

HORNSBY KU-RING-GAI

**COMMUNITY AGED/DISABLED TRANSPORT
SERVICE**

SAFE OPERATING PROCEDURES

Presented at STAFF MEETING 5TH August 2005

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**Hornsby Ku-ring-gai
Community Aged/Disabled Transport Service
Safe Operating Procedures**

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1 PURPOSE

The aim of these safety procedures is to clearly define the steps to be taken to ensure the safety of all Hornsby Ku-ring-gai Community Transport Service (HKCTS) personnel involved in either the driving of vehicles or the transporting of clients.

2 SCOPE

These procedures apply to the Manager, employees and volunteers of the HKCTS who are involved in either the driving of or transporting of clients.

3 REFERENCES

1. NSW Occupational Health & Safety Act (2000)
2. NSW Occupational Health & Safety Regulation (2001) First Aid Requirements
3. Community Transport Operator Accreditation Standards (Department of Transport)
4. Road Transport (Safety and Traffic Management) (Road Rules) Regulation 1999 - sect 46
5. Community Transport DRAFT OHS Manual 2002 DRIVING AND TRANSPORT

4 DEFINITIONS

Community Transport	The provision of transport services to those groups classified as transport disadvantaged.
Transport Disadvantaged	Transport disadvantage is a circumstance or set of circumstances that leave people who are disadvantaged by being in a situation where they have limited or no access to private transport and they have difficulties in accessing mainstream transport systems to meet their daily needs due to isolation, disability or frailty.
Transport Assistant	A paid or unpaid team member who provides assistance to clients during community transport activities

5 PROCEDURES

5.1 Hornsby Ku-ring-gai CTO Accreditation

The Passenger Transport Act 1990 requires that the Department of Transport accredit operators of Community Transport services that operate vehicles with more than nine seats (including driver). Accordingly the HKCTS cannot continue to operate our service unless we maintain our accreditation. This will be achieved by:

- being of good repute and in all other respects fit and proper to operate a public passenger service,
- being financially viable,
- ensuring the safety of passengers and the public, and

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- maintaining our vehicles.

5.2 Risks Associated With Vehicles

A full risk assessment will be undertaken of every HKCTS vehicle being used for transporting clients in order to identify, assess and control risks associated with the activities in relation to the vehicle. Such risks may include but will not be limited to the following:

- transferring of clients on and off vehicles
- restraints left on vehicle floor
- restraints not secured properly
- operation of hoist
- inappropriate client behaviour
- client overheating in unattended stationary vehicles (where vehicle has been turned off)
- steep or uneven access to client's homes
- driving accidents
- medical emergencies.
- unsecured items e.g. first-aid kits, shopping etc.

5.3 Vehicle and Driver Requirements

In terms of safety of passengers and the public, accreditation requires:

- that HKCTS vehicles will, at all times, meet the NSW Roads and Traffic Authority's registration and vehicle safety standards
- the drivers used to provide transport in vehicles which seat nine or more (including the driver) will meet the specified driver authorisation standards, as and when required by the Department of Transport
- that a driver safety-monitoring program is developed by the Manager that enables the Manager to counsel and, if necessary, discipline any driver who breaches the traffic laws of NSW.

The HKCTS Manager is responsible for ensuring compliance with these requirements.

5.4 Driver Training

All drivers responsible for transporting clients must attend "low risk driving" training. This training will focus on the reduction of driver risk-taking, rather than enhancing driver skills training. This training will be sourced by the Manager HKCTS.

5.5 Vehicle Maintenance Standards

As part of the scheduled inspection and maintenance program, the following information and procedures will be documented. For vehicles required to meet the accreditation conditions, the Department of Transport require information on:

- where the vehicle is parked,
- the maintenance schedule and standard,

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- details of the qualifications of maintenance personnel employed or engaged by the HKCTS,
- documentation of passengers, driver and HKCTS contact number,
- infringements record/disciplinary procedure, and
- vehicle cleaning/cleaning documentation (see Appendix 2B).

5.6 Vehicle and Driver Records

The HKCTS Manager is responsible for keeping up-to-date records on all drivers and vehicles (both privately owned and HKCTS vehicles) used in the delivery of services. Sections 5.9 and 5.10 provide details of these requirements.

5.7 Drivers of Privately Owned Vehicles

All cars used to provide HKCTS transport services must meet the NSW Roads and Traffic Authority annual road worthiness standard. Likewise any privately owned vehicles used to provide an HKCTS service are required to meet the minimum vehicle inspection standards for their style of vehicle.

All drivers are required to hold a current NSW full (black) driver's licence. The HKCTS Manager shall ensure that any staff or volunteer vehicles used to conduct services are covered under their own comprehensive and third party insurance policy. A letter requesting clarification of this information by the insurance company is attached (Appendix 3). This letter must be issued to all new drivers/vehicle owners upon commencement at the service, or when there is a change in insurance company by the vehicle owner.

A driver register (Appendix 4) will be kept and maintained by the HKCTS Manager. It will include the following information:

- all relevant driver's licence information including: class; expiry date; and license number ,
- current residential address,
- current telephone number,
- all relevant vehicle registration details including date of expiry,
- all relevant third party and comprehensive insurance details including: insurance, and
- company; policy numbers; and expiry dates.

All private vehicle drivers will be required to make available for viewing by the HKCTS Manager on an annual basis the following:

- driving licence,
- vehicle registration papers, and
- third party and comprehensive insurance papers

This information will be checked against the driver and vehicle registers, relevant changes made and signed off.

All drivers/vehicle owners will be required to advise the HKCTS of any changes to this information that occurs during the 12-month period between reviews.

5.8 Hornsby Ku-ring-gai CTS Owned Vehicles

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Any personnel driving an HKCTS owned vehicles must hold an appropriate current NSW full (black) driver's licence and that information entered on the Driver's Register (Appendix 4) prior to using the motor vehicle. HKCTS staff that are on a provisional licence may only drive HKCTS vehicles when NOT engaged in transporting clients. The HKCTS Manager is responsible for maintaining an up-to-date Register of Motor Vehicles (Appendix 5 & 6).

All vehicles used by HKCTS staff will be maintained to the appropriate standard by:

- cleaning the vehicle inside and out on a regular basis (as per schedule, Appendix 1),
- ensuring the vehicle has fuel and oil at all times,
- reporting when the vehicle is damaged or when repairs are required, and
- ensuring that required servicing and maintenance is carried out.

This information is to be recorded in HKCTS maintenance register. (Appendix 2)

5.9 Mobile Phones

Drivers with a mobile phone in their vehicle (regardless of whether the phone is hands free or not) are not to make any phone calls or answer any phone calls whilst the vehicle is in motion. When a mobile phone rings, the driver is to wait until there is a convenient time and safe location to pull over. They can then use the mobile phone's redial or "message bank" facility in order to identify the caller and return the call.

5.9.1 Mobile Phone Numbers

1. Manager HKCTS (Carol Ryan)	0418 225 372
2. Bus XFL 086	0409 926 989
3. Bus YER 089	0409 227 027
4. Bus RZX 975	0408 205 569
5. Van UOC 720	0407 018 496
6. Car ZGS 062	0418225 551

5.10 Two-Way Radios

Where two-way radios are installed, drivers are not to speak on the radio whilst the vehicle is in motion. When the 'base' or other personnel attempt to contact the driver, they should instruct the driver using the standard phrase: "when it is safe to do so, please pull off the road and call base".

