


Work Health and Safety: Safe Work Practice: Transport

Loading and unloading wheelchair client in VW Multivan

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

Equipment required:

<i>Mercy Services equipment</i>	<i>Others equipment</i>
VW with wheelchair ramp, Q strain restraint system, vehicle tie-down points and straps, securing straps (2). Worker to wear <u>footwear</u> that is fully enclosed, slip resistant sole, water repellent/resistant and provides adequate support. Personal Protective Equipment required:	Client's wheelchair N.B. Wheelchair must be a maximum of 71cm wide! (28inches.)

Activity	Worker behaviour	Client/other's behaviour
1. Prepare	a. Park VW safely off road where there is sufficient room to /open rear door b. Apply brakes and activate hazard lights c. Ensure rear bench seat is far enough forward to allow enough room for wheelchair d. Turn motor OFF, (Vehicle will not lower if motor is running) open rear door and operate the vehicle LOWERING button. (Located rear Passenger side panel) e. Stand clear while lowering the vehicle. f. Lower ramp using correct manual handling posture.	a. Client to follow drivers instructions

	g. Deactivate FRONT restraining straps by button at rear passenger side panel.	
2. Assisting client in a wheelchair enter bus	<ul style="list-style-type: none"> a. Explain to client each step before/as these steps are completed b. Check with client if there is a personal restraint on wheelchair for their use c. Bring the client in the wheelchair to the VW. d. Place wheelchair in a secure position at base of ramp. e. Engage the wheelchair brake. f. Pull out and attach front restraining straps to solid part at front of wheelchair, g. Reactivate front restraint lock. h. Release wheelchair brake and push client in wheelchair onto ramp and into VW. (If client is in an electric wheelchair, they may drive slowly up the ramp and into van.) Apply Wheelchair brakes or turn electric wheelchair off. i. Attach rear Qstraints to lugs in rear floor of VW and then to solid part of the rear of wheelchair. j. Tension Qstraints by tensioning handles on Qstraints. k. Check that wheelchair is secure by gently rocking it back and forward. l. Attach occupant lap seat belt to lugs on Qstraints and then around occupant, making sure the seat belt is over the pelvic area as low as possible. m. Tension so as the belt is firm but comfortable for the occupant as possible. 	<ul style="list-style-type: none"> a. Client to follow drivers instructions b. If in an electric wheelchair client may drive onto the ramp and into VW when instructed by staff c. If in an electric wheelchair client to turn off wheelchair when in correct position inside VW. d. If client has strong upper body strength they can manoeuvre wheelchair upon direction from staff e. Client only to disengage wheel chair brake when instructed to do so by staff
3. Assisting client in a wheelchair exit bus	<ul style="list-style-type: none"> a. Explain to client each step before/as these steps are completed b. Detach occupant lap seat belt from lugs on Qstraints and then around occupant. c. Detach rear Qstraints from lugs in rear floor of VW and then from solid part of the rear of wheelchair. d. Release wheelchair brake and push client in wheelchair onto ramp and out of VW. e. Deactivate front restraint lock Place wheelchair in a secure position at base of ramp. f. Pull out and attach front restraining straps to solid part at front of wheelchair 	
4. Follow-up	a. Document any incident and report it to Coordinator immediately	

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 in VW Multivan

Employee _____

Assessor _____

Date _____

Desired Outcome:

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

Knowledge required:

Performance Criteria	Competence demonstrated	Comment
1. Prepare		
a. Parks VW safely where there is sufficient room to operate ramp and open door		
b. Applies brakes and activates hazard lights		
c. Ensures rear bench seat is far enough forward to allow enough room for wheelchair		
d. Turns motor OFF (Vehicle will not lower if motor is running), opens rear door and operates the vehicle lowering button (Located rear passenger side panel)		
e. Stands clear while lowering the vehicle		
f. Lowers ramp using correct manual handling posture.		
g. Deactivates front restraining straps by activating button at rear passenger side panel.		
2. Assisting client in a wheelchair enter bus		
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 front of the ramp.		
d. Places wheelchair in a secure position at base of ramp.		
e. Engages the wheelchair brake.		
f. Pulls out and attaches front restraining straps to solid part at front of wheelchair		
g. Reactivates front restraint lock		

h. Releases wheelchair brake and pushes client in wheelchair onto ramp and into VW.		
i. Attaches rear Qstraints to lugs in rear floor of VW and then to solid part of the rear of wheelchair.		
j. Tensions Qstraints by tensioning handles on Qstraints.		
k. Checks that wheelchair is secure by gently rocking it back and forward.		
l. Attaches occupant lap seat belt to lugs on Qstraints and then around occupant, making sure the seat belt is over the pelvic area as low as possible,		
m. Tensions so as the belt is firm but comfortable for the occupant as possible.		
3. Assisting client in a wheelchair exit bus		
a. Explains to client each step before/as these steps are completed		
b. Detaches occupant lap seat belt from lugs on Qstraints and then around occupant.		
c. Detaches rear Qstraints from lugs in rear floor of VW and then from solid part of the rear of wheelchair.		
d. Releases wheelchair brake and pushes client in wheelchair onto ramp and out of VW.		
e. Deactivates front restraint lock and places wheelchair in a secure position at base of ramp.		
f. Pulls out and detaches front restraining straps from solid part at front of wheelchair		
4. Follow-up		
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.....