


**Work Health and Safety: Safe Work Practice: Transport**

**Loading and unloading wheelchair client on bus (Mercedes Sprinter)**

 Risks	Risk rating	Risk Controls
Manual handling injury to driver from incorrect lift/movement	Likelihood: D Consequence: 2 Rating = HIGH	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Ensure vehicle equipment is well maintained</li> <li><input checked="" type="checkbox"/> Driver not to lift or twist the wheelchair</li> <li><input checked="" type="checkbox"/> Driver to bring wheelchair to vehicle on a gradient where client is unlikely to fall from wheelchair</li> <li><input checked="" type="checkbox"/> Roster 2 or 1 very experienced/strong staff to assist heavy or difficult to move clients</li> <li><input checked="" type="checkbox"/> Walk around wheelchair rather than reach across it</li> <li><input checked="" type="checkbox"/> Ensure ramp is flat and appropriately positioned on the ground as much as possible</li> </ul>
Emotional distress to client from a fall or inappropriate assistance	Likelihood: D Consequence: 4 Rating = LOW	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Only competent staff allowed to assist client in a wheelchair on to/off vehicle</li> <li><input checked="" type="checkbox"/> Driver to explain each step of the procedure to client before/as it happens</li> <li><input checked="" type="checkbox"/> Driver to provide extra reassurance/explanation to clients who have never previously used the service or used the wheelchair lift</li> </ul>
Physical harm to client from a fall or injury during the lift	Likelihood: D Consequence: 4 Rating = LOW	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Ensure the clients arms, feet and legs are in a position where they will not be hit or crushed during loading</li> <li><input checked="" type="checkbox"/> Ensure wheelchairs brakes are on and effective before loading</li> </ul>

**Equipment required:**

<i>Mercy Services equipment</i>	<i>Others equipment</i>
Bus with wheelchair ramp, Q restraint system (4). Worker to wear <u>footwear</u> that is fully enclosed, slip resistant sole, water repellent/resistant and provide adequate support. <b>Personal Protective Equipment required:</b>	Client's wheelchair

Activity	Worker behaviour	Client/other's behaviour
1. Prepare	a. Park bus safely off road where there is sufficient room to /open rear door b. Apply brakes and activate hazard lights c. Ensure quick release seat is removed and secured to allow enough room for wheelchair (if necessary). d. Open bus door and operate the lift controls as outlined in the Braun Lift Operator's Manual. e. Stand clear while lowering the lift.	a. Client to follow drivers instructions
2. Assisting client in a	a. Explain to client each step before/as these steps are completed	a. Client to follow drivers instructions

<p>wheelchair enter bus</p>	<ul style="list-style-type: none"> <li>b. Check with client if there is a personal restraint on wheelchair for their use</li> <li>c. Bring the client in the wheelchair to the bus.</li> <li>d. Place wheelchair in a secure position</li> <li>e. Engage the wheelchair brake.</li> <li>f. Check the outboard rollstop is in a lowered position.</li> <li>g. If rollstop is not completely lowered, repeat operation until outboard rollstop is lowered.</li> <li>h. Release wheelchair brake and push client in wheelchair lift platform.</li> <li>i. Re-engage brakes on manual wheelchair or turn off power on electric wheelchair</li> <li>j. Use lift as per Operator’s Manual</li> <li>k. The driver may accompany the client on the lift when they have identified a safety requirement to do so.</li> </ul>	<ul style="list-style-type: none"> <li>b. If in an electric wheelchair client may drive onto the ramp and into Kia when instructed by staff</li> <li>c. If in an electric wheelchair client to turn off wheelchair before lift is operated.</li> <li>d. If client has strong upper body strength they can manoeuvre wheelchair upon direction from staff</li> <li>e. Client only to disengage wheel chair brake when instructed to do so by staff</li> </ul>
<p>3. Use of Q straints</p>	<ul style="list-style-type: none"> <li>a. Explain to client each step before/ as these steps are completed</li> <li>b. Place wheelchair into position centring the chair in tie down area facing forwards</li> <li>c. Ensure the brakes on a manual wheelchair or turn off power on an electric wheelchair.</li> <li>d. Ensure the Q straints are locked securely in floor tracking</li> <li>e. Attach Q straint hooks to solid anchor points on chair (in Sprinter bus rear set of Q straints must be fitted first then exit the bus, re-enter through side door and attach the front set of Q straints, if there is sufficient room).</li> <li>f. Adjust Q straints so they are tensioned</li> <li>g. Ensure Q straint lap belt is fitted and tensioned appropriately (client should say they are comfortable)</li> </ul>	<ul style="list-style-type: none"> <li>a. Client to follow drivers instructions</li> </ul>
<p>4. Assisting client use lift to exit bus</p>	<ul style="list-style-type: none"> <li>a. Reverse above procedure ensuring client is secure while opening doors and preparing lift before moving the wheelchair onto the lift.</li> </ul>	
<p>4. Follow-up</p>	<ul style="list-style-type: none"> <li>a. Document any incident and report it to Coordinator immediately</li> </ul>	

**As at 07/12/16 this Safe Work Practice is authorised for use in:**

<i>Service</i>	<i>Position</i>
Community Transport	Driver

**Date for review of safe work practice:** December 2019 (or if injury or changes require)

## COMPETENCY ASSESSMENT

### Loading and unloading wheelchair client on bus (Mercedes Sprinter)

Employee \_\_\_\_\_

Assessor \_\_\_\_\_

Date \_\_\_\_\_

**Desired Outcome:**

For staff to assist a wheelchair bound client in and/or out of a bus using a wheelchair lift without causing injury or distress to self or client

**Knowledge required:**

Manual handling

Performance Criteria	Competence demonstrated	Comment
<b>1. Prepare</b>		
a. Parks bus safely where there is sufficient room to operate lift and open door		
b. In bus ensures quick release seat is removed and secured to allow enough room for wheelchair (if necessary)		
c. Stands clear while lowering the lift.		
<b>2. Assist client use lift to enter bus</b>		
a. Explains to client each step before/as these steps are completed		
b. Checks with client if there is a personal restraint on wheelchair for their use		
c. Brings the client in the wheelchair to the bus.		
d. Places wheelchair in a secure position.		
e. Engages the wheelchair brake.		
f. Checks that the outboard rollstop is in a lowered position.		
g. If rollstop is not completely lowered, repeats operation until outboard roll stop is lowered.		
h. Releases wheelchair brake and pushes client in wheelchair onto lift platform.		
i. Re-engages brakes on manual wheelchair or turns off power on electric wheelchair		
j. Uses the lift as per Operator’s Manual		
k. The driver may accompany the client on the lift only when they have identified a safety requirement to do so.		

<b>3. Use of Q straints</b>		
a. Explains to client each step before/as these steps are completed		
b. Places wheelchair into position centring the chair in tie down area facing forwards		
c. Engages the brakes on a manual wheelchair or turns off power on an electric wheelchair.		
d. Ensures the Q straints are locked securely in floor tracking		
e. Attaches Q straint hooks to solid anchor points on chair		
f. Adjusts Q straints so they are tensioned		
g. Ensures Q straint lap belt is fitted and tensioned appropriately (client should say they are comfortable)		
<b>4. Assist client exit bus using lift</b>		
a. Reverses above procedure ensuring client is secure while opening doors and preparing lift before moving the wheelchair onto the lift.		
<b>5. Follow-up</b>		
a. Documents any incident and reports it to Coordinator immediately		

Is the worker assessed as being competent?     YES     NO

Any required follow up action/training: \_\_\_\_\_

\_\_\_\_\_

Signature of employee..... Date.....

Signature of assessor ..... Date.....