H&H Care SA Pty Ltd	Form28. Transport and Community Access Australian Government Support at Home Program	
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Policy and procedure 28

H&H Care SA Pty Ltd | Support at Home services

This policy guides safe, accessible transport and community participation. Each journey must match the client's goals, support needs and choices, use an approved driver and transport arrangement, and include a safe return and handover plan.

Document control	Details
Policy number	HH SAH TRANSPORT 028
Version and status	1.0 — Draft for Director approval
Prepared	24 October 2026
Approved by	Director: Huy Le
Effective date	24 October 2026
Review due	12 months after approval or earlier following change or incident
Applies to	Workers, nurses, coordinators and approved personnel providing transport or community support

1 Purpose and scope

Support the client to attend appointments, shop, participate in social and cultural life and build confidence in the community. Apply this policy to H&H vehicles, approved worker or client vehicles, accessible transport, taxis, rideshare, public transport and supported walking where relevant.

Transport and accompaniment are distinct tasks: driving a person to a venue does not establish that someone will supervise, assist at the appointment or bring them home. Agree each element before booking. This policy does not authorise ambulance, emergency patient transport or a vehicle conversion.

2 Responsibilities

The Director approves transport models, insurance and legal requirements. The coordinator confirms service authorisation, driver and vehicle eligibility, journey arrangements and backup. The Clinical Lead RN or relevant allied health practitioner assesses clinical or mobility risks and specialised transport needs.

Drivers comply with road rules, licence conditions and approved procedures, perform checks and stop unsafe journeys. Accompanying workers provide the agreed support and handover. Workers report changes promptly. For Fig Trees clients, confirm written service scope, charges and incident contacts; each organisation retains its own responsibilities.

3 Choice consent and inclusion

Plan with the person using their preferred language and communication support. Respect destination, timing, cultural needs, assistance animals and choice of transport, subject to a safe lawful arrangement. Explain risks and alternatives. Do not infer inability to decide from age or disability. Obtain consent for assistance, information sharing and any change of plan.

Authorisation legal requirements and charges

4 Service approval

Before the first service, confirm the care plan, goals, authorised transport and accompaniment tasks, location, duration, return arrangements, support ratio and emergency contacts. Identify who books and pays for external transport and who provides assistance at each end.

For Support at Home, confirm that the proposed service is within the current service list and the client's authorised services. The Fig Trees must confirm applicable funding, participant contribution arrangements and approved charges. A client request alone does not authorise an additional funded service.

5 Transport model and regulatory assessment

Before operating or materially changing a transport arrangement, the Director must determine the applicable South Australian Passenger Transport Act 1994 and Passenger Transport Regulations 2024 requirements. Obtain advice from the Department for Infrastructure and Transport where applicability is uncertain, including any driver, operator, vehicle inspection or accreditation requirements and exemptions.

Record the actual service model, advice, approvals or exemption basis, conditions and review date. Do not assume that aged care, incidental transport, a private vehicle, volunteer status or an ordinary driver licence creates an exemption. A service involving hire, fare or reward may require additional accreditation. If requirements are unresolved, use a suitable approved external transport service until they are resolved.

Confirm the vehicle insurer expressly covers the actual use, paid care work or passenger transport where applicable, authorised drivers and relevant equipment. Registration and compulsory third-party cover alone do not establish cover for business use or damage to vehicles and property. Record insurer confirmation and policy conditions.

6 Charges and client money

Agree and document service time, kilometres, fares, parking, tolls, waiting time, cancellation conditions and any other permitted charge before delivery. Explain the return journey and likely extras. Do not add a fee, margin or participant contribution independently or charge the same cost twice.

Record actual service time and kilometres using the approved method. Separate worker travel, client transport and accompaniment in the record where required. Obtain approval for material variations and record why they occurred. Emergency safety action must not wait for funding approval; escalate any subsequent funding question to the coordinator.

Apply Policy 16 to client cash, cards, purchases and receipts. Do not ask for PINs, borrow money or add private passengers or errands. Assistance with purchases must remain within the client's consent and agreed support.

Driver vehicle and equipment readiness

7 Driver eligibility and fitness

Before allocation, verify a current licence valid in South Australia for the vehicle class, licence restrictions and any required accreditation. Record expiry and renewal checks. H&H requires an unrestricted full licence for staff driving clients unless the Director has approved a documented lawful exception after risk assessment.

