

Home and Community Care Program Vehicle Best Practice Manual



Department of Health
Government of Western Australia



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

VEHICLE BEST PRACTICE MANUAL

March 2005

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The Western Australian Department of Health, Home and Community Care (HACC) Program acknowledges the South West Community Transport Inc, "Best Practice Guidelines For Vehicle Purchasing" document, which was a very worthwhile and functional reference that provided the foundation of this manual.

Special thanks go to members of the HACC Vehicle Transport Working Party for their time and invaluable input.

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FURTHER INFORMATION

For further information about the HACC Transport Vehicle Project contact the Aged and Community Care Policy Development and Coordination Unit in the Department of Health:

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CONTENTS

<u>Purpose of Manual</u>	1
<u>1 Planning to Purchase Your Vehicle</u>	3
<u>1.1 Identifying Your Needs</u>	3
<u>1.2 Seats</u>	4
<u>1.2.1 Number of Seats</u>	4
<u>1.2.2 Tracking Seats</u>	5
<u>1.2.3 Seat Belts</u>	5
<u>1.2.4 Arm Rests</u>	6
<u>1.3 Air Conditioning</u>	6
<u>1.4 Windows</u>	6
<u>1.4.1 Window Tinting</u>	6
<u>1.4.2 Window Heights</u>	6
<u>1.5 Access</u>	7
<u>1.5.1 Hand Grab Rails</u>	7
<u>1.5.2 Head Height</u>	7
<u>1.5.3 Flooring</u>	7
<u>1.5.4 Steps</u>	7
<u>1.6 Wheelchairs</u>	8
<u>1.6.1 Access</u>	8
<u>1.6.2 Restraints</u>	9
<u>1.7 Hoists</u>	9
<u>1.8 Storage</u>	10
<u>1.9 Mud flaps</u>	11
<u>1.10 Garaging of the Vehicle</u>	11
<u>2 Buying your Vehicle</u>	11
<u>2.1 Leasing</u>	11
<u>2.2 Outright Purchase</u>	11
<u>2.3 Disposal of your Old Vehicle</u>	11
<u>3 Getting on the Road</u>	12
<u>3.1 Vehicle Licensing Requirements</u>	12
<u>3.2 Safety Issues</u>	12
<u>3.2.1 Occupational Safety and Health (OSH)</u>	12
<u>3.2.2 Passenger Safety</u>	13
<u>3.2.3 Liability and Duty of Care</u>	14
<u>3.3 Fuel</u>	14
<u>3.3.1 Fuel Cards</u>	14
<u>3.3.2 Fuelling Vehicles</u>	14
<u>3.4 Vehicle Procedure Manual</u>	15
<u>3.5 Vehicle Kits</u>	15
<u>3.5.1 First Aid Kits</u>	15
<u>3.5.2 Standard Precaution Kit</u>	15
<u>3.5.3 Breakdown Kit</u>	16
<u>3.6 Insurances</u>	16
<u>4 Other Issues</u>	16
<u>4.1 Hiring/Sharing of Vehicles</u>	16
<u>4.2 Vehicle Maintenance</u>	17
<u>4.2.1 Breakdowns</u>	17
<u>4.2.2 Availability of Spare Parts</u>	17
<u>4.2.3 Accessibility of Local Mechanics</u>	17

4.2.4	<u>Hoist Maintenance</u>	17
4.3	<u>Training</u>	18
4.4	<u>Warning Signs</u>	18
	<u>APPENDIX 1: IDENTIFYING YOUR PURCHASING NEEDS</u>	19
	<u>APPENDIX 2: F LICENCE ENDORSEMENT REQUIREMENTS</u>	21
	<u>APPENDIX 3: EXAMPLE VEHICLE PROCEDURES MANUAL</u>	26
	<u>APPENDIX 4: REFERENCE SITES</u>	37

Purpose of Manual

The Home and Community Care (HACC) Program assists agencies to purchase vehicles to transport HACC clients. The vehicles purchased by HACC agencies differ significantly in cost, make and model. HTTPB undertook a project on behalf of the Department of Health to inform the development of a policy for the purchase/lease and ongoing management of HACC funded vehicles.

Following the research project undertaken by HTTPB, the Department of Health invited HACC agencies to nominate for a HACC Transport Vehicle Project Working Party to address the issues identified in HTTPB's report and other issues pertaining to HACC transport.

The Working Party included representatives of metropolitan and country HACC agencies and the Department of Health. The Working Party's Terms of Reference identified three projects: (1) to prepare a best practice manual for the use of buses; (2) to prepare a best practice manual for the purchase of vehicles; and, (3) to identify current issues relating to HACC transport service provision and to arrange forums to discuss these issues.

This manual combines the first two projects and aims to provide a useful tool for HACC agencies for the purchase and modification of HACC vehicles.

In addition to this manual another valuable tool is a video developed by HTTPB. The video outlines different fit out configurations and demonstrates some of the vehicles that are available to purchase. This video is available to HACC agencies to assist with identifying the most suitable vehicle type, size and modifications to meet their needs. HACC Project Officers have been provided with a small number of copies, which are available for loan. Additional copies of the video are available by contacting HTTPB on (08) 9309 8180.

1 Planning to Purchase Your Vehicle

Refer to the checklist at Appendix 1.


1.1 Identifying Your Needs

Every HACC agency has different needs and ideas on how to fulfil these requirements. When planning to purchase, make a list of your needs including agency expectations for the vehicle. Safety is of great importance, so it may be desirable to reduce the carrying capacity of a vehicle to achieve a safer and more comfortable environment for staff and clients.

Prior to placing an order for a new or replacement vehicle, consider whether the new vehicle will be able to meet current and future passenger needs and service requirements.

The type of issues you may need to address could include:

- Type and size of vehicle required - in some instances it may be cheaper to purchase a van and have it modified into a bus.
- Seating - type and number of seats
- Air conditioning
- Window tinting
- Mudflaps
- Storage bays for equipment
- Hand/grab rails
- Wheelchair access
- Wheelchair restraints
- Hoists
- Access step
- Availability of spare parts
- Local expertise to maintain vehicle
- Licences required to drive vehicle
- Vehicle height – the Australian Standard height for undercover parking in buildings is 2.2 metres, which means that some vehicles will not be able to access underground parking areas.

	<p><i>Weigh up the pros and cons of two smaller vehicles as opposed to one large bus. It may be more practical to purchase two 12 seaters instead of a 22 seater.</i></p>
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Additional Notes _____

Many dealerships selling vans or buses can offer set deals on modified vehicles, particularly if the purchase of a vehicle is by tender process. The modifications for these vehicles are similar in each one produced, however they may not suit your needs. Similarly, vehicle modifiers may use standard floor plans to which minor modifications can be made for individual customers.

