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Accommodation Services

Safe Work Instruction

Disclaimer

This information is a guide only for use by service providers as a training tool (supplementary to training) and is not intended as medical or professional advice. Users must seek appropriate medical or professional service. The State Government of South Australia accepts no responsibility for the suitability or completeness of the information and expressly disclaims all liability for any loss or damage arising from reliance upon any of the information.

Assisting a Person to Transit in a Vehicle

Stop, Think, Assess, Review

Stop before you begin, you **must review** the Support Plan of the person being assisted.

Think about the task, any equipment needed and the readiness of the person. Think about other options if this task cannot be done safely.

Assess the person by watching/talking to them to see if they are willing and able to participate in the task.

Review other options available if person not ready for task. Talk to team supervisor/team leader about other options.

Potential Hazards

1. Driver distraction and risk of accident.
2. Driver or passenger injury from persons who are exhibiting behaviours of concern.
3. Potential of damage to vehicle.
4. Potential of risks to other road users, public safety hazards, for example, in the event that a person may undo seatbelt, including other passenger's belts, and may attempt to exit the vehicle while it is in motion.

Safety Provisions

To prevent risk of injury to workers or other passengers during transit:

- a. Follow all steps of this Safe Work Instruction.
- b. Ensure staff are familiar with any vehicle modifications (these may or may not include perspex driver protective screen, covers for door latches, perspex windows, independent internal key release of sliding door, or seatbelt buckle guards, etc).
- c. Communicate with person and other workers at every step of this task. Be familiar with and follow any support plans or positive behaviour support plans required for transporting people in a car or van.
- d. Review vehicle modifications and risk management processes when inducting unfamiliar staff.
- e. Ensure access to house mobile phone.
- f. Ensure that the contact list in the mobile phone is up to date, such as team supervisor contact details, etc.

Note: All modifications to Accommodation Services' vehicles accord with Australian Design Rules and, where required, modifications are inspected and plated by Department

for Infrastructure and Transport (DIT), Vehicle Standards Unit.

Instruction

Prior to Travel

1. Where a person is upset or agitated, or their behaviour is deemed unsafe, follow any support plans regarding agitation and safety in transport. Check with the Supervisor if unsure about safety. Do not proceed if the plan or the Supervisor deem it unsafe and follow instructions accordingly.
2. Refer to person's Support Plan for specific behaviour support procedures.
3. Always include the person in the planning of a trip unless otherwise advised. This should include information such as the route, destination and what will happen when they arrive. The visual/pictorial story may need to be accessible while travelling. Ensure to check routes that may trigger behaviours of concern when travelling (e.g. travelling near a family member's home).
4. Refer also to instructions particular to the vehicle.
5. Where the vehicle is fitted with a wheelchair lifter and wheelchair securing points, staff must have completed the DHS Travel Safe training (refer to the Accommodation Services Training Unit for details).
6. Notify team supervisor/team leader of the detail of the intended travel including purpose of travel (particularly relevant when travelling out of the metro area).
7. Ensure the house mobile is fully charged and carried on your person.
8. Ensure appropriate staff to client ratio, as accords with safe practice.
9. Follow any transportation checklist/seat allocation instructions.
10. Utilise approved seatbelt clip/buckle guard where appropriate.
11. Ensure person is dressed in comfortable clothing with layers that they can remove if they become too hot. Ensure they have ready access to a drink bottle, personal bag, etc.

Note: All loose items such as drink bottles, handbags, etc, should be safely stowed away (in the provided attached stow away bag or under the seat). Loose items have the potential to be 'missiles' in the event of hard braking, sharp turns and accidents.

Note: In the event of a long drive, arrangements could be made for the driver to call a contact person when a long distance or remote destination has been reached, 'to check in', especially if there are concerns.

During Travel

1. Ensure vehicle has a comfortable temperature and air flow to suit the weather conditions. Run air conditioner or open the window as appropriate.
2. Adjust radio volume to suit the needs of the person. Make sure to include the person in conversation.
3. If a person becomes agitated staff are to continue to implement the person's Support Plan.
 - a. Refer to the person's Support Plan for specific information. Ensure that any incident is recorded in the person's progress notes and reported in MySafety, identifying any antecedents, possible triggers and follow up actions taken.
 - b. Calmly pull vehicle over to a safe place, as soon as it is safe to do so, and put the hazard lights on.
 - c. Turn the vehicle off and place in park.
 - d. It is important, when a person's behaviour escalates that staff take efforts to

- keep people safe – both staff and other passengers.
- e. Stay calm, use a lowered voice tone.
 - f. Acknowledge the person's distress. Try to find out what the person needs and resolve the issue, for example, ask if they require the toilet or food or a drink. Talk to the person in a reassuring way. Respond appropriately.
 - g. Assist the person to add or remove a layer of clothing if they appear cold or hot.
 - h. If the person is attempting to remove seatbelt during travel, calmly remind them that they are being unsafe by taking the belt off while the car is in motion, or by trying to open the door. State the safety concern calmly, for example, "Your seatbelt keeps you safe, Alex".
 - i. Try to use diversion/distraction techniques, such as discussing the next task or activity you will be doing. Try different topics of conversation, use humour, talk about something out of the window or a song on the radio, etc. Provide ongoing interaction and reassurance. **Note:** There is a degree of judgement needed here, dependent on the person. Staff may find that with some people we support it may be more effective just to allow them to calm down themselves, without saying much. With some people any responses negative or positive could agitate them more. Others do respond well to someone identifying their needs by asking.
 - j. If there are indications that the person who is agitated may attempt to leave the vehicle and run on the road, for the safety of the person and others, use of the child safety lock may be required. Ensure the vehicle has adequate cooling and ventilation by leaving the vehicle engine running and the air conditioner on.
 - k. Take steps to remove passengers to safety, away from the person with escalating behaviours. Maintain a safe distance. Explain to the agitated person that you will be stepping out to give them more space. Always stay close to the vehicle and maintain a visual line of sight.
 - l. Keep people away from the person and hazards arising, or any damage to vehicle (such as broken perspex/glass/other potential projectiles). This may mean exiting the vehicle. Give the agitated person time and space to calm.
 - m. Summon help from team supervisor and other staff as necessary.
 - n. If person does not settle, return to accommodation site. Explain to the person that you will be returning home.
 - o. Call emergency services (000) for police to attend if a person's safety is at imminent risk. Provide a description of the situation and then contact the team supervisor to inform them.
 - p. In the event of a vehicle accident staff are to take necessary measures to safeguard passengers and follow the direction of emergency services personnel.
 - q. Once the person arrives at the destination, or returns home, they may still be distressed or exhausted. Ensure that they are welcomed into the environment and offer them something to eat and drink. Engage in a reassuring and familiar activity or conversation.

Summary

- Make sure the person is comfortable and secure.
- Document any incident and report to team supervisor immediately.
- Conduct post-incident review and consider what risk mitigation steps could be taken in the event of a recurrence.
- Where staff face ongoing issues managing behaviours of concern with particular

individuals, they may wish to refer to the Positive Behaviour Support Team (PBST) for further specific advice.

Approval

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