

How will my wheelchair or scooter be secured in a wheelchair accessible taxi?

All taxis must meet the minimum standard for wheelchair and occupant restraint assemblies under the requirements of Australian Standard AS2942-1994. This standard requires that a four point restraint system be used to safely secure the mobility aid while in transit.

Can I stay seated in my wheelchair or scooter when travelling in a wheelchair accessible taxi?

Queensland Transport's policy on the carriage of scooters and mobility aids in wheelchair accessible taxis states that it is unsafe for a person to travel in a taxi while seated on a mobility scooter.

This is because the scooter user, the driver and any other passengers in the taxi may be at risk should an accident occur. The policy states that a passenger must transfer from the scooter to a fixed seat in the vehicle.

If a mobility scooter has the appropriate anchorage points, is small enough to access the vehicle and is securely anchored while the taxi is moving, it is safe for the taxi to carry the scooter or mobility aid. The user, however, must transfer from the scooter to a vehicle seat.

Due to their design, wheelchairs are excluded from this policy as long as they can be appropriately secured and the passenger restrained. Generally, the structural characteristics of wheelchairs are rigid, with the seat permanently fixed. Scooters often have removable, adjustable and/or swivelling seats.

Are there any size or weight requirements for my mobility aid?

Your wheelchair or scooter must have a maximum width of 750mm, a maximum height of 300mm from the ground, be able to fit through a taxi door height of 1400mm and into an allocated space of 1300mm by 800mm. The combined weight of the mobility aid and operator can be no more than 300kg.



Am I required to wear a seat belt?

Yes. Queensland Transport's wheelchair accessible taxi policy states that at a minimum lap-sash belt must be fitted for each seating position. Wheelchairs and their occupants must be secured facing forwards. Provision must be made for the rapid release of both the wheelchair and occupant restraint in the case of an accident or emergency.

Under the Australian road rules, if a passenger (over 16 years of age) occupies a seating position fitted with a seatbelt, the passenger must wear the seatbelt properly adjusted and fastened, unless the passenger is exempt from wearing a seatbelt. An exempt person must carry a medical certificate stating that the person is not required to wear a seatbelt and is complying with the conditions of the certificate.

What should I do if I have a complaint?

In the first instance, complaints should be referred to the taxi company involved. If you feel the issue has not been adequately resolved, the matter should be referred to your local Queensland Transport office.

For more information visit our website at www.transport.qld.gov.au or call 13 23 80



Wheelchair Accessible Taxi Guide

What is a Wheelchair Accessible Taxi?

Most wheelchair accessible taxis in Queensland are licensed to carry two wheelchairs, although some may only carry a single wheelchair. Mobility scooters may also be transported in wheelchair accessible taxis if they are capable of being safely restrained in the vehicle. Dual wheelchair accessible taxis can carry one wheelchair and eight able bodied passengers or two wheelchairs and five able bodied passengers. It may not be possible, due to space constraints, to accommodate two large scooters within a dual wheelchair accessible taxi.

Who can drive a wheelchair accessible taxi?

All taxi drivers are required to hold an appropriate driver authorisation and must undergo training and strict criminal history checks. Taxi drivers in most urban areas generally wear uniforms.

How do I catch a taxi?

There are three ways to catch a taxi:

Hail

A vacant, on duty taxi (this is usually indicated by the driver having his hail light on) may be hailed by a person at any time provided it is lawful for the taxi to pull over to accept the fare.

Taxi rank

Where rank marshals are used, they can be requested to radio for a wheelchair accessible taxi if there is not one waiting.

Telephone

A telephone call to a taxi booking company can be used to pre-book a taxi. The local taxi network's telephone number can be found in the Yellow Pages. Many taxi companies also have phone numbers dedicated to ordering wheelchair accessible taxis. When ordering a wheelchair accessible taxi, you should state that the taxi is being ordered to transport a user of a wheelchair or mobility scooter, as wheelchair users must be given priority over general taxi and group bookings.

What are my rights when travelling by taxi?

A taxi user has the right to:

- decide on the route
- terminate the journey at any time (on payment of the fare owing)
- see the taxi meter
- refuse multiple hiring.

What should I expect from my taxi driver?

Firstly, you should expect that your taxi driver has been issued with Driver Authorisation. To be granted Driver Authorisation for Taxi Services in Queensland, a prospective taxi driver must:

- have satisfied rigorous background checks with regard to their criminal history, driving and licensing history and medical state
- be able to speak and understand English and pass the English Assessment Certificate authorised by a Taxi Council of Queensland training provider
- have knowledge of common destinations and major connecting roads within the taxi service area where the applicant intends to drive the taxi
- have successfully completed a Queensland Transport approved taxi driver training program or gained a Statement of Attainment certified by a registered training provider.

Many taxi companies also have their own codes of conduct which drivers must adhere to.

If a passenger or intending passenger asks for help to board or leave the wheelchair accessible taxi, or asks for help with luggage, the driver of the vehicle must give reasonable help.

What fees can the driver charge?

All taxis in Queensland are required by law to have a fare sticker displaying all relevant charges.

Will I be charged an \$11 Maxi Taxi booking fee?

The \$11 high occupancy fee cannot be charged if the hiring involves a person using a wheelchair.

When will the taxi meter be activated?

The meter may be activated:

- for a booking - when the taxi has arrived at the pick up address and the hirer has been notified of the taxi's arrival
- for a hail or rank hiring - when the hirer enters the vehicle
- for a booking for a specific time - at that time or the time when the hirer enters the taxi, whichever is earlier.

It is reasonable that the hirer expects that the meter should not be switched on until the vehicle has been prepared for wheelchair anchorage (for example, seats have been folded up and the anchorage straps secured).

The driver of the taxi must deactivate the taxi meter before asking for, or receiving payment or a voucher. If luggage is to be unloaded, the driver must deactivate the meter before exiting the vehicle to assist with unloading luggage.

If the driver has to stop the hiring at any time, for example to put fuel in the vehicle or to examine a map, the driver must deactivate the meter until the hiring can recommence.

The driver of a taxi must not drive the vehicle to the destination specified by the hirer in a way that involves excessive charging.

Should waiting times be the same for wheelchair accessible taxis as conventional taxis?

Queensland Transport currently requires that the response times for wheelchair accessible taxis be the same as conventional taxis. The Commonwealth's Disability Standards for Accessible Public Transport 2002 also stipulate that by 31 December 2007, the response times for accessible vehicles are to be the same as other taxis.