When sourcing vehicles check that what dealers are offering is what you need. It may be more practical to purchase the vehicle and then have modifications to the required specifications done separately.

The vehicle modifier should be aware of safety issues as well as the practicality of different modifications. A reputable modifier may advise against some alterations for these reasons. Be wary of a modifier who is too willing to accommodate you and does not offer negative feedback.

A very effective way to ensure you purchase the best vehicle to suit your needs is to communicate with vehicle dealers and other HACC agencies. Networking with other HACC agencies can provide very effective feedback and will allow you to receive unbiased opinions based on the experiences of others.



HTTB has a web page that will enable information on vehicles to be posted as well as links to other relevant websites such as Community Transport Organisation (NSW).

(See the back of this manual for reference sites)

1.2 Seats

1.2.1 Number of Seats

Should you include the front seats when calculating the number of passenger seats?

For example, a group providing transport for people with limited mobility may not be able to physically access the front seat beside the driver, or if the group is providing transport for people with challenging behaviours it may not be safe to access the front seats near the driver/controls.

Are there any steps inside the vehicle that will restrict passenger access to a particular seat? These types of steps may be found near the wheel arch and/or motor bay.

Additional Notes _____

Are your passengers small or large? If large, can you fit two passengers on a double seat or would it be safer to transport one passenger per double seat?

Consider seats that fold out of the way upwards and sideways to allow room for wheelchairs.

1.2.2 Tracking Seats

Tracking seating is a modification that allows seats to be installed or removed depending on passenger needs, for example, wheelchair access.

Will your organisation benefit, in the shorter or longer term, from tracking seats?

Seats modified with wheels for easy removal and installation will assist with Occupational Safety and Health risk minimisation


1.2.3 Seat Belts

Consider the type of seat belts needed by your passengers. These could be either lap or lap/sash belts.

You can purchase extra large (XL) seat belts but you need to be aware that with small-framed passengers these belts will not retract enough to ensure the passenger is safely secured.

One option may be to have a variety of seat belts fitted in the vehicle e.g. two seat belts replaced with two XL seat belts.

Alternatively, seat belt extension clasp devices are available. These devices effectively increase the length of the seat belt clasp and so may assist passengers with limited mobility to more easily fasten seatbelts. Be mindful that the seat belt can still retract sufficiently to ensure passenger safety.

	<p><i>If a bus does not already include seat belts ensure that licensing requirements will still be met when modifying buses to include seat belts. For further information regarding licensing requirements please contact the Department for Planning and Infrastructure www.dpi.wa.gov.au</i></p>
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Additional Notes _____

1.2.4 Arm Rests

Some points to consider in relation to armrests are:


- Foldaway armrests may enable easier transfer from wheelchair to seat.
- In the case of a bench seat, a foldaway armrest can be moved to accommodate a larger passenger.
- Using armrests, passengers may be able to push themselves up, rather than pull themselves, out of the seat (in some cases this is much easier).
- Using an armrest, passengers with no legs or weak legs can steady themselves.

1.3 Air Conditioning

- Will the air conditioning meet your passengers' needs?
- Is the air conditioning ducted?

Consider the engine's capacity and air conditioning demands.

Consider the effect the air conditioning units and ducts have on the available head height room for passengers.

	<p><i>How effective will your bus be if you have a full passenger load on a hot day driving up a steep hill?</i></p>
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1.4 Windows

1.4.1 Window Tinting

- How will the sun's rays affect your passengers?
- Will your passengers be in the vehicle for long periods of time?
- Do you need to obtain a heavier level of tinting on the windows? If so, how much will this cost and it is legal?
- Could blinds/shades be used as an alternative to or in conjunction with tinting? Ensure that the visual needs of the driver are not impaired.

1.4.2 Window Heights


Pay attention to window heights to ensure that passengers will be able to see out of the windows when seated.

Additional Notes _____

1.5 Access

1.5.1 Hand Grab Rails

- Hand or grab rails assist passengers accessing the vehicle.
- These may be placed both outside and inside the vehicle.
- The type and number of rails you require will depend on the mobility of the passengers and the type of vehicle being modified.
- All rails should be painted in safety yellow to assist in addressing safety issues when accessing the vehicle.

	<p>REMEMBER:</p> <p><i>Grab rails should be on both sides to accommodate all clients.</i></p>
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1.5.2 Head Height

Head height is likely to be lower in smaller commuter buses, however when purchasing a bus it is important to pay attention to the internal head height to ensure passengers will be able to stand up comfortably in the bus.

Head height should be considered in cars also. Other considerations with cars include:

- How wide do doors open?
- How low or high are seats? (Climb in to seat or fall in to seat?)

1.5.3 Flooring

Floor mats in cars and protection for flooring e.g. rubber floors in vehicles, will minimise damage to floor as well as cleaning costs and may also affect the resale of the vehicle.

It is preferable to have flat flooring in the vehicle as multilevel flooring in vehicle can cause problems for some less able passengers.

1.5.4 Steps

Do you need an extra step fitted to the vehicle?

Additional Notes _____


Depending on the mobility of the passengers the lowest step provided on the vehicle may not be low enough for people with disabilities. If you are unable to park close to a curb, will the step down be too great for your passengers?

You can obtain either a manual or automatic step, which is stored under the floor of the vehicle, in line with the access door. A grab rail can be fixed to the vehicle for added passenger safety.

A manual step requires someone on the outside of the vehicle to pull it out and to push it back under the vehicle.

An automatic step can operate in conjunction with the opening and closing of the door. As the door opens, be it manual or automatic, the step automatically comes out and vice versa when closing the door.

Other options may be available for different models of vehicles.

	<p><i>It is not advisable to have a step that is not fitted to the vehicle, as there may be legal ramifications should an incident occur causing harm to staff and or passengers when using the step.</i></p>
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1.6 Wheelchairs

1.6.1 Access

Will your passengers require wheelchair access?

If so, this will mean modifications to the vehicle including the installation of a hoist and the removal of some seats.

You need to consider how many wheelchair positions you may require in the future. It may be cheaper to have all modifications done at the start rather than later on in the life of the vehicle, as this may reduce the labour costs.

Vehicle modifiers now provide tracking seats. This means that you can configure the vehicles seating capacity depending on the number of wheelchairs you are transporting at any given time e.g. 1 wheelchair 15 passengers or 3 wheelchairs and 11 passengers. Tracking seats normally work in conjunction with the wheelchair restraint systems.