All personnel likely to use this form of communication are to be trained in the correct procedures.

5.11 Vehicle Restraints

The HK CTO is committed to ensuring the safety and comfort of all its passengers and recognises the essential function of passenger safety equipment in saving lives. Wherever practicable, team members shall be responsible for ensuring prior to service commencement that passenger safety equipment appropriate to the safety needs of each passenger is:

- available in sufficient quantity,
- clean and in good working order.

Team members shall be responsible for ensuring that all:

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- appropriate safety equipment is utilised by passengers and is correctly fitted and secured, and
- passenger safety equipment is safely and neatly secured within vehicles when not in use.

5.11.1 Seatbelts

It is a requirement in all vehicles (whether privately owned or owned by the HKCTS) that, where fitted, seat belts be worn at all times. The only exception to this rule is the case where a medical certificate can be produced stating that a client is not required to wear a seat belt. This letter must be carried with the client at all times during transportation. If possible, a copy of this letter must be attached to the client's file.

5.11.2 Child Restraints

Drivers of Community Transport vehicles should ensure that children travel in restraints suitable for their age and size.

Type of Restraints

The Road Transport (Safety and Traffic Management) (Road Rules) Regulation 1999 - sect 46 states that:

‘A person must not use a motor vehicle on a road if a child is occupying a child restraint in a front seat position of the vehicle and an airbag fitted to the vehicle is designed to deploy in that seat position.’

In this clause:

- **Child** means an individual less than 16 years of age.
- **Child Restraint** means any restraint or similar device that is designed to restrain or limit the movement of a child occupying the restraint in a motor vehicle if the vehicle suddenly accelerates or decelerates, but does not include a seat belt.
- **Seat Belt** means a belt or similar device that is fitted to a motor vehicle and designed to restrain or limit the movement of a person who is seated in the vehicle and wearing the belt or device if the vehicle suddenly accelerates or decelerates.

The RTA advises the use of the following Child Restraints:

- Infants (up to 9kg, approximately 6 months): always use an approved infant restraint. For example a baby capsule.
- Young children (9kg up to 18kg, 6 months to approximately 5 years): always use an approved child seat.
- Older children (up to 26kg, about 6 years): A booster seat may be needed to improve seat belt fit. Use an adult lap/sash seat belt or a child harness in conjunction with the centre rear lap belt. When using a harness, remember to tightly adjust the lap belt first, and then the harness, just removing the slack. The lap belt should always be much tighter than the shoulder harness.

5.11.3 Wheel Chair Restraints

A checklist for determining suitability for transporting scooters, tri-wheels and electric chairs (Appendix 7) shall be used to decide whether the service can safely transport a client with any of these devices.

When people travel in approved wheelchairs:

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- the wheelchair will be appropriately secured according to the manufacturers, recommendations, and
- the passenger shall be restrained independently of the wheelchair.

Any person responsible for restraining wheel chairs and passengers shall receive adequate training in the safe use and application of restraints.

5.12 Identification of Hazards Associated With Clients on Vehicles

The HKCTS Manager is to carry out a risk assessment, identifying and implementing appropriate controls for the safety of clients and staff in vehicles. The potential common risks include, but are not limited to:

- clients undoing seatbelts and standing up while vehicle in motion,
- clients wanting to get off bus,
- client wanting to go somewhere other than current destination,
- clients distracting driver and other clients through noisy behaviour,
- aggressive behaviour by clients,
- clients throwing items out of windows,
- locking of driver/transport assistant out of vehicle, and
- client accessing vehicle controls.

5.12.1 Control of Identified Risks

To control these common risks the following principles will be applied:

- The HKCTS will provide a Transport Assistant to travel on the bus at all times. The Transport Assistant will be trained in management of client behaviours and in manual handling techniques.
- A second assistant will be considered where the client requirements indicate such a need.
- There will be clear delineation in the roles of the driver and the Transport Assistant.
- The vehicle will be shut down and the keys removed when clients are left in the bus without a driver or Assistant.
- Carers of clients will be arranged to meet the vehicle when they are dropping clients at home. This will prevent the driver needing to leave the bus unaccompanied.
- When there is no Transport Assistant, the driver must pull off road immediately to deal with a disturbance and must not turn around to see what is happening while driving.
- All drivers will be trained in the management of challenging behaviours and manual handling.
- The HKCTS will refuse transport services to clients who are causing ongoing problems. This would only occur where the client's behaviour is such that the safety of other personnel is at risk, and all other management options have been exhausted. This is to be fully documented by the Manager and a record kept on the clients file.

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5.13 Transport of Client Requiring Oxygen

As a result of the risks associated with oxygen transportation, for those clients requiring their oxygen to be transported with them will require a risk assessment conducted in order to determine the safety issues associated with this activity. Where the risk assessment indicates that the risk of transporting the client with oxygen is too great the client should be referred to their GP to obtain a Health Patient Transport Service referral. In carrying out the risk assessment the following factors need to be considered:

- Is there a possibility that smoking or other ignition sources may occur in the vicinity of the oxygen bottle. Oxygen greatly increases the ignitability and flammability of surrounding fuels (e.g., hair, clothing, carpets).
- Can the oxygen cylinder be secured to the wheelchair and protected from inadvertent collisions, positioning the stem and regulator so that they will not be accidentally bumped. Any bumping or movement of the cylinder could damage the regulator, valves, or tubing and cause an oxygen leak, permitting oxygen accumulation. A person CANNOT be transport with Oxygen if the cylinder cannot be securely fixed in an upright position.
- Will the Oxygen cylinder be located near areas where wheelchair or other batteries are being charged or replaced, or near any other source of spark? Activities producing an electric spark can lead to a flash fire or explosion in an OEA.
- Could the oxygen line be draped near moving components of the wheelchairs, or other equipment, especially near a powered recliner? This may lead to entangled tubing (leading to patient injury), leaks in the oxygen line, or damage to wheelchairs.
- Is there a system of daily maintenance on the oxygen bottle and tubing carried out to check for leaks etc?

The Manager, or delegated person, must make drivers aware of these issues. Appendix 8 contains a checklist to assist in identifying the hazards.

5.14 Drug and Alcohol Usage

The RTA stipulates a blood alcohol level of under 0.02 for any driver of a public passenger vehicle. Therefore, all drivers of vehicles transporting HKCTS clients and personnel must be below 0.02 blood alcohol level whilst undertaking HKCTS activities. Where high levels of alcohol have been consumed, blood-alcohol levels can remain elevated for extended periods, for example up to 24 hours. Therefore drivers should be mindful of alcohol consumed the evening prior to undertaking HKCTS driving activities. Volunteers, employees and management must not provide any service to clients whilst taking medication or drugs that may induce abnormal behaviour, affect sensory perception in any way, harm the client or themselves or place them in any danger.

5.15 Smoking

HKCTS acknowledges the dangers of both active and passive cigarette smoking to its passengers and team members. HKCTS does however also acknowledge that some team members and passengers may choose to smoke.

