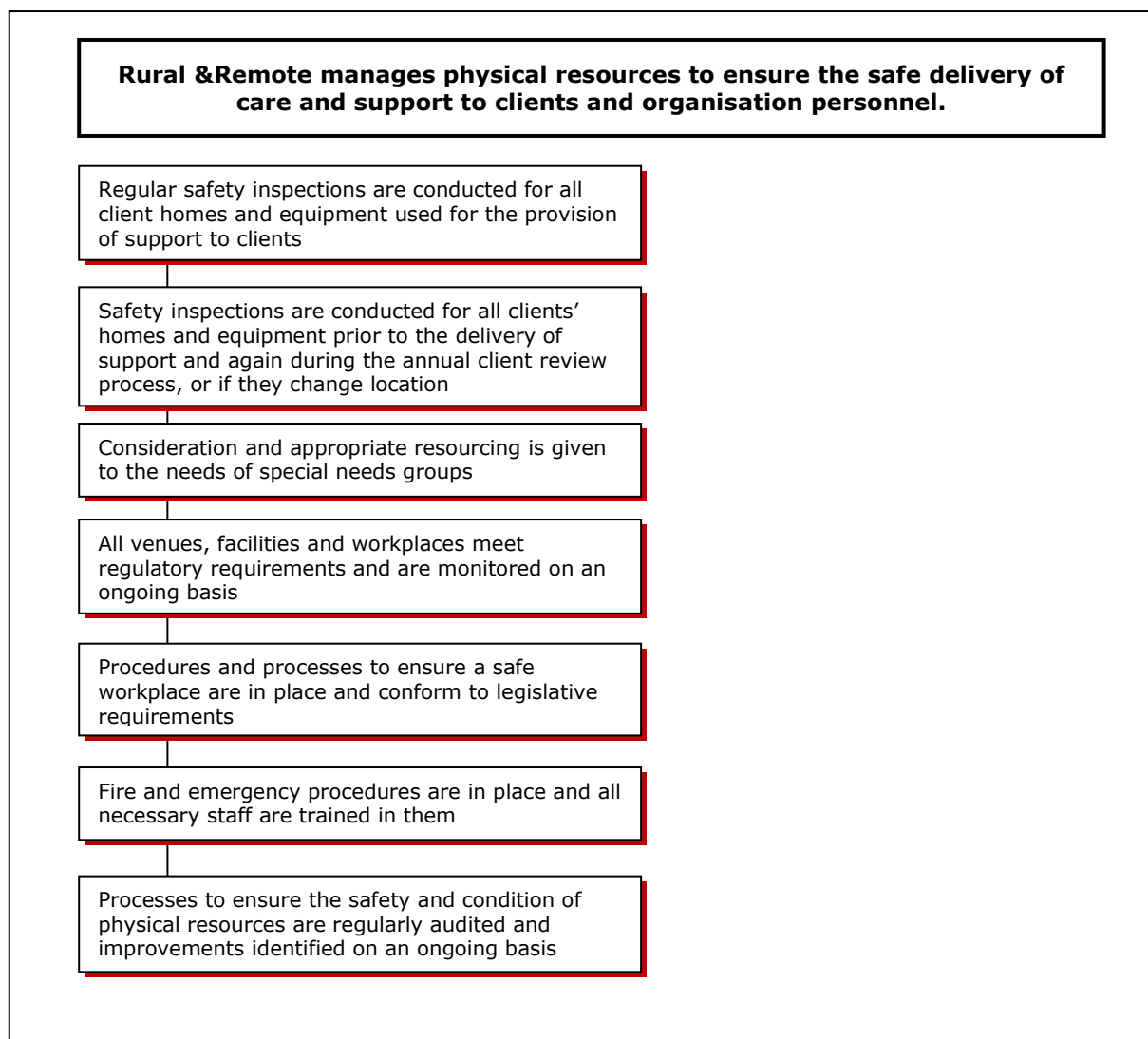


PHYSICAL RESOURCES



FORMS AND RECORDS

Home Safety Checklist	Shared Drive
Hazard Report	Shared Drive
Staff Accident Incident Report	Shared Drive
Workers Compensation Accident Report	Program Manager
Approved Supplier List	Shared Drive
Insurance Certificates of Currency	Finance Manager
Corporate Calendar – required compliance, licences and safety inspection checks	Shared Drive – Program Manager & Respite Supervisor
Assets Register	Finance Manager
Work Health and Safety Act – Regulations and codes of Practice	Shared Drive/RnR/General Folder/WH&S Act
Central Risk Register	Shared Drive – Program Manager & Respite Supervisor
Vehicle Maintenance Register	Shared Drive – Administration Assistant

