

Staff Travel Safety Considerations PHC CAHS Remote Guideline

| | |
|-------------------------|--|
| Target Audience | All Employees |
| Jurisdiction | Primary Health Care Remote CAHS |
| Jurisdiction Exclusions | N/A |
| Document Owner | Kerrie Simpson Atlas Development Officer Primary Health Care Remote CAHS |
| Approval Authority | Refer to Policy Guideline Centre General Manager Primary Health Care CAHS |
| Author | PHC Quality and Safety Team |

The attributes in the above table will be auto-filled from the PGC System. Do not update in this document.

Purpose

To provide Primary Health Care (PHC) staff in Central Australia with standardised procedures for road travel to optimise safety and minimise risk. This document **must** be read in conjunction with PHC CAHS / TEHS [Staff Travel – Safety Considerations](#).

Guideline

A system for monitoring travel movements and safety is vital when travelling in remote locations and staff must comply with notification to relevant personnel regarding travel itineraries.

| Staff | Position to contact | Phone Number | Hours |
|---|---|--------------|---------------|
| All PHC staff | Aero Medical Services (AMS) Coordinator | 08 8951 7840 | 8am to 4.00pm |
| All PHC staff | Manager On-Call | 0401 110 165 | After hours |
| <i>Note: All PHC staff may contact the Manager On-Call when the AMS Coordinator cannot be contacted</i> | | | |

Remote Based Staff Travelling to Regional Centres and Other Communities

- **Complete** the [Vehicles Quality Returns Template](#) prior to commencing extended travel
- **Notify** the AMS Coordinator / Manager On-Call prior to travel, with the itinerary details as described in [Staff Travel – Safety Considerations](#)
- **Inform** AMS Coordinator / Manager On-Call of arrival at destination
- **Contact** AMS Coordinator / Manager On-Call, whenever possible, if there has been a significant delay in travel. The new Expected Time of Arrival (ETA) details will be noted on the tracking mechanism.

PHC Staff in Regional Centres Travelling to and from Remote Areas

- **Check** the vehicle prior to travel according the [Vehicle Checklist](#)
- **Notify** relevant personnel per above contact table (ie AMS Coordinator / Manager On-Call) of travel itinerary prior to commencing travel, including:
 - travel route and destination

- expected time of arrival to location
- satellite phone number and personal mobile phone number
- **Contact** the AMS Coordinator / Manager On-Call, whenever possible, if there has been a significant delay in travel. The new ETA details will be noted on the tracking mechanism.
- **Confirm** arrival at destination with relevant personnel per above contact table
- **Complete** the [Vehicle Checklist](#) and return to the CA PHC Fleet Officer

Note: PHC staff should respond to any reports of Men's Business in regard to safe travel to remote communities according to the [CA PHC Men's Business Procedure Flowchart](#).

Aero Medical Services (AMS) Coordinator

- Monitor staff movements for relevant CA PHC staff
- Notify the relevant manager when the expected time of arrival at the destination is not met within a one (1) hour timeframe
- Transfer all outstanding travel movements at COB to the [Manager On-Call](#) for further monitoring

Manager / Manager On-Call

- Follow-up staff when the expected time of arrival at destination is not met within the one (1) hour timeframe:
 - follow-up must continue until the staff member is located
 - when the staff member is not located, escalate to relevant personnel / authorities, eg General Manager, Police, etc
- Transfer all outstanding travel movements to AMS Coordinator at the beginning of the business day for further monitoring

Failure to Notify Arrival at Destination on Time

It is the responsibility of the driver to notify the AMS Coordinator / Manager On-Call on arrival at their destination.

If the staff member does not contact the relevant personnel by the ETA, the AMS Coordinator / Manager On-Call will attempt to make contact with the staff member via the satellite phone or work / personal mobile if provided.

If the AMS Coordinator / Manager On-Call is unable to contact the staff member, they will contact the final destination according to travel arrangements (eg health centre, council, roadhouse, home) to check if staff member has arrived.

If staff member and vehicle are unable to be located, the concern will be escalated to relevant authorities such as the PHC General Manager and Police.

Document Quality Assurance

| | Method | Responsibility |
|-----------------------|--|---|
| Implementation | Document will be accessible via the Policy Guidelines Centre and Remote Health Atlas | Health Policy Guidelines Program Atlas Development Officer, Primary Health Care CAHS |
| Review | Document is to be reviewed three yearly, or as changes in practice occur | Atlas Development Officer, Primary Health Care CAHS |
| Evaluation | Evaluation will be ongoing and informal, based on feedback. | Atlas Development Officer, Primary Health Care CAHS |

Key Associated Documents

| | |
|---|--|
| Forms | Vehicle Checklist PHC Remote CAHS Form Vehicles Quality Returns Template |
| Key Legislation, By-Laws, Standards, Delegations, Aligned & Supporting Documents | Staff Travel - Safety Considerations Manager On-Call PHC Remote CAHS Guideline Men's Business - Central Australia CA PHC Men's Business Procedure Flowchart |
| References | As above |

Evidence Table

| Reference | Method | Evidence level (I-V) | Summary of recommendation from this reference |
|-----------|--------|----------------------|---|
| N/A | N/A | N/A | N/A |