

APPENDIX 7

GUIDELINES ON PHYSICAL RESTRAINTS

The Service Provider's Drivers and other Personnel must **NEVER** strike or abuse a Client. Physical restraint may be used to prevent a Client causing harm to himself/herself or to others, or to prevent serious damage to property. The Service Provider's Drivers and other Personnel must be made aware by the Service Provider that physical restraint:

- must not be used as a form of punishment;
- must only be used in the most serious situations and only then after attempting to resolve a crisis by other means, for example, by giving clear verbal instructions to stop dangerous or threatening behaviour or diverting a Client's attention towards another activity;
- must involve the minimum amount of force for the shortest possible time;
- must always seek to avoid injury;
- should be by means of holding clothing wherever possible; and
- must not involve deliberately painful or dangerous procedures.

The law allows any person to use such force as is reasonable in the circumstances to prevent a crime, such as physical assault, being committed. The Service Provider's Drivers and other Personnel must be made aware by the Service Provider that legal action could possibly be taken against them if unreasonable force is used.