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In consideration of these facts, no team member or passenger shall smoke in the community transport office or in the vicinity of any vehicle being used to deliver a Community Transport service or in the presence of passengers and other team members. NB. Lingering cigarette smoke can be a major source of distress to people. Smoking is prohibited within community transport vehicles at all times whether or not there are passengers on board. Smoking is also prohibited when assisting passengers on and off a vehicle

5.16 Carriage of Equipment and Other Movable Aids

HKCTS is committed to ensuring the safety and comfort of all its team members and passengers and recognise the dangers presented by incorrectly or poorly stowed items upon its vehicles. In consideration of this fact, the following procedures shall apply:

- No item shall be carried aboard an HKCTS vehicle in a manner which will allow it to become a missile within the vehicle in the event of sudden deceleration (eg. an accident).
- No item shall be carried aboard an HKCTS vehicle in a manner which will allow it to block all doors, aisle or emergency exits.
- Wherever practicable, items will be stowed and restrained within designated storage bins or lockers.
- Mobility aids which cannot be appropriately secured within a vehicle shall not be carried within a passenger compartment.
- Where client and their mobility aids exceed the safe working load of a HKCTS vehicle's passenger/wheelchair lift, they shall not be carried.

The Manager and driver will be responsible for assessing all movable objects and putting appropriate controls in place.

5.17 Provision of First Aid

All HKCTS personnel involved in the transporting of clients are to be made aware of the First Aid Provisions of the Community Transport OH&S Manual.

5.17.1 First Aid Kits

All HKCTS owned vehicles are to carry a Type C First Aid Kit in accordance with the Community Transport OH&S Manual. The HKCTS will make available the contents of a Type C First Aid Kit when volunteers are carrying out organisational activities in their own vehicles.

During any outings or trips that occur where more than ten people will be travelling together (i.e. bus trips) a Type B First Aid Kit will be required.

5.18 Fire Extinguishers

All HKCTS owned vehicles must be fitted with an Australian Standard approved fire extinguisher appropriate to the type of fire risks on that vehicle. The local fire brigade or fire fighting supply HKCTS will be able to supply details of appropriate extinguishers for each vehicle.

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Regular maintenance and inspection of fire extinguishers must be carried out and recorded in an appropriate manner by an approved fire equipment specialist (see to Appendix 9).

5.19 Vehicle Breakdowns

In all circumstances, the driver of the vehicle (unless they are unable) will take control during all vehicle breakdowns and where there has been a motor vehicle accident. This includes the operation of any emergency functions of the bus. All personnel must be trained and understand the role of the driver in all emergency situations.

An appropriate system for dealing with vehicle breakdowns of privately owned vehicles will be developed by each HKCTS. All HKCTS owned vehicles are covered by the NRMA.

In the event of mechanical breakdown, immediate action will be taken by the driver to minimise danger to passengers and to ensure their comfort. Such action shall include:

- moving the vehicle to a safe position (away from traffic), where possible keeping passengers in the vehicle,
- where the vehicle cannot be moved, and there is a risk to passengers' safety, evacuate passengers to a safer location (refer to the CTO OH&S Manual for Management of Emergencies),
- utilising appropriate safety equipment to minimise risk (where possible), eg: traffic indicator triangles,
- monitoring the well-being of passengers, and
- keeping passengers informed of developments.

5.19.1 Contacting HKCTS Manager

The HKCTS Manager shall be notified of the breakdown as soon as possible and kept informed of any developments. Where there will be significant delays in the expected arrival time, the destination/venue, the next of kin, family or carers will be contacted and notified of expected arrival plans or arrangements. Any vehicle that has developed a mechanical fault, which renders it un-roadworthy, shall be withdrawn from service until the fault has been rectified and inspected by an authorised vehicle repairer.

5.19.2 Contacting HKCTS Co-ordinator

The Co-ordinator shall be notified of the breakdown as soon as is practicable and then be kept informed of any further developments. Where the co-ordinator cannot be contacted, team member/s delivering service shall, utilising the Emergency Contacts listed in the vehicle information log, determine a course of action leading to:

- Passengers being conveyed safely to their destinations
- The vehicle being recovered and conveyed to an approved repair facility
- Obtaining a relief vehicle where necessary

5.20 Vehicle Accidents

In the event of a road traffic accident involving a vehicle delivering a transport service, the highest priority is to ensure the safety of passengers and team members. Minimising

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risk to the general public and observing legal obligations are also important considerations. In view of this fact, the following procedures shall apply:

1. In the event of an accident, however minor, the vehicle should be immediately and safely stopped.
2. Where an accident has been very minor and involved no other person or damage to third party property, the vehicle should be checked for damaged and/or roadworthiness before proceeding.
3. Where the accident is more significant, team member/s shall take all necessary steps to minimise risk to them selves, passengers and other road users, including:
 - moving passengers to safety where necessary and appropriate,
 - clearing the roadway of debris where it is safe to do so,
 - the safety and wellbeing of all passengers will be assessed and monitored at all times,
 - first aid will be administered to best ability wherever required,
 - the ambulance Service and Police shall be contacted immediately where required,
 - the Co-ordinator or HKCTS Manager shall be notified of the accident as soon as is practicable, and
 - names and contact details of witnesses will be obtained wherever possible
4. If another vehicle is involved, a record of the following information shall be obtained:
 - the owner's name, address and telephone number,
 - the driver's name, address and driving licence number or other identification,
 - the name of the owner's insurance company, and
 - the make, type and registration number of the vehicle.
5. The Community Transport driver should identify himself to the other driver, together with drivers name, address and registration number.
6. If the police attend, driver shall
 - provide all relevant information about themselves and other parties (including the other driver where appropriate
 - obtain and keep a record of the attending police officer's name, rank, number and station
7. No driver or team member shall admit liability for an accident or make statements or comments which maybe interpreted as an admission of liability. The driver or team member should not discuss the accident with anyone other than the police, Co-ordinator, Manager or the insurance company's representative appointed by HKCTS.
8. No driver of team member shall react to an accident situation in a manner that may bring the organisation into disrepute (regardless of perceived fault).
9. Where the Co-ordinator or Manager cannot be contacted, driver and or team members delivering the service shall, utilise the Emergency Contact s list in the vehicle information log, determine a course of action leading to:

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- a. passengers being conveyed safely to their destination,
 - b. the vehicle being recovered and conveyed to an approved repair facility,
and
 - c. Obtaining a relief vehicle where necessary
10. Counselling and support will be provided where necessary to passengers and team members traumatised by any accident/evacuation situation involving a Community Transport service.

5.20.1 Actions by the Office

1. Where alternate transport is organised to convey passengers to their destination, every effort shall be made to ensure that it is suited to the mobility needs of those passengers.
2. All vehicle accidents/breakdowns shall be recorded in the Community Transport Accident, Incident and Hazard Report Book.
3. Destination/venue, next of kin, family, carers and/or “emergency contacts” will be contacted where significant delays of service will effect expected arrival plans or arrangements

5.21 Vehicle Evacuation

HKCTS recognises that very rarely situation do occur where there is a danger (such as fire) which requires the swift evacuation of passengers from a vehicle. In view of this fact, the following procedures shall apply wherever emergency evacuation of passengers from a vehicle engaged in service delivery is necessary:

1. No action shall be taken to protect the property of HKCTS or any other property to the detriment of passengers or driver/ team member safety. Ensuring the safety of passengers shall be the first priority of all drivers and team members.
2. Passengers shall be removed from the vehicle and assisted to safety as swiftly as possible
3. Drivers and team members shall clearly direct passengers to swiftly evacuate the vehicle. Priority in delivery of assistance to passengers remaining in the vehicle shall be given to those who are most able to help themselves ahead of those who require more time and assistance to evacuate. In this manner, the highest number of lives can be saved in a life-threatening situation.
4. All available help shall be enlisted during an emergency vehicle evacuation.

