

POL 0043

Transport Policy

Responsibilities and Delegations

The Policy Applies To	Committee of Management Administration Staff Support Workers Program Managers / Program Developers / Assistant Program Managers Senior Management Assistant Executive Director Executive Director
Specific Responsibilities	Administration Staff Support Workers Program Managers / Program Developers / Assistant Program Managers Senior Management Assistant Executive Director Executive Director
Policy Approval	Committee of Management (Aurora Support Services)

Policy Context – this policy relates to :

Standards	NDIS Practice Standards Core Module 1, Rights and Responsibilities - Person Centre Supports (Community Participation and Social Inclusion)
Legislation	<ul style="list-style-type: none"> • Australian Human Rights Commission Act 1986 • The Equal Opportunity Act 2010 • Charter of Human Rights and Responsibilities Act 2006 • Anti Discrimination Act 1991 • National Disability Insurance Scheme Act 2013 • NDIS Restrictive Practices Guide - Safe Transportation Practice Guide
Contractual Obligations	<ul style="list-style-type: none"> • NDIS Terms of Business • Disability Support for Older Australians (DSOA) Program • Department of Environment, Land, Water and Planning
Organisational Related Policies / Procedures	<ul style="list-style-type: none"> • Participant Rights Policy • Participant Service Charter • Diversity and Cultural Inclusion Policy • Valued Status Policy • Compliments and Complaints Management Policy • Individual Needs Policy • Privacy, Dignity and Confidentiality Policy • Code of Conduct Diagram
Organisational Related Forms / Documents	<ul style="list-style-type: none"> • Participant Profile • Participant Service Agreement

POL 0043**Transport Policy****Purpose**

This policy sets out specific procedures in relation to the transporting of participants to and from our services via organisational vehicles.

Statement

Aurora Support Services is committed to ensuring the organisation's transport system operates effectively, efficiently and responsibly and in a manner deemed by the Committee of Management to be in the best interest of the organisation.

Transport to and from our services will occur in a variety of different ways. Participant transport needs are to be discussed prior to enrolment.

These could include:

- Centre transport services
- Taxis
- Public transport
- Private travel arrangements e.g. Support Accommodation Services, Families etc.
- Or a combination of travel options

Procedures

Participants attending our services via the centre transport service need to be aware of the following procedures :

Centre Transport Service

- Participants on centre transport will be transported at a cost per trip, determined by the Committee of Management and reviewed annually.
- Participants will be invoiced on a quarterly basis for the appropriate amount of money.
- Participants / Parents / Care-givers must inform the driver if they are not able to attend the service. This should be on the morning (by 7:00 am).
- In the event a participant refuses to alight the bus on arrival at their residence for any reason and without having given prior notice, a full trip charge will be made.
- It is the responsibility of participants / parents / care-givers to ensure people are ready on time and are at home to meet the bus at the appropriate times.
- To ensure the Transport System runs efficiently, drivers have been directed to wait 5 minutes only and then leave (except in the case of emergency).
- If the bus you are travelling on is "Driver Only" parents / care-givers are requested to provide any assistance required to the driver i.e. wheelchairs onto hoist.
- Drivers have an obligation to ensure participants are transported in the safest possible manner. If the driver feels a participant cannot be transported safely due to medical / behavioural issues they may request the participant does not travel in the vehicle for that day, or for a period of time until safe travel is guaranteed.

Any decision by the driver to exclude a participant from the bus for safety reasons needs to be approved by the Executive Director / Assistant Executive Director / Services Directors.

- Information / messages from the participant's family to the service should be done via Communication Books or via the telephone. It is not the role of Transport Staff to relay messages to and from services. Lengthy and constant discussions between parents / care-givers and Transport Staff may cause delays and should be avoided.

Continuous Improvement

The Executive Director / Assistant Executive Director is responsible for reviewing and updating this policy on a two yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

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