Commercial Passenger Vehicles Victoria (CPVV) has prepared the Wheelchair Accessible Vehicles Driver Handbook for drivers seeking a Wheelchair Accessible Vehicle (WAV) endorsement.

There is further information and other resources available at www.cpv.vic.gov.au for commercial passenger vehicle drivers, including links to the legislative framework.
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What is disability?

There are more than one million people with a disability living in Victoria. They have a wide range of conditions and impairments. What they have in common is a shared experience of encountering negative attitudes and barriers to full participation in everyday activities.

Under the Disability Discrimination Act 1992 people are broadly defined as having a disability if they have any of a wide range of physical, mental health or learning conditions.

Different types of disability

Some conditions and impairments are present from birth. Other people acquire or develop a disability during their lifetime from an accident, condition, illness or injury. For some people, support needs can increase over time. Others can experience fluctuating or episodic disability. This can particularly be the case for some people with mental illness. Some people are said to have a dual disability, such as intellectual disability and mental illness, giving rise to different support needs.

Reference: Victorian state disability plan 2017–2020
Obtaining Wheelchair Accessible Vehicle (WAV) Endorsement

Legal requirements

In Victoria drivers need to have a special endorsement on their driver accreditation to drive a wheelchair accessible vehicle (WAV). This is known as a ‘W-endorsement’.

The W-endorsement is an additional requirement placed on a driver’s accreditation as Commercial Passenger Vehicles Victoria (CPVV) recognises WAVs have a vital role in delivering transport services for passengers in wheelchairs.

There are specific conditions relating to WAVs and the provision of commercial passenger vehicle services under Driver Accreditation.

CPVV may impose conditions on a Driver Accreditation when issuing the accreditation, or at any time during the course of the accreditation. Drivers are notified of any changes to conditions and should keep up-to-date with conditions through the CPVV website.

Preparing for the assessment

Drivers must successfully demonstrate they understand all the requirements of driving a WAV in Victoria. The assessment has both theory and practical components and is broadly based on the Provide wheelchair accessible taxi services to passengers with disabilities TLIC2040A unit of competency from the Certificate II in Driving Operations.

Information in this handbook will help drivers prepare for the assessment but should not be relied on alone. It is important that drivers prepare for the training assessment. Drivers should complete some training and study available resources prior to booking the assessment.

The assessment is conducted by a CPVV approved assessor who will assess both practical and theoretical knowledge in line with the National Training Framework competency standards.

The criteria used during the practical component is like the Programmed Observation Licence Assessment (POLA) used by VicRoads. This standard was developed to achieve a consistent and objective evaluation of an applicant during assessment.
Booking the assessment

There are nine tasks that must be completed to pass the assessment. While a driver may clarify a question during the assessment, assessors will not assist applicants with answers.

The pass mark for the assessment is 85 per cent of the total score.

The assessment officer will record results for each task as:

- **P (Pass)**—if the applicant meets the performance criteria for the task
- **NYC (Not Yet Competent)**—if the applicant does not meet any part of the performance criteria for the task.

If a person is deemed to have received a Not Yet Competent result (this occurs after two attempts), they can re-sit the assessment once they have undertaken the relevant training and studied available resources.

<table>
<thead>
<tr>
<th>Assessment Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Carry out a pre-operational check of the vehicle</td>
</tr>
<tr>
<td>2. Load a wheelchair in the vehicle with a passenger using a hoist</td>
</tr>
<tr>
<td>3. Load a second wheelchair in the vehicle without a passenger using a hoist.</td>
</tr>
<tr>
<td>4. Undertake a directed drive of approximately 30 minutes</td>
</tr>
<tr>
<td>5. Unload the wheelchair without a passenger using a hoist</td>
</tr>
<tr>
<td>6. Unload the second wheelchair with a passenger using a hoist</td>
</tr>
<tr>
<td>7. Load a wheelchair using a ramp</td>
</tr>
<tr>
<td>8. Unload a wheelchair using a ramp</td>
</tr>
<tr>
<td>9. Scenario based disability assessor questions</td>
</tr>
</tbody>
</table>

CPVV coordinates all the bookings for drivers wishing to obtain a W-endorsement to drive a WAV in Victoria.

Please visit [www.cpv.vic.gov.au](http://www.cpv.vic.gov.au) or call us on 1800 638 802.
COMMUNICATING WITH PASSENGERS

Showing respect to people with a disability

Everyone must show respect to people with a disability. This means:

• treating people with dignity
• focusing on people as an individual, and not on their disability
• not making assumptions about how people may prefer to communicate
• observing any requests to not talk during the journey
• never using offensive words like ‘cripple’, ‘spastic’ or ‘retard’.
• checking that the environment in the vehicle suits people during the journey.