A storage box for the wheelchair restraint system, when not in use, will be needed for safety purposes.

Additional Notes _____

1.6.2 Restraints

When transporting passengers in wheelchairs it is important to have appropriate restraints for the chairs. Lockdown T bar restraints are a safer option, although they can be bulky and have space implications.

1.7 Hoists


There are many different hoists available for the use in modified vehicles. Hoists can be divided into two main categories, internal and external. Varying opinions exist on which is better and it may be necessary to draw up a list of pros and cons when deciding which best suits you.

Items for consideration

- Safety factors for staff operating the hoist
- The more manual tasks required to operate the hoist the great potential for accidents
- Each movable section offers another risk
- Safety for passengers
- What safety devices are fitted to the hoist? Is the hoist designed for use with ambulatory passengers who are unable to manage the steps into the vehicle?
- What weight capacity is the hoist rated for?
- Availability of appropriate training
- Training on safe operation of hoists including Occupational Safety and Health (OSH) and Duty of Care.
- Training on manual operation of hoist in case of accident or malfunction to electrical systems.
- More complex and semi automatic hoists require more training for normal operation and manual override operation.
- Road conditions where the hoist is to be used -on unsealed or very rough roads there is the potential for gravel and dirt to damage or jam external hoists.
- Internal hoists can rattle if not correctly stowed or the hoist gets older or becomes worn.

Fully accessible vehicles, being those that can adjust their height, may become a more financially viable option as their popularity increases. These vehicles do not require a hoist.


Additional Notes _____

	<p>Technical Aids to the Disabled WA (TADWA) operate a website called Specially Modified Vehicles Scheme Western Australia. This site lists vehicles for sale in Western Australia that have been specially modified to cater for the transportation needs of people with disabilities. Contact TADWA for further information on how to list your vehicle.</p> <p><u>www.modified-vehicles.org.au</u></p>
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1.8 Storage

In each vehicle it is advisable to carry

- First Aid kit,
- Universal Precaution kit,
- Breakdown kit,
- Umbrella,
- Street directory,
- Vehicle procedure manual etc
- Sun block
- Fire extinguisher

	<p>Where can these items be stored safely in the vehicle?</p>
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Will your passengers be carrying personal belongings that may need to be secured? If so, where in the vehicle can you safely store these items?

You may think about having the vehicle modified with a storage bay. This may be at the cost of seating but will ensure all loose items are stored in a safe manner.

No items should be loose in the vehicle, as these may become projectiles in the case of an accident. Elastic restraint straps, or ‘occy straps’, should not be used as a restraint for items. Instead, vehicle tie down straps with a ratchet system provide a safe manner of securing items as long as you can identify a safe point to which to connect them.

Additional Notes _____

In modifying a vehicle for wheelchair access or tracking seats the same system may be used to secure a storage box in the vehicle. This will provide an option of having the storage box either in or out of the vehicle, depending on the needs of each trip.


1.9 Mud flaps

Consider the terrain your vehicle may be covering. Even on city streets mud flaps will restrict the amount of dirt sprayed up on the vehicles. This is an extra expense at purchase time but may save you money and time in cleaning and maintenance costs during the life of the vehicle.

1.10 Garaging of the Vehicle

Some thought will need to be given to the garaging of your vehicle, will it be:

- Home garaged by the driver of the vehicle or another staff member?
- Do you have secure garaging facilities available at your organisation?

	<p><i>You will need to consider what impact garaging your vehicle will have on your insurance policy.</i></p>
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2 Buying your Vehicle

2.1 Leasing

Leasing may have benefits depending on whether modifications are needed by HACC agencies. If a vehicle requires significant modification, leasing options may not be suitable.

2.2 Outright Purchase

Outright purchasing of vehicles is the most common practice within the HACC Program, as HACC agencies can apply for one off non-recurrent grants to purchase vehicles.

It is a good idea for purchasers to shop around and look out for vehicles that will require minimal, if any, modifications. Check the HTTP website for comments and forums.

2.3 Disposal of your Old Vehicle

You will need to consider what options you have to achieve the most economical way to dispose of your old vehicle.

Additional Notes _____


You may consider trading in your vehicle in order to obtain the most cost-effective price for your new vehicle.

Another option may be to sell your vehicle privately or to another organisation that uses modified vehicles.

3 Getting on the Road

3.1 Vehicle Licensing Requirements

- A license may be based on weight or seating capacity
- Vehicles licensed for up to 12 persons including the driver
 - May be driven on a normal car license (if vehicle weight limits are not exceeded)
 - Does not require annual inspections for licence renewal
- Vehicles licensed for more than 12 person including the driver
 - Requires a Light Rigid (LR) license or a Medium Rigid (MR) license depending on gross vehicle mass
 - If using paid drivers they require an "F" Endorsement (Appendix 2).
 - Is required to have a annual inspection prior to licence renewal

	<p><i>The Department for Planning and Infrastructure can provide information on licensing requirements. See Appendix 2 for details on the F Class licence endorsement.</i></p>
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3.2 Safety Issues

3.2.1 Occupational Safety and Health (OSH)

A strong emphasis is required on OSH for drivers of HACC agency vehicles. Every vehicle has its limitations and it is necessary to develop work practice procedures for staff members who normally drive or accompany passengers on these vehicles. When planning to purchase a new vehicle OSH for staff is a high priority and consideration of staff and safety should not be ignored.

When developing your work practise procedures you should consider the following factors:


- Staff access to and from the rear of the vehicle for assisting passengers.

Additional Notes _____

- Wheelchair positions should have sufficient room around them for staff to be able to secure them.
- Emphasis placed on back-care management.
- Training needs to be provided for all equipment associated with the hoist and wheelchair restraints.
- Training in removing and replacing removable seat safety.

All loose equipment should be stowed or secured in a safe manner.

When purchasing vehicles it is important to be aware of all relevant OSH legislation.



An important aspect to consider for both your staff and passengers is the length of time spent driving or travelling in the vehicle. It is important to know what your clients needs are and how well they will manage with long excursions.


3.2.2 Passenger Safety

- All seats should be accessible when wheelchairs are secured in the vehicle.
- Easy access required for entry to and exit from seating.
- Seats should not be blocked in, as this will slow down the evacuation in an emergency.
- Some configurations do not allow movement as the aisles are blocked when wheelchairs are secured.
- All occupied wheelchairs must be restrained securely when transporting.

Other considerations for passenger comfort and safety include:

- Seats (an Occupational Therapist may be able to assist in implementing the minimum standards seat height for the average passenger)
- Consider having some seats raised for special needs
- Leg room between seats
- Proximity of wheelchairs to seated passengers
- Handles or rails on seats which may be dangerous in a collision
- Aisle width - a slightly wider aisle is better for passengers with mobility difficulties
- Step - heights of steps additional half steps may be required.

