



Client Safety and Security

Policy Statement

Connect Inner West Community Transport Group ('Connect') is committed to maximising client safety and security

Connect will:

- ensure the physical environment is safe before, during and after transportation
- ensure that all its vehicles are safe and roadworthy
- conduct thorough screening of all staff and volunteers working with vulnerable clients, including police and driver's licence checks
- assist and support clients and require staff to identify, assess and manage risks associated with transportation
- provide all staff with information and training on duty of care, use of equipment and in specific safety and security needs of individual clients
- ensure that clients are protected from abuse or neglect, and that any suspected, alleged or actual incidents of harm are promptly addressed and investigated
- provide staff induction and training and regularly review staff levels to ensure appropriate levels of care
- respond appropriately to, report and document any safety and security breaches
- maintain and regularly review an incident management system
- review all incidents where client safety or security is compromised and, where necessary, revise relevant policies and procedures.

Procedures

1. Physical environment

It is the responsibility of Connect to minimise physical risks to clients. The organisation will meet reasonable community standards and comply with all legal requirements affecting the physical and environmental safety of clients. This includes fire safety, motor vehicle safety, and public health requirements. The organisation will implement a regular review process annually and update their compliance with community standards and legal requirements.

The organisation will comply with fire risk management guidelines which outline specific requirements relating to building construction, furnishings, smoke detection systems, fire extinguishing equipment, means of exit, fire prevention, fire safety management, evacuation capability, fire and emergency evacuation plans, emergency procedures and maintenance of essential fire safety services. Staff must be trained in relation to these guidelines. It is the responsibility of the General Manager, Client Engagement and Operations Manager and Senior Transport Officer, to ensure that compliance requirements are met.

2. Staff screening

Prior to commencing work with clients, all staff and volunteers, will undergo a comprehensive screening process which may include any one or more of criminal record check, Working with Children Check (WWCC), NDIS Worker Clearance check, referee checks, driver license and interviews as appropriate for the role and as set in applicable legislation or contracts. The findings of the screening are to be documented in the personnel files of staff and volunteers. Documentation and certifications will also be uploaded to Connect's compliance system, TANDA.

3. Risk assessment

A risk assessment will be undertaken by staff jointly with clients at each stage of care.

Clients will be supported to identify and manage risks in their own environment and in any activities they undertake by:

- The telephone intake procedure conducted in cooperation with the client, which identifies service level risks and assists clients towards making informed choices on service suitability. This reduces the risks of possible harm to client and staff member.

Where clients do not have the capacity to understand risks to their personal safety, Connect will assist the client in finding and appointment an advocate.

4. Suicide and self-harm

All clients presenting with suicidal and or self-harming behaviour will be assessed to determine the level and immediacy of suicide and/or self-harm risk.

The assessment for clients with self-harming or suicidal behaviour will include interviews with the Client, interviews with family and Carers, after which a CODE RED flag will be inserted in their RouteMatch Client profile. The CODE RED being indicative of an increased level of monitoring. Staff to report to the office any concerns identified as suicidal or self-harming.

If a client is assessed as being at risk of suicide and/or self-harm, intervention strategies to decrease the risk are to be developed and implemented.

Where staff members are concerned about a client's immediate suicide or self-harm risk, the client's physical safety should be addressed without delay as a priority.

5. Risk management

Where risks of harm are identified, a range of harm minimisation strategies which may include avoidance of triggers & family support will be discussed with the client and family. Agreed actions will then be documented in the client file.

Risk management and harm minimisation strategies will minimise and wherever possible eliminate the need for restraint.

Whenever staff are required to use restraint to prevent harm to the client or others, this will be documented on the client file, an incident report on the Accidents, Injury and Incident Report Form will also be completed. An investigation of the incident and the response will be undertaken and a report prepared outlining whether any further action is required.

All risk assessments and harm minimisation plans will be documented and included in the client's file.

6. Transport of clients

All clients will be transported as applicable to road safety obligations and community standards.

7. Abuse and neglect risks and reporting and management procedures

Connect has a duty of care to implement prevention strategies that include suitable recruitment screening processes and protocols for identifying the risk indicators for abuse and neglect. It is the responsibility of the organisation to minimise the risk of abuse (sexual assault, physical, emotional, financial) and neglect to clients.

Any suspected or reported allegations of abuse or neglect will be dealt with promptly and investigated.

8. Record keeping

- In the case of any accident or incident causing harm to a client, a detailed written report Accident, Injury and Incident Report Form be completed within 24 hours. The report should include:
 - description of the nature and extent of the incident
 - the name and contact details of all those involved, including any witnesses to the incident
 - action taken
 - the date and signature of the person making the report
 - any on-going or follow up action
- Records must be stored securely and only accessed by the General Manager or Client Engagement and Operations Manager with a legitimate reason.

Staff induction and training

All staff and volunteers will participate in an induction program prior to commencement. The induction program will include training on duty of care, risk assessment and management, professional boundaries and ethical behaviour. All new Drivers & Bus Assistants will read through and receive supervision on the Induction Handbook.

The staff training program will be reviewed regularly and be responsive to enable any emerging issues impacting on client safety and security to be addressed as a matter of priority.

Policy History

Record of policy development		
Version	Date approved	Date for review
4	3 October 2025	2 October 2028

Responsibilities and delegations	
This policy applies to	Connect Staff
Policy approval	Board

Policy context – this policy relates to:	
Standards	
Legislation	Aged Care Act 2024
Contractual obligations	