

Transport for consumers



Prior to providing transport to a consumer

- Assess the consumer's needs for transport.
- A consumer risk assessment for transportation should consider:
 - previous history of physical assault, triggers and situations
 - previous history of assault in vehicles
 - previous history of exiting vehicles in a dangerous manner
 - previous history of self-harm
 - current indication of substance use.
- Ensure adequate number of staff is used to provide transport where there is an identified risk.
- Ensure staff have assessed the risk of providing transport to more than one consumer at a time.
- Ensure consumers are seated appropriately to minimise aggression and disputes.
- Do not seat a consumer directly behind the driver, if there is any concern.
- Ensure all consumer documentation is kept safely in the vehicle.
- Ensure car door-locking mechanism is in place if needed.

- As an extra precaution, carry out a mini-risk assessment just prior to the journey, considering whether the consumer is:
 - agitated or distressed
 - displaying aggressive behaviour
 - being verbally aggressive or abusive
 - mentally unwell
 - displaying behaviours that are out of character.

Vehicle use

Staff should:

- use approved vehicles to conduct home visits
- log out and log in
- be aware of the location of the consumer's home prior to leaving, and have a street directory in the car
- be familiar and comfortable with the vehicle to be driven
- adjust seats and mirrors, visually check the tyres and ensure there is enough fuel for the return trip
- ensure seatbelts are used
- have a *Working Safe* safety guide in vehicle with log book
- have a first aid kit in vehicle and check supplies.

Note: All material presented here is for guidance purposes only. See your organisation's policies and procedures on these issues.