Additional Notes _____

	<p><i>It is a good idea to carry passenger emergency details when travelling in case of emergency. However you need to be mindful about protecting the privacy and security of your clients.</i></p>
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3.2.3 Liability and Duty of Care

All providers need to be aware of OSH, Duty of Care and liability issues. Staff members who operate agency vehicles are responsible for upholding rules relating to safe transportation. This includes:

- Safe secure storage of all equipment
 - Consider stowage areas for all extra items to be carried including eskies, picnic tables, walking frames, shopping etc.
- Maintaining clear aisle and emergency exits
 - Consider reducing the number of seats to allow for stowage areas away from doors and emergency exits.
- Wearing of seatbelts (in some circumstances)
 - Refer to existing road rules and develop policies for specific needs passengers where necessary.
 - Check for fraying and manufacturing lifespan warranties.
- Adherence to vehicle capacity limits
 - With modified vehicles and removable seating it is possible to install extra seats and exceed licensed capacity.

3.3 Fuel

3.3.1 Fuel Cards


Fuel cards can be a useful way for HACC agencies to manage the purchase of fuels. A fuel card could be attached to each set of keys. Fuel cards **MUST** be kept in separate compartments in the key ring holder. Each card has a magnetic strip, which contains information required by the supplier's computer. If these strips are placed in direct contact with each other they can cancel each other out making them unusable.

3.3.2 Fuelling Vehicles

To assist drivers in undertaking smooth transference of fuel the following steps are recommended:

Additional Notes _____

- Provide an indication on the dash as to what side of the vehicle the fuel cap is located.
- Mark vehicle with type of fuel required e.g. Unleaded, Diesel, LPG

	<p>Ensure all re-fuelling of vehicles is done when the clients are not in the vehicle.</p> <p>Turn off mobile telephones</p>
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3.4 Vehicle Procedure Manual


It is recommended that a Procedure Manual be in place in each vehicle detailing all aspects of operation of the vehicle, including comprehensive instructions on the operation of equipment specific to that vehicle, OSH issues etc.

An example of a Vehicle Procedure Manual can be found at Appendix 3.

3.5 Vehicle Kits

3.5.1 First Aid Kits

There are several groups who can provide the appropriate level of First Aid Kits for your needs. The type of First Aid Kit used will depend on the vehicle, number of passengers etc. This information can be obtained from your supplier.

	<p>Each HACC vehicle must contain an appropriate First Aid Kit.</p>
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3.5.2 Standard Precaution Kit

The aim of the Standard Precaution Kit is to provide both your staff and passengers with protection against inadvertent spillage of body fluids in the vehicle e.g. urine, vomit, blood etc.

The **Standard Precaution Kit** should contain at a minimum

- bottle of clean water
- disposable gloves
- Em bags (vomit bags)
- cleaning cloths
- Bags for waste products
- Scoops (to assist in picking up more solid spillages)

Additional Notes _____



It is recommended that you do not include substances such as disinfectants in the kit as these may leave a scent, which could have a negative impact on a passenger with breathing problems such as emphysema. This may apply even if the passenger enters the vehicle sometime after the substance has been used and the vehicle had not been aired thoroughly.

3.5.3 Breakdown Kit

The Breakdown Kit will provide assistance for staff and passengers should the vehicle break down or be caught in a traffic jam for long periods of time. The items in the Kit will assist should the passenger be a diabetic or need to take medications.

The **Breakdown Kit** should contain at a minimum

- Blanket
- Packet of Barley Sugar
- Juice
- Drinking water
- Plastic Drinking Cups

A regular check of supplies to ensure 'use by dates' are current is recommended.

3.6 Insurances

Ensure you have appropriate insurances as per the HACC Service Agreement.

If hiring/sharing vehicles with other agencies ensure your insurance covers all drivers and passengers.

4 Other Issues

4.1 Hiring/Sharing of Vehicles

Are there other community organisations you may be able to share resources and costs with? Vehicle sharing is an option for HACC agencies to consider with limited funds or resources available for provision of specialised transport.

Additional Notes _____

As mentioned above ensure your insurance policy covers you when hiring and sharing vehicles.

4.2 Vehicle Maintenance


When purchasing your vehicle make sure you are aware of the required maintenance and the vehicles warranty to ensure that this is not affected by lack of maintenance, also make sure that wherever possible there is a certified mechanic available locally.

Be mindful of cleaning of the vehicles both inside and out. Give some thought as to whether this will be a staff requirement or it will be appropriate to hire contractors.

4.2.1 Breakdowns

Make sure your HACC agency has a breakdown procedure that all staff members are aware of (see example in Appendix 3).

- A manual vehicle may be more practical than automatic for country areas as it may have less electronic components to malfunction and be easier to start if isolated (can be roll started)
- Be aware of appropriate roadside assistance memberships.

	<p><i>In case of an emergency ensure your vehicles are equipped with appropriate communication devices. This is particularly relevant to agencies who undertake trips to isolated regions where mobile phone coverage may not be available at all times.</i></p>
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4.2.2 Availability of Spare Parts

When choosing your vehicle it is important to be aware of the availability of spare parts and ensure that they are easily accessible. For some vehicles, parts may need to be shipped from elsewhere in the state, interstate, or imported.

4.2.3 Accessibility of Local Mechanics

It is important to know where your local mechanics are and what vehicles they specialise in. Be mindful when purchasing a vehicle if the only suitable mechanic is not within a reasonable distance from your agency.

4.2.4 Hoist Maintenance


It is important to be aware of the maintenance requirements of the hoist. This information will be available from the manufacturer of the hoist.

Additional Notes _____

4.3 Training

What are the training requirements of your staff/volunteers?

Be sure that appropriate training is provided to staff/volunteers that operate the hoist and any other modifications on the vehicle. Most manufacturers of hoists will be able to provide the purchaser with appropriate training to ensure that the operation of the hoist is correct and safe for passengers and staff.



Training required for your staff includes:

- ***Appropriate orientation***
- ***Training for carrying passengers***
- ***Needs of clients***
- ***How to drive when carrying passengers***
- ***Hoists and other modifications***
- ***Getting on and off the bus or in and out of the vehicle***
- ***Manual handling***
- ***Appropriate communications i.e. two way radios***

For information about appropriate training contact HTTP on 9309 8180.

4.4 Warning Signs

Be mindful of any necessary signs you may need in order to ensure the safety of your passengers at all times.