Verify workforce screening, induction, driving competence and task-specific training, including transfers, emergency response and wheelchair equipment where relevant. Workers must immediately report suspension, cancellation, new restrictions, relevant infringements, health changes or insurance changes affecting safe driving.

A driver must not drive when fatigued, unwell, affected by alcohol, illicit drugs or impairing medicines. H&H requires zero alcohol while transporting clients. Plan adequate breaks, realistic travel time and another driver or transport option if fitness changes. Never pressure a worker to drive to avoid a missed service.

8 Approved vehicle

Maintain an approved vehicle register showing ownership, registration, insurance, maintenance, seating capacity, equipment, legal requirements and approval date. Worker and client vehicles require the same suitability review for the intended service. Obtain the owner's permission and insurer confirmation before a worker drives a client vehicle.

The vehicle must be roadworthy, clean and suitable for entry, exit and seating. Provide functioning seatbelts, safe tyres, clear visibility, working lights, climate control and secure storage. Remove a vehicle from service for safety defects until rectified and cleared. Complete required servicing and inspections; retain evidence.

9 Before each journey

- Check tyres visually, lights as practicable, mirrors, windows, fuel or charge, warning indicators and visible damage or leaks.
- Check seatbelts, doors, seating, cleanliness, clear exits, climate control and secure luggage or mobility aids.
- Confirm any ramp, hoist and restraint system checks, maintenance status and trained operator; stop if defective.
- Carry an accessible first aid kit, charged phone, approved emergency contacts and any client-specific emergency information securely.

Log defects and notify the coordinator before departure. A checklist does not replace a driver's judgement or legally required inspection. Do not use a different vehicle without confirming approval and client suitability.

Client assessment and journey preparation

10 Individual transport and community risk assessment

Assess transfers, walking, falls, fatigue, seating tolerance, pain, continence, motion sickness, cognition, communication, getting-lost risk, distress and sensory needs. Identify clinical risks such as seizures, diabetes, swallowing difficulties, oxygen or emergency medicines and use the appropriate clinical plan.

Confirm destination accessibility, toilets, rest areas, appointment timing, parking, walking distance, steps, weather exposure and safe pick-up locations. Agree support ratio, supervision, contact arrangements and assistance with belongings. Avoid planning one worker to provide both sustained driving and care that requires continuous hands-on attention.

Seek RN or allied health advice where transfers, wheelchair travel, equipment or clinical risks are uncertain. Arrange an accessible vehicle, second worker or other suitable service where required. Do not improvise lifting, restraints or clinical support to make an unsuitable trip possible.

11 Before departure with the client

Confirm identity, destination, consent, return arrangements and that the client is well enough for the planned activity. Check essential belongings, communication aids, appropriate clothing, mobility aids, emergency supplies and authorised medicine arrangements. Do not take original legal or identity documents unless needed and agreed.

Explain expected travel time and any cost changes. Confirm the home will be accessible on return and who will receive the client if a handover is required. Never leave a client without a workable safe return arrangement.

12 Transfers and seating

Park safely, apply the parking brake and allow enough room for entry and exit. Follow the assessed transfer and manual handling plan; use prescribed equipment and the required number of workers. Never lift by the arms, pull against a seatbelt or use an unapproved transfer technique.

Ensure each person has a lawful seating position and correctly fitted restraint before moving. Do not place a shoulder belt behind the back or under the arm. Medical exemptions or alternative restraints require verified lawful documentation and an approved safety plan; a worker cannot grant an exemption.

Secure walking aids, wheelchairs and luggage so they cannot strike people or obstruct exits. Equipment used for positioning does not automatically function as a vehicle occupant restraint. If safe seating or restraint cannot be achieved, stop and arrange suitable transport.

Wheelchair travel driving and community participation

13 Wheelchair transport

Use an appropriately equipped accessible vehicle and a trained competent operator. Confirm the wheelchair is suitable for occupied transport, equipment compatibility, manufacturer instructions and an assessed seating plan. Where a safe transfer to a vehicle seat is possible, follow the agreed clinical and transfer advice; do not assume transfer is always possible.

