

Motor Vehicle Policy

Ref: 2.5/0926

Policy Group	02 Staff
Related Policy	CitiReach Workplace Health and Safety Policy (4.2) CitiReach Human Resources Policy (2.1)
Commencement Date	14.09.2026
Review Date	14.09.2027

Intent

CitiReach Personnel frequently drive as part of delivering community-based NDIS supports — transporting participants, travelling between appointments, or using CitiReach vehicles. This policy sets out the standards, licensing and safety requirements that apply whenever Personnel drive on CitiReach business, whether in a CitiReach vehicle or their own.

Scope

Inclusions: All CitiReach Personnel who drive a motor vehicle in the course of their duties, whether a CitiReach-owned or -leased vehicle, or their own vehicle used with prior approval.

Restrictions: Nil.

Exclusions: Personnel who do not drive as part of their role.

Objectives

1. To ensure only appropriately licensed and insured Personnel drive on CitiReach business.
2. To protect the safety of participants, Personnel and the public.
3. To set clear expectations for the use of CitiReach vehicles and the claiming of travel undertaken in a Personnel member's own vehicle.
4. To meet CitiReach's work health and safety obligations for driving as a work activity.

Policy Provisions

Licensing

1. A Personnel member must hold a current, valid Australian driver's licence appropriate to the vehicle being driven before driving on CitiReach business, and must:
 - 1.1. Provide evidence of a current licence at appointment and on request thereafter.
 - 1.2. Immediately notify the Head of Operations if their licence is suspended, cancelled, or subject to any condition affecting their ability to drive safely.

Fitness to Drive

2. Personnel must not drive on CitiReach business while affected by alcohol, illegal drugs, or medication (including over-the-counter medication) that could impair driving, and must not drive if fatigued to a degree that affects safe driving.

Transporting Participants

3. Where a Personnel member transports a participant as part of an agreed support:
 - 3.1. The vehicle used must be safe, roadworthy and appropriately equipped (including any required restraints or accessibility equipment).
 - 3.2. The transport must be consistent with the participant's support plan and any risk assessment relevant to their transport needs.
 - 3.3. Seatbelts must be worn by all occupants at all times, and mobile phone use while driving is prohibited other than via an approved hands-free system.

CitiReach Vehicles

4. Where a CitiReach vehicle is used:
 - 4.1. It is used only for CitiReach business unless separately approved.
 - 4.2. The driver conducts a basic safety check (tyres, lights, fluid levels) before use and reports any defect immediately.
 - 4.3. Smoking is not permitted in CitiReach vehicles.

Use of a Personnel Member's Own Vehicle

5. A Personnel member using their own vehicle for CitiReach business must hold current comprehensive or third-party property motor vehicle insurance, and may claim a travel allowance in accordance with the SCHADS Award and CitiReach's expense reimbursement procedure.
 - 5.1. CitiReach's insurance does not extend to a Personnel member's own vehicle beyond any statutory third-party cover; Personnel rely on their own policy for damage to their vehicle.

Accidents and Incidents

6. Any motor vehicle accident or near-miss occurring on CitiReach business, whether or not a participant was present, is reported to the Head of Operations as soon as practicable and, where a participant was involved, treated as a reportable incident under the Workplace Health and Safety Policy (4.2).

Supporting Procedures and Guidelines

- CitiReach Vehicle Pre-Use Checklist
- CitiReach Expense Reimbursement Procedure
- CitiReach Incident Report Form

Relevant Commonwealth/State Legislation

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Code of Conduct (NDIS Provider Registration and Practice Standards) Rules 2018 (Cth)
- Fair Work Act 2009 (Cth)
- Social, Community, Home Care and Disability Services Industry Award 2010 (Cth)
- Transport Operations (Road Use Management) Act 1995 (Qld)
- Work Health and Safety Act 2011 (Qld)

Definitions

CitiReach – CitiReach Community Support Services, a business name of Christian Outreach Centre trading as Citipointe Church, providing NDIS community supports in Brisbane, accountable to the Citipointe COM.

Head of Operations – the CitiReach staff member with day-to-day operational and leadership responsibility for CitiReach.

Participant – a person accessing NDIS-funded supports from CitiReach.

Personnel – CitiReach employees (permanent and casual), contractors and volunteers.

Policy Dissemination and Procedures

Procedures relating to this policy are drafted by the CitiReach Head of Operations, with input from the Citipointe Compliance Office where the policy touches Citipointe's own framework. Personnel are informed of this policy and any related procedures through induction, team meetings, and access to CitiReach's policy folder.

Accountabilities

Implementation	CitiReach Head of Operations
Compliance	CitiReach Head of Operations
Monitoring and Evaluation	CitiReach Head of Operations, with the Citipointe Compliance Office
Development/Review	CitiReach Head of Operations, with the Citipointe Compliance Office

Revisions

Reference No: 2.5

Version	Approval Date	Committee/Board	Resolution/Minute
/0926	14.09.2026	Citipointe COM	Pending adoption