These can include signs to indicate to drivers that passengers are entering and exiting the vehicle. The uses of witches' hats to ensure that passengers have sufficient room to comfortably enter and exit the vehicle.

Reflective vests for drivers can be an effective safety mechanism for driver particularly when operating rear hoists.

Mirrors behind the vehicle allow for safer reversing by creating greater visibility of the back of the vehicle.

Additional Notes _____

**APPENDIX 1:
IDENTIFYING YOUR PURCHASING NEEDS**

Check List

	YES	NO
<u>GENERAL</u>		
Have you discussed your needs with a variety of vehicle dealerships and other HACC Providers?		
Have you watched the video produced by HTTP?		
Have you identified the most economical way to dispose of your current vehicle?		
Will you be leasing your vehicle?		
Will you be purchasing your vehicle?		
<u>SEATING AND ACCESS</u>		
Have you identified the number of seats you need?		
Have you identified the number of wheelchair positions required?		
Have you agreed to the number of seats to be removed for wheelchair positions?		
Do you require seatbelts? If modifying a vehicle to include seatbelts, will it meet licencing standards?		
Do you require a seating track system?		
Do you require hoist access?		
Does the vehicle provide option for rear and side loading hoist?		
Does the hoist door have a safety cut out switch?		
Does the hoist meet the needs of your wheelchair and or mobile passengers?		

	YES	NO
Is the wheelchair restraint system the most appropriate for your passengers needs?		
Does the wheelchair restraints system provide sufficient room for staff to install?		
Do you require the restraint tracts to be colour coded?		
Do you require a restraint belt storage box?		
Does the track seats have wheels fitted for safety when loading/unloading?		
Do you require rear-flashing lights to indicated passengers being loaded/unloaded?		
Do you require restraint system on rear walls for frames, wheelchairs etc?		
Is the vehicle floor level?		
<u>PASSENGER SAFETY AND COMFORT</u>		
Will your passengers be able to see out the windows when seated?		
Are you aware of the head height in the vehicle, will this room be sufficient for your passengers?		
Do you require storage bay/s for equipment and or luggage?		
Can storage be removed safely?		
Do you require storage area for first aid kits etc?		
Do you require flashing lights for safety, to indicate hoist in operations?		
Do you require an extra access step?		
Have you considered the needs of other groups who may access the vehicle?		
Do you require reversing sensor system to be fitted to the vehicle?		

APPENDIX 2: F LICENCE ENDORSEMENT REQUIREMENTS

Licensing and Regulatory Services



Department for Planning and Infrastructure
Government of Western Australia

INDUSTRY BULLETIN **F LICENCE ENDORSEMENT REQUIREMENTS**

Driver licence requirements for the carrying of passengers for ‘reward’ changed on 7 May 2001 when the new driver licence classes were introduced in Western Australia. These amendments may affect the provision of transport services provided by organisations involved in delivering community services.

The following information clarifies the new requirements.

Endorsement NOT Required

Drivers are not required to hold an F licence endorsement where the following situations apply.

Private Use Drivers

Drivers of vehicles carrying passengers for private and or family purposes (no fare or other reward is received).

Volunteer Drivers

The volunteer driver receives:

- no payment or other reward; or
- payment only to cover the cost of running their vehicle (provided the payment received does not exceed the rate per kilometre detailed in Schedule 5 - Vehicle Running Costs’ of the *Road Traffic (Drivers’ Licences) Regulations 1975* (See Attachment 2).

Child Care Service Drivers

Vehicle is being driven by a person providing a child care service or an employee of that person who has been issued a licence or permit under the provisions of Section 17B of the *Community Services Act 1972* and the vehicle is being used for that purpose.

Other Drivers (Incidental Duties)

Drivers carrying passengers in vehicles equipped to seat not more than 12 adult persons (including the driver) where the carriage of the passengers is incidental to the driver’s main duties of employment. For example, a counsellor, physiotherapist, play leader, social trainer etc whose time spent driving clients/patients/children is a small portion of

their working hours and the driving component is incidental to their main duties of employment.

Endorsement IS Required

Drivers must hold an F licence endorsement where the following situations apply.

Drivers of Vehicles Carrying Fare-Paying Passengers

Drivers of vehicles that:

- carry fare-paying passengers irrespective of the seating capacity of the vehicle;
- are being used as omnibuses. (The *Road Traffic Act 1974* defines an 'omnibus' as a vehicle used as a passenger vehicle to carry passengers at separate fares such as, Transperth buses and charter type vehicles);
- are being used as small charter vehicles ('SCV' registration plates);
- are equipped to carry up to 12 persons (including the driver) for which fares are paid for each trip or specific payment is made for the transport service. (eg Where a person pays money for a group of services which includes transport); or
- are being used for excursions or similar and the drivers receive 'reward' other than fares. For example, the driver's meals, accommodation, refreshments or cost of entry to attractions is met from club funds or the passengers being carried meet these costs.

Volunteer Drivers

The volunteer driver receives payment to cover the cost of running their vehicle and that payment exceeds the rate per kilometre detailed in Schedule 5, 'Vehicle Running Costs' of the *Road Traffic (Drivers' Licences) Regulations 1975* (See Attachment 2).

Drivers of Vehicles Equipped to Seat 12 or More Persons

Drivers of vehicles equipped to seat more than 12 persons, (including the driver) and the driver is required:

- to carry passengers as part of their main duties of employment; or
- to carry passengers which may be incidental to their main duties of employment.

Commercial Use

Drivers of vehicles being used for commercial purposes such as:

- a school bus (under contract to Department for Planning and Infrastructure).
- a vehicle that is sub-contracted to a third party to carry passengers on a commercial basis.
- a vehicle owned by an organisation that is contracted to transport passengers. (Eg vehicles contracted to the Department of Justice to transport prisoners).

Gary Prior
A/Manager
Policy and Standards
22 July 2003

ATTACHMENT 1

Regulation 5 of the Road Traffic (Drivers' Licences) Regulations 1975

(1) The authority given by a driver's licence does not include:

- (a) the authority to operate a taxi within the meaning of the *Taxi Act 1994*;
- (b) the authority to operate an omnibus or other public vehicle within the meaning of the *Transport Co-ordination Act 1966*; or
- (c) the authority to drive any other motor vehicle for the purpose of carrying passengers for reward, unless the licence is endorsed under this regulation to confer that authority.

