



Maintaining your Mobility in Maroondah



For users of motorised scooters
& electric wheelchairs
2006





Alternative brochure formats

If you would like a copy of this brochure in an alternative format, for example large print, audio cassette, electronic format (email) or Braille, please contact Maroondah City Council on 1300 882 233

Alternative phone contacts

People who are deaf or have hearing or speech impairment can contact The National Relay Service on 13 36 77 (For the cost of a local call)

About the Booklet

This booklet has been developed as part of the Scoot Wheel 'n' Move initiative. Scoot Wheel 'n' Move is a group of local people in the Eastern Region who are passionate and dedicated to improving access in their local community for everyone. The Scoot Wheel 'n' Move initiative demonstrates how local people can get involved in local issues and make a difference.

The booklet is aimed at increasing the community's awareness of motorised scooters and electric wheelchairs. The booklet is designed to assist people to make an informed choice based on their individual needs when buying a motorised scooter and subsequently, how to manage a motorised scooter or electric wheelchair responsibly.

*Before purchasing a scooter you should discuss the relevance of any of the information contained in this booklet, with your doctor, an occupational therapist or a scooter retailer.

We welcome your comments

If you have any comment or suggestion regarding this publication please contact the Maroondah MetroAccess Coordinator 9298 4459.

Acknowledgements

We would like to acknowledge Bass Coast Transport Connections for kindly give permission to use their publication 'Motorised Scooters and Electric Wheelchairs' as a template for this booklet.

Acknowledgement is given to the following organisations for there contribution in this publication:

- | | | |
|------------------------------------|-------------------------------|--------------------------------------|
| VicRoads | RACV Ringwood | Silvertop Taxis |
| Access Audits Australia | Metlink | Invicta Bus Service |
| Bass Coast Shire | Companion Card Victoria | Ventura Bus Service |
| Visions Australia | Department of Human Services | Melbourne Mobility Centre |
| Scoot Wheel 'n' Move working group | Maroondah Hospital | Travellers Aid Access Services |
| | Department of Veteran Affairs | Connex |
| | Victorian Taxi Directorate