8.1 Ensuring a Safe Environment for Service Delivery

8.1.1 COMMITMENT TO SAFETY

R&R ensures that all services are provided in a safe environment in line with WH&S requirements and our duty of care to clients, staff and volunteers through:

- Ensuring the working environment meets regulatory requirements (see Section 2: Regulatory Compliance)
- Providing training to staff (induction and ongoing) on the need to ensure the safety of clients and themselves (see 7.11 Staff Education and Training)
- The use of accident/incident/hazard forms and training for staff and volunteers to record hazards in clients homes using a Hazard Report (see 8.4 Safety Audits, 8.5 Accidents and Incidents, 8.6 Hazards, and Section 5: Continuous Improvement)
- Follow up of all accident/incident/hazard forms by the Program Manager/RnR Team Leader and Cluster Team Leaders as appropriate (see Section 5: Continuous Improvement)
- Inviting feedback from clients through direct contact, feedback forms or surveys, on any issues in the delivery of services (see Section 5: Continuous Improvement and Section 16: Complaints and Client Feedback)
- Regular maintenance and servicing of equipment and vehicles, as required or recommended by the manufacturers (See 8.14 Monitoring and Maintaining Equipment and Facilities)
- Ongoing audits and continuous improvement of our processes and procedures (see Section 5: Continuous Improvement).

8.1.2 SAFETY IN THE HOME

In addition to the above and as far as is practicable, we ensure safety in the home by requesting clients to:

- Participate in a safety audit of their home prior to the delivery of support commensurate with assistance and/or negotiation with them to improve unsafe areas (see 8.4.1 Home Safety Audits)
- Obtain safe chemicals and limiting staff to using these
- Safe equipment such as vacuum cleaners or washing machines and dryers
- Not to smoke in the home when staff are there
- Secure any dogs prior to the arrival of staff.

Staff also:

- Report any dangerous home and garden maintenance needs which the client is unable to do themselves such as accumulations of rubbish, broken and uneven paving, overhanging trees and shrubs
- Use correct transfer procedures and encourage the client to use prescribed walking aids and grab rails. If grab rails and ramps are needed advise the RnR Team Leader or Cluster Team Leader who will organise the correct referral for specialist assessment
- Maintain good posture while standing, sitting, driving, cleaning, carrying and moving objects in the home and practice good back care when assisting clients
- Kitchens - store sharp utensils and chemical cleaners and pesticides safely. Make sure the handles of pots and pans are not over a hot plate and are turned in. Use pot holders. Do not hang tea towels near a burner
- Bathrooms - store razors, scissors etc safely. Avoid use of electrical appliances in the bathroom. If used ensure they are switched off and unplugged after use. When turning on taps, put cold on first and off last. Check positioning of bathroom aids (grab rails, bath seats etc.) and if alterations or additional aids are needed report to the RnR Team Leader or Cluster Team Leader who will organise the correct referral for specialist assessment

- Lighting - ensure there is good lighting. Encourage use of high wattage and clear globes in dark areas
- Electrical appliances - do not use any which have faulty connections or worn or frayed cords until repaired. Do not let extension cords obstruct walkways and do not place under mats or carpets
- Heaters - should not be placed in busy areas or near combustible materials (curtains, lounges etc). Use a fireguard. Do not move when alight. Electric blankets to be kept straight and flat and not to be used where there is a risk of incontinence.
- Floors - dry after mopping and clean up spills as soon as possible. Never apply polish. Suggest non-slip backing on loose mats and move loose or frayed mats out of general walkway.

Information and training on all of the above is provided to staff, as appropriate, immediately after recruitment and refresher training is provided annually.

All home care support staff are also provided with portable RCDs (residual current devices/electrical safety switches) to protect against electric shock, which are tested and tagged annually by a suitably qualified contractor.