(2) For the purposes of subregulation (1)(c), a person does not carry passengers for reward if:

- (a) the amount received by the person for carrying those passengers is not intended to exceed the running costs of the motor vehicle;
- (b) that person is:
 - (i) driving a vehicle in the course of his or her general employment; and
 - (ii) carrying passengers in that vehicle as an incidental part of his or her main employment duties, but only if he or she is driving a vehicle that does not seat more than 12 persons (including the driver);
- (c) that person is the holder of a licence or permit authorising the provision of a child care service issued under section 17B of the *Community Services Act 1972*, and is providing a child care service as the holder of the licence or permit; or
- (d) that person is employed by the holder of a licence or permit authorising the provision of a child care service issued under section 17B of the *Community Services Act 1972*, and is acting in the course of his or her employment by the holder of the licence or permit.

(2a) For the purposes of subregulation (2), an amount is not intended to exceed the running costs of the motor vehicle if it does not exceed an amount calculated according to the relevant rate per kilometre specified in Schedule 5.

(3) A driver's licence may be endorsed:

- (a) as of class F, in which case the licence confers the authority to drive a motor vehicle to which the licence is appropriate for the purposes of carrying passengers for reward except as a taxi under the *Taxi Act 1994* or the *Transport Co-ordination Act 1966*; or
- (b) as of class T, in which case the licence confers the authority to drive a motor vehicle to which the licence is appropriate for the purposes of carrying passengers for reward, whether or not as a taxi under the *Taxi Act 1994* or the *Transport Co-ordination Act 1966*.

(4) The Director General may, on an application by a person and on payment of the relevant fee prescribed in Schedule 11 item 5, endorse a driver's licence held by the person as of class F or class T if the Director General is satisfied that the person:

- (a) has reached the age of 21 years;
- (b) has held the licence for a period of, or periods amounting in the aggregate to, 4 years;
- (c) does not hold the licence on probation;

- (d) is of good character;
- (e) is mentally and physically fit to drive a motor vehicle for the purposes of carrying passengers for reward; and
- (f) in the case of a class T endorsement, has successfully completed a training course or test approved by the Director General.

(5) The holder of a driver's licence endorsed as of class F or class T is to submit himself or herself to a medical examination:

- (a) at intervals of 5 years until reaching the age of 45 years;
- (b) at intervals of 2 years after reaching the age of 45 years until reaching the age of 65 years; and
- (c) annually after reaching the age of 65 years.

(6) A driver's licence endorsement under this regulation is to have effect for a period determined by the Director General having regard to the intervals at which the holder of the licence is required to submit himself or herself to a medical examination under subregulation (5).

ATTACHMENT 2

Schedule 5 of the Road Traffic (Drivers' Licences) Regulations 1975

Vehicle Running Costs (Current as of 23 July 2003)

Description of vehicle	Rate per kilometre
<p>A motor vehicle powered by :</p> <p>an engine (other than a rotary engine) with a capacity that does not exceed 1 600 cm³; or</p> <p>a rotary engine with a capacity that does not exceed 800 cm³</p>	45.9 cents
<p>A motor vehicle powered by :</p> <p>an engine (other than a rotary engine) with a capacity that exceeds 1 600 cm³ but does not exceed 2 600 cm³; or</p> <p>a rotary engine with a capacity that exceeds 800 cm³ but does not exceed 1 300 cm³.</p>	54.9 cents
<p>A motor vehicle powered by:</p> <p>an engine (other than a rotary engine) with a capacity that exceeds 2 600 cm³; or</p> <p>a rotary engine with a capacity that exceeds 1 300 cm³</p>	55.8 cents

APPENDIX 3: EXAMPLE VEHICLE PROCEDURES MANUAL

This example policy manual was kindly supplied by Melville Cares.

<ENTER AGENCY NAME> VEHICLE MANUAL

<ENTER AGENCY NAME> has for many years been committed to providing the best possible assistance to the Frail Aged and Disabled. This manual has been prepared to assist drivers of <ENTER AGENCY NAME> vehicles to undertake their duties and maintain this high standard of service delivery.

The manual has been prepared with regard to Common Law and in accordance with <ENTER AGENCY NAME> current policies and procedures. Included are daily operational and emergency procedures.

Please read all sections thoroughly and regularly. If there are any sections, which you find, are not clear please speak with your coordinator.

Manuals will be updated regularly to reflect changes to <ENTER AGENCY NAME> Policies and Procedures. Any suggestions or requests for other items to be included are welcomed. Please see the Admin Officer or Transport Coordinator.

TABLE OF CONTENTS

Foreward

- 1. Vehicle Checks**
 - a. On Commencement**
 - b. On Completion**
 - c. Vehicle Checklist**
 - d. Equipment Checklist**
- 2. Phones**
 - a. Use of Phones**
 - b. Speed Dial Numbers**
 - c. Emergency Numbers**
- 3. Refuelling**
- 4. Parking**
- 5. Safety**
 - a. Seatbelts**
 - b. Wheelchair Restraints**
 - c. Securing Other equipment**
 - d. Evacuation procedures**
- 6. Modified Vehicle Equipment**
 - a. Removable Seating**
 - b. Hoist Operation**
 - c. Wheelchair Restraints**

- d. Manual Hoist Operation**
- 7. Reporting**
 - a. Vehicles**
 - b. Incidents and Accidents**
 - c. Motor Vehicle Accidents**
- 8. Breakdowns**
 - a. After Hours Vehicle Use**
 - b. Breakdown Services**
 - c. Notification of breakdown**

1. VEHICLE CHECKS

a. ON ARRIVAL

- 1) Check Rosters to ensure correct vehicle
- 2) Lookup addresses
- 3) Any Roster queries check with Coordinator
- 4) Collect contribution envelope
- 5) Collect Mobile phone check if matches roster

b. BEFORE FINISHING

- 1) Remove all rubbish from the vehicle including lolly wrappers.
- 2) All buses are to be swept out at the end of each shift. All buses have been supplied with a dustpan and brush. Brooms are available in the garage
- 3) Sweep out tracks for removable seating and wheelchair restraints
A Vacuum cleaner is available in the garage for cars if they require cleaning before the next scheduled detailing
- 4) Complete Log Book and return Keys, Roster, Phone and Contribution envelope to Office.

INFRINGEMENTS

**DRIVERS ARE LIABLE FOR ALL INFRINGEMENTS
RECEIVED WHILST DRIVING
<ENTER AGENCY NAME> OR
COMMUNITY BUS VEHICLES**

c. VEHICLE CHECKLIST

All vehicles

- 1) Walk around vehicle and check for any damage
- 2) Tyres and lights
- 3) Cleanliness inside and out
- 4) Oil and Coolant
- 5) Fuel level and mileage in Log Book
- 6) Check extra equipment

- a) First Aid Kit
- b) Street Directory
- c) Umbrellas
- d) Wheelchairs if required
- 7) Check and adjust mirrors
- 8) Phone in cradle and switched on

Buses and Vans

- 9) Check fire Extinguishers
- 10) Check removable seats are secured correctly
- 11) Check Hoist in working order and report any damage
- 12) Check tie down restraints

d. EQUIPMENT CHECKLIST

All vehicles have been supplied First Aid Kits, Street Directories and Log Books
These are to be stored as follows.