5.22 Road Rage

There has been an increasing incidence of unacceptably aggressive driver behaviour, commonly known as “Road Rage”. Road Rage is a driver’s angry or frustrated reaction to another driver’s actions. It frequently leads to dangerous driver behaviour and can range anywhere between inappropriate gestures and abuse to driving with the intent to antagonise, and in the worst cases to actual bodily harm.

There is no typical “road rage driver.” Gender, age, race, and socio-economic position do not factor into the road rage equation. Equally, any driver may unwittingly become the target of road rage.

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It is important for a driver, confronted by an aggressive act by another driver, to remain calm and try not to overreact. Adjust driving style to accommodate the behaviour of the other person, maintain defensive driving style and avoid eye contact with the aggressor. Reaction to the other person's aggressive behaviour with a similar response is not only likely to further inflame the situation but place the community transport team member in breach of the HKCTS's Code of Conduct. Drive cautiously, remaining aware of the other driver's actions. Failure to confront the other person in an aggressive style may allow the situation to return to normal.

If necessary, and the vehicle is fitted with a mobile telephone or two-way radio, call for assistance. If the vehicle is not fitted with any communication device, drive to a safe, populated place (such as a police station or shopping centre) and, if necessary, use the horn to attract attention. Do not get out of the vehicle and do not go home.

5.23 Mobility Parking Authorities

- Mobility Parking Authorities are available through the HKCTS office. These Authorities are to be used by those HKCTS personnel who are transporting clients who have significant mobility difficulties.
- The Mobility Parking Authorities are secured in a safe place at the HKCTS office when not in use.
- Each Parking Authority must be entered into a Register and all movements of the card entered on the Register so that the card can be tracked at all times. The RTA conducts random audits of this procedure.
- When the Authority Card is in use it must be secured in the vehicle at all times and used in accordance with the RTA requirements.
- Additionally all clients who are eligible should be encouraged to obtain their own Mobility Parking Authority.

6 ANNEXES

- 1 Maintenance Schedule A for Cat 2 Bus 12-25 Bus 12-25 LASC
- 2 Maintenance Schedule B for Cat 2 Bus 12-25 Bus 12-25 LASC
- 3 Maintenance Schedule C for Cat 2 Bus 12-25 Bus 12-25 LASC
- 4 Community Transport Owned Vehicle Daily Checklist
- 5 Daily Vehicle and Equipment Inspection Record
- 6 Private Motor Vehicle Insurance Cover Letter
- 7 Register of Drivers
- 8 Register of Vehicles and Insurances (Privately Owned)
- 9 Register of Vehicles and Insurances (HKCTS Owned)
- 10 Checklist for Approval to Carry Scooters, Tri-Wheelers or Electric Wheelchairs
- 11 Risk Assessment Guide for The Transportation of Clients Requiring Oxygen.
- 12 Fire Extinguisher Servicing.
- 13 Vehicle RZX 975 Wheelchair Stowage
- 14 Vehicle UOC 720 Wheelchair Stowage
- 15 Vehicle XFL 086 Wheelchair Stowage
- 16 Vehicle YER089 Wheelchair Stowage

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6.1 Maintenance Schedule A for Cat 2 Bus 12-25 LASC*

Every 5000 km in the sequence of A, B, A, C, etc.

TYPE "A" SERVICE REQUIREMENTS

VEHICLE: _____

<u>ITEM</u>	<u>DONE please tick</u>
Check Brake Fluid	
Check Clutch Fluid	
Lube Driveline	
Lube Steering	
C/A Brakes (F) (R)	
C/A Clutch	
C/A Park Brake	
Drain Vacuum Tank	
Check Seats and Mounts	
Check Floor and Covering	
Check Driving Controls	
Check Gauge Operations	
Check and Lube Doors	
Check Windows and Emergency Exit	
Check All Lights	
Check Battery Level	

The service to the vehicle nominated above, undertaken on this day, has been carried out in accordance with these instructions.

Signed.....**Authorised Repairer**

Date...../...../.....

On all services the maintenance personnel are instructed to note the general condition of all vehicle components and either repair or note for future action.

- C/A Means check and adjust if necessary
- CHECK Means check visually or by removal and inspection, levels of lubricants etc. to be topped up.
- *LASC Licensed Adult Seating Capacity

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6.2 Maintenance Schedule B for Cat 2 Bus 12-25 LASC*

**Every 5000 km in the sequence of A, B, A, C, etc.
TYPE "B" SERVICE REQUIREMENTS**

VEHICLE: _____

<u>ITEM</u>	<u>DONE please tick</u>
Change Engine Oil	
Change Full Flow Oil Filter	
Drain Bypass Oil Filter	
Drain Fuel Sedimenter	
Check Air Filter	
C/A Valve Clearance	
Check Transmission Oils	
Check Drive Belts	
Check Coolant Condition	
Check Steering Box Oil	
Check Brake Servo Air Filter	
Check Brake Fluid	
Check Clutch Fluid	
Lube Driveline	
Lube Steering	
C/A Brakes (F) (R)	
C/A Clutch	
C/A Park Brake	
Drain Vacuum Tank	
Check Gauge Operation	
Check All Lights	
Check Battery Level	

The service to the vehicle nominated above, undertaken on this day, has been carried out in accordance with these instructions.

Signed.....**Authorised Repairer**

Date...../...../.....

On all services the maintenance personnel are instructed to note the general condition of all vehicle components and either repair or note for future action.

C/A Means check and adjust if necessary

CHECK Means check visually or by removal and inspection, levels of lubricants etc. to be topped up.

*LASC Licensed Adult Seating Capacity

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Community Aged/Disabled Transport Service
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6.3 Maintenance Schedule C for Cat 2 Bus 12-25 LASC*

Every 5000 km in the sequence of A, B, A, C, etc.

TYPE "C" SERVICE REQUIREMENTS

VEHICLE: _____

<u>ITEM</u>	<u>DONE please tick</u>
Change Engine Oil	
Change Full Flow Oil Filter	
Drain Bypass Oil Filter	
Drain Fuel Sedimenter	
Check Air Filter	
C/A Valve Clearance	
Check Transmission Oils	
Check Drive Belts	
Check Coolant Condition	
Check Steering Box Oil	
Check Brake Servo Air Filter	
Check Brake Fluid	
Check Clutch Fluid	
Lube Driveline	
Lube Steering	
C/A Brakes (F) (R)	
Check Brake Hose Condition	
C/A Clutch	
C/A Park Brake	
Check Suspension Components	
Drain Vacuum Tank	
Check Gauge Operation	
Check All Lights	
Check Battery Level	
Road Test	
Check Smoke (note Bosch reading)	

The service to the vehicle nominated above, undertaken on this day, has been carried out in accordance with these instructions.

Signed.....**Authorised Repairer**

Date...../...../.....

On all services the maintenance personnel are instructed to note the general condition of all vehicle components and either repair or note for future action.