For occupied wheelchair travel, use the prescribed wheelchair tie-down and separate occupant restraint system according to instructions. Wheelchair brakes and postural belts alone are not sufficient. Check designated attachment points, belt fit, head support where required, and secure removable parts. Never attach restraints to unsuitable components or improvise with straps.

Use ramps and hoists within rated limits and approved technique. Do not leave a person unattended on a hoist or ramp. Powered chair settings, brakes and orientation must follow the vehicle and equipment instructions. Obtain specialist advice for unusual seating, scooters or devices; do not carry a person seated on a scooter without an assessed lawful transport arrangement.

14 During travel

Drive to conditions, obey road rules and avoid sudden acceleration or braking. Follow licence restrictions. H&H requires no phone handling, messaging or calls while driving; set navigation before departure and pull over lawfully and safely before responding. Do not complete notes or provide hands-on personal care while driving.

Never leave a client unattended in a vehicle. Monitor comfort and stop safely for care, rest, distress or illness. If the client unfastens a belt, becomes unsafe or needs urgent support, stop safely and arrange help. Do not physically manage behaviour while driving or use a seatbelt as behaviour restraint.

15 Participation and supervision

Support the client's chosen activity and independence at the agreed level. Confirm any venue risks and safe meeting point. Do not impose continuous supervision where an assessed plan supports independence; equally, do not leave a person who needs supervision while shopping or completing personal errands.

Respect privacy during appointments and obtain consent to attend or receive information. Follow lawful clinical instructions and record only information relevant to care. If a person is missing, follow the individual plan, contact police promptly where indicated and call 000 for immediate danger; there is no requirement to wait 24 hours.

16 Public and external transport

Book an accessible accredited service as applicable and confirm assistance, luggage, return trip and handover. Share only necessary information. A taxi driver does not automatically accept a care or supervision role. On public transport, follow operator instructions for mobility aids, ramps, priority spaces and assistance animals; do not use a walking frame seat as passenger seating.

Return emergencies and quality review

17 Return and handover

Check the vehicle and venue for belongings and confirm every client is accounted for. Assist the person safely to the agreed location, not merely to the kerb where further assistance is needed. Complete the agreed handover to an identified person or service and confirm acceptance.

If no one is available, the home cannot be entered, or the client is unsafe, remain with the client where safe and contact the coordinator for a safe alternative. Do not leave a person stranded or transfer responsibility by an unanswered message. Record the actual completion time and any changed arrangements.

18 Collision breakdown or emergency

Stop in a safe location, secure the vehicle and assess immediate danger. Call 000 for injury, serious illness, fire or other emergency. Give first aid within training and follow dispatcher directions. Do not move an injured person unless necessary for immediate safety or directed by emergency services.

Notify the coordinator when safe and arrange accessible replacement transport, required clinical assessment and support. Keep the client supervised and protected from traffic and weather. Evacuate only when safer and feasible using the emergency plan; do not leave a wheelchair user in danger while arranging routine roadside assistance.

Follow road law duties after a collision, exchange required details and obtain police advice or attendance as required. Preserve relevant information and equipment; do not admit liability or make informal compensation arrangements. Notify the Director and insurer through the approved process.

For severe weather, bushfire, extreme heat or unsafe roads, check official warnings and postpone, reroute or use an alternative service. Inform the client and coordinator, identify any urgent clinical or essential access need, and arrange continuity. Do not drive into a known unsafe area to complete a booking.

19 Records and incidents

Record date, driver, vehicle, client, destination, actual time, kilometres and approved costs, assistance and handover. Record deviations, refused or missed trips, clinical concerns, hazards and actions. Store personal and medical information securely; do not leave records visible in a vehicle.

Use Policy 9 for collisions, injury, missing clients, unsafe handover, restraint concerns and near misses. Coordinate with The Fig Trees and assess applicable SIRS or other reporting duties; not every traffic event is automatically SIRS-reportable. Do not delay immediate safeguarding while classification is decided.

20 Oversight

The coordinator checks driver and vehicle documents before expiry and after reported changes. The Director reviews transport incidents, complaints, missed journeys, charges and defects at least quarterly, with actions under Policy 18. Reassess the client plan after falls, deterioration, changed equipment, distress or a significant journey problem.

