



Motor Vehicle Policy and Procedure

Purpose and Scope

Network Rehabilitation Group (NRG) is committed to promoting and protecting the safety of all Employees, Participants, their families, and contractors. The purpose of this policy is to provide guidance regarding the use of motor vehicles for transporting Participants while delivering supports. This policy and procedure applies to all Employees, Participants, their families, and contractors who engage with Rehabilitation Support Services and Network Case Management Services.

2.0 Definitions

Employee: Includes all people engaged by a NDIS provider, including casual, part time and full-time employees as well as contractors.

Participant: Refers to a person who accesses supports from NRG either Network Case Management Services or Rehabilitation Support Services or both.

Family: Refers to people who may or may not be directly related to the participant but who the participant identifies as having a significant familial affect in the participants life.

Key supporter: Refers to friends, partners or others who have experience in providing ongoing care and support to our participants.

3.0 Policy and Procedures

Network Rehabilitation Group employees may be required to drive their personal vehicle, or the Participant may request the employee drive their vehicle during scheduled supports. The use of a motor vehicle is to be in line with the Participant's Support Plan which aligns with their NDIS goals. Prior to transporting any service user, Employees and Participants (if using their cars) must ensure that they satisfy each of the requirements outlined below:

3.1 License and insurances

NRG's induction process requires RSS employees to provide the following,

- their current driver's licence,
- valid motor vehicle registration, which includes their 3rd party insurance, and
- current insurance papers

These will be stored in the Employee file, along with their National Police Checks and NDIS Worker Clearances and other compliances

If Participant's would prefer RSS employees drive their vehicle RSS requires Participant's provide:

- a copy of the motor vehicle registration which includes their 3rd party insurance, and
- current insurance papers,

These will be stored in the Participant's file.

It is preferred that all vehicles used by Employees to transport Participants have comprehensive insurance. The owner of the vehicle must ensure that the insurance policy is current at the time of transporting clients and notify NRG should the insurance coverage change or lapse.

The vehicle owner must also ensure the insurance policy allows for the vehicle to be used in the course of employment and seek advice from an insurance broker or legal adviser to ensure they maintain the appropriate level of insurance cover for their circumstances, this includes adequate coverage if Support Workers driving the car are under 25 years of age.

3.2 Maintenance of vehicles

If used for the purpose of transporting Participants during scheduled supports, it is the responsibility of the owner of the vehicle to maintain the vehicle to a legally roadworthy standard. Before transporting clients, vehicles should be of a standard appropriate to that general type of vehicle. An induction of the vehicle is encouraged, this would include an observant walk around the vehicle to identify and take a photo of any obvious defects in the vehicle that would endanger public safety or would substantially reduce passenger comfort. This includes factors such as cleanliness.

3.3 Driver obligations

Whilst transporting a Participant in a vehicle NRG employees must ensure they satisfy each of the requirements outlined below:

- drive in a courteous manner, obeying Western Australian road rules.
- ensure annual maintenance is undertaken on the vehicle (e.g. regular service) by a qualified person to maintain a roadworthy status.
- notify the service provider of any medical condition, licence cancellation or other restriction that may affect their ability to transport Participant's.
- strive to keep the vehicle as clean as possible when used for transporting Participants.
- treat Participant's with politeness, courtesy, helpfulness, always abiding by our Code of Conduct.
- if the Participant requires a restraint other than a standard seatbelt, please refer to their support plan, Behaviour Support Plan, and NRG's Restrictive Practices Policy and Procedure for guidance.
- in situations where a Participant is displaying serious behaviours of concern, to the extent that personal safety is at risk, the driver must pull over and park at the nearest safe place. A call must then be placed to the RSS office, 9387 6881.
- take responsibility for traffic offences which occur while transporting Participants due to negligence. This includes speeding tickets, parking fines and other infringements.
- take the most direct route to reach the destination. There should be no detours or deviations except in cases where prior approval is sought from the RSS office.

3.4 Passengers

Unless otherwise approved by RSS, passengers in the car must be old enough to be in standard seating. If a Participant's child is to be transported in the car along with the Participant this is to be discussed with the office prior to commencing supports.

3.5 Travel expenses

RSS employees are to use the WhenIWork app to submit their Kilometre Claims, the instructions on how to do this are found within the WhenIWork app procedures and instructions within the Support Worker Handbook.

Expenses incurred for parking a personal vehicle are to be sent through to info@networkcms.com.au with a photo of the parking ticket. If a parking ticket isn't issued, please take a photo of the machine at the time of parking, showing the cost of the parking. Bank/credit card statements may be accepted on occasions where a receipt / tax invoice for parking is not available.

3.6 Traffic Fines/Infringements

All traffic fines and infringements incurred while delivering scheduled supports for Rehabilitation Support Services and during billable hours for Network Case Management Services are the responsibility of the employee driving the vehicle at the time.

3.7 Accidents/Incidents

Employees are to refer to the NRG Incident Management Policy and Procedure, NRG Work Health and Safety Policy and Procedure and their respective forms, NRG Employee Incident form and RSS Participant Incident form if a vehicle accident or incident occurs.

If the vehicle is involved in an accident or any incident involving a Participant or member of the community during scheduled supports, which subsequently results in damage and/or requires an insurance excess payment, the owner of the vehicle will be required to pay the excess and out of pocket expenses.

4.0 Related policies, procedures, and documents

NRG Incident Management Policy and Procedure
RSS Participant Incident Form
NRG Work Health and Safety Policy and Procedure
NRG Employee Incident Form
NRG's Restrictive Practices Policy and Procedure
Support Worker Handbook
Participant Welcome Booklet

5.0 Supporting legislation and standards

Road Traffic Act 1974 and Regulations

NDIS Practice Standards and Quality Indicators

NDIS Act

NDIS Code of Conduct

NDIS (Restrictive Practices and Behaviour Support) Rules

NDIS (Provider Registration and Practice Standards) Rules

NDIS (Quality Indicators) Guidelines

NDIS (Incident Management and Reportable Incidents) Rules

Work Health and Safety Act

Work Health and Safety Regulations (General)

Australian Human Rights Commission Act

Authorised

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