C/A Means check and adjust if necessary

CHECK Means check visually or by removal and inspection, levels of lubricants etc. to be topped up.

*LASC Licensed Adult Seating Capacity

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6.4 Community Transport Owned Vehicle Daily Checklist

COMMUNITY TRANSPORT OWNED VEHICLE DAILY CHECKLIST

Schedule 1

VEHICLE CHECK LIST - Before beginning any service please check the following:

Vehicle Identification - Rego _____

<i>Tick box when completed (cross if unsatisfactory & indicate reason)</i>	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Comments
<u>Appearance of vehicle</u>								
Floor of car clean (shake mats)								
Windscreen clean, No chips or cracks.								
Rear window clean								
Check vehicle for obvious damage i.e. broken lights, mirrors, windows, scratches etc & REPORT								
Check upholstery for marks, wear, tears etc								
Adjust mirrors								
Adjust drivers seat and steering wheel								
Seatbelts and Wheelchair restraints in good working order								
Water bottle filled								
<u>Mechanical - before starting vehicle</u>								
Check under for obvious problems i.e. oil/water leaks, obstacles								
Tyre condition i.e. fully inflated, even wear (please report uneven wear)								
Warning lights (dashboard)								
Check brake lights and indicators								
Check oil and water levels								

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	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Comments
<u>On completion of service</u>								
Car refuelled if under half full (refuel Fri. afternoon)								
No passenger items left in vehicle								
No driver personal items left in vehicle								
No rubbish left in vehicle								
Empty water bottle								
Log book completed								
<u>Before locking car</u>								
Handbrake on								
Lights OFF								
Air-conditioner OFF								
Check list completed and signed								
SIGNED:								

NOTE: Verbally report obvious damage to CTO Office immediately

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Community Aged/Disabled Transport Service
Safe Operating Procedures**

6.5 Daily Vehicle and Equipment Inspection Record

All vehicles and equipment to be used in the provision of a Community Transport Service shall be inspected and the results of inspection recorded on this form as indicated.

VEHICLE:	SERVICE DUE:
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Please tick each box to indicate that you have checked each item as necessary and fill in the date at the Bottom of each day's column. Please also sign the bottom of each column to confirm having checked your vehicle.

ITEM	Mon	Tue	Wed	Thu	Fri	W/E	COMMENTS/FAULTS
DAILY CHECKS ALL DRIVERS							
Fuel level sufficient							
Oil level							
Water /Coolant level							
All Exterior Lights							
Visual Inspection Tyres							
First Aid and U.P. kits							
Fire Extinguisher present and charged							
Disabled sticker visible							
Hoist operational							
Cleanliness of interior							
Damage to vehicle inside and out							

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Community Aged/Disabled Transport Service
Safe Operating Procedures**

Twice weekly checks – permanent drivers or their relief only	Mon	Tue	Wed	Thu	Fri	W/E	COMMENTS/FAULTS
Brake fluid level							
Tyres including spare pressure and condition							
Wipers/washer fluid							
Interior lights							
Seat belts in good repair							
“Q”straints in good repair							
Breakdown kit and Jack							
Documentation – Log sheets – check lists							
DATE							
SIGNATURE							

REPAIR DETAILS

Authorised Vehicle

Repairer's Signature

/s/

Date /

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Community Aged/Disabled Transport Service
Safe Operating Procedures**

6.6 Private Motor Vehicle Insurance Cover Letter

Dear (Insurance Provider),

Re: Comprehensive Motor Vehicle Policy No.:

Mr/Mrsof...

has registered to work as a volunteer with our group.

Mr/Mrs has a Comprehensive Insurance Policy with your company.

One of the volunteer's activities involves driving clients to and from destinations such as surgeries, hospitals etc. In order to enable our volunteers to use their own vehicles, they will be reimbursed for out of pocket expenses, on a per kilometre allowance.

As most policies exclude cover to persons using their private vehicle for the conveyance of passengers for hire, fare or reward, would you please advise us in writing whether your company is willing to accept that the kilometre allowance reimbursed to the volunteers will not be construed as being hire, fare or reward and that consequently, the policy exclusion will not apply to claims by our volunteers.

Could you also please state the position of your policy with reference to damage to other vehicles or property?

Thanking you for your assistance.

Yours faithfully

Manager

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Community Aged/Disabled Transport Service
Safe Operating Procedures**

6.7 Register of Drivers

NAME	ADDRESS	PHONE NUMBER	LICENCE NUMBER	LICENCE CLASS	EXPIRY DATE	REVIEW DATE

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Community Aged/Disabled Transport Service
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6.8 Register of Vehicles and Insurances (Privately Owned)

NAME	VEHICLE TYPE	VEHICLE REGO NO.	REGISTRATION EXPIRY DATE	THIRD PARTY INSURER	THIRD PARTY POLICY NO.	THIRD PARTY EXPIRY DATE	COMPREHENSIVE INSURER	COMP. POLICY NO.	COMP. EXPIRY DATE	REVIEW DATE

**Hornsby Ku-ring-gai
Community Aged/Disabled Transport Service
Safe Operating Procedures**

6.9 Register of Vehicles and Insurances (Service Owned)

NAME	VEHICLE TYPE	VEHICLE REGO NO.	REGISTRATION EXPIRY DATE	THIRD PARTY INSURER	THIRD PARTY POLICY NO.	THIRD PARTY EXPIRY DATE	COMPREHENSIVE INSURER	COMP. POLICY NO.	COMP. EXPIRY DATE	REVIEW DATE

**Hornsby Ku-ring-gai
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6.10 Checklist for Approval to Carry Scooters, Tri-Wheelers or Electric Wheelchairs

Regarding transport of the scooter/ tri-wheeler/ electric wheelchair	YES	NO
1. Is there anything specifically identified on the Engineer's Report of the vehicle modifications that would eliminate the safe carriage of a scooter/ tri-wheeler/ electric wheelchair?		
2. If corrosion is present on the scooter/ tri-wheeler/ electric wheelchair, is it likely to affect the structural integrity of the chair?		
3. Does the weight of the scooter/ tri-wheeler/ electric wheelchair exceed the safe working load of the individual hoist?		
4. Once loaded, would the position and size of the scooter/ tri-wheeler/ electric wheelchair hinder emergency evacuation of the vehicle?		
5. If the client is using a scooter/ tri-wheeler does the client need to remain seated in the scooter/ tri-wheeler during transportation due to manoeuvrability/ weight issues?		

If answered 'yes' to any of the above 1-5 questions, measures will need to be taken and another checklist completed in order for the client to gain or retain access to community transport services.

6. Is the scooter/ tri-wheeler/ electric wheelchair in good mechanical condition and unlikely to breakdown?		
7. Can the client safely manoeuvre the scooter/ tri-wheeler/ electric wheelchair to the vehicle safely?		
8. Can the bus be positioned in a safe place whilst loading takes place? (Take into account the slope of the terrain, the angle of the hoist platform, traffic flow).		
9. Does the scooter/ tri-wheeler/ electric wheelchair fit safely onto the hoist platform allowing all Standard Operating Procedures to be carried out without changes? (This would include the length of the apparatus allowing the safety flap to properly engage; if SOPS for the organisation state that a staff member must ride on the hoist with the client or apparatus, this should be able to be done etc)		
10. Can electrical power be isolated to ensure inadvertent movement of the scooter/ tri-wheeler/ electric wheelchair?		