Dealing with communication difficulties

Sometimes there may be communication difficulties between passengers and drivers. If this occurs, a driver should:

• use simple and easy to understand language
• concentrate on what your passenger is saying
• politely ask your passenger to repeat themselves if you did not understand them
• check that your passenger has understood what you have told them
• summarise your passenger’s requests to ensure you have understood them
• try repeating a passenger’s instructions in different words (using paraphrasing to get more clarity)
• face the passenger and speak clearly — but only when you are not driving. Reduce background noise and minimise distractions (for example, turn off the radio or close your window to reduce traffic noise)
• be patient and give the person time to speak if they have a speech or language impairment

• be tactful and patient if a passenger asks the same questions, or tells you the same story over — for example the passenger may have dementia
• use non-verbal techniques such as positive body language, including smiling, nodding or having a relaxed posture
• if necessary, ask how they prefer to communicate with you, and use this method.

CPVV has Talking Taxis Communication Boards to help drivers with passengers with communication difficulties (contact CPVV for details).

If you are unable to understand the passenger when they tell you their destination, try asking:

• “Is there another way you can let me know where you’d like to go? For example, do you have it written down somewhere, or can you point to it in my street directory or on my GPS?”
• “Rather than telling me aloud, would you like to write it on a piece of paper, or is there another way you would like to communicate?”

If you are unable to understand the passenger when they tell you their destination, try asking:

• “Is there another way you can let me know where you’d like to go? For example, do you have it written down somewhere, or can you point to it in my street directory or on my GPS?”
• “Rather than telling me aloud, would you like to write it on a piece of paper, or is there another way you would like to communicate?”
### Acting ethically

All commercial passenger vehicle drivers need to act ethically at all times. This means acting in ways consistent with what society and individuals typically think are good values.

Ethical behaviour involves demonstrating respect for moral principles that include honesty, fairness, equality, dignity, diversity and individual rights.

There are also unethical behaviours which are offences under criminal law. They include:

- theft
- fraud
- physical assault
- indecent exposure
- sexual assault
- stalking
- obscene communications

<table>
<thead>
<tr>
<th>What is ethical behaviour for a WAV driver?</th>
<th>What is unethical behaviour for a WAV driver?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Picking up a passenger when you have accepted a dispatch booking for that passenger.</td>
<td>Accepting a dispatch booking, but then not pick up the passenger (passive rejection).</td>
</tr>
<tr>
<td>Taking a passenger who has an assistance animal.</td>
<td>Refusing to take a passenger who has an assistance animal. This is also against the law.</td>
</tr>
<tr>
<td>Offering to assist a person with vision impairment.</td>
<td>Removing the money/payment card from the passenger without asking for permission or explaining what you are doing.</td>
</tr>
<tr>
<td>A passenger’s disability means they cannot retrieve their money or card themselves, so you: • obtain permission to remove the money/payment card • explain to the passenger what you are doing • carry out the transaction in full view of the passenger • ensure you return the change/payment card from where it was taken.</td>
<td>Keeping the passenger’s Multi Purpose Taxi Program (MPTP) card, if they have one, for the next time they travel with you.</td>
</tr>
<tr>
<td>Obtaining the passenger’s permission before physically assisting them.</td>
<td>Physically assisting the passenger without asking their permission first.</td>
</tr>
<tr>
<td>Carrying out transactions in full view of the passenger.</td>
<td>Carrying out transactions in a way that the passenger cannot see what you are doing.</td>
</tr>
<tr>
<td>Opening the door for a passenger.</td>
<td>Touching a passenger — some kinds of touching could be considered sexual harassment.</td>
</tr>
<tr>
<td>Respecting a passenger’s privacy.</td>
<td>Asking the passenger about their private life.</td>
</tr>
<tr>
<td>What is ethical behaviour for a WAV driver?</td>
<td>What is unethical behaviour for a WAV driver?</td>
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<td>------------------------------------------</td>
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</tr>
<tr>
<td>Communicating with your passenger politely and respectfully.</td>
<td>Shouting at your passenger if they do not understand you.</td>
</tr>
<tr>
<td>Charging the agreed fare at all times.</td>
<td>Charging more than the agreed fare. This could be fraud.</td>
</tr>
<tr>
<td>Telling a passenger that tipping is not expected.</td>
<td>Telling the passenger how much to tip.</td>
</tr>
<tr>
<td>Chatting about general topics — e.g. sport, weather, public events.</td>
<td>Asking personal questions (e.g. if the person is married or has a boy/girlfriend, or about their religion).</td>
</tr>
<tr>
<td>Taking a passenger to the destination they request.</td>
<td>Dropping a passenger somewhere other than the destination they requested.</td>
</tr>
<tr>
<td>If the passenger nominates a route, taking that route (unless there is a reasonable excuse), and letting them know that. Or offering to take a passenger on a route that will cost them less than the one they requested.</td>
<td>Not telling passengers about a more efficient route that will cost them less than the route they requested.</td>
</tr>
<tr>
<td>Telling a passenger they have dropped some money in the vehicle.</td>
<td>Not telling a passenger about money they have dropped in the vehicle.</td>
</tr>
<tr>
<td>Refusing to take passengers who show any signs of violence.</td>
<td>Threatening to hurt a passenger. This could also be illegal.</td>
</tr>
<tr>
<td>Turning on the air conditioner to wake a sleeping passenger.</td>
<td>Taking the correct fare from the bag or wallet of a person who is asleep when you reach their destination.</td>
</tr>
<tr>
<td>Speaking loudly to wake a passenger.</td>
<td>Taking photos of a passenger who is asleep when you reach their destination.</td>
</tr>
<tr>
<td>Accepting a short trip, even though you have been waiting a long time for a fare.</td>
<td>Refusing to take a short trip unless the passenger agrees to pay an extra amount of money.</td>
</tr>
<tr>
<td>Assisting with luggage and bags.</td>
<td>Refusing to assist a passenger with luggage and bags.</td>
</tr>
</tbody>
</table>
**Discrimination**

