



Transport and Main Roads

# Travelling with your Wheelchair or Mobility Scooter Public Transport and Registration Requirements





**This brochure will help users of wheelchairs and mobility scooters understand their rights and responsibilities when travelling on public transport (such as buses, trains, ferries and wheelchair accessible taxis). It also provides important details about registration requirements.**

**This brochure focuses on travelling with a wheelchair or mobility scooter in Queensland. If you are travelling outside Queensland, for example to another state or on a cruise liner, it is recommended that you check with the operator about what rules apply.**





## Taking a wheelchair or mobility scooter on public transport

Passengers with wheelchairs and mobility scooters are welcome to use public transport in Queensland. You must have a device that is safe for travel on public transport.

To enhance your safety and accessibility, and to be certain that a wheelchair or mobility scooter will be able to be safely carried on public transport, you should address the specifications set out on the next page.

These are the characteristics of a mobility device that all accessible public transport must be designed to carry under the *Disability Standards for Accessible Public Transport 2002* (Transport Standards).

## Dimensions

**Size:** fits in an allocated space of 1300 mm by 800 mm.

**Total width:** less than 750 mm.

**Total height:** less than 1400 mm when you are seated (only applies when travelling in wheelchair accessible taxis). This will be increased to 1500 mm from 31 December 2012.



## Weight

Boarding devices such as ramps and hoists can support a total weight of 300 kilograms. This total includes the wheelchair or mobility scooter, its occupant and any carried goods.

Be mindful that if someone gives you assistance with boarding by pushing your manual wheelchair up a boarding ramp, their weight is also included.



## Manoeuvrability

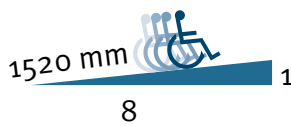
- Cross a horizontal gap up to 40 mm wide.
- Mount a vertical rise (bump) up to 12 mm high.
- Cross grating gaps up to 13 mm wide and 150 mm long.
- Climb a 1:14 grade ramp unassisted.
- Climb up to a 1:8 grade ramp unassisted where the ramp is less than 1520 mm long.
- Climb a 1:4 grade ramp with assistance.



### Unassisted



### Unassisted where ramp is less than 1520 mm



### Assisted



## Turning

To be certain that you will be able to access infrastructure and buildings associated with public transport, your wheelchair or mobility scooter may need to be able to turn 180 degrees within an area of 2070 mm by 1540 mm.

## Anchorage points

It is safe for a taxi to carry a wheelchair or mobility scooter only if it has at least four tie down points so that it can be securely anchored while the taxi is moving.

## Additional requirements to enhance safety and accessibility

In addition to the specifications above, your wheelchair or mobility scooter should be checked regularly and must not pose a risk to other passengers. For example, it will need to have effective braking systems to maintain stability onboard public transport.

## Plan ahead

It is a good idea to plan ahead when wanting to travel on public transport. Many services are accessible for passengers travelling with wheelchairs and mobility scooters, but some are not.

If you are booking a taxi, you should let the booking company know the taxi will be used to transport a wheelchair or mobility scooter. Users of wheelchairs and mobility scooters must be given priority over general taxi and group bookings.

Queensland Rail does not require advance notice of your plans if you intend on travelling on the City Network.

If you are planning to travel by other modes of public transport such as buses and ferries, play it safe and raise any specific travel needs with the transport operator before travelling.





## Registration

In Queensland, a motorised wheelchair or mobility scooter that is used outside of the home, for example on footpaths and to cross roads, must be registered with the Department of Transport and Main Roads.

For the purpose of this section an electric wheelchair or mobility scooter is defined as a motorised wheelchair. To be registered, the motorised wheelchair must meet certain requirements, specifically:

- has a tare weight of no more than 150 kilograms
- cannot travel more than 10 kilometres per hour on level ground
- is designed and built for a seated person with mobility difficulties
- is not propelled by a combustion engine.

Registration does not mean that the device can be used on the road in the same way as a car.

Registration is provided free of charge and includes compulsory third party insurance which may protect the user against compensation claims for personal injury following a crash.

For example a crash between a motorised wheelchair and a pedestrian on the footpath where the motorised wheelchair user was at fault.