8.1.3 SAFETY IN FACILITIES AND VENUES

In addition to the strategies highlighted above we ensure safety in facilities and venues through:

- An annual safety audit of R&R office (see 8.4.2 Safety Audits Rural & Remote Home Care Service Facilities)
- Regular inspections of all equipment and servicing as required (see 8.14 Monitoring and Maintaining Equipment and Facilities)
- Regular RCC Inc WH&S meetings attended by a designated R&R staff member.

8.1.4 ENSURING THE SAFETY OF SPECIAL NEEDS CLIENTS

Strategies we employ to ensure the safety of special needs clients include:

- Providing a safe and comfortable environment consistent with clients care needs and staff/volunteer safety – prioritising the use of positive behavior supports wherever possible and abiding by the policies for working with vulnerable people – freedom from harm, abuse and exploitation (14.6 & 14.7)
- Making sure staff or volunteers are available who can effectively communicate with clients with language or other communication issues and/or using an interpreter service as required
- Providing/Using special equipment or facilities as required to meet individuals needs
- Monitoring the safety of client's homes appropriate to the support they receive.

8.2 Ensuring a Safe Environment for Staff

8.2.1 WORK HEALTH AND SAFETY (WH&S)

Obligations and rights

Under the requirements of the Workplace Health and Safety legislation, R&R has an obligation to ensure that employees are not exposed to hazards while they are working. Specific requirements include:

- Provide or maintain workplaces, cars and systems of work that do not expose employees to hazards

This duty refers to the whole of the working environment, so it covers items like the premises, machinery and methods of work as well as the physical factors (lighting, ventilation, dust, heat, noise, etc.) and intellectual factors (stress, fatigue etc.)

- Provide the information, instruction, training and supervision so that employees are not exposed to hazards while they are working

- Consult and co-operate with health and safety representatives
- Provide adequate personal protective clothing and safety equipment whenever hazards cannot be avoided

Obligations of employees under the legislation include that they must:

- Take reasonable care to protect their own health and safety and the health and safety of others
- Co-operate with their employer in ensuring that the workplace is safe and healthy and report to the employer any situation at the workplace or with any physical resources that could constitute a hazard
- Follow the instruction and training provided by their employers, use the personal protective equipment provided and not interfere with anything set up in the interests of health and safety.

The legislation also recognises that employees have certain rights with regard to health and safety in their workplaces. These include the right to:

- Be informed, ie to know about potential hazards
- To participate in the setting up of safe standards in the workplace
- To be represented on matters relating to workplace health and safety
- Refuse to work if they have reason to believe that they are or would be, exposed to risk of imminent and serious injury or illness, without losing pay or benefits.

WH&S strategies

Rural & Remote adopts the following strategies to ensure the health and safety of staff and clients:

- Making sure the work environment meets regulatory requirements such as building, food preparation and transport regulations
- The provision of equipment that minimises the risk of strain or injury
- Stress management strategies including:
 - Providing good working conditions
 - Clearly defining job responsibilities and accountability structures
 - Establishing support systems for all staff
 - Ensuring work plans and timelines are realistic
 - Managing abusive client behaviour
- Providing training to staff (orientation and ongoing) on ensuring the safety of clients and themselves (see 7.11 Staff Education and Training)
- The use and follow up of accident/incident/hazard forms, and maintenance of a current Central Risk Register by the Program Manager
- Regular safety inspections of clients homes
- Inviting feedback from staff through direct contact, feedback forms or surveys, on any issues in the delivery of services (see Section 5: Continuous Improvement and Section 16 Complaints and Client Feedback)
- Ongoing audits and continuous improvement of workplace processes and procedures (see Section 5: Continuous Improvement)
- Regular maintenance and servicing of equipment and vehicles, as appropriate or recommended by the manufacturers (see 8.14 Monitoring and Maintaining Equipment and Facilities)
- Making R&R premises and facilities and client homes a smoke free environment.

http://www.comcare.gov.au/preventing/governance/workplace_health_and_safety_management_system_whsms

8.3 Staff Training

To facilitate a safe work environment all staff and volunteers are provided with training and information on maintaining a safe environment, delivering safe services and contributing to improvements in safety

8.4 Safety Audits

8.4.1 HOME SAFETY AUDITS

Home Safety Audits are completed by the relevant Cluster Team Leader or another delegated staff member (normally the RnR Team Leader) prior to the provision of in-home services and at the review using a [Home Safety Checklist](#).