Discrimination can be direct or indirect. In Victoria it is against the law for someone to discriminate against you because of a personal characteristic that you have, or someone assumes that you have. These personal characteristics are things like age, race, disability, physical features and political beliefs.

You are not allowed to discriminate against people based on their disability. You must not deny anybody access to a taxi or refuse a fare based on their disability. This is a legal requirement under the *Disability Discrimination Act 1992* (Cth) and the *Equal Opportunity Act 2010* (Vic).

Similarly you must not discriminate against people based on their culture, race, language, religion, gender, age or sexual orientation.

**Sexual harassment**

Sexual harassment is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. It can be physical, verbal or written.

Under the *Sex Discrimination Act 1984* (Cth) it is unlawful for a person to sexually harass another person, including when providing commercial passenger vehicle services.

Some examples of sexual harassment are:

- comments about a person’s private life or the way they look
- sexually suggestive behaviour, such as leering or staring
- brushing up against someone, touching, fondling or hugging
- sexually suggestive comments or jokes
- asking questions of a sexual nature
- displaying offensive photos, calendars or objects
- raising the subject of or requesting sex
- repeatedly asking a passenger for a date
- taking or showing sexually explicit photos
- touching yourself or exposing yourself inappropriately
- sexually explicit emails, text messages or posts on social networking sites.

Sexual harassment is against the law and can also be a criminal offence.
DRIVING A WHEELCHAIR ACCESSIBLE VEHICLE

WAVs must give priority to bookings to people who use wheelchairs, but may be used to carry other passengers when not engaged with wheelchair bookings.

It is important to remember that a WAV supports transport services for people in a wheelchair who might not otherwise be able to have greater mobility.

Some WAVs have the capacity to also operate as a high occupancy commercial passenger vehicle.
VEHICLE AND EQUIPMENT CHECKS  BEFORE YOU DRIVE

The Commercial Passenger Vehicle Industry Act 2017 establishes a range of safety duties for all industry participants.

Drivers also have a responsibility to ensure that they are providing a safe service and should not be driving a vehicle that has faults or defects. If the check of the WAV finds any faults or defects, they must be reported to the vehicle owner or booking service provider. If the driver owns the vehicle, they must take responsibility for fixing the issue.

At the start of every shift the following pre-operational vehicle and equipment checks should be carried out on the WAV in addition to those that would be carried out on a conventional vehicle.

**Inside the vehicle, check that:**

- the ramp or hydraulic lift (hoist) is operating properly
- the ramp or hoist control boxes or switches are operating properly
- all occupant restraints can be accounted for and are fully functional (it is a good idea to have a spare set of restraints)
- an adequate number of functioning wheelchair tie-downs are stored in the vehicle and are in good working order
- floor tracking is undamaged.

**Before starting the trip**

Always check:

- the wheelchair is securely restrained by applying restraints to the floor from two points on the front and two points on the rear of the wheelchair frame
- the passenger is secured by a wheelchair occupant restraint (seatbelt) fitted to the vehicle, and this has been properly adjusted and fastened in the way the seatbelt is designed to be worn.
- the wheelchair is positioned with the passenger facing towards the front of the vehicle and with the wheelchair located between the appropriate restraint attachment tracks/points on the floor.