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11. Is there a minimum of 4 anchorage points on the scooter/ tri-wheeler/ electric wheelchair to allow the 4-point restraint system to be operated legally? (it is not legal to have 2 restraints connected to the one anchorage point)		
12. Does the size of the scooter/ tri-wheeler/ electric wheelchair allow for all restraints to be attached in the manner indicated by the manufacturer? (angles able to be obtained etc)		
13. Are there anchorage points on the scooter/ tri-wheeler/ electric wheelchair that have been Engineer Approved?		
14. Once loaded, can the scooter/ tri-wheeler/ electric wheelchair be positioned in a frontwards or rearwards facing position?		
15. If the client remains in the electric wheelchair is the client restraint seatbelt able to be fitted in accordance with the manufacturer's specifications?		
16. If the scooter/ tri-wheeler/ electric wheelchair is not being occupied while being transported can it be restrained to resist a lateral force of 25 times its weight?		
17. Does the apparatus have an anchorage point other than at the following points: <div style="text-align: center;"> <ul style="list-style-type: none"> -The wheels? -The backrest? -The armrest? -The footrests? -The upholstery? </div>		
18. Are the vehicle restraints adjustable to accommodate a range of scooter/ tri-wheeler/ electric wheelchair sizes?		
19. Does the scooter/ tri-wheeler/ electric wheelchair have a system to adequately secure the battery or power supply system? (To withstand a horizontal load 25 times the weight of the battery.)		
20. Is there a guarding system to prevent a short circuit across the battery terminals?		

If answered 'no' to any of the above questions 6-20, measures will need to be taken and another checklist completed in order for the client to gain or retain access to community transport services.

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Regarding transport of the electric wheelchair	YES	NO
21. If the clients is to remain in the electric wheelchair is there sufficient clear space around the wheelchair as determined by the electric wheelchair restraint manufacturer's specifications?		

If answered 'no' to the above, measures will need to be taken and another checklist completed in order for the client to gain or retain access to community transport services.

Clients situations in which 'yes' was answered for questions 1-5 or 'no' for questions 6-23 are denied access until controls can be adopted so that the clients may travel safely in a community transport vehicle. Once controls are adopted the new situation needs to be revised using this checklist.

Those Clients whose situation allowed questions 1-5 answers to be 'no' and questions 6-23 answers to be 'yes' at this point in time appear to be able to be transported safely, yet due to the fact that there is no set shape of scooter/ tri- wheeler/ electric wheelchair a risk assessment will also need to be completed in order to ensure these clients can be transported

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Community Aged/Disabled Transport Service
Safe Operating Procedures**

6.11 Risk Assessment Guide for the Transportation of Clients Requiring Oxygen

Whenever an Oxygen Cylinder is transported in a vehicle, there are several considerations:

1. Is there sufficient fresh air ventilation to prevent build up of Oxygen in the vehicle? Excessive Oxygen levels increase the risks of explosion, and can cause ill-effects on the driver.

Such gas build up can occur when Oxygen is in use by the client. But note that it can also occur when the gas cylinder is not in use if there is any leakage from the cylinder through valves, tubes and fittings.

It is therefore a requirement that adequate ventilation is maintained at all times when a client is being transported accompanied by an Oxygen cylinder. Adequate ventilation can be achieved by opening a window or by forced ventilation (fan on “high” of fresh air through the vents. Note that it is not acceptable to have the ventilation set on “recycle”.

2. Is the Oxygen Cylinder firmly secured? If the Oxygen Cylinder is not firmly secured, it presents a serious risk in the event of a vehicle accident, where it can become a dangerous projectile.

Before transporting any Client accompanied by an Oxygen Cylinder, it must be determined that the cylinder is firmly secured to either a transport aid (eg wheelchair), or to another attachment point in the vehicle. In all cases the securing method must prevent the cylinder from movement in the event of a vehicle accident.

3. Are there any potential ignition sources within or immediately surrounding the vehicle? If there are any ignition sources near oxygen impregnated materials then a fire could be started.

It should be ensured that there are no potential ignition sources in the vicinity of the oxygen equipment. This will include a policy of no-smoking within the vicinity of the Oxygen. Cylinders and tubing must be regularly maintained to prevent the potential for leaks from the cylinder.

4. Has the Oxygen Cylinder recently been serviced and identified as being in good working order.

Prior to transporting the client with Oxygen, the service date on the cylinder must be checked to ensure that it has been recently serviced. All tubing and valves should be checked for obvious leaks prior to transport.

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6.12 Fire Extinguisher Servicing

Fire extinguishers must be serviced on 6 monthly, 12monthly, 3 Yearly, 6 yearly and after use schedule, in accordance with Australian Standard AS 1851.1- 1995.

Experienced personnel utilizing appropriate safety standards as required by the standard must carry out the service.

A metal tag is to be located around the pin that is stamped to indicate which month it was serviced. This date must be recorded to ensure that extinguishers are being serviced as required.

Type of Fire Extinguisher (i.e. CO2)	Fire Extinguisher Location	Month/ Date Last Serviced	Month/ Date extinguisher required to be re-serviced

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Community Aged/Disabled Transport Service
Safe Operating Procedures**

6.13 VEHICLE Ag49XJ – TOYOTA COASTER WHEELCHAIR STOWAGE

Wheelchair Hoist

To Ready for Use

- Turn on hoist power isolation switch located on dashboard to right of steering column
- Unlock and open rear doors
- Using hoist controls mounted on inside of left door unfold lift to floor level. release it from its locating slots
- Lower lift to ground level
-
- Lower/raise platform into position to load/unload passenger

To Stow

- Using hoist controls raise platform to vehicle level
- Using hoist controls fold lift to stowed position.
-
-
- Lock rear door
- Turn off hoist power isolation switch

NOTE: If the hoist power switch is on and the hoist will not operate, ensure that lift power is turned on on the dash board.

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Community Aged/Disabled Transport Service
Safe Operating Procedures**

SEAT REMOVAL AND REPLACEMENT

To Remove Seats

- Prepare the wheelchair platform for use in accordance with separate operating procedure
- Ensure seat to be removed is clear of materials and seat belts
- Lift safety pins and raise lever to up position
-
- Tilt seat forward and then slide seat towards rear of vehicle to disengage lugs from the floor track
- Lift/slide seat onto raised wheelchair platform ensuring it is stable and clear of rear sill of vehicle and forward portion of wheelchair hoist
- With care transfer yourself to the ground at rear of vehicle
- Whilst stabilizing seat, lower platform to ground level
- Transfer removed seat to approved storage location
- Stow wheelchair platform in accordance with separate operating procedure

To Replace Seats

- Prepare the wheelchair platform in accordance with separate operating procedure
- Retrieve seat from approved storage location and place on lowered wheelchair platform ensuring it is stable and clear of wheelchair hoist mechanism
- Whilst stabilizing seat, raise platform level with vehicle floor
- With care transfer yourself to the rear floor of vehicle
- Lift/slide seat into position over the vehicle floor tracks with lugs located immediately behind relevant openings in floor tracks
- Tilt seat forward and then slide seat towards front of vehicle to engage tongue on front legs into the floor track
- -
- -
- -
- Remove security pins from lever clamps on back of seat, tension clamps and re-insert pins
- Check that seat is firmly secured and locked in position
- Reposition any seat belts on seat ready for use
- Stow wheelchair platform in accordance with separate operating procedure