Transport and community access plan

TRANSPORT F01 | Complete with the client. Attach clinical, mobility and emergency plans as required.

Client identifiers and preferred communication: _____

Goals destinations preferred activities and transport choice: _____

Consent chosen supporters and information sharing: _____

Authorised tasks transport accompaniment waiting and return: _____

Service authorisation reference and Fig Trees contact: _____

Mobility transfer method equipment and number of workers: _____

Seating seatbelt wheelchair and restraint plan reference: _____

Clinical needs emergency medicine and relevant care plans: _____

Cognition supervision level getting-lost risk and distress response: _____

Public or external transport accessibility and assistance required: _____

Venue route toilets rest stops weather and other hazards: _____

Controls support ratio and worker competence required: _____

Pick-up location time and pre-departure checks: _____

Return arrangement home access and handover recipient: _____

Approved charges kilometres fares parking waiting and other costs: _____

Client money property and receipts arrangements: _____

Main contact backup and emergency response: _____

Driver vehicle or external provider approved: _____

Client participation and agreed alternatives if unsafe: _____

Assessor name role signature date: _____

RN or allied health advice and approval if required: _____

Coordinator approval and review date or triggers: _____

Driver and vehicle authorisation record

TRANSPORT F02 | Retain supporting evidence securely.

Driver licence class conditions expiry and accreditation basis: _____

Vehicle owner registration expiry insurance use confirmed and expiry: _____

DIT applicability advice accreditation or exemption evidence and conditions: _____

Maintenance inspection equipment and competence evidence: _____

Approver date restrictions and next review: _____

Journey checklist record and implementation

TRANSPORT F03 | Complete for the journey. Record faults and actions; do not mark unchecked items as complete.

Date client driver vehicle and accompanying worker: _____

Destination booking reference and return arrangement: _____

Driver fit and licence or approval current confirmed: _____

Vehicle tyres lights visibility fuel or charge warnings and defects checked: _____

Belts doors seating cleanliness exits and secure equipment checked: _____

Ramp hoist restraints maintenance and trained operator confirmed if applicable: _____

Client consent wellbeing transfer plan and support ratio checked: _____

Emergency supplies contacts phone and essential belongings ready: _____

Departure time odometer: _____ Arrival time odometer: _____

Return departure time odometer: _____ Completion time odometer: _____

Actual client kilometres time approved costs and receipt reference: _____

Support provided activity outcome and client feedback: _____

Handover recipient time and safe home access confirmed: _____

Vehicle and client belongings final check completed: _____

Variations hazards refusal incident or clinical concerns and action: _____

Person notified time advice and follow up responsibility: _____

Worker signature: _____

21 Related policies and references

Read with Policies 1 to 27, especially rights, consent, assessment, care planning, attendance, records, incidents, safeguarding, deterioration, manual handling, workforce, conduct, WHS, dementia and clinical plans. Official guidance checked 24 October 2026. Verify requirements for the actual transport model before operation.

- SA Government — Operator accreditation. https://www.sa.gov.au/topics/driving-and-transport/industry-services/taxi-and-passenger-transport/operator-accreditation
- SA Government — Driver accreditation. https://www.sa.gov.au/topics/driving-and-transport/industry-services/taxi-and-passenger-transport/apply-for-accreditation
- Passenger Transport Act 1994 and Passenger Transport Regulations 2024; applicable road rules and vehicle requirements. https://www.legislation.sa.gov.au/
- My Licence — Seatbelts and child restraints; mobile phones and safe driving. https://www.mylicence.sa.gov.au/roadrules/seatbelts-and-child-restraints | https://mylicence.sa.gov.au/safe-driving-tips/mobile-phones
- Adelaide Metro — Access and disability. https://www.adelaidemetro.com.au/how-to-use-public-transport/access-and-disability
- Department of Health Disability and Ageing — Support at Home service list. https://www.health.gov.au/resources/publications/support-at-home-service-list

22 Approval and implementation

Before use confirm legal and insurance requirements, approve drivers and vehicles, complete client plans, brief workers, verify equipment competence and test backup arrangements. Approval does not establish that these operational checks have been completed.

Director: _____ Effective date: _____

Next review: _____