**Note** that a postural belt that forms part of a wheelchair cannot be used as a substitute for a lap/sash seatbelt fitted to the vehicle or a harness-type occupant restraint system.
Helping passengers in and out of the vehicle

Drivers must give reasonable help to a person to get them into and out of the vehicle. Always ask how you can assist your passenger with their journey. Be respectful and treat passengers with a disability as you would treat any other passenger, that is fairly and with dignity.

For example you can offer to push, but should not insist on pushing a passenger’s wheelchair onto a hoist or up a ramp. Electric and manual wheelchairs are generally suitable to be transported in a WAV with the person seated.

Remember to:

• ask for permission prior to moving a passenger in a wheelchair
• ask how you can assist them into and out of the vehicle
• allow a passenger with an assistance animal to bring the animal into the passenger area of the vehicle
• ensure the person is safe and ready before lifting them into position when using a rear hydraulic lifter
• store any mobility aid safely and where it will not interfere with the movement of passengers into or out of the vehicle
• offer to assist to load and unload any mobility aids
• help them with getting any mobility aid, luggage or other items into and out of the vehicle.

Never do the following:

• touch the joystick of a passenger’s wheelchair - this control can be sensitive and could cause sudden unexpected movement.
• allow a passenger to stand on the hoist without being seated in a wheelchair or on a scooter.
Transporting passengers with a mobility scooter

Passengers are not allowed to remain seated on mobility scooters during their journey in a WAV. A passenger who uses a mobility scooter must be seated in a conventional passenger seat for the duration of the journey and wear the seatbelt provided for that position.

The scooter must be fitted with all restraints to prevent movement of the scooter during the journey. A scooter must only be loaded if it can be safely loaded, carried and adequately secured using approved restraints.

Transporting passengers with high-care mobility aids

Under no circumstances is it safe to transport passengers while they remain seated in high-care mobility aids as doing so puts their safety, and the safety of other occupants of the vehicle, at risk.

Mobility aids like the ‘Princess’, ‘Duchess’ and ‘Tub’ chairs/beds lack the structural integrity to withstand a minor impact and, in the event of an accident, their tilt-lock mechanism or the frame could fail, exposing the occupant to serious injury. As these aids carry the occupant in a reclined position, the occupant cannot be properly restrained. There is a danger they could slip under the restraint, endangering themselves and others.

High-care mobility aids do not meet Australian design and construction standards—and manufacturers advise that they are not designed to be carried in vehicles while the passenger is in them.

Any driver who allows a passenger to travel in one of these mobility aids in their vehicle is not only risking their own physical safety, but also their driver accreditation. Drivers are also opening themselves up to potential legal liability if the passenger is injured.

Examples of mobility aids that may be carried but the passenger must transfer to a fixed seat in the WAV.

- Wheeled walking frame - with seat
- Scooter
- Electric wheelchairs
- Princess chair

Examples of mobility aids where a passenger can remain seated during travel.

- Manual wheelchair

Manual wheelchair
Using a wheelchair hoist

**Loading a wheelchair passenger into a WAV**

The lifting equipment attached to the WAV must only be used by a W-endorsed driver.

Depending on the wheelchair user’s preference, wheelchairs may be manoeuvred – and their brakes applied and released – by either the WAV driver or the wheelchair user. In the case of an electric wheelchair, switching off the control box should be considered equivalent to applying brakes.

It is the responsibility of the WAV driver to ensure that all of the following steps are followed regardless of whom is operating the wheelchair throughout the loading process.

1. The vehicle is legally parked in a safe place with enough loading room.
2. Ask permission to touch the wheelchair or get agreement from the wheelchair user as to whom will position the wheelchair and apply the brakes.
3. The wheelchair is positioned safely out of the way of the hoist.
4. Brakes are applied on the wheelchair.
5. The rear door of the vehicle is open and the hoist is safely lowered.
6. Brakes are released on the wheelchair.
7. The wheelchair is positioned safely on the hoist platform with the wheelchair facing forward (towards the front of the vehicle).
8. The brakes are applied on the wheelchair and another check is made to ensure the wheelchair cannot accidentally roll forward or backward.
9. Ensure the passenger is safe and ready with their legs and feet out of danger, before using the hoist to raise the wheelchair to the level of the floor of the vehicle.
10. Raise the hoist correctly with one hand on the wheelchair and the other on the controller.
11. Ensure the hoist platform is level with the floor of the WAV before moving the wheelchair into the WAV.
12. Brakes are released on the wheelchair.
13. The wheelchair is moved into the correct position.
14. Brakes are applied on the wheelchair.
15. Lock the two front anchorage restraints into the floor tracks. Note that this may be done before the passenger is hoisted into the WAV.

