

Driver and Passenger Guidelines

Wheelchair Loading

Wheelchair Restraint

Scooter Restraint

Occupant Restraint

Insert Restraints

Driver's Responsibilities

Passenger's Responsibilities

Wheelchair Loading

1. Park vehicle:

- safely
- on level ground
- 2-3 metres clearance for hoist
- apply vehicle brakes and hazard lights

2. Lower Hoist Platform:

- Do not stand, or allow anyone else to stand in front of platform when lowering hoist
- Inspect hoist to ensure it is clean and free from defects

3. Position wheelchair on hoist:

- Facing forwards or backwards - ask the passenger
- Ask, before pushing the wheelchair
- Manual wheelchair - apply brakes
- Electric wheelchair/scooter - power off
- Attach the platform safety belt behind
- Do not overload hoist - capacity 350kg

4. Raise hoist platform:

- Stand beside passenger and reassure
- Ask passenger if they would like you to hold the back of the wheelchair
- Stop and check at 300mm. Safety flap must be engaged before proceeding
- Ensure adequate clearance for footplates and toes as platform rises

5. Position wheelchair in vehicle:

- Forwards or backwards, not sideways
- Ensure there is clearance space of 900mm
- Wheelchair trays should be removed
- Stow and secure loose objects

Wheelchair Restraint

The wheelchair and the passenger must be secured using Australian Standard approved restraint systems which connect directly to the floor of the vehicle.

1. Attach the front restraints

- Line up and lock anchorage into floor tracking
- Attach restraints to the main frame of the wheelchair
- Strap angle should be 45 degrees to the floor
- Buckle clip should face outwards for easy removal
- Push or drive wheelchair backwards to take up the slack

2. Attach the rear restraints

- Attach restraints to the main frame of the wheelchair
- Do not cross restraints over
- Lock anchorage into floor tracking
- Buckle clip should face inwards
- Release wheelchair brakes
- Pull excess webbing through clamp and apply tension to lever until it locks.
- Now apply wheelchair brakes or turn off power.

Scooter Restraint

1. Scooter passengers must transfer to a seat.
2. The passenger should then be restrained with a standard seat belt
3. The unoccupied scooter must be restrained securely using the wheelchair restraint belts.

Occupant Restraint

1. 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.

2. Attach the lap belt

- 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
- Lap belt must go across pelvis not abdomen

Insert Restraints

1. The Australian Standard recommends:

- Special seating inserts should be securely fastened to the wheelchair frame
- Any cushioning or seating inserts greater than 100 grams should be secured so that it cannot be torn free.

2. Attach the insert securely

- Some seating inserts have special fittings which enable them to be connected to the floor of the vehicle directly
- Connect the insert restraint belts to the attachments on the sides and top of the insert
- Connect the ends of the belts to the floor anchorage using the central tracking

Driver's Responsibilities

1. Provide the passenger with good service

- Be courteous and patient
- Speak to the passenger directly
- Ask first
- Do not handle the wheelchair without asking
- Charge the correct fare

2. Restrain the wheelchair and passenger safely

- Allow adequate clearspace
- Attach restraints to mainframe of wheelchair
- Do not twist webbing
- Do not cross straps
- Remove lap trays
- Secure loose objects

3. Drive Safely

- Accelerate smoothly
- Do not follow too close
- Brake early and gently
- Do not accelerate or decelerate around corners
- Anticipate hazards and warn passenger

Passenger's Responsibilities

1. To allow us to transport you safely

- Your wheelchair should be capable of being restrained correctly
- Your lap tray should be removed during transit
- You should allow the driver to use an approved lap belt to secure you

2. Treat the driver with respect

- Be courteous
- Accept that he/she has a job to do which is sometimes difficult
- Pay the appropriate fare

This guide is based upon the AS 2942- 1994. 'Wheelchair Occupant Restraint Assemblies for Motor Vehicles', and Planning and Infrastructure's Course in Multi Purpose Taxi Operation. The guidelines are designed to be used with vehicles which are fitted out to meet Planning and Infrastructure's Multi Purpose Taxi specifications.