If any safety issues are identified that cannot be attended to by the client before the first service delivery the Home Safety Checklist is referred to the Program Manager

Any safety issues that can be attended to by R&R are discussed with the Program Manager for implementation through inclusion in the client support/care plan. Issues that require action by the client are negotiated with the client. These could include:

- The need for repairs to the home
- Removal of unsafe items
- The exclusion of support in relation to particular areas of the house
- The control of pets
- Smoking.

Where it is unsafe for staff to enter the home the delivery of services may be delayed until the risks are controlled.

The process for dealing with the reports is described in 5.3.3 Safety Audits.

8.5 Accidents and Incidents

Accidents, however minor, and near-miss accidents and other incidents that posed or could have posed a threat to the safety of staff, clients or any other person, are reported on a [Staff Accident Incident Report](#)

The process for dealing with the Reports is described in 5.2.3 Staff Accident Incident Report.

8.6 Hazards

Staff are trained to identify and report health or safety hazards in R&R premises, in the client's home or with vehicles provided by the service. These are reported on a [Hazard Report](#).

Completed reports are forwarded to the Program Manager who carries out (or delegates) any immediate action required.

The process for dealing with the Reports is described in 5.2.5 Hazard Report.

8.7 Communicable Diseases

See 11.12 Infection Control.

8.8 First Aid

8.8.1 FIRST AID TRAINING

All staff that may have client contact are expected to obtain a current first aid certificate; and update it three yearly, as well as do an annual CPR refresher course.

8.8.2 FIRST AID KITS

A first aid kit is maintained in the office, and in all vehicles owned by the organisation. They are checked six monthly and items replenished as necessary. All Home Care Support Workers who have three (3) or more clients will be provided with a basic first aid kit for their vehicles by R&R where they use their own vehicle (primarily) for client support service delivery. It is expected that HCSW's will check their kits on a six month basis and replenish as required.

8.9 Injury Management

Staff who sustain an injury at work that prevents them from carrying out their normal duties are supported in a return to work programme that is appropriate to their injury and abilities and meets the needs of the organisation. The Program Manager or RCC Inc HRO liaises with the staff person in developing the most appropriate program. The Program Manager is guided by the Medical Practitioner/Health Professional and/or WorkCover representative who is overseeing the staff person's recovery. External expert assistance is sought where required.

8.10 Approved Suppliers and External Contractors

To ensure the integrity and reliability of supplies R&R maintains a list of approved suppliers, including contractors. Approved suppliers are selected and evaluated by the Finance Manager in conjunction with the Program Manager or RnR Team Leader on the following criteria:

- Quality
- Reliability
- Timeliness
- Backup support and service and
- Cost.

External suppliers and contractors provide an ABN number and, if appropriate, evidence of public liability, current workers' compensation insurance

New suppliers are approved by the Program Manager or Finance Manager of Rural & Remote before goods or services are purchased from them.

If Rural & Remote contracts out any service delivery an agreement is developed that specifies that the contractor will meet all relevant quality requirements under the relevant guiding legislation and funding body service agreement. Rural & Remote Home Care Service may request evidence of compliance or conduct on-site audits of relevant information and contractor compliance.

8.11 Assets Register

An assets register is maintained by the Finance Manager. The assets register includes:

- The date of purchase
- A description of the goods, including brand, model and serial number (if appropriate)
- Location
- Purchase cost (including GST)
- Date of disposal
- Reference to original purchase documentation

- Comments.

All equipment purchased with a value in excess of \$500.00 is recorded. If the purchase price is not known, for example if the asset is donated, then it is recorded at the cost of a comparable item at current prices.

Purchase costs show installation costs, cabling, transportation and other associated costs incurred to make the asset usable.

The assets register is updated at the start of each financial year.

8.12 Insurance

Rural & Remote Program Manager and Finance Manager in conjunction with RCC Inc Management Committee representatives arrange all insurances required by funding providers including:

- Public liability
- Workers' compensation
- Professional indemnity insurance
- Property - fire
- Contents - theft and burglary (replacement cost)
- Motor Vehicle Liability Insurance
- Compulsory Motor Vehicle Insurance.

The Finance Manager ensures that current Certificates of Currency are available for all insurances in the 'general for everyone' folder on the shared drive.