16. Connect the two front anchorage restraints to two secure points on the wheelchair.

17. Lock the two rear anchorage restraints into the floor tracks.

18. Connect the two rear anchorage restraints to two secure points on the wheelchair.


20. Tighten the rear anchorage restraints using the ratchet mechanism on each restraint.

21. Brakes are released on the wheelchair.

22. Attach and fit the wheelchair occupant restraint fittings (seatbelt) correctly – not across the throat or the pelvis.

23. Ask if the passenger needs any further assistance and if they are comfortable before starting the trip.
Unloading a wheelchair passenger from a WAV

As for loading the passenger, the lifting equipment attached to the WAV must only be used by the driver. As detailed above check with the wheelchair user what their preference is regarding operating the wheelchair during the unloading process.

1. Legally park the vehicle in a safe place and with enough room to unload.

2. Open the rear door of the vehicle.

3. Lower the hoist safely from being stowed upright to a position level with the vehicle floor.

4. Release the passenger from the wheelchair occupant restraint fittings (seatbelt).

5. Release the two rear anchorage restraints from the wheelchair.

6. Release the two front anchorage restraints from the wheelchair.

7. Release the brakes on the wheelchair.

8. Slowly position the wheelchair safely on the hoist platform.
9. Apply the brakes on the wheelchair.

10. Lower the hoist to ground level correctly with one hand on the wheelchair and the other on the controller.

11. Release the brakes on the wheelchair.

12. Move the wheelchair off the hoist or inform the passenger once it is safe to reverse out from the hoist.

13. Position the wheelchair safely and apply the brakes.
Wheelchair ramp loading

Loading

It is the responsibility of the WAV driver to ensure that all of the following steps are followed regardless of who is operating the wheelchair throughout the loading process.

1. Legally park the vehicle in a safe place with enough loading room.
2. Ask permission to touch the wheelchair.
3. Position the wheelchair safely out of the way of the ramp.
4. Apply the brakes on the wheelchair.
5. Open the rear wheelchair entry door.
6. Unlock and position the ramp for safe loading.
7. Release the brakes on the wheelchair.
8. Position the wheelchair safely at the bottom of the ramp.
9. Apply the brakes on the wheelchair.
10. Unlock the front restraints using the lock switch.
11. Connect the two front restraints to two secure points on the wheelchair.
12. Release the brakes on the wheelchair.
13. Push the wheelchair smoothly into the vehicle with both hands on the wheelchair.
14. Position the wheelchair correctly.
15. Lock the two front restraints with the lock switch.

16. Lock the two rear anchorage restraints into the floor tracks/points.

17. Connect the two rear anchorage restraints to two secure points on the wheelchair.

18. Release the brakes on the wheelchair.

19. Tighten the two rear anchorage restraints using the ratchet mechanism on each restraint.

20. Apply the brakes on the wheelchair.

21. Attach and fit the wheelchair occupant restraint fittings (seatbelt) correctly – not across the throat or the pelvis.

22. Ask if the passenger needs any further assistance and if they are comfortable.

23. Position and lock the ramp in the vehicle.

24. Close the rear wheelchair entry door.
Unloading

The equipment attached to the WAV must only be used by the driver. The same points regarding operation of the wheelchair in the loading process detailed above also apply for unloading.

1. Legally park the vehicle in a safe place with enough unloading room.
2. Open the rear wheelchair entry door.
3. Unlock and position the ramp for safe unloading.
4. Release the passenger from the wheelchair occupant restraint fittings (seatbelt).
5. Unlock and release the two rear anchorage restraints connected to the wheelchair.
6. Release the two rear anchorage restraints connected to the floor tracks.
7. Unlock the two front anchorage restraints using the lock switch.
8. Release the brakes on the wheelchair.
9. Pull the wheelchair smoothly out of the vehicle to the bottom of the ramp with both hands on the wheelchair.
10. Apply the brakes on the wheelchair.
11. Release the two front anchorage restraints from the secure parts of the wheelchair.

12. Put the front anchorage restraints back into the holder and lock using the lock switch.

13. Release the brakes on the wheelchair.

14. Position the wheelchair safely.

15. Close the rear wheelchair entry door.
Transporting assistance animals

Assistance animals help hundreds of Victorians to live independent lives. They assist their owners by giving them a greater sense of freedom and helping them with their daily tasks.

