



WHEELCHAIR ACCESSIBLE TAXIS & HIRE VEHICLES

DRIVER & DRIVER ASSESSOR COMPETENCY
SELF-ASSESSMENT GUIDE

For use by taxi and booking service providers to assist with determining wheelchair accessible taxi and hire vehicle driver and driver assessor competencies.

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1. Self-Assessment Guide

Assessing Wheelchair Accessible Taxi and Hire Vehicle Driver Competency

This guide does not replace training for drivers of wheelchair accessible vehicles and is to be used after driver training has been completed. The guide will assist service providers to conduct a self-assessment concerning ongoing compliance. The guide focuses on how you determine any changes you need to make to implement your policies, procedures and practices for determining competency of a person to drive a Wheelchair Accessible Hire Vehicle (WAHV) or a Wheelchair Accessible Taxi (WAT). The information is intended to supplement, not replace, how you determine wheelchair accessible vehicle driver competency.

Under clause 26 of the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017 (the Regulation) the following parties have **responsibilities**:

- Taxi Service Providers
- Facilitators of an Affiliated Service
- Providers of a Booking Service (where a booked WAT or WAHV service applies)

Clause 26 of the Regulation requires that responsible parties address the following:

Ensure that any driver of a WAT or WAHV under their authorisation is able to demonstrate a level of competence in the **Safe loading, Restraint and Unloading** of a person in a wheelchair, to a standard equivalent to that required to complete:

- Element 3 - Assist passengers into and out of a taxi in a manner suited to their disability, and
- Element 4 - Drive a taxi used by passengers with disabilities

Of the competency *TLIC2040 Provide wheelchair accessible taxi services to passengers with disabilities (Release 1)* issued by the Commonwealth.

2. Elements and Performance Criteria

As a service provider of wheelchair accessible vehicle/s you are responsible in ensuring your drivers are competent to a standard equivalent to that required to complete Elements 3 & 4.

Element 3: Assist passengers into and out of a taxi in a manner suited to their disability. This element has nine (9) performance criteria, being:

<i>Element</i>	<i>Description- Performance Criteria</i>
3.1	Passenger characteristics are identified and taken into account when determining appropriate assistance into and out of a taxi
3.2	Hazards are identified, risks are assessed and control measures are implemented
3.3	Compatibility of passenger mobility device with taxi loading, anchoring and carrying equipment is assessed in accordance with regulations
3.4	Passengers are assisted into and out of a taxi, in accordance with regulations and workplace safety requirements
3.5	Passengers and their mobility device/wheelchair are secured safely in accordance with taxi and equipment specifications and regulations
3.6	Taxi equipment is operated and stowed in accordance with company procedures and manufacturer instructions
3.7	Ancillary equipment is stowed safely in taxi in accordance with relevant regulations
3.8	Passengers are picked up and set down in a safe and efficient manner, taking into account suitable locations and safe use of equipment
3.9	Relevant work health and safety (WHS)/occupational health and safety (OHS) requirements and passenger welfare are considered

Element 4: Drive a taxi used by passengers with disabilities. This element has five (5) performance criteria, these being:

<i>Element</i>	<i>Description – Performance Criteria</i>
4.1	Ongoing support is provided to passengers to maximise their travelling comfort
4.2	Taxi is driven safely in accordance with regulations for the class of vehicle involved
4.3	Taxi is driven in accordance with road and traffic conditions and with due consideration to any required precautions related to passenger disability and relevant government regulations
4.4	Signs or indicators are fixed to taxi as required
4.5	Documentation/transactions relevant to providing the taxi subsidy scheme is completed

3. Guidelines

When ensuring your driver/s are competent to a standard equal to Elements 3 & 4, the driver must be able to demonstrate:

- The consistent application of their knowledge and skill to the standard of performance required to operate wheelchair accessible taxis used to transport people with disabilities, in varying contexts in the workplace and with different types of wheelchairs and mobility scooters. This could include competency in and around the WAT/WAHV, passenger pick-up and drop-off locations, and roads or road related areas.
- They can apply the skills and knowledge to new situations and environments (such as accidents, building sites, roadworks or a medical incident/emergency involving the passenger)

IMPORTANT NOTICE: Drivers **MUST NOT** allow passengers to travel while on or using mobility scooters, walking frames or any other types of mobility or walking aids. Passengers must be seated, with these mobility or walking aids restrained separately. In addition, passengers on electric wheelchairs may only be transported in a Wheelchair Accessible Vehicle if the wheelchair is fitted with four anchor points.

Delivery Methods

As a service provider you need to apply a range of delivery methods to provide driver education, training and awareness of the requirements. These could include but are not limited to:

- **Training** – relevant driver training with the service provider (contingent upon you having a person to conduct the training who has appropriate experience and qualifications)
- **Work experience** – provide driver opportunities to participate in relevant experience in transporting passengers with disabilities with on-the-job mentors
- **Third-party providers** – appropriately accredited third-parties may deliver driver training
- **Refresher Campaigns** – such as meetings, safety newsletters and notifications to reaffirm competency requirements (intended to support the primary training)

Assessment Methods

As a service provider you need to use a range of assessment methods to assist with determining if a driver is competent to the required level. These could include but are not limited to:

- **Observations** – assessed in real time to demonstrate the implementation of practical ability either on-the-job in the workplace or by the use of simulations
- **Third-party providers** – appropriate third-parties may conduct an assessment of a driver's competency
- **Work experience** – evidence of relevant experience in transporting passengers with disabilities
- **Formal testing** – should include written or oral questioning, conducting interviews to assist with assessment of knowledge (theory). Other assessment methods such as observations are required to demonstrate actual implementation (practice) of knowledge

