documents related to this policy</td>
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<tr>
<td>• Mobile Phone</td>
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<tr>
<td>• Car Instructions and Breakdown information</td>
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<th>Reviewing and approving this policy</th>
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