8.13.1 STAFF AND VOLUNTEER VEHICLES

Staff and volunteers would not normally use their vehicles for Rural & Remote Home Care Service work purposes, specifically the transportation of clients. Current RCC Inc policy states that should staff wish to transport clients in their own vehicles, they are required to have Comprehensive Insurance for this purpose.

Staff and volunteers are required to provide a copy of their vehicle driver licence, car registration and insurance and this is kept in their staff file and recorded in the employee's file.

8.14 Monitoring and Maintaining Equipment and Facilities

The Administration Assistant maintains a Vehicle Maintenance Register recording all scheduled and unscheduled maintenance on vehicles owned by Rural & Remote Home Care Service.

The Administration Assistant in conjunction with the Program Manager and RnR Team Leader is responsible for ensuring programmed maintenance is carried out as per the maintenance schedule. Ad-hoc maintenance is reviewed on an ongoing basis to identify if equipment needs to be replaced.

Vehicle servicing and maintenance is managed by the Administration Assistant in conjunction with the Program Manager.

The Respite Supervisor has primary responsibility for managing all Centre Based program equipment and facilities/resources maintenance. Scheduled inspections and safety checks are recorded in the Corporate Calendar maintained by the Program Manager.

8.14.1 MAINTENANCE REQUESTS

Staff report any required maintenance to the Program Manager or RnR Team Leader who will appropriately record and arrange any necessary maintenance of equipment or facilities. In the case of the Centre Based program the Respite Supervisor has responsibility for these tasks.

8.15 Vehicle Policy

The use of vehicles is covered by the R&R Vehicle Policy. Key points are:

- All grant conditions relating to the use of vehicles are adhered
- Rural & Remote will provide full comprehensive insurance on its vehicles.
- Disability Parking stickers are available for all vehicles on Rural & Remote business. DO NOT use the disabled parking lots if you are not carrying a disabled person at the time.
- Staff have an appropriate current licence before using a vehicle
- All R&R vehicles are used solely for work purposes unless private use is agreed as a condition of employment.
- Vehicles are locked when unattended
- Users of vehicles:
 - Carry a mobile phone at all times if possible
 - Ensure that the vehicle is tidy inside
 - Has adequate petrol for the next driver (refuel if less than one quarter of a tank)
 - Report any damage or issues with the vehicle
 - Complete the [Vehicle Log Sheet](#).

NOTE: Only R&R staff and the nominated client are authorised to travel in any vehicle owned by R&R. Under no circumstances are any other party/s (including client family members or friends) to be transported in an RnR vehicle.

8.15.1 MOTOR VEHICLE ACCIDENT PROCEDURES

In the event of an accident or breakdown the driver is to utilise the service of the RACQ or the manufacturer's breakdown service, as appropriate. If the vehicle requires towing, the RACQ is to be requested to provide the usual fee service. In the event the RACQ is unavailable the Program Manager may organise to use an approved third party (appropriately registered) for this purpose.

- Emergency breakdown service through the Royal Automobile Club of Queensland (RACQ) is available to the vehicle, not the driver.
- RACQ Breakdown numbers are displayed in all Rural and Remote vehicles.

Should the accident or breakdown occur in a location away from the premises or the usual garaging address, the driver is to contact RACQ and may arrange for them to undertake urgent repairs or obtain replacement parts, which are necessary to enable the driver to return to home or the office safely. The driver is to immediately inform the RnR Team Leader/Cluster Team Leader or Program Manager of the requirement to act and arrange for an invoice for such costs to be forwarded to the office for payment.

Where the breakdown or damage is of such a nature that the vehicle will be unable to be driven for several days, no action or repair is to be undertaken without the approval of the Program Manager.

Rural and Remote does not guarantee to replace a program vehicle that is 'off the road' because of breakdown or accident.

Staff who have a car accident while driving a Rural & Remote vehicle follow the procedures outlined below:

- Stop at once
- As much as possible, ensure that the vehicle is not posing a further traffic hazard
- Place the orange cones to alert passersby to the situation if safe to do so
- Offer assistance to anyone who might be injured

- Get the names and addresses of all witnesses to the accident
- Report the accident to the police.

If another vehicle is involved make sure you obtain and keep a record of the following information:

- The owner's name, address and telephone number
- The driver's name, address and driving licence number or other identification
- The name of the owner's insurance company
- The make, type and registration number of the car.

Identify yourself to the other driver, together with your name, address and registration number.