**Hornsby Ku-ring-gai
Community Aged/Disabled Transport Service
Safe Operating Procedures**

WHEELCHAIR PASSENGER LOADING AND UNLOADING

To Load Passenger

- Prepare the wheelchair platform for use in accordance with separate operating procedure
- Position both front wheelchair securing straps (-) in appropriate positions in the vehicle floor tracks by inserting lever end of fitting into floor track, press in lever at the side of the fitting, slide fitting towards lever end, drop other end into floor track and release lever
- Ensure the front straps are securely located and locked in position
- Ensure rear ramp/wheelchair safety bar is in flat position
- Push wheelchair wholly onto lowered platform and secure both wheel brakes
- Raise platform level with vehicle floor ensuring that rear ramp/wheelchair safety bar returns to upright position
- Release brakes and push wheelchair forward to provide standing room on platform behind wheelchair and secure both brakes
- With care transfer yourself onto platform behind wheelchair
- Release brakes, move wheelchair into position in the vehicle and reapply brakes
- Loop front securing straps on both sides around the lower front frame of wheelchair and clip onto metal loop on strap – do not place around foot support plates or brackets
- Release wheelchair brakes, pull wheelchair to the rear to tension front straps and reapply both brakes
- Position both rear wheelchair securing straps (adjustable) in appropriate positions in the vehicle floor tracks in same manner as front straps
- Ensure the rear straps are securely located and locked in position
- Loop the rear securing straps on both sides around the lower rear frame of wheelchair and clip onto metal loop on strap, lift tensioning lever on each strap and lock into place ensuring both straps are tensioned firmly and evenly – do not apply sufficient tension to distort wheelchair frame
- Release brakes, check wheelchair is firmly secured by the straps and reapply both brakes
- Position ends of wheelchair seatbelts in appropriate positions in the vehicle floor tracks in same manner as for wheelchair securing straps, clip around passenger and tighten firmly
- Stow wheelchair platform in accordance with separate operating procedure.

To Unload Passenger

- Prepare the wheelchair platform in accordance with separate operating procedure
- Ensure both wheelchair brakes are applied
- Release and remove wheelchair passenger seat belts by pressing in the lever at the side of the floor track fittings, sliding the fitting towards lever, lifting opposite end of fitting from the floor track and removing fitting from the track
- Depress bar to unlock tensioning lever on each rear securing strap, unclip straps from around rear frame of wheelchair and remove both straps from vehicle floor tracks in same manner as for the wheelchair seat belts
- Unhook the front securing straps from wheelchair
- Release brakes, pull wheelchair onto raised platform and secure both wheel brakes
- With care transfer yourself to ground at rear of vehicle
- Release brakes, pull wheelchair backwards wholly onto platform ensuring front footplates will clear rear sill of vehicle and forward portion of wheelchair hoist and reapply brakes.
- Lower platform to ground level

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- Ensure rear ramp/wheelchair safety bar is in flat position, release wheelchair brakes and remove wheelchair from platform
- Transfer responsibility for safe operation of wheelchair to client or attendant.
- Stow wheelchair platform in accordance with separate operating procedure.

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Safe Operating Procedures**

6.14 -

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Community Aged/Disabled Transport Service
Safe Operating Procedures**

6.15 VEHICLE XFL 086 – TOYOTA COASTER WHEELCHAIR STOWAGE

Wheelchair Hoist

To Ready for Use

- Turn on hoist power isolation switch located on transmission tunnel to right of gearlever (Note “ON” is Off and “OFF is on)
- Turn ignition to “Accessories” to unlock rear doors
- Open left rear doors by external handle and right door by internal handle (Note: Ignition may then be turned off to silence “Rear Door Open” alarm)
- Using hoist hand controller located in clip on inside of rear door “Unfold” platform making sure right door is fully open and controller cord is clear of hoist mechanism
- Lower/raise platform into position to load/unload passenger (Note: If rear wheelchair safety bar does not lower when platform positioned at ground level due to an uneven surface, raise platform slightly, place appropriate sized solid article under actuating lever at rear right of platform and again lower platform)

To Stow

- Using hoist hand controller raise platform to vehicle level
- “Fold” platform to fully upright position
- Close and lock right door with internal handle
- Close left door
- Turn off hoist power isolation switch

SEAT REMOVAL AND REPLACEMENT

(Note: Only one double seat may be removed)

To Remove Seat

- Ensure seat is clear of materials and seat belts
- Lift seat-back recline handle on aisle side of seat and lay seat-back fully down
- Pull winged handle on aisle side of seat base out and slide seat towards aisle to disengage seat leg from floor track
- Lift aisle side of seat and fold seat against side of bus noting that winged handle locks in when seat fully upright
- Whilst holding seat against side of bus, slide seat leg locking bolt out and fold leg down against base of seat, unclip one end of securing belt from eye on seat base and clip to securing loop located between windows, tighten belt to hold seat securely

To Replace Seat

- Whilst holding seat against side of bus, loosen securing belt, unclip end of belt from securing loop located between windows and clip with other end to eye on seat base, fold seat leg up ensuring that leg locking bolt locks into correct position
- Pull winged handle, unfold seat from side of bus and lower to floor ensuring lugs on leg are located in floor track
- Slide seat towards side of bus to engage lugs on seat leg in floor track and ensure winged handle returns to locked position

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Community Aged/Disabled Transport Service
Safe Operating Procedures**

- Lift seat-back recline handle on aisle side of seat and raise seat-back to normal position
- Check that seat is firmly secured and locked in position
- Reposition any seat belts on seat ready for use

WHEELCHAIR PASSENGER LOADING AND UNLOADING

To Load Passenger

- Prepare the wheelchair platform for use in accordance with separate operating procedure
- Position both front wheelchair securing straps (non adjustable – narrow) in appropriate positions in the vehicle floor tracks by lifting the central block and sliding the lug into/along the track
- Ensure the front straps are securely located and locked in position
- Push wheelchair wholly onto lowered platform and secure both wheel brakes
- Raise platform level with vehicle floor ensuring that wheelchair safety bar returns to its upright position
- Release brakes and push wheelchair forward to provide standing room on platform behind wheelchair and secure both brakes
- With care transfer yourself onto platform behind wheelchair
- Release brakes, move wheelchair into position in the vehicle and reapply brakes
- Clip the front securing straps to the lower front frame of wheelchair on both sides – do not place around foot support plates or brackets
- Release wheelchair brakes, pull wheelchair to the rear to tension front straps and reapply both brakes
- Position both rear wheelchair securing straps (adjustable - wide) in appropriate positions in the vehicle floor tracks by lifting the central block and sliding the lug into/along the track
- Ensure the rear straps are securely located and locked in position
- Clip the rear securing straps to the lower rear frame of wheelchair on both sides, lift tensioning lever on each strap and lock into place ensuring both straps are tensioned firmly and evenly – do not apply sufficient tension to distort wheelchair frame
- Release brakes, check that the wheelchair is firmly secured by the straps and reapply both brakes
- Clip wheelchair seat belts to lugs at hook end of each rear securing strap, clip around passenger and tighten firmly
- Stow wheelchair platform in accordance with separate operating procedure.

