

# Sample Policy 3

## Safe transportation of consumers

Organisations may choose to have a 'no transportation policy' or a policy which covers the following:

### Safe transportation of consumers

#### Objective

Through effective safe working practice and OH&S policies and procedures, Organisation X is committed to maintaining a safe working environment for all employees, consumers, contractors and members of the public.

#### Policy

When transporting consumers in Organisation X vehicles or personal vehicles, staff safety is paramount and will be managed through the implementation of effective risk management processes. These processes are designed to prioritise staff safety and to prevent injury to staff wherever possible.

Risk assessment should be conducted on all consumers requiring transportation by Organisation X staff. These assessments should be completed prior to the delivery of support services.

For existing consumers, refer to and use the consumer's Individual Support Plan (ISP) for guidance on management of the risks identified.

Transporting of consumer risk assessment should consider:

1. previous history of physical assault
2. previous history of assault in vehicles
3. previous history of exiting of vehicles in a dangerous manner
4. previous history of self-harm
5. current indication of substance use.

Upon completion of the risk assessment, staff should consider the following recommendation.

<b>High / extreme risk</b>	Do not transport the consumer.
<b>Medium /significant risk</b>	Two staff to be present when transporting the consumer.
<b>Low risk</b>	Transport the consumer but always conduct a mini risk assessment immediately prior. Additionally, always seat the consumer in the back seat opposite the driver, with a seat belt on.

A mini risk assessment should consider whether the consumer is:

1. agitated or distressed
2. displaying threatening or aggressive behaviour
3. being verbally aggressive or abusive
4. mentally unwell
5. displaying behaviours that are out of character.

All material presented or produced by the Mental Health Coordinating Council (MHCC) is for guidance purposes only. The information should be reviewed in relation to your organisation's individual circumstances and policies.

**The following safety guidelines should be followed by staff when transporting consumers:**

- Ensure driver is familiar with vehicle and vehicle is roadworthy
- Ensure that an adequate number of staff is used to transport a consumer where there is an identified risk.
- When transporting more than one client, ensure staff have assessed the risks of this prior to the journey.
- Ensure that consumers are seated appropriately to minimise aggression and disputes
- Do not seat a consumer directly behind the driver.
- Ensure that all consumer documentation is kept safely in the vehicle.
- Ensure that appropriate car door locking mechanisms are in place and can be used if needed.  
NB: Be aware of the risk of agitating the consumer and only use automatic locking of doors as a last resort.