If the police attend, make sure you:

- Provide the police with all relevant information about yourself and the other driver
- Obtain and keep a record of the attending police officer's name, rank, number and station.

As much as possible try to recall and commit to memory (or write down) the details of the accident while they are still fresh in your mind. If possible, use a mobile phone to take photos of the damage to the vehicle.

Do not discuss the accident with anyone other than the police or the R&R insurance company representative if required, RnR Team Leader/Cluster Team Leader or Program Manager.

If personal injury or serious property damage is involved:

- Phone a senior staff person who will contact the insurance company at once.
- Complete a [Staff Accident/Incident Report](#) and give it to your supervisor as soon as possible after the accident.

8.15.2 MAINTENANCE AND CLEANING OF MOTOR VEHICLES

- Rural & Remote shall retain the right to expect the vehicle to be cared for as though it were the private motor vehicle of the employee (see below) -
- If the vehicle is not cared for to the standard required by the Program Manager, or Management Committee, such lack of care shall be a breach of the terms contained herein and shall constitute a reason for the immediate discontinuance of the usage agreement by the Program Manager, or Management Committee.
- The vehicle shall not be used:
 - a) for the transportation of persons or goods, for hire or reward
 - b) for any unlawful purpose
 - c) whilst it is in an unsafe or defective condition
- It is essential that best exchange value be realised to allow the organisation to provide new vehicles in line with current policy. To achieve this it is necessary for the primary user of the vehicle (at that time) to:
 - a) Not drive the vehicle when unfit to do so and immediately inform the Program Manager that maintenance is required
 - b) Adhere to the "No Smoking" policy inside the motor vehicle
 - c) Notify the Program Manager of the need to wash and clean the vehicle inside and out on a regular basis (at least once a month or as required – as per the vehicle cleaning roster)
 - d) Check the windscreen washer at each occasion of washing of vehicle
 - e) Ensure that normal running items such as petrol, oil, battery, radiator, tyre pressures are checked weekly in accordance with the manufacturer's recommendations.

- f) Make sure that the vehicle has petrol, oil and water at all times. Out of courtesy to the next driver, the vehicle should never be under a quarter full of petrol on return to the office.
- g) Make sure that the required servicing and maintenance is carried out as per manufacturer's service schedule and or inform the RnR Team Leader/Cluster Team Leader that a service is required
- h) Ensure that at each normal scheduled service tyres are rotated and the spare tyre is checked
- i) Ensure all punctured tyres must be taken by the driver for immediate repair.
- j) Report to the RnR Team Leader/Cluster Team Leader or Program Manager any malfunction of the vehicle, however minor, the noted driver has observed immediately the defect or damage is noticed.
- k) Report to the RnR Team Leader/Cluster Team Leader or Program Manager when/if the vehicle is stolen, damaged, or when repairs are required.

8.15.3 SECURITY OF MOTOR VEHICLES

Due to a lack of secure garaging facilities at the agency premises, and the provision of vehicles for use by Home Care Support Workers, vehicles may be garaged at home by staff. Under fringe benefits tax law this constitutes private use of the motor vehicle and must be noted as such in the log book. Any motor vehicle garaged at a home address must be garaged off the road, and if possible under cover.

Vehicles must be locked at all times that they are unattended.

8.15.4 FINES OR PENALTIES

The nominated driver shall indemnify Rural & Remote for all or any, fines or penalties which may be occasioned by the operation of the vehicle in breach of any road, traffic, motor vehicle or parking laws.

8.15.5 DRIVING BY PERSONS OTHER THAN THE NOTED DRIVER

In the event that the noted driver is unable or unwilling to drive, he/she may nominate a driver. It is the noted driver's responsibility to ensure that his/her nominee holds a valid driver's licence and is fit and medically able to drive, before taking control of such vehicle. The Program Manager or RnR Team Leader/Cluster Team Leader is to be contacted prior to the event, and permission granted and noted that such a change will take place.

8.15.6 PRIVATE USE OF MOTOR VEHICLES

- All Rural & Remote vehicles are to be used solely for work purposes. Private use of the vehicles is not permitted without prior approval of the Program Manager and/or in consultation with the RnR Team Leader. If private use is approved, fuel expenses incurred on private use are to be paid by the staff member.
- A Rural & Remote's employee must be in the vehicle when on private use.
- If a person other than a Rural & Remotes employee is driving the motor vehicle when on private use, any excess payable to the insurance company in the event of a claim is payable by the driver, except in extenuating circumstances.

