

TRAVEL TO WORKPLACE AND CLIENT LOCATIONS POLICY

1. POLICY CERTIFICATION

Policy Title:	Travel to Workplace and Client Locations Policy
Policy Number:	HR07
Category:	Human Resource (Statutory, Financial, Administrative, Human Resources)
Status:	Endorsed
Endorsement Date	24 March 2026
Council Resolution	10.8.03.26

2. PURPOSE

The purpose of this policy is to establish clear and consistent guidelines for travel undertaken by employees delivering community aged care services between their home, workplace, and client locations.

This policy aims to:

- Ensure travel arrangements are managed in a fair, transparent and consistent manner.
- Clarify when travel time is considered working time and when it is considered ordinary commuting.
- Provide guidance on travel reimbursement and use of private or Council vehicles.
- Support safe travel practices in accordance with work health and safety obligations.
- Ensure compliance with relevant legislation and industrial instruments, including the Fair Work Act 2009, the Aged Care Act 1997, and the Aged Care Award 2010.

3. ORGANISATIONAL SCOPE

This policy applies to all Council employees involved in the delivery of community aged care services including:

- Community Support Workers
- Home Care Workers
- Nurses providing community care
- Coordinators and other staff required to travel for client services



4. POLICY STATEMENT

The Council recognises that travel is an essential component of delivering community aged care services. This policy establishes clear guidelines for employee travel between home, workplaces and client locations to ensure consistency, transparency, and compliance with relevant legislation and industrial instruments including:

- Fair Work Act 2009
- Aged Care Act 1997
- Work Health and Safety (National Uniform Legislation) Act 2011
- Aged Care Award 2010

Council is committed to ensuring travel arrangements support efficient service delivery while maintaining employee safety and fair remuneration.

5. DEFINITIONS

<u>Ordinary Commute</u> Travel between an employee's home and their usual place of work.
<u>Client Travel</u> Travel between client residences or between a workplace and a client's residence during rostered working hours.
<u>Remote Travel</u> Travel to communities or locations outside the primary township or service centre.
<u>Usual Workplace</u> The Council office, depot, health centre or facility where an employee ordinarily commences work.
<u>Designated Workplace / Usual Place of Work</u> The office, depot, service centre or facility nominated by the employer as the employee's primary place of work.



6. POLICY PROVISIONS

6.1 Ordinary Home to Workplace Travel

Travel between an employee's home and their usual workplace is considered ordinary commuting and is not paid working time.

Employees are responsible for arranging their own transport to and from their usual workplace unless otherwise approved by Council.

6.2 Travel Directly from Home to First Client

Where an employee is directed to travel directly from home to a client:

- The equivalent of the employee's normal commute to the usual workplace is unpaid.
 - Any additional travel time beyond the normal commute may be recorded as paid work time.
 - Travel must be recorded accurately on timesheets or the approved electronic system.
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6.3 Travel Between Clients

Travel between client locations during a rostered shift is considered paid working time.

Where a private vehicle is used for work purposes, employees may be reimbursed in accordance with Council's vehicle reimbursement provisions.

6.4 Travel from Last Client to Home

Travel from the final client to the employee's home is treated the same as normal commuting.

Only travel exceeding the employee's normal commute may be considered work time.

6.5 Use of Private Vehicles

Employees using their private vehicle for work must ensure:

- The vehicle is registered and roadworthy
- The vehicle is covered by appropriate insurance
- They hold a valid driver's licence

Council will reimburse approved kilometres travelled for work purposes at the applicable rate determined by Council policy or industrial instrument.

Staff need to have written approval from their manager before using a personal vehicle for work.



6.6 Council Vehicles

Where Council vehicles are provided:

- Vehicles must only be used for authorised work duties.
- Drivers must comply with road rules and Council vehicle policies.
- Any accident, damage, or incident must be reported immediately.
- Staff need to complete a vehicle inspection log before using a work vehicle

6.7 Remote Area Travel

Where services are delivered in remote locations:

- Supervisors must consider travel distances when preparing rosters.
- Risk assessments may be required.
- Accommodation and extended travel arrangements must be approved in advance.

6.8 Work Health and Safety

Council recognises travel as a workplace activity and will manage associated risks in accordance with the Work Health and Safety (National Uniform Legislation) Act 2011.

Employees must:

- Take reasonable care of their own health and safety.
- Avoid driving when fatigued.
- Report hazards or incidents.

7. RESPONSIBILITIES

Chief Executive Officer

Ensure appropriate resources and governance are in place.

Director/Manager – Aged Care Services

Ensure policy implementation and compliance.



Case Managers / Case Coordinators

- Plan rosters considering travel distances
- Monitor travel claims and time records
- Ensure employee safety

Employees

- Comply with this policy
- Maintain licences and vehicle requirements
- Accurately record travel

8. LEGAL REFERENCES

Commonwealth Legislation

- Fair Work Act 2009 – Governs employment conditions, including working hours, employee entitlements and industrial relations.
- Aged Care Act 1997 – Regulates the delivery of aged care services in Australia.
- Aged Care Quality and Safety Commission Act 2018 – Establishes regulatory oversight and compliance requirements for aged care providers.

Industrial Instruments

- Aged Care Award 2010 – Sets minimum pay rates and employment conditions for aged care workers, including provisions relating to hours of work and allowances.

Northern Territory Legislation

- Work Health and Safety (National Uniform Legislation) Act 2011 – Provides the framework for workplace health and safety obligations, including risks associated with work-related travel.

National Standards

- Aged Care Quality Standards – Establish standards for the delivery of safe and quality aged care services.

Local Government Governance

Where applicable, the policy also aligns with governance obligations under:

- Local Government Act 2019



9. DOCUMENT CONTROL

Policy Owner	CEO
Endorsed by	BCGC/ARMC
Date approved	24 March 2026
Revisions	
Amendments	
Next revision due	March 2029

10. WORKPLACE PARTICIPANT ACKNOWLEDGEMENT

I acknowledge:

- Receiving this BCGC Policy;
- That I should comply with this policy; and
- That there may be disciplinary consequences if I fail to comply, including termination of employment.

Employee Name:

Signed:

Date:

