

# Practice Bulletin

## Potential Restrictive Practice: Customer Transport

### Purpose

This practice bulletin provides important information for Endeavour Foundation staff regarding how to avoid unintentional and unlawful use of restrictive practice when transporting Customers, and ensure safe options are used as alternatives.

### Requirements

In Australia, it is mandatory in all states and territories that people travelling in a vehicle wear a seatbelt for safety. In addition, all children up to the age of seven are legally required to be secured in a properly fastened child restraint that is correctly fitted, adjusted for their age and size and which meets Australian / New Zealand safety standards.

The NDIS Commission recognises that the following devices are considered reasonable measures to support safe transportation of people with disability:

- A child lock on vehicles;
- Seat belt guards or harness; or
- A dividing screen between the driver and the back seat.

Where possible it is encouraged that an Approved Motor Vehicle Restraint is used.

### Approved Restraint

The NDIS Commission has determined that when a person with a disability is in a **moving vehicle**, and use of the approved restraint is **intended to support safe transportation** rather than manage behaviours of concern, its use is not considered a restrictive practice requiring authorisation and does not need to be reported to the NDIS Commission.

Examples of situations involving appropriate use of restraints within vehicles may include:

- ✓ Approved interventions or devices for postural support
- ✓ Approved restraints for securing a wheelchair

### Reportable Restraint

It is critical that Endeavour staff are aware that **any other use of these restraints would constitute a restrictive practice and must be reported to the NDIS Commission.**

Examples of reportable situations involving restraints may include:

- ✗ Restraining a Customer in a parked vehicle to prevent them from exiting the vehicle; or
- ✗ Containing a Customer in a parked vehicle in response to behaviours of concern (e.g.: physical aggression).
- ✗ Use of a device (e.g.: seatbelt guard or child lock) to manage aggressive or dangerous behaviour of a Customer whilst travelling in a moving vehicle.

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## Best Practice

If you are concerned that a restraint currently used, during Customer transportation, that may constitute restrictive practice, please contact the Complex Support team for advice by completing a referral form and submitting to [PBSImplementation@endeavour.com.au](mailto:PBSImplementation@endeavour.com.au)

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