


**Work Health Safety: Safe Work Practice: Transport**

**Assisting client in and out of vehicle**

 Risks	Risk rating	Risk Controls
Injury to client or others from client fall/trip	Likelihood: C Consequence: 3 Rating = HIGH	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Only staff/volunteer competent allowed to assist client who need help into or out of a vehicle</li> <li><input checked="" type="checkbox"/> Staff/volunteer to ensure client is attentive to where/how they are entering/exiting vehicle</li> <li><input checked="" type="checkbox"/> Allow plenty of time, don't rush the client.</li> <li><input checked="" type="checkbox"/> Staff/volunteer to help a client to steady themselves if they lose balance, but never attempt to catch them if they are falling.</li> <li><input checked="" type="checkbox"/> Allow client to help themselves as much as they are capable to do so.</li> <li><input checked="" type="checkbox"/> Staff/volunteer use a semi-squat or kneel position to maintain natural curves of the spine.</li> <li><input checked="" type="checkbox"/> If necessary - use a plastic bag, slide sheet or pivot disk to make it easier to position client's bottom on the seat and to swing client's legs in and out of the car</li> <li><input checked="" type="checkbox"/> Reassessment of client if it is too difficult to get client in and out of car.</li> </ul>
Injury to client or others by passing vehicle	Likelihood: E Consequence: 1 Rating = HIGH	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Park vehicle on side of road that client needs to access (eliminating the need for them to cross road)</li> <li><input checked="" type="checkbox"/> Ensure adequate staff:client ratio and supervision for clients who wander or lack concentration</li> </ul>
Injury to client from car door closing on fingers	Likelihood: B Consequence: 3 Rating = MODERATE	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Ensure client is not holding the open car door when entering or leaving the car.</li> <li><input checked="" type="checkbox"/> Offer client the use of a handy bar</li> </ul>

**Equipment required:**

<i>Mercy Services equipment</i>	<i>Others equipment</i>
Motor vehicle or bus, handy bar if needed Worker to wear <u>footwear</u> that is fully enclosed, slip resistant sole, water repellent/resistant and provides adequate support. <b>Personal Protective Equipment required:</b>	Any walking aid used by client.

Activity	Worker behaviour	Client/other's behaviour
1. Prepare	a. Assess that the client is well enough for an outing on that day.	a. client to wear appropriate footwear for walking b. other clients who may be a distraction are to stay out of area so the client can concentrate on walking.

<b>Activity</b>	<b>Worker behaviour</b>	<b>Client/other's behaviour</b>
2. Assist client at a car	<ul style="list-style-type: none"> <li>a. Make sure the passenger seat is moved back as far as possible to maximise leg room for the client.</li> <li>b. Where possible park car leaving enough room for client to stand in gutter.</li> <li>c. Give clear and simple instructions to the client.</li> <li>d. Advise client to enter the car by first sitting on the seat and then swinging their legs into car.</li> <li>e. If it looks like they may have difficulty protect client's head as they get in and out of car.</li> <li>f. Use semi-squat position if needed to assist client to get their feet in and out of the car.</li> <li>g. Encourage client to use handy bar or car body to assist her/himself into and out of the car.</li> </ul>	<ul style="list-style-type: none"> <li>a. client to concentrate on task</li> <li>b. client to use own strength to stay balanced and to move her/himself</li> <li>c. other clients who may be a distraction are to stay out of area so the client can concentrate on task</li> </ul>
3. Assist client at a van/bus	<ul style="list-style-type: none"> <li>a. Park vehicle in position where safe for client to go from ground to step of bus</li> <li>b. Assist client walk to bus</li> <li>c. If applicable, offer to take walking aids, hand bags etc from client so they have two hands to assist them up/down stairs</li> <li>d. Allow client to walk up/down stairs and assist as appropriate</li> <li>e. Guide client to seat suitable to their needs and ensure they fasten their seat belt</li> <li>f. Introduce client to other passengers as they enter the bus</li> <li>g. Block other passengers access to stairs until client is well in to bus</li> </ul>	As above
4. Follow-up	<ul style="list-style-type: none"> <li>a. Document any incident and report it to your Coordinator immediately</li> </ul>	

**As at 03/03/17 this Safe Work Practice is authorised for use in:**

<b>Service</b>	<b>Position</b>
Community Transport	Driver
Day Centre	Activity Officer and Coordinator
Home Care Packages	Community Care Assistant and Coordinator
Home Support Program/NDIS	Community Care Assistant, Volunteer and Coordinator
Residential Aged Care	Assistant in Nursing
Support Coordination	Case Manager and Coordinator

**Date for review of safe work practice:** March 2020 (or if injury or changes require)

## COMPETENCY ASSESSMENT

### Assisting client in and out of vehicle

Employee \_\_\_\_\_

Assessor \_\_\_\_\_

Date \_\_\_\_\_

**Desired Outcome:**

For staff to assist a client in and/or out of a car, van or bus without causing injury or distress to self or client

**Knowledge required:**

Performance Criteria	Competence demonstrated	Comment
<b>1. Prepare</b>		
a. Assess that the client is well enough for an outing on that day.		
<b>2. Assist client at a car</b>		
a. Make sure the passenger seat is moved back as far as possible to maximise leg room for the client.		
b. Where possible park car leaving enough room for client to stand in gutter.		
c. Give clear and simple instructions to the client.		
d. Advise client to enter the car by first sitting on the seat and then swinging their legs into car.		
e. If it looks like they may have difficulty protect client's head as they get in and out of car.		
f. Use semi-squat position if needed to assist client to get their feet in and out of the car.		
g. Encourage client to use handy bar or car body to assist her/himself into and out of the car.		
<b>3. Assist client at a van/bus</b>		
a. Park vehicle in position where safe for client to go from ground to step of bus		
b. Assist client walk to bus		
c. If applicable, offer to take walking aids, hand bags etc from client so they have two hands to assist them up/down stairs		

Performance Criteria	Competence demonstrated	Comment
d. Allow client to walk up/down stairs and assist as appropriate		
e. Guide client to seat suitable to their needs and ensure they fasten their seat belt		
f. Introduce client to other passengers as they enter the bus		
g. Block other passengers access to stairs until client is well in to bus		
<b>4. Follow-up</b>		
a. Document the incident and report it to your Coordinator immediately		

Is the worker assessed as being competent?     YES     NO

Any required follow up action/training: \_\_\_\_\_

\_\_\_\_\_

Signature of employee ..... Date.....

Signature of assessor ..... Date.....