First Aid Kits

- i) Cars Behind Drivers Seat
- ii) Rosa Under Front Passenger Seat
- iii) Mercedes In Glove Box or Passenger Door
- iv) Transit Under Front Passenger seat

Street Directories

- i) Cars Glove Box or Behind Passenger Seat
- ii) Rosa Glove Box
- iii) Mercedes Driver Door
- iv) Transit Glove Box or on Front Seat

Log Books

Where possible Log Books should be stored with Street Directory

Note: Please do not leave logs books or Street Directories in the doors of cars
as they are more easily damaged when stored there.

2. PHONES

a. USE OF PHONES

Mobiles to be collected from reception / Office

Drivers will be advised at reception of PIN Number

<ENTER AGENCY NAME> Vehicles are fitted with hands-free devices

Phones to be fitted into cradle before driving

When the ignition is switched off the Phones may display a message indicating they
will switch off if not used. To avoid this press the “C” button. This will allow the
phone to remain turned on and receive any messages.

Phones can be removed from cradle when vehicle unattended.

Check for missed calls or messages when returning to vehicle.

Volunteers and Staff are **NOT** to enter new phone numbers or re-programme phones. Ask your coordinator if this is required.

Please keep calls to a minimum. Accounts are periodically checked for private use or excessive calls.

DRIVERS ARE RESPONSIBLE FOR INFRINGEMENTS WHEN USING MOBILE PHONES WHILST DRIVING.

b. SPEED DIAL PHONE NUMBERS

To use speed dial press the single digit as listed

- 1. Office 9xxx xxxx
- 2. DC Office 9xxx xxxx
- 3. Merc 04xx xxx xxx

- 7. RAC 13 11 11
- 8. Holden Assist 1800 817 100

Transport Phones

- 4. T1 Transit 04xx xxx xxx
- 5. T2 04xx xxx xxx
- 6. T3 04xx xxx xxx

Day Centre Phones

- 4. T1 Transit 04xx xxx xxx
- 5. D2 Rosa 04xx xxx xxx
- 6. D5 Van 04xx xxx xxx

- 9. R&R 04xx xxx xxx

c. EMERGENCY NUMBERS

000 Can be used with mobile switched on

112 Emergency number if you do not remember PIN or phone requires PUK code

In an emergency contact Office not DC Office as more staff are available to assist

3. REFUELLING <ENTER AGENCY NAME> VEHICLES

Motorcharge cards are supplied for all vehicles (except Transit)

1. Check fuel gauge at beginning of roster.
2. If the gauge shows less than half then consider refuelling as soon as possible
3. Mileage should be entered when paying for fuel
4. Fuel docket to be returned to reception.
5. Please indicate vehicle on fuel docket.
6. Vehicles are **NOT** to be refuelled with clients in transport

Vehicles are to be left with at least half a tank of fuel.

Transit and Community Buses

Caltex Star Cards are supplied with vehicle

Follow procedures 1-4 as above

5. CSN or PIN Number required with purchase. Use Fleet number of vehicle.
Check with Transport Coordinator if unsure
6. Fuel Dockets to be returned to Transport Coordinator or in mail box at garage

Vehicles are to be left with at least half a tank of fuel.

4. PARKING

ACROD

- ACROD Sticker must be displayed when using marked bays
- ACROD Bays should **ONLY** be used when clients are alighting or entering vehicle. **DO NOT PARK IN ACROD BAYS** unnecessarily
- Buses

OFFICE or DAY CENTRE

- Please use marked bays. Buses only in BUS Bays
- **NO PARKING** in driveway in front of garage.
- Vehicles to be parked in DC Driveway for loading and unloading **ONLY**.
Please use marked bays

BUSES

- Buses larger than 12 Seater are not to be taken into private driveways. Park on Road
- Park on road with Hazard Lights operating

WHEELCHAIR Vehicles

- Vehicles should be on flat even ground to operate Hoist
- Vehicles must remain with parking brake **ON** until wheelchairs are properly secured
- Hoists must be stowed and doors closed when vehicle is left unattended.

5. SAFETY

a. SEATBELTS

All drivers and passengers are required to wear seatbelts if fitted. Seats with belts fitted must be used first where possible and appropriate.

Clients over 16 are normally responsible for their own seat belts. <ENTER AGENCY NAME> has a Duty of Care to clients and the drivers are required to assist the client as necessary to put on their belt correctly. Drivers are responsible for clients with dementia or other intellectual disability.

b. WHEELCHAIR RESTRAINTS

Clients transported in wheelchairs must have their wheelchair properly restrained including using the supplied lap seat belt at **ALL** times no matter how short the journey

c. SECURING OTHER EQUIPMENT

All wheelchairs not having passengers and other loose items such as walking frames need to be secured at all times.

Shopping bags and other heavy items need to be on the floor close to the front of the vehicle if unable to restrain in any other way.

Aisles are to be kept clear at all times.

Drivers who are not satisfied with the security of additional equipment must notify their Safety Supervisor as soon as possible to discuss alternatives.

d. EVACUATION PROCEDURES

In an emergency evacuation of clients the foremost consideration should be for the continuing safety of carers and clients. Select a clear site at a reasonable safe distance from the vehicle as an assembly point.

Where possible the carer or bus assistant should stay with the main group of clients whilst the driver controls the evacuation.

In wheelchair accessible vehicles both carer and driver may be required for evacuating clients. Clients should be evacuated in the following order.

- Front Passenger Door
 - Walking passengers requiring minimal assistance
 - Walking passengers with high mobility assistance needs
- Rear or Hoist access
 - Clients in Wheelchairs
 - Clients not in wheelchairs who require hoist for entry and exit to vehicle

- Clients requiring wheelchairs who have been transferred to a normal seat for transit

NOTE: If hoist is inoperative emergency services personnel may be required to assist evacuation. If required follow directives from emergency crews

7. MODIFIED VEHICLE EQUIPMENT

a. REMOVABLE SEATING

Drivers are to check locking mechanisms on all removable seats as part of their vehicle checks. If more seats are added they must again check all seats are locked properly.