8.15.7 PRIVATE USE – DECLINED INSURANCE CLAIM

Should Rural & Remote's insurers decline responsibility for any accident involving an organisational motor vehicle while on private use, the employee using the said vehicle agrees to accept liability for all costs resulting from the said accident associated with the claim.

It is explicitly agreed that in the event of Rural & Remote's insurers declining responsibility any dispute arising as to the reasonableness of such action will be referred to the programs insurance broker for arbitration. The arbitrator's decision will be final and not subject to appeal.

Further, the employee will be responsible for the payment of any excess imposed by the insurance company as a consequence of the driver at the time of any accident being of an age or of a driving experience which renders the imposition of an additional excess possible.

8.15.8 PRIVATELY OWNED MOTOR VEHICLES

The following policy applies to the use of privately owned motor vehicles by Rural & Remote employees on agency business.

- Privately owned motor vehicles must be roadworthy in respect to the relevant Traffic Act, registered and carry compulsory third party insurance and that they carry compulsory Comprehensive (third party) insurance in the event of transporting clients.
- Rural & Remote will not be held liable for any costs of repairing damage sustained to private motor vehicles, owner driven or third party.
- Reimbursement for mileage only is claimable from Rural & Remote and is paid in accordance with the relevant award. Other vehicle expenses may be claimable through the individual's income tax deductions.

8.16.9 USE OF A CLIENT VEHICLE FOR SERVICE PROVISION

The following applies to a home care support worker who is required to travel in a client's vehicle either as a driver or a passenger, and is to ensure the safety of employees, the client and third parties.

Any staff member driving or travelling in a client's motor vehicle (during the course of normal allocated duties) are covered by WorkCover should a personal injury arise from a motor vehicle accident.

Vehicle Registration

The vehicle must have current Queensland motor vehicle registration.

During the client intake process and at the annual client review, Cluster Team Leaders should either obtain a copy of the current motor vehicle registration certificate or they should obtain the details of the vehicle: Make, Model, Body Type and Registration number.

Where a copy of the motor vehicle registration certificate is not obtained the Cluster Team Leader will inform the RnR Team Leader who will use the Queensland Transport 'Rego Checker' to confirm that the vehicle is registered and when the registration will expire.

The RnR Team Leader will enter the motor vehicle registration details into the Information Management System and ask the Administration Assistant to set an alert as a reminder for expiry of registration. This information will also be kept in the hard copy client file for reference.

Where the staff member is required to travel in (either as a passenger or driver) a different vehicle than the one previously nominated, they should ask the client to confirm the vehicle is registered and notify their Cluster Team Leader of the intended change.

Where a staff member is concerned about the roadworthiness of a vehicle they are required to travel in either as a driver or passenger, they are to immediately advise their Cluster Team Leader or RnR Team Leader prior to travelling in that vehicle.

Vehicle Roadworthy

The vehicle that the staff member is required to travel in either as a driver or passenger must be roadworthy.

Current vehicle registration is an indicator that a vehicle is roadworthy as in order to register a vehicle it should be roadworthy. A Cluster Team Leader must obtain a copy of the current motor vehicle registration certificate during the intake process and during the annual client review.

See above for procedures to follow.

Vehicle Insurance

The vehicle must have Third Party Property Insurance (Comprehensive Insurance) in addition to Compulsory Third Party Insurance which is included in motor vehicle registration.

It is also the client's responsibility to check with their Insurer if they are required to list additional drivers on their current policy, and to do so prior to use of the client's motor vehicle during service provision with the staff member as either a driver or passenger.

The Cluster Team Leader must obtain a copy of the Third Party Property Insurance certificate during the intake process and again during the annual review for the client's vehicle.

R&R staff or volunteers are not permitted to drive or travel in a client vehicle which is not covered by Third Party Property Insurance.

Change in Vehicle

Where a client changes their vehicle and a staff member is required to travel in the vehicle either as a driver or passenger, it is the client's responsibility to provide R&R with a copy of the vehicle's registration certificate and a copy of the Third Party Property Insurance certificate.