Under Commonwealth legislation (*Disability Discrimination Act 1992 (Cth)*) you cannot discriminate against a person with a disability because they possess, or are accompanied by, an animal trained to assist them to alleviate the effect of the disability.

Drivers must take a passenger with an assistance animal in the passenger area of the commercial passenger vehicle. Assistance animals can include dogs for people who are vision or hearing impaired, medical alert animals, mobility assistance animals and psychiatric service animals.

Assistance animals are highly trained to ensure appropriate and exceptional behaviour and health standards, so they can be safely admitted where other animals are not otherwise permitted.

Some assistance animals wear identification while others don't—but if the animal is trained to help a person alleviate their disability, they are considered an assistance animal.

A person who is travelling with an assistance animal can choose where to sit in the vehicle with their animal. However, the animal will usually sit in the floor area in front of the front passenger seat. This is the safest area for the animal and the car occupants in the event of a motor vehicle accident.

Refusing to carry an assistance animal is an offence under the current *Commercial Passenger Vehicle Industry Regulations 2018* and may result in penalties against a driver who is found to be in breach of these regulations.
It is important that you always drive safely and ensure a comfortable journey for your passengers.

For passengers seated in a wheelchair, any movements such as a vehicle travelling over bumps in the road, are amplified and cause discomfort. When driving, make sure your passenger is comfortable throughout the trip.

There are some extra things you can do to make a journey more comfortable for a person with a disability including:

• communicating with your passenger clearly and concisely
• asking if they are comfortable during the journey
• asking if the temperature is comfortable for them and offer to adjust it if needed
• keeping the passenger informed of the progress of the journey
• avoiding heavy braking or accelerating too quickly
• increasing your usual following distance while driving in traffic
• if needed, driving at a speed lower than the speed limit to improve the comfort of your passenger.

Some WAV models have more than one position in which a wheelchair can be secured. It is possible that one position may provide a more comfortable ride than others. For example, in a van-type WAV the position located above the rear axle can be less comfortable than a position further towards the front of the vehicle.

You should ask wheelchair using passengers if they have a preferred position when travelling in the vehicle.

Other ways to deliver a comfortable and safe service include:

• considering any obstacles that may cause discomfort to your passenger, such as speed bumps and roundabouts when planning your route
• becoming familiar with smooth, unobstructed roads

• asking passengers if they would like to avoid routes with road obstacles, such as speed bumps or roundabouts
• advising your passenger if you are going to travel on a route with obstacles that may cause discomfort – and asking them if they have a preferred route
• taking extra care while driving over railway tracks and speed bumps.
• ensuring you enter and exit roundabouts smoothly
• being mindful of any road or traffic controls such as speed bumps and stop signs
• always try to avoid pot holes
• being mindful of other drivers around you
• increasing your usual following distance while driving in traffic
• taking extra care when there are warning signs ahead, such as a slippery surface or strong winds
• always obeying the road rules even when passengers ask you to disobey them, such as to drive faster than the speed limit or perform illegal U-turns. Offering to assist people with a disability, including providing help with getting into and out of the vehicle, is also good customer service.

This also applies to dropping passengers at their destination. However, you must still obey the road rules and all parking restrictions – even if the passenger asks you to stop illegally.

When carrying a passenger with a disability make sure you:

• do not move, touch or lean on a wheelchair (unless you have permission)
• offer to assist them in loading and unloading any mobility aids
• attract their attention if they have a hearing impairment before speaking, so they know you are talking to them
• maximise their comfort by taking the smoothest route and avoid road obstacles and hazards.
Parking

It is a requirement to park legally and safely when you are dropping off and picking up passengers. As well as making sure it is safe to park and obey any parking restrictions, you should ensure:

- there is adequate room to the side or rear of the vehicle for loading and unloading using the ramp or hoist
- you are in a place where the passenger can travel safely to or from the vehicle.

Special parking rules for commercial passenger vehicles

The road rules apply to CPV drivers in the same way as other drivers. However, in some areas, there are limited special parking rules in place for vehicles when picking up or dropping off passengers. It’s important to keep up to date with changes to the Road Rules through the VicRoads via their website www.vicroads.vic.gov.au

Drivers may stop in a clearway or loading zone when dropping off or picking up passengers. A driver must not stop in a taxi zone, unless the driver is driving a vehicle providing unbooked services (taxi).

Things to keep in mind when parking to load or unload passengers in a wheelchair:

- avoid difficult road surfaces (e.g. gravel)
- consider different terrain you may encounter (e.g. steep driveways)
- consider different types of weather conditions (e.g. rain)
- ensure the WAT, the passenger and you are visible to other road users during the day and night.
The Multi Purpose Taxi Program (MPTP) is a Victorian Government program that provides a subsidy to residents of Victoria to support their access to commercial passenger vehicle services. It helps people who may not be able to use other forms of transport.

