Safety starts with you:

Championing Accessibility

Safety Tips for Loading and Unloading WAV Passengers

Loading a passenger into a WAV

Use of equipment:

- Only w-endorsed drivers should operate the hoist or lifting equipment.

Handling wheelchairs:

- Respect the wheelchair user's preferences for manoeuvring and braking.
- Do not touch the joystick or allow the passenger to stand on the hoist without proper seating.

Loading procedure:

- Ensure the vehicle is legally parked and has enough space for loading.
- Get permission to handle the wheelchair and agree on who will operate it.
- Position the wheelchair safely away from the hoist.
- Lower the hoist and position the wheelchair facing forward on the platform.
- Apply brakes on the wheelchair before and during loading.
- Raise the wheelchair to vehicle level with care, keeping your hands on the chair and controller.
- Secure the wheelchair with front and rear anchorage restraints.
- Ask the passenger if they would like help with their seatbelt. Ensure it's fitted properly..

Unloading a passenger from a WAV

Unloading procedure:

- Park the vehicle safely with enough space for unloading.
- Open the rear door and lower the hoist to vehicle floor level.
- Release the seatbelt and all anchorage restraints.
- Position the wheelchair on the hoist platform and apply brakes.
- Lower the hoist to ground level and safely move the wheelchair off the platform.

Vehicle and equipment checks before driving

Pre-operational checks:

- Ensure the ramp or hoist operates correctly and all controls are functional.
- Check that all occupant restraints and wheelchair tie-downs are in good working order.
- Check for damage to floor tracking.

SAFE TRANSPORT VICTORIA

Passenger transport guidelines

Seating restrictions:

- Mobility scooters and certain high-care aids cannot be used while riding in a wav.
- Passengers must be transferred to a fixed seat and use a seat belt if using a mobility scooter.
- Wheelchairs must be securely restrained with floor restraints and seatbelts.

General reminders

Assisting passengers:

- Always ask for permission before moving a wheelchair.
- Offer help with loading and unloading mobility aids.
- Ensure safety and comfort before starting the journey.
- Allow assistance animals to accompany passengers in the vehicle.
- Store mobility aids safely and assist with any luggage or items.