To Unload Passenger

- Prepare the wheelchair platform in accordance with separate operating procedure
- Ensure both wheelchair brakes are applied
- Release and remove wheelchair passenger seat belts
- Depress bar to unlock tensioning lever on each rear securing strap, unclip straps from rear frame of wheelchair and remove both straps from vehicle floor tracks
- Release wheelchair brakes and move wheelchair forward to release tension on front securing straps
- Unclip the front securing straps from wheelchair
- Release brakes, pull wheelchair onto raised platform and secure both wheel brakes
- With care transfer yourself to the ground at rear of vehicle
- Release brakes, pull wheelchair backwards wholly onto platform ensuring front footplates will clear rear sill of vehicle and forward portion of wheelchair hoist and reapply brakes.

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- Lower platform to ground level
- Ensure wheelchair safety bar has lowered, release wheelchair brakes and remove wheelchair from platform
- Transfer responsibility for safe operation of wheelchair to client or attendant.
- Stow wheelchair platform in accordance with separate operating procedure.

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Community Aged/Disabled Transport Service
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6.16 VEHICLE YER 089 – TOYOTA COASTER WHEEL CHAIR STOWAGE

WHEELCHAIR HOIST

To Ready for Use

- Turn on hoist power isolation switch located on right hand side of dashboard
- Unlock and raise upper section of rear door
- Unlock and fold down lower section of rear door/front section of platform
- Unfold rear section of platform
- Raise yellow safety rail moving black locking lever forward to allow rail to lock into upright position
- Using hoist controls mounted on safety rail or on rear left panel of bus lower/raise platform into position to load/unload passenger

To Stow

- Using hoist controls raise platform to vehicle level
- Move black safety rail locking handle forward and lower safety rail
- Fold rear section of platform forward
- Lift up and secure front section of platform/lower section of rear door
- Pull down and close upper section of rear door using pull strap
- Lock rear door
- Turn off hoist power isolation switch

SEAT REMOVAL AND REPLACEMENT

To Remove Seats

- Prepare the wheelchair platform for use in accordance with separate operating procedure
- Ensure seat to be removed is clear of materials
- From rear of seat pull down on bar located under seat to release rear leg locks and lift rear of seat
- Tilt seat forward and then slide seat towards rear of vehicle to disengage tongue on front legs from the floor track
- Lift/slide/wheel seat onto raised wheelchair platform ensuring it is stable and clear of rear sill of vehicle and forward portion of wheelchair hoist. (Note: On double seats rotate lever located in center front of seat base 180 degrees anticlockwise extend wheels on outer end of seat and then use handle on aisle end of seat to wheel seat onto wheelchair platform.)
- With care transfer yourself to the ground at rear of vehicle
- Whilst stabilizing seat, lower platform to ground level
- Transfer removed seat to approved storage location
- Stow wheelchair platform in accordance with separate operating procedure

To Replace Seats

- Prepare the wheelchair platform in accordance with separate operating procedure
- Retrieve seat from approved storage location and place on lowered wheelchair platform ensuring it is stable and clear of wheelchair hoist mechanism
- Whilst stabilizing seat, raise platform level with vehicle floor
- With care transfer yourself to the rear floor of vehicle

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- Lift/slide/wheel seat into position over the vehicle floor tracks with tongue on front legs located immediately behind relevant openings in floor tracks. (Note: On double seat pull lever up to retract wheels on outer end of seat when in correct location.)
- Tilt seat forward and then slide seat towards front of vehicle to engage tongue on front legs into the floor track
- Lower rear of seat and ensure both rear leg locks of seat fully engage in floor fitting
- Check that seat is firmly secured and locked in position
- Stow wheelchair platform in accordance with separate operating procedure

**Hornsby Ku-ring-gai
Community Aged/Disabled Transport Service
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WHEELCHAIR PASSENGER LOADING AND UNLOADING

To Load Passenger

- Prepare the wheelchair platform for use in accordance with separate operating procedure
- Position both front wheelchair securing straps (all straps are the same) in appropriate positions in the vehicle floor tracks by lifting the central block and sliding the lug into/along the track
- Ensure the front straps are securely located and locked in position
- Push wheelchair safety bar forward and down with your foot until it locks in the flat position
- Push wheelchair wholly onto lowered platform and secure both wheel brakes
- Raise wheelchair safety bar by depressing the yellow release lever at the rear of the right side of the platform
- Raise platform level with vehicle floor
- Release brakes and push wheelchair forward to provide standing room on platform behind wheelchair and secure both brakes
- With care transfer yourself onto platform behind wheelchair
- Release brakes, move wheelchair into position in the vehicle and reapply brakes
- Hook the front securing straps to the lower front frame of wheelchair on both sides – do not place around foot support plates or brackets
- Position both rear wheelchair securing straps in appropriate positions in the vehicle floor tracks by lifting the central block and sliding the lug into/along the track
- Ensure the rear straps are securely located and locked in position
- Hook the rear securing straps to the lower rear frame of wheelchair on both sides.
- Tension all four securing straps by depressing the lever on the retractable strap housings to take up the slack and then tighten each strap by use of the knob on the side of the strap housings ensuring all straps are tensioned firmly and evenly – do not apply sufficient tension to distort wheelchair frame
- Release brakes, check that the wheelchair is firmly secured by the straps and reapply both brakes
- Position ends of wheelchair seatbelts in appropriate positions in the vehicle floor tracks by lifting the central block and sliding the lug into/along the track
- Clip seatbelt around passenger and tighten firmly
- Stow wheelchair platform in accordance with separate operating procedure.

To Unload Passenger

- Prepare the wheelchair platform in accordance with separate operating procedure
- Ensure both wheelchair brakes are applied
- Release and remove wheelchair passenger seat belts
- Depress the lever on the four retractable strap housings to release tension on the straps, unhook rear straps from frame of wheelchair and remove rear straps from vehicle floor tracks
- Unhook the front securing straps from wheelchair
- Release brakes, pull wheelchair onto raised platform and secure both wheel brakes
- With care transfer yourself to ground at rear of vehicle
- Release brakes, pull wheelchair backwards wholly onto platform ensuring front footplates will clear rear sill of vehicle and forward portion of wheelchair hoist and reapply brakes.
- Lower platform to ground level
- Lower wheelchair safety bar at rear of platform, release wheelchair brakes and remove wheelchair from platform

**Hornsby Ku-ring-gai
Community Aged/Disabled Transport Service
Safe Operating Procedures**

- Transfer responsibility for safe operation of wheelchair to client or attendant.
- Release and raise wheelchair safety bar
- Stow wheelchair platform in accordance with separate operating procedure.

VEHICLE AJ17AD-TOYOTA HI_ACE VAN

- Drive van in accordance with owners manual.
- Unlock all doors
- Ensure electric folding side step deploys automatically when side door is opened.
- Ensure rear row of seats are ready for use.

TO FOLD REAR SEATS

- Pull lever on the side of the seat back and fold seat back down on to base of seat
- Pull lever on the leg of the seat and lift seat up and fold against the side window
- Secure seat against the window using the strap and hook to the clip.

TO UNFOLD REAR SEATS

- Release strap and lower seat and lock leg to floor..
- Raise back of seat to upright position.

VEHICLE AK37DJ HOLDEN COMODORE STATION WAGON

- Drive in accordance with owners manual