People who have a severe and permanent disability and meet financial eligibility criteria can apply to become a MPTP member. Members receive a subsidy of up to 50 per cent of the fare at a maximum of $60 subsidy per trip.

When providing commercial passenger vehicle services to a member of the program, all MPTP transactions must be processed in accordance with the requirements outlined in the ‘Correct Charging of Fares - Multi Purpose Taxi Program Taxi Card’ publication available on the CPVV website.

A MPTP member’s card must be returned to them or their carer immediately after the fare is processed. Never keep a passenger’s MPTP card, even if the passenger is a regular and they ask you to do so.

If a MPTP member has a valid card but does not have their card with them, or the card is not able to be processed, then you must charge them the full amount and provide a receipt. Also advise them to contact CPVV and explain that they can use the receipt to claim the subsidy.

A MPTP member’s card can only be used to subsidise a journey if the MPTP member has travelled in the vehicle during that journey. If it is a shared ride, then the MPTP member must be in the vehicle for the whole journey for the MPTP fare to apply.

Whatever the length of the journey, MPTP members can pay like any other passenger with cash or electronically (credit card, CabCharge or equivalent, or EFTPOS).

Lifting fees

The MPTP also subsidises the lifting fee which is paid for carrying a passenger in a wheelchair. The fee recognises the additional time it takes a driver to safely load and unload a passenger in a wheelchair or on a scooter.

When driving a MPTP member with a wheelchair/scooter card, CPVV pays to the Booking Service Provider a lifting fee for loading and unloading WAV passengers — ‘Wheelchair/Scooter’ is embossed on their MPTP card.

When a passenger is not a MPTP member, the lifting fee is not paid. This includes when carrying WAV passengers from interstate or overseas.

The MPTP member is never required to pay the lifting fee as the lifting fee is covered under MPTP membership. A driver cannot directly charge or ask for the lifting fee from the passenger.

The lifting fee is indexed and so it is good practice to keep informed by regularly checking the CPVV website for changes.
Using a Fare Calculation Device for MPTP fares

A Fare Calculation Device (FCD) is used to calculate fares and must be switched on and operating for all journeys. It must be:

- visible to passengers who are facing forward
- accurately recording and displaying the fares and additional charges for the service.

A subsidised fare must not be processed for a MPTP member where their card has been rejected by the electronic terminal as:

- subsidy cap reached
- card expired. Do not proceed with voucher payment
- card cancelled. Do not proceed with voucher payment.

If a passenger requests a receipt, it should include:

- the driver’s accreditation number if provided by a booking service provider
- the name of the booking service provider
- the registration number of the vehicle
- all the items which make up the fare and any additional fees, rates and charges
- the total amount paid
- the date of the payment.
Starting and pausing the Fare Calculation Device

The FCD must not be running while a MPTP passenger with a wheelchair/scooter taxi card is being loaded or unloaded.

However, the FCD may be turned on during the loading/unloading process if the passenger is an interstate member of a respective taxi subsidy scheme and presents an interstate voucher for payment.

You should contact the passenger/s to let them know you have arrived. You must speak to them or their carer — leaving a voicemail message is not considered as having made contact.

You may not start the FCD until you have contacted the passenger and the pre-booked time has passed.

If the passenger is running late and they ask you to wait, you can turn the FCD on at the time they booked. However, as a matter of customer service, you may decide not to do so. If you do choose to start the FCD while you are waiting for a MPTP member, you must pause the FCD before you commence the loading process and only start again just prior to moving off.

Where you have been hailed on the street or at a rank, you should wait until the passenger has entered your vehicle, you have started the engine and are about to indicate to pull out into traffic before you start the FCD.

Except as described above, you should only pause the FCD when you are responsible for a delay. For example:

• if you need to stop to refuel although generally this should be done when you have no passengers

• if you need to stop to repair the vehicle (e.g. flat tyre)

• until you are back on the correct route.

You must also pause the FCD when instructed to do so by a CPVV Authorised officer.
The following list of questions have been collated from information provided in this handbook. They do not represent the W-endorsement assessment.

