



WHEELCHAIR TRAINING MATERIAL

MOBILITY DEVICES

Wheeled mobility devices such as scooters, princess chairs and wheeled walking frames are not considered safe for transportation in accessible taxis while the passenger remains seated in them. However, these types of mobility devices may still be carried in an accessible taxi if:

- the taxi driver can safely restrain the mobility device to prevent movement;
- the passenger can be transferred from the mobility device into a fixed seat in the vehicle and use the seatbelt provided.



Wheelchairs are generally suitable to be transported in accessible taxis with the passenger is seated in the wheelchair, providing the wheelchair can be appropriately secured using four anchorage points and the passenger is restrained. Suitable wheelchairs in which a passenger can remain seated during travel:



WHEELCHAIR HOISTS

Black & White Maxi Cabs can have either an internal or external wheelchair hoist. **UNDER NO CIRCUMSTANCES** may a driver use the hoist to assist passengers into the vehicle, where the passenger is not sitting in the wheelchair.



EXTERNAL HOIST



INTERNAL HOIST





ANCHORAGE SYSTEMS AND RESTRAINING BELTS

There are many of varieties of floor anchor systems and restraints, but generally you will find these four in a Black & White Maxi Cab.

"L" TRACK



"A" TRACK



OVAL POCKET



SLIDE 'N' CLICK



VEHICLE AND EQUIPMENT CHECK PRIOR TO DRIVING

Inside the vehicle:

- the ramp or hydraulic lift (hoist) is operating properly
- the ramp or hoist control boxes or switches are operating properly
- all occupant restraints can be accounted for and are fully functional
- floor tracking is undamaged

Any defects must be reported to the taxi operator. You are responsible if you drive a taxi which you know has faults or defects.





DRIVER GUIDELINES FOR CORRECT WHEELCHAIR HANDLING

Assistance with getting in and out of the taxi

Always ask how you can assist your passenger and remember to:

- Ask for permission prior to moving a passenger;
- ask how you can assist them into and out of the taxi;
- ensure the person is safe and ready before lifting them into position when using a rear hydraulic lifter;
- store any mobility aid safely and where it will not interfere with the movement of passengers into or out of the vehicle;
- offer to assist to load and unload any mobility aids;
- help them with getting any mobility aid, luggage or other items into and out of the taxi.



Wheelchair Loading:

1. Park vehicle safely on level ground:

- Allow 2-3 metres clearance for the hoist to unfold;
- apply vehicle brakes and engage the hazard lights.

2. Lower Hoist Platform:

- Do not stand, or allow anyone else to stand in front of platform when lowering the hoist;
- inspect hoist to ensure it is clean and free from defects;
- release the safety catch before attempting to unfold the hoist.

3. Position wheelchair on hoist:

- Facing forwards, again ask before pushing their wheelchair;
- manual wheelchair - apply brakes both sides;
- electric wheelchair/scooter - power off.

4. Raise hoist platform:

- Stand beside passenger and reassure;
- ask passenger if they would like you to hold the back of the wheelchair – (Always hold the rear of the chair to ensure there is no movement, especially in the case where brakes do not work correctly).
- stop and check at 300mm;
- safety flap must be engaged before proceeding and ensure adequate clearance for footplates and toes as platform rises.

5. Position wheelchair in vehicle:

- Wheelchair to be positioned at forward wheelchair securing position.
- face forward and ensure there is adequate clearance (Ensure wheelchair brakes are applied).
- wheelchair trays should be removed – if removable.
- stow and secure loose objects.

6. Attach the front restraints:

- Line up and lock anchorage into floor tracking at the front of the wheelchair;
- attach restraints to the main frame of the wheelchair, they should anchor just outside the width of the wheels;
- strap angle should be 45 degrees (or as close as possible), to the floor;
- buckle clip should face outwards for easy removal;
- push or drive wheelchair backwards to take up the slack.

7. Attach the rear restraints:

- Attach restraints to the main frame of the wheelchair, they should be attached inside the line of the wheels;
- do not cross restraints over;
- tension the slack;
- test for stability.