- To add more seats check numbers on locking rails with numbers on footplates of seats in Rosa
- Check correct seats for Mercedes or Transit. Double seats are vehicle specific however single seats will fit either vehicle
- Ensure both footplates are seated correctly in the tracks and securing pins have dropped down
- Lock mechanism by turning half a turn in direction of arrows
- To remove seats unlock the mechanism by turning half a turn as shown by arrows and lift securing pin
- Move seat slightly forward or back until it comes free of the tacks

Remember safety and backcare when adding or removing seats. If unsure ask for assistance.

Avoid dropping or dragging seats on the ground as this will damage the footings for locking in tracks.

b. HOIST OPERATION

Where the hoist is required the vehicle should be parked on as level ground as possible. Only persons who have received appropriate training should operate the hoist

Internal Hoist Deploying and Lowering Hoist

- Check hoist before deploying for any signs of damage or hydraulic fluid leaks
- Stand clear of hoist when deploying
- Deploy all the way out until hoist stops of its own accord. There is an automatic cut out when hoist is fully deployed which will also prevent it from lowering if not completed
- Lower hoist to ground while standing aside check all staff and bystanders have feet well clear of lowering hoist
- Hoist should be lowered until safety stop releases and folds out

Raising and Stowing Hoist

- Before raising hoist make sure all staff and bystanders are well clear of equipment
- Ensure safety stop engages as soon as the hoist clears the ground
- When raising Hoist raise it until hoist stops of its own accord Next sequence will not activate if stopped too soon
- When Stowing Hoist ensure hoist is fully stowed against its stops.
- Ensure hoist and all moving parts are clear of the doors when closing

c. WHEELCHAIR RESTRAINTS

Staff and volunteers must undergo training before using wheelchair restraints. Wheelchair Restraints are to be stored in box provided when not in use.

Securing Wheelchairs

All wheelchairs must be restrained in the vehicles. To restrain a wheelchair

- Load wheelchair and position close to the front of the tracks to be used and apply brakes
- Secure front restraint around main frame of wheelchair and into the tracking as far forward as possible
- Release brakes on wheelchair and move backwards to take up slack from front straps.
- Secure rear straps to main frame of wheelchair
- Secure anchor point of straps into tracking allowing enough free play to tension restraint.
- Open tension mechanism and pull up slack
- Hold strap and close tension buckle, repeat if necessary.
- Fit seatbelt provided and assist passenger to adjust as required

When removing restraints from wheelchairs also remove them from the floor tracking put away for safety and to prevent damage to restraints.

Restraints must always be fastened to main welded frame of wheelchair DO NOT fasten to removable parts such as footplates. DO NOT move chairs over restraints

d. MANUAL HOIST OPERATION

In the event of a power failure or in emergency situations the hoist can be operated manually. Wherever possible only be operated by appropriately trained staff.

Before Manual Operation of Hoist turn off power isolation switch found on the floor near the hoist hydraulic assembly.

Manual operating handle is kept on spring clips attached to the side of the Hoist hydraulic assembly unit

Deploying and Lowering Hoist

- To deploy Hoist insert handle into inside of unit and turn slightly in direction of arrow and allow hoist to deploy slightly.
- Close off release valve and lift bridge crossover plate to release locking mechanism.
- Repeat first opening of valve and allow hoist to deploy to the horizontal position and close valve.
- Open Valve again to allow hoist to lower to the ground.

Raising and Stowing the Hoist

- To raise the hoist in manual mode close off the hydraulic valve.
- Insert handle into jack mechanism of hydraulic unit and operate as a normal hydraulic jack until hoist is fully raised.
- To stow the hoist continue to operate the jacking mechanism until hoist is fully stowed

Note in manual mode the hoist will not automatically stop when deployed but will continue to lower until valve is closed.

HOIST SAFETY

Staff operating hoists must at all times be aware of safety procedures for all staff, clients and bystanders.

- Keep well clear of hoists whilst in operation
- Keep hands and feet well clear of all moving parts
- Keep feet well clear of hoist when lowering
- Brakes must be applied on wheelchairs before raising or lowering hoist. Electric wheelchairs turned off
- Staff or volunteers are not permitted to travel on the hoist with a client in a wheelchair
- Wheelchairs can be loaded facing forward on the smaller vehicles with rear mounted hoists
- Wheelchairs should be loaded backwards on the Rosa and offloaded forwards.
- Where it is necessary for a walking client to use the hoist for access to a vehicle a staff member may stand on the hoist with them. Both must hold on to the yellow safety handles before operating hoist.
- Do Not stand on the bridge crossover plate when operating hoist

All Safety aspects apply during Automatic and Manual operations of hoist and modified equipment.

7. REPORTING

a. Vehicles

- Report any damage to vehicles or faults to Coordinator as soon as possible.
- Fill in damage report forms as required

- Complete insurance forms

b. Incidents and Accidents

<ENTER AGENCY NAME> Occupational Health and Safety guidelines require reporting on the following.

- Hazards you have identified while transporting clients. Examples of this may be
 - Dangerous or broken paths
 - Dogs and Cats
 - Overgrown paths and driveways
- Clients with mobility difficulties or other needs
 - Unsteady on the feet
 - Difficult in accessing vehicle or transferring from a wheelchair.
 - Clients whose who appear to have memory loss or confusion
- Accidents or incidents involving clients
- Near miss Incidents involving drivers or clients

c. MOTOR VEHICLE ACCIDENTS

- Refer to emergency Procedures Booklet included at the back of the manual.

8. BREAKDOWNS

a. After hours Vehicle Breakdown

Staff working out of normal business hours (8.00am – 5.00 pm) and using vehicles to transport clients must always carry a mobile phone.

b. Breakdown services for vehicles

ROSA

Toyota Van

Mercedes – RAC – 13 11 11

Holdens Roadside Assist 1800 817 100

Ford Transit – Easi-Fleet – 1800 819 093
Council Depot

Transport Coordinator – mobile #

c. Notification of Breakdowns

Staff are to contact their Co-ordinator as soon as possible if a vehicle breaks down particularly if transporting clients. Transport Coordinator to be contacted for possible alternative vehicles.

In the event of any breakdown after hours where the breakdown service is unable to repair the vehicle or any vehicle accident contact Transport Coordinator as soon as possible.

APPENDIX 4: REFERENCE SITES

Name of organisation	Internet address
Community Transport Organisation (NSW)	http://www.cto.org.au/
Department for Planning and Infrastructure (WA)	http://www.dpi.wa.gov.au/
HACC in Western Australia (WA Department of Health)	http://www.health.wa.gov.au/hacc/
HTTB Inc	http://www.httb.com.au/
TADWA	http://www.modified-vehicles.org.au/