

# Newtown Neighbourhood Centre

## Section 6

### Operational

## Motor Vehicle Policy and Procedures

<b>Policy:</b>	Motor Vehicle Policy and Procedures
<b>Sub heading:</b>	Operational
<b>Status:</b>	Operational
<b>Approval date:</b>	3.2.09
<b>Approved By:</b>	Management Committee
<b>Review Date:</b>	February 2012
<b>Staff Training Date:</b>	26.3.09

### Purpose

The aim of this policy is to ensure that Centre vehicles are well maintained and staff and clients of the service are transported safely.

NNC uses vehicles for:

- Taking people shopping, transport of workers to service delivery sites, transporting boarding house residents to activities in the community. Staff attending meetings and training and transporting and collecting supplies and equipment.
- Priority is always given to essential services such as the shopping service and clients who need assistance to attend medical appointments. If clients are able to make their own way to an activity this will always be encouraged.

### Vehicles

NNC currently owns two vehicles.

### Responsibilities

The Executive Officer (EO) is responsible for ensuring that all equipment and resources are safe and reliable and that systems are in place, utilised and monitored to ensure safe use of centre vehicles. The EO will also report all accidents, incidents and hazards to the Board of Management.

The Centre Administrator's (CA) responsibility is to coordinate and schedule the maintenance, insurance registration and repairs of the vehicles. The CA will report all incidents, hazards and accidents to the OH&S Committee. The CA will collect all vehicle log information from the vehicles monthly. The CA will also update and maintain system procedures.

The Managers will ensure that all staff, volunteers and students are trained in the car policy and to ensure that all new staff driving records are reviewed by the RTA. Also develop; monitor and review care plans for clients. They are also responsible for the safety of the vehicle.

The Driver is responsible for knowledge of the car policy and must have an RTA driving record check before they drive the vehicle. They also must notify their Manager of any changes to their driving record. They must have their mobile phone

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with them and write their movements using the Centre Diary and communication board in the Front Office before they leave the Centre. The driver is responsible for: checking the vehicle and equipment before use, reporting faults, hazards or incidents and conducting risk assessments and management as the need arises. They are also responsible for making sure the car is clean and will remove their and their clients rubbish after each journey. They are also responsible for returning keys to the car maps and indicating where car has been parked. They must fill out the vehicle log and return monthly to the CA.

### Communication

The Centre Diary will be used to book cars.

The vehicle log and Incident/Hazard reporting system will be used to report any incidents or hazards to do with the cars, equipment or transporting clients. This includes accidents, mechanical breakdowns, faulty equipment or observed incidents with clients that present a safety risk. Such incidents will be reported directly to the CA who will take it to the OH&S Committee.

Any incident or hazard that presents an immediate risk shall be rectified immediately, or if not possible, reported to the EO for follow up risk management.

### Equipment and Resources

Emergency equipment and information will be kept in each car and these include:

- Vehicle Information Kit which contains information on
  1. What to do in the event of an accident or emergency
  2. Insurance details
  3. Emergency contact numbers
  4. Incident/accident reporting procedures
  5. Vehicle Log
- Fire extinguisher
- First Aid Kit
- Handy Kit (contains anti-bacterial spray/gel, nappy wipes, plastic bags & gloves)

### Carriage of Equipment and Other Moveable Aids

Any equipment or other moveable object which is likely to become dangerous within the vehicle in the event of a change in motion of that vehicle, should be:

- Stowed in the boot of the vehicle
- Secured within the cabin of the vehicle
- Transported in a separate vehicle

### Drivers

NNC vehicles are to be driven only by permanent or fixed term staff or selected students. Driving by casual staff will be determined by their Manager, this decision will be based on previous driving history and previous work experience with NNC. No other people are to drive NNC vehicles. Before driving NNC vehicles, drivers must provide the CA with a copy of their current driver's license and a driving record

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as provided by the RTA. Drivers who are under 25 years of age and P-platers are insured under NNC insurance policy.

In instances where a person's driving record shows infringements, the matter will be referred to the EO for consideration. All drivers will be required to advise of any changes that would affect their driving record.

### Mobile Phones

It is the responsibility of the Managers to ensure that drivers always have a mobile phone. Drivers with mobile phones in their vehicle (regardless of whether the phone is hands free or not) are not to make or answer any phone calls whilst the vehicle is in motion.

### Drug and Alcohol Usage

Newtown Neighbourhood Centre has a zero blood alcohol and drug level criteria for any person driving Centre vehicles.

### Smoking

Newtown Neighbourhood Centre has a no smoking policy in the work place, including in any vehicle at any time.

