

Core Module Manual

Full Care Lifetime

VEHICLE POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure the safety of staff, participants and other stakeholders when service delivery requires the use of vehicles.

This policy and procedure apply to all staff and meets relevant legislation, regulations and standards. It should be read in conjunction with Full Care Lifetime Work Health and Safety Policy and Procedure.

POLICY

The health and safety of all Full Care Lifetime staff, volunteers, contractors, participants and visitors are of utmost importance, including when service delivery requires the use of vehicles.

PROCEDURES

- Management Team will review the appropriateness of vehicles used by Full Care Lifetime staff for the types of work activities they are undertaking.
- Management Team ensure comprehensive insurance and a roadside assistance scheme is in place for all Full Care Lifetime -owned vehicles (where applicable).
- Management Team will implement a maintenance program for vehicles used in its service delivery (owned, leased and privately owned) to ensure safety, roadworthiness, reporting/clearing of defects and passenger comfort; and
- Management Team will review and analyse all vehicle incidents.

Operations Manager will:

- o ensure relevant staff have valid driver's licenses and verify these annually in accordance with Full Care Lifetime Human Resources Policy and Procedure.
- o ensure staff using their own vehicles have current registration and compulsory third party (CTP) insurance for their vehicles in place.
- o ensure staff transporting participants have current criminal history checks in place.
- o ensure staff have properly maintained vehicles and all vehicles are checked prior to use.
- o escalate concerns about vehicles and staff driving capabilities to the Management Team.
- o ensure all vehicles are supplied with equipment such as first aid kits, fire extinguishers (where required), reflective vests, reflective triangles, emergency contact numbers, torches and other required emergency supplies; and
- o review and analyse all vehicle incidents with the Management Team.
- o Staff must apply normal hazard and risk management techniques in their day-to-day work and whenever driving any vehicle.
- o Certain driving environments will present a greater hazard than others. Staff must take the following actions to manage the risks:
 - o not drive unlicensed.
 - o not drive under the influence of drugs or alcohol.
 - o conduct pre-use safety checks of vehicles (see below).
 - o where possible, ensure participants being transported are not sitting behind the driver and are secured appropriately.
 - o follow all applicable road rules at all times.
 - o take regular breaks from continuous driving as required, and at least every two hours.

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- o not drive 2WD vehicles in off-road environments.
 - o report any vehicle accidents immediately to the Police and Operations Manager, or another member of the Management Team.
 - o inform the Operations Manager when entering areas where there is an increased potential for vehicle immobilisation; and
 - o report immobilisation events including breakdown and bogging as an incident in accordance with Full Care Lifetime's Incident Management policies and procedures, to enable better information to be gathered regarding the suitability of vehicles and the training provided to staff.
- When undertaking vehicle pre-use safety checks, staff will, at a minimum ensure the manufacturer's specified service schedule is being adhered to; inspect all external lights (grime can reduce their effectiveness by up to 40%); inspect wiper blades to ensure they clear the windscreen effectively; clean the windscreen and rear window; check all fluid levels - engine oil, transmission fluid, brake fluid, power steering fluid, windscreen washer fluid and the radiator coolant; check radiator hose condition and that hose clamps are tight; check tyre pressure and condition; and ensure mirrors are present and oriented correctly for use.
 - By law, all occupants of a vehicle must wear seatbelts at all times. If a seat belt is starting to show signs of wear and tear, (frayed, not retracting back) the vehicle needs to be seen by an authorised repairer. For Full Care Lifetime -owned vehicles (where applicable), staff should refer the matter to the Operations Manager.
 - Staff must not use a hand-held mobile telephone when driving. Staff must pull over and stop the vehicle's engine before answering or making phone calls or reading or responding to texts.
 - Staff must drive at a speed that suits the road conditions, vehicle, weather conditions and their driving experience and not exceed the applicable speed limit for the road used.
 - Staff should undertake a risk assessment to determine if a participant can be transported alone in a vehicle.
 - Generally, participants with behaviours of concern should not be seated behind the driver and must wear a seat belt.
 - Staff must use good manual handling techniques when transferring mobility restricted participants or handling wheelchairs or equipment.
 - Vehicle incidents should be reported in accordance with Full Care Lifetime's Incident Management policies and procedures.

Monitoring and Review

Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Full Care Lifetime service planning and delivery processes.