



# **Leaving a Client Along in a Vehicle Policies & Procedures**

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# LEAVING A CLIENT ALONG IN A VEHICLE

## Aim

123 Support Services is committed to ensuring the safety and wellbeing of all clients we provide supports and services to.

We consider leaving a client alone in a vehicle a high risk, with vulnerable health further magnifying the risk on hot days.

A client may not be able to fully assess the risk and support workers may not be able to get back to the vehicle as quickly as they thought.

Given also, that travel is solely a means of getting to and from providing support for people to access community venues, activities, appointments or Qld:

- 123 Support Services support staff are not to leave clients alone in a vehicle

The only exception to this is where there's a written agreement with 123 Support Services and signed consent by the client or person responsible, detailing the circumstances. The details for exception will also be written in the client's support plan and personal profile. If you are unsure always contact your service coordinator for confirmation.

If a client chooses not to leave the vehicle and it impacts on the support to be provided for the day, the support worker must notify the service coordinator of the reason the support plan couldn't be followed.

The information is imperative for service coordinators, as it is an expectation that 123 Support Services provides support promoting independence and personal development. If for some reason this is not happening the service coordinator will work through it with the client, support team and other professionals as required.

## Further Advice or Assistance

Further advice and information can be obtained from the:

» Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: [admin@123supports.com](mailto:admin@123supports.com)

## Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.