The staff member required to travel in a vehicle either as a passenger or driver should advise their Cluster Team Leader if the client changes their vehicle so that they can use that information to ensure R&R has relevant copies of the updated registration and insurance certificates.

Driver Licence

Where a staff member is required to travel in a vehicle either as the driver or a passenger the following conditions apply:

- The driver of the vehicle (including if the driver is the home care support worker) must hold a current Queensland drivers licence relevant to the class of vehicle being driven e.g. care licence class is 'c'
- The licence must be relevant to the vehicle being driven e.g. must hold a manual licence if it is a manual vehicle
- Where the staff members duties involve driving a vehicle a copy of their current driver's licence should be obtained and retained on their personnel file
- The driver must drive safely and adhere to all Queensland Road Rules
- The driver must obey all parking, no standing etc. signs.

Staff Members Vehicle

Home Care Support Staff are not normally required to use their own vehicle in the performance of their duties or to undertake additional tasks requested by the client unless this has been prior authorised by the Program Manager and/or a R&R vehicle is not available for use. This includes, but is not restricted to the following:

- Transporting a client or a member of the client's family
- Leaving the 'workplace' to make purchases or run errands for the client or a family member.

NOTE: A STAFF MEMBER IS NOT REQUIRED TO LEND THEIR VEHICLE TO THE CLIENT OR THE CLIENT'S FAMILY MEMBER/CARER.

RCC Inc - Rural and Remote Home Care Service or their Insurers will NOT be responsible for the following:

- Any injury sustained by any party in an accident involving a staff members personal vehicle
- Any damage to a staff members personal vehicle however caused
- Any property damage caused by a staff members personal vehicle however caused
- Any injury sustained by any party in an accident where a staff member is driving a client's vehicle
- Any damage to a client's vehicle where the staff member was driving that vehicle however caused
- Any property damage caused by a client's vehicle where the staff member was driving that vehicle however caused
- Any insurance policy 'excess' incurred as a result of any of the above.

Fines or Infringements

Where a staff member is driving any vehicle to transport a client the staff member is responsible for the payment of any fines associated with infringements of the road rules, while they were driving this vehicle e.g. speeding, running a red light, illegal or over-time parking fines.

Drivers under 25 Years of Age

Where the duties of a staff member involve driving, R&R will advise a client if the staff member is under 25 years of age. This allows the client to make an informed decision about having a driver under 25 years of age drive their vehicle and then accept the associated insurance implications.

Clients should be asked if this is something they want taken into consideration for staff members being placed on their roster.

Clients should be advised to inform their insurance company when another person is driving their vehicle and they need to advise their insurer if a driver is less than 25 years of age.

Motor Vehicle Accidents/Incidents

In the event that a staff member has an accident or is involved in an incident when driving a vehicle provided by the client, it is the responsibility of the client or the owner of the vehicle to arrange for and pay for the repairs, to pay the insurance excess and any other costs associated with the accident or incident.

An Incident/Accident Report must be completed in accordance with the Incident Reporting procedure immediately after the accident or incident and provided to the Program Manager.

Documentation and Records

All documents relating to this procedure are to be filed in either the client's file or the staff member's personnel file, whichever is relevant.

Records shall be maintained and subject to the requirements detailed within the Information Management procedure.

8.16 Fire and Emergency Procedures

8.16.1 DISPLAYING EMERGENCY PROCEDURES

Procedures in the case of fire and other emergencies are specified in the WH&S section of this policy manual, the RCC Inc WH&S P&P/Crisis Response Policy/Critical Incident Reporting Policy and the section specific to the Centre Based Respite Program (Aged Care Quality Standard 5).

The procedures cover:

- Fire procedures
- Threatening telephone calls
- Bomb threat
- Earthquake/cyclone
- Accident
- Chemical spill
- Missing client.

8.16.2 STAFF RESPONSIBILITIES

Each individual staff member has a responsibility to familiarise themselves with their work place and be aware of:

- The most direct means of exit from the building
- The nominated assembly point for the building
- The location of any portable fire fighting equipment within the building and its application.

Annual fire and evacuation drills mandatory for all office or centre based staff, and are coordinated by the nominated WH&S representative of RCC Inc.

8.17 Monitoring Physical Resources Processes

Processes and systems to ensure the safety of physical resources are regularly audited as part of the Rural & Remote audit program and staff, clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Corporate Calendar](#) and Section 5: Continuous Improvement).