## Registration for motorised wheelchairs

To register a motorised wheelchair, you (or your representative) must:

- visit a Department of Transport and Main Roads Customer Service Centre
- complete the required forms, being a *Registration Application Form(F3518)*, a *Vehicle Details Form(F3529)* and a *Motorised Wheelchair Statement(F4414)* and
- provide a certificate, statement or letter from either a medical practitioner or a registered occupational therapist, or a registered physiotherapist.

The *Motorised Wheelchair Statement* must declare that the motorised wheelchair will be used solely by the registered operator.







The certificate, statement or letter must confirm that due to a physical or medical condition your mobility is severely impaired and you require the use of a motorised wheelchair for assisted travel. Each time you register a different motorised wheelchair you must complete the relevant forms and provide a medical certificate, statement or letter.

### **Limitation on use of motorised wheelchairs that are not registered**

Mobility devices that exceed the legal definitions for a motorised wheelchair – such as devices that can travel too fast – cannot be registered.

If a mobility device cannot be registered, it can only be used on areas that are not described as roads or road-related areas, such as inside the home.



## Frequently asked questions

### **Q. Do I need a driver licence to use a motorised wheelchair?**

A. If your wheelchair or mobility scooter is defined as a motorised wheelchair you don't need a licence to use it.

### **Q. Where do the Transport Standards apply?**

A. The Transport Standards apply to public transport such as buses, trains, ferries and wheelchair accessible taxis. They do not apply to dedicated school buses, limousines and small aircraft.

### **Q. Are all public transport services accessible?**

A. No, but an increasing number of public transport services are accessible. The compliance table in the Transport Standards requires all public transport services to be accessible by the end of 2032.

### **Q. Can I remain seated on my wheelchair or mobility scooter on public transport?**

A. Mobility scooter users must relocate to a fixed seat when travelling in wheelchair accessible taxis for safety reasons. On trains, ferries and buses that are accessible you can stay seated in your wheelchair or mobility scooter in the allocated space for the journey. For long distance coaches, you should contact the operator for accessibility details.

## **Q. Does a wheelchair or mobility scooter need to be anchored on public transport?**

A. Restraints and anchoring points are compulsory in wheelchair accessible taxis, and your wheelchair or mobility scooter must have appropriate anchorage points. They are not compulsory in buses, trains and ferries, so you may not be able to anchor down your wheelchair or mobility scooter while onboard these vehicles.

## **Q. How much help will the driver or operator give me?**

A. Operators must give passengers reasonable assistance to safely board or leave a vehicle. Operators and drivers must decide how much assistance they consider is reasonable to give you.

Here are some examples of the assistance that transport drivers and operators may provide:

- extending an accessible ramp
- lowering a bus to kneeling position for ease of boarding
- waiting until a passenger has positioned their wheelchair or mobility scooter in an allocated space on a bus before driving away
- securing anchorage straps in taxis.



You may need to travel with a carer if you need assistance when travelling. For example, you may need assistance to move from your mobility scooter into a fixed seat when travelling in a taxi, or to board public transport by having your wheelchair pushed up the boarding ramp. A transport operator may not be able to provide this kind of assistance.

## Make sure your device has all the ticks

### Allocated space

Fits 1300 mm x  
800 mm space



### Anchor points

Four tie-down points  
(required for taxis)



### Total height

Less than 1400 mm  
(when you are seated)



### Total weight

Less than 300 kg  
(you, the device  
and belongings)



### Width

Less than 750 mm



### Registration

Register your device



## More information

For more information about travelling on public transport and registration, read the department's booklet *Wheelchairs and Mobility Scooters: A guide for safe travel in Queensland*, available at [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) or phone **13 23 80**.



Interpreter service: **13 14 50**

Direct telephone typewriter (TTY): **3369 3377**

National Relay Service (TTY) and modem: **13 36 77**

Speech to speech relay service: **1300 555 727\***.

**Need help making phone calls?** Contact the National Relay Service (NRS) on **1800 555 677\*\*** (free service).

\*Cost of a local call. Higher call charges apply for calls from mobile phones and payphones.

\*\*Free call from anywhere in Australia, call charges apply for calls from mobile phones and payphones.