### Fuel Cards

Newtown Neighbourhood Centre currently has four fuels cards, which are **only** to be used when filling up the NNC cars with petrol. Staff may not use cash or credit cards when filling up NNC cars. The fuel cards can only be used for NNC vehicles. Drivers will ensure that cars are always left with a minimum quarter of tank of fuel. Fuel cards are kept, one with Boarders and Lodgers staff member and the other with the Individual Shopping Assistant. It is the responsibility of these staff members to ensure these cards are kept secure. They will notify Executive Officer and Financial Administrator immediately if the card is stolen or lost. The other two cards are kept in the safe and can only be used by other staff members when vehicles are low in petrol and the worker will need to refuel for their trip. The cards can be obtained by the Financial Administrator or Centre Administrator when needed. The fuel cards have a pin number attached for extra security this information can be obtained from the Financial Administrator or Centre Administrator .

### Garaging NNC Vehicles

Currently NNC does not have access to a garage where the cars can be housed safely. Until such time the following procedures will be maintained. Designating a car to an NNC staff member to drive to and from work. This can only be done where there is agreement between the staff member and the Centre and that the arrangement is mutually beneficial to both parties. The staff member will guarantee that the car is accessible for staff to use during working hours regardless of whether the staff member is attending work.

If no staff member wants to take the vehicle home, staff are to park the car away from known local trouble spots. Before a weekend the last person to use the vehicle will

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ensure that the car is not parked in a known trouble spot and away from the main hub of Newtown. Staff will ensure that all side mirrors are closed after each trip.

#### **Private Use of NNC Vehicles**

From time to time staff may request the use of NNC vehicles, permission can be requested from the Executive Officer or Managers. If permission is granted the staff member will be responsible for petrol, any excess that is incurred if the vehicle is involved in an accident. Any tolls or penalties incurred by the driver as a result of breach of traffic rules and regulations including parking fines.

#### **Procedures for Transporting Clients Safely**

All clients receiving service from the Newtown Neighbourhood Centre will have a care plan in place, reviewed annually, including an assessment of risks associated with mobility and service delivery before transportation is provided. For more detailed information, see client's individual care plans or projects individual procedures for transporting clients.

#### **Seatbelts and Vehicle Safety Equipment**

NNC is committed to ensuring the safety and comfort of all its passengers and recognises the essential function of passenger safety equipment. All passengers and staff are required to wear seatbelts and any other required safety equipment at all times while travelling in cars. The only exception to this rule is in the case where a medical certificate can be produced stating that a client is not required to wear a seatbelt. This letter must be carried with the person at all times during transportation and a copy is to be held in their file.

Staff providing the transport are required to ensure that seatbelts and all other safety equipment are in good working order, appropriate to the number and needs of passengers and that they are fitted correctly.

#### **Vehicle Emergencies**

##### **Medical Emergencies in Vehicles**

In all circumstances, the driver of the vehicle (unless they are unable) will take control during all vehicle or transport related emergencies. This includes the operation of any emergency functions of the vehicle. All appropriate team members must receive a copy of the Centre's Motor Vehicle Policy and Procedure at Orientation and receive training to understand the role of the driver in all emergency situations by their Manager.

In the event of a medical emergency, the driver must proceed as follows:

- Stop the vehicle in a safe area (taking into account the nearest cross street for location reference)
- Assess all person's medical conditions
- Call an ambulance and apply First Aid where necessary
- Call and inform the Project Coordinator or Managers

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- Follow instructions from Ambulance Officers and either inform necessary people or arrange a person from NNC to inform necessary people, such as the person's guardian or advocate as required.

#### Vehicle Breakdowns

All vehicles owned by NNC will be covered by the NRMA Roadside Assistance Scheme and these membership details will be located in each vehicle.

In the event of a mechanical breakdown, immediate action will be taken by the driver to minimise the danger to passengers and others to ensure their comfort and safety.

The Project Coordinator or Manager shall be notified of the breakdown as soon as possible and kept informed of any developments.

#### Motor Vehicle Accident Procedures

In the event of a road traffic accident involving an NNC vehicle, the highest priority is to ensure the safety of passengers and staff. Minimising risk to the general public and observing legal obligations are also important considerations. In view of this fact, the following procedures shall apply:

- Stop at once
- Ensure the vehicle is not posing a traffic hazard
- Where an accident has been very minor and involved no other person or damage to third party property, the vehicle should be checked for damage and/or roadworthiness before proceeding.
- Where the accident is more significant:
- Ensure passengers are ok and in a safe place. If necessary, move passengers to a safer place by the side of the road
- Where necessary, contact relevant emergency services: Fire/Ambulance
- Report the accident to the Police
- Get the names and addresses of all witnesses to the accident
- No NNC team member shall admit liability for an accident or make statements or comments, which may be interpreted as an admission of liability
- If another vehicle is involved, a record of the following information should be obtained:
  1. The owners name, address and telephone number
  2. The drivers name, address and telephone number
  3. The name of the owners insurance company
  4. The make, model and registration number of the vehicle
- Contact the Project Coordinator or Manager who will provide assistance
- Complete an Accident/Incident form and any relevant insurance paperwork and forward it to the Project Coordinator as soon as possible after the accident.

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