1. What is true about a WAV in Victoria?

   (Two are TRUE, three are FALSE)

   A. A WAV may only carry passengers in wheelchairs or passengers who use a scooter.  
      [ ] TRUE  [ ] FALSE

   B. A driver of a WAV may choose to take a large group of passengers who have been waiting a long time, instead of a single passenger in a wheelchair who has booked the service.  
      [ ] TRUE  [ ] FALSE

   C. Some WAVs have a higher seating capacity.  
      [ ] TRUE  [ ] FALSE

   D. A driver of a WAV must give priority to wheelchair-using passengers at all times.  
      [ ] TRUE  [ ] FALSE

   E. Any accredited taxi driver can drive a WAV.  
      [ ] TRUE  [ ] FALSE

2. What you do if you are having difficulty understanding your passenger?

   What are some suggestions?

   (Identify the four correct responses)

   A. Use simple, easy to understand language.  
      [ ]

   B. Concentrate on what your passenger is saying.  
      [ ]

   C. Pretend to understand what the passenger tells you so you do not offend them.  
      [ ]

   D. Try repeating (paraphrasing) the passenger’s instructions.  
      [ ]

   E. Be patient and give the person time to speak.  
      [ ]
3. Which of the following is true about communicating with a vision impaired passenger?

(Identify the correct response)

A. Speak slowly and use non-verbal techniques, such as positive body language.  
B. Reduce background noise and minimise distractions.  
C. Some WAVs have the passenger capacity to also operate as a high occupancy vehicle.  
D. Speak normally.

4. Select the types of pre-operational vehicle checks (including WAT equipment checks) which should be carried out at the start of your shift.

(Identify the four correct responses)

A. Floor tracking is undamaged.  
B. Lights and indicators are working correctly.  
C. Suspension and steering components are in good working order.  
D. An adequate number of functioning wheelchair tie-downs are stored in the vehicle and are in good working order.  
E. Fire extinguisher is undamaged.
5. What are some things drivers can keep in mind when helping passengers into and out of a WAV?

(Tick three actions drivers should DO and one action drivers should NOT DO)

<table>
<thead>
<tr>
<th>Action</th>
<th>DO</th>
<th>NOT DO</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Ask how you can assist them into and out of the vehicle.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Ask for permission prior to moving a passenger in a wheelchair.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. Offer to assist to load and unload any mobility aids.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. Allow the passenger to operate the rear hydraulic lifter if they ask to do it.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Answers: DO: A, B, C DO NOT: D

4. Answer: B

6. You are picking up a passenger who uses a mobility scooter. They ask if they can remain seated on the scooter during the journey. When can you agree to your passenger’s request?

(Identify the correct response)

<table>
<thead>
<tr>
<th>Option</th>
<th>DO</th>
<th>NOT DO</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. If the scooter is securely restrained— by applying restraints to the floor from two points on the front and two points on the rear of the scooter frame.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Never — passengers are not allowed to remain seated on mobility scooters during their journey in a WAV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. For a short trip — you drive carefully.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
7. When unloading a wheelchair-user passenger from a WAV with a hoist, the driver should:

(Identify the correct response)

A. Stop the vehicle in a safe place and with enough room to unload.

B. Release the passenger from the wheelchair occupant restraint fittings before releasing the rear restraints from the wheelchair.

C. Check with the passenger for their preference on maneuvering their wheelchair before positioning their wheelchair safely on the hoist platform, and applying the brakes on the wheelchair before lowering the hoist.

D. Lower the hoist to ground level correctly with one hand on the wheelchair and the other on the controller.

8. When loading a wheelchair-using passenger into a WAV with a ramp, the driver should:

(Identify the four correct responses)

A. Ask permission to touch the wheelchair.

B. If permission is granted, position the wheelchair safely out of the way of the ramp and apply the brakes on the wheelchair.

C. Open the rear wheelchair entry door and unlock and position the ramp for safe loading.

D. Push the wheelchair smoothly into the vehicle with both hands on the wheelchair.

E. Unlock the front restraints using the lock switch and connect the two front restraints to one secure point on the wheelchair, after the wheelchair is in the vehicle.
9. You have arrived at your passenger’s destination in a busy part of the Melbourne CBD. Your passenger who uses a wheelchair says: “Can you please park in that space where the ‘No Stopping’ sign is right out the front of the building I am going to. It only takes a few minutes to get me out and I’ve done this a lot of times before.”

(Identify the four correct responses)

A. Ask permission to touch the wheelchair.  

B. If permission is granted, position the wheelchair safely out of the way of the ramp and apply the brakes on the wheelchair.  

C. Open the rear wheelchair entry door and unlock and position the ramp for safe loading.  

D. Push the wheelchair smoothly into the vehicle with both hands on the wheelchair.  

E. Unlock the front restraints using the lock switch and connect the two front restraints to one secure point on the wheelchair, after the wheelchair is in the vehicle.

9. Answers: C