

# Policy

## TRANSPORT

### 1. Purpose and Scope

The purpose of this policy is to set out specific procedures in relation to the transporting of clients to and from our services via organisational vehicles. The policy has been framed around the Victorian Department of Health and Human Services Standards (2011) and the National Standards for Disability Services Standards (2013).

### 2. Policy 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-based bus services
- Taxis
- Public transport
- Private travel arrangements e.g. Residential Services, Families etc.
- Specialised Transport Group such as Out & About
- Or a combination of travel options

### 3. Procedures

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

#### Centre Based Bus Service

- 3.1 Residents of the City of Whittlesea and surrounding districts will be transported at a cost per trip, determined by the Committee of Management and reviewed annually
- 3.2 Participants will be invoiced on a quarterly basis for the appropriate amount of money
- 3.3 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)
- 3.4 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.
- 3.5 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.
- 3.6 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).
- 3.7 If the bus you are travelling on is "Driver Only" parents / care-givers are requested to provide

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any assistance required to the driver i.e. wheelchairs onto hoist

- 3.8 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 / Services Directors .

- 3.9 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.

#### 4. Review of Policy

This policy will be reviewed 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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