Review Methods

As a service provider you need to use a range of review methods to determine ongoing competency and validity of the process, including but not limited to:

- **Feedback** – client feedback on the performance of driver, such as direct questioning of the customer
- **Complaints** – whether complaints been received that relate to the safe transport of a person in a wheelchair
- **Engage** - engagement with disability support services can improve training outcomes and content
- **Review of the delivery method** – does the way the training is delivered reflect the learners needs, does it meeting the required outcomes, does it delivery the required elements and is it practical to deliver?
- **Assessment review** – consider how you assess a driver or driver assessor for competency. Is it achieving the desired safety outcomes?
- **Spot checks** – random sampling to assess if training and assessment has been affective

Knowledge vs On-Going Competency

It is important to remember there may be a circumstance where a driver is appropriately trained and fully aware of the requirement to safely transport a person in a wheelchair, yet an incident occurs because the driver failed to follow appropriate safety protocols.

An example of this might be where a driver has been fully trained and assessed as competent, knows and understands a wheelchair must be secured correctly in the vehicle but fails to secure the wheelchair before commencing a journey. Such action could result in a serious injury to the person on the wheelchair.

You need to consider what policies and procedures are in place to determine the on-going competency of the driver. This could include those methods noted in the review section and, in particular, proactive feedback from customers.

Additional training needs to be one (1) part of addressing the on-going competency of a driver, however you should not consider this the whole remedy. You need to consider what other actions need to occur to ensure the driver not only knows the requirements but also follows those requirements.

4. Self-Assessment Questions

4.1 Delivery Methods – Driver Education and Training

Education Program	
Requirement: Clearly defined and documented policies and procedures to ensure WAT/WAV drivers' competency in accordance with clause 26 of the Regulation and Elements 3 and 4 of TLIC2040 <i>Provide wheelchair accessible taxi services to passengers with disabilities</i> (Release 1)	
4.1.1 Do you have in place an appropriate program to educate drivers regarding the requirements of clause 26?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.1.2 Does the education program covers all the subsections of Element 3?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.1.3 Does the education program covers all the subsections of Element 4?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.1.4 Does the education program address competency with regard to different types of wheelchairs and mobility scooters?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.1.5 Does the education program detect gaps in driver knowledge and provide remedial training?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, how is this managed?	

Education Program - <i>continued</i>	
4.1.6 Is the delivery method of the education program suitable for your operation? (including suitability for drivers)	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.1.7 Is the person delivering the training suitably qualified?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Outline the trainer's qualifications and experience.	
4.1.8 Describe the education program in place to achieve competency.	
4.1.9 Have all relevant drivers participated in the education program?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.1.10 Does the education program get monitored and evaluated to determine on-going relevance?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.1.11 Describe the evaluation process (including timeframes for review).	

4.2 Assessment – Assessing Driver Competency and Aptitude

Assessment System	
Requirement: Clearly defined and documented policies and procedures (including assessment methods and tools used to assess drivers)	
4.2.1 Do you have in place an appropriate assessment system?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.2.2 Has a suitably qualified person set the assessment?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Outline the qualifications and experience of the person setting the assessment.	
4.2.3 Does the assessment process address theoretical knowledge?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Outline the process of assessing theoretical knowledge including the content of the test and manner in which the test is carried out.	
4.2.4 Does the assessment process assess practical skills?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Assessment System - continued	
<p>4.2.5 Does the assessment process address competency with regards to different types of wheelchairs and mobility scooters*?</p> <p><i>*Note disclaimer on page 4 of this guide</i></p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>4.2.6 Do you use a checklist to ensure all relevant skills are accounted for?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>4.2.7 Outline the process of assessing practical ability including what measure is used to determine that a driver is competent in each skill.</p>	
<p>4.2.8 Does the assessment process include on-the-job observation?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>How is on-the-job factor accounted for in the final determination of competency?</p>	
<p>4.2.9 Does the assessment process address the driver's ability to communicate with the customer?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>Outline how the driver's ability to communicate with customers is assessed and what system for measurement is applied.</p>	

Assessment System - <i>continued</i>	
<p>4.2.10 Does the assessment process address the driver's ability to assess and respond to emergency situations or incidents?</p> <p>Outline how the driver's ability to assess and respond to emergency situations or incidents is assessed and what system for measurement is applied.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>4.2.11 Does the assessment process address the driver's ability to assess and respond to the needs of vulnerable passengers?</p> <p>Outline how the driver's ability to assess and respond to the needs of vulnerable passengers is assessed and what system for measurement is applied.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>4.2.12 Have all drivers undergone the assessment process?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>4.2.13 How are you confirming that the driver meets the competency requirements in Sections 4.2.1 to 4.2.10 of this document before the driver provides passenger services using WATs/WAHVs?</p>	

Assessment System - *continued*

4.2.14 What action is taken when drivers are deemed incompetent as a result of the assessment process?

4.2.15 Are there processes in place to monitor and review the assessment system?

Yes

No

4.2.16 Describe the processes in place to monitor and review the assessment system.

4.3 Assessor – Qualification and Accountability

Assessor Requirement: the person who determines a driver’s competency must be suitably qualified. Regardless of the method of assessment used the assessor needs to be satisfied that the method/s used provides an outcome which adequately identifies if the driver is competent to the required standard.	
4.3.1 Do you have an in-house assessor (the service provider or an employee of the provider)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.3.2 Does the assessor follow the document policies and procedures?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.3.3 Is a third party assessor used (not the service provider or an employee)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.3.4 Is the provision of a third-party undertaking assessments provided for in the documented policies and procedures?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.3.5 How do you satisfy yourself that the assessor has appropriately assessed the driver?	