

## **DROPPING OFF AND PICKING UP THE PEOPLE YOU CARE FOR**

**Safety is very important for Minimbah's staff, our clients and their carers.**

Arrival and departure times are very busy, and we have implemented some simple rules to ensure everyone's safety.

### **Goals:**

- Safety for all.
- Establish a clear hand over of responsibility of clients at the door.
- To expedite the pickup and drop off process.

### **Times:**

- Minimbah opens to clients at **8.45am** and closes at **3.30pm**.
- **Arrival** times are between **8.45am** and **9.30am**.
- **Departure** times are between **2.45pm** and **3.30pm**.
- Casual arrangements for arrivals and departures outside of these times must be arranged at least 24 hours prior, in writing or by a phone call to reception, except in emergency situations.
- Permanent arrangements for arrivals and departures outside of these times must be discussed and agreed with the CEO.
- Late drop-offs and early pick-ups must enter and exit from the main entrance only.
- **Visitors must sign in at reception**, and be accompanied by a staff member whilst inside the premises.
- Clients still at Minimbah at 3.30pm will be included in our Extended Hours care program and a fee may apply.



### **Minimbah Transport Wardens:**

Our Transport Wardens protect the safe arrival and departure of clients, by controlling traffic flow and parking congestion during the arrival and departure times. They assist drivers by providing them with directions, informing them of relevant parking bays and accepting responsibility for the client. Please follow the directions of Minimbah Traffic Wardens at all times.

### **Driving – your obligations:**

- Follow the directions of the Transport Wardens.
- The transport area is One Way only.
- No reversing is permitted within the transport area, including the undercover bays.
- Unload and pick up from the main queue only unless by prior arrangement or as directed by a warden (e.g. Taxis or very large vans).

### **It is the responsibility of the carer:**

- To arrive during the above times only, unless prior arrangements have been made.
- To **assist their client into and out of the vehicle** and to safely escort them to the door, or to a traffic warden (Minimbah staff cannot assist with the loading or unloading of clients from any vehicle under any circumstances).
- To ensure that no client may be permitted to walk unaccompanied in the car park at any time or in any circumstances.
- To engage the brakes on wheelchairs when operating a hoist.
- To treat clients with the appropriate level of dignity and respect.