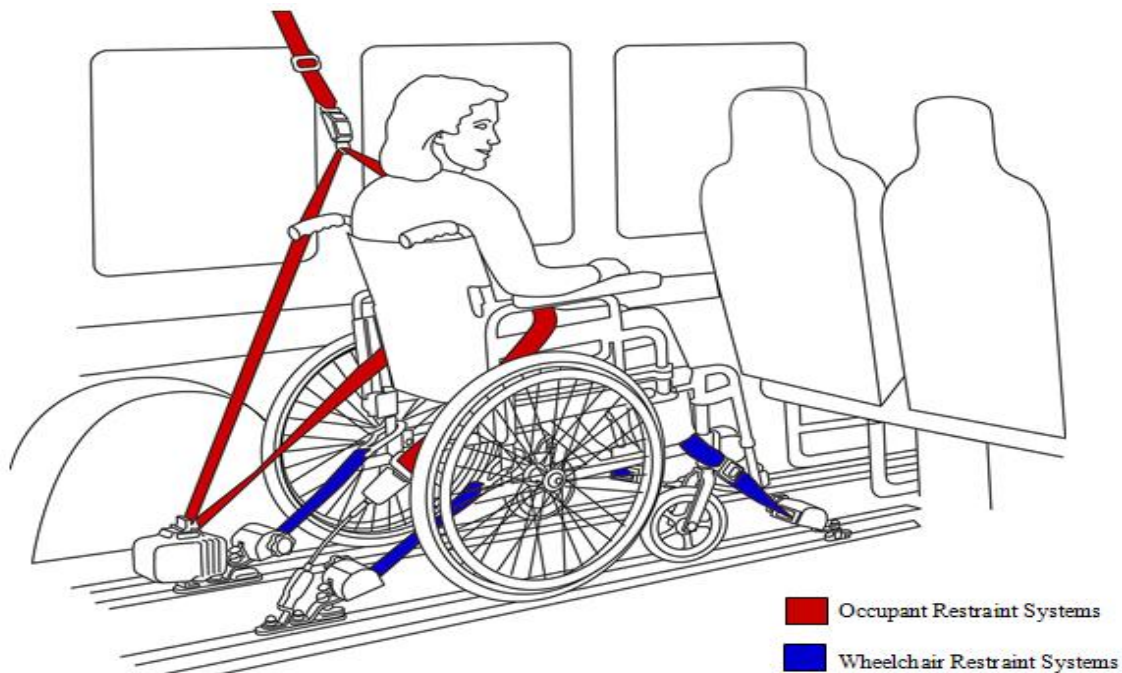
NOTE – ALWAYS ENSURE THE WHEELCHAIR BRAKES ARE APPLIED

SECURING THE WHEELCHAIR & OCCUPANT RESTRAINTS

Use the correct restraint:

- Use an approved restraint which has a direct connection to the floor;
 - Passengers own posture control belts are not sufficient unless they meet Australian Standards requirements.
- Attach the lap/sash or shoulder harness type seat restraint: Buckle the lap belt together;
- Pass the two ends down through the side panels of the wheelchair - not over armrests;
 - Connect the ends of the lap belt to the floor anchorage;
 - Adjust the lap belt firmly to fit – (check with passenger for correct seatbelt tension).
 - Lap belt must go across pelvis not abdomen. (Fit shoulder belt if deemed necessary).

Even if a wheelchair has a seat belt incorporated this is purely to assist in posture. The seat belts are not crash-tested therefore all passengers must have an external seatbelt secured to either the floor or shoulder anchor points.





DRIVER'S RESPONSIBILITIES

Be courteous and patient

- Speak to the passenger directly, not just the carer if present
- Ask first; do not handle the wheelchair without asking
- Charge the correct tariff and fare—passenger to pay for the loading time
- High occupancy tariffs **DO NOT** apply on an WHEELCHAIR designated fare regardless of the number travelling with the wheelchair passenger

Always ensure that both the wheelchair and passenger are correctly & safely restrained:

- Allow adequate clear space
- Attach restraints to mainframe of wheelchair. (2 at the front & 2 at the rear)
- Do not twist webbing
- Do not cross straps
- Always attach a seat belt around the passenger
- Remove lap trays
- Secure loose objects

Drive Safely

- Accelerate smoothly
- Do not follow too close
- Brake early and gently
- Do not accelerate or decelerate around corners
- Take it easy going through roundabouts
- Anticipate hazards and warn the passenger
- Drive 10 kph below the recommended speed limit

A DRIVER MUST WEAR HIS SEATBELT AT ALL TIMES WHIST VEHICLE IS IN MOTION.

ZERO TOLERANCE OF WAC RECALLS

When a driver accepts a booking with a Wheelchair condition the Driver is obliged to do the booking. A 30 minute penalty will **AUTOMATICALLY** apply to the driver who has initiated a recall and the driver will be required to attend Black & White Cabs Fleet Operations within 24 hours of the recall. If the driver does not attend, the driver's PIN will be suspended from the system. A \$50 Penalty will also be applicable.

A driver found to recall two Wheelchair bookings in a period no less than 3 days then a further penalty of \$100 will be applicable. If a driver has recalled three Wheelchair bookings in a period of no less than 7 days the driver will be immediately disaffiliated.

ONLY under the following circumstances will WAC Recalls be permitted:

Hoist equipment failure / Vehicle breakdown.

- The car will be immediately suspended from all maxi work. The hoist failure is to be viewed by Fleet Operations staff within 24 hours of the notification.

Wheelchair is not safe or a passenger with a scooter will not transfer to a secure seat.

- Contact query immediately and wait for instruction.

Remember this – If you are in doubt about what to do in the event of circumstances involving the transport of a passenger who is wheelchair bound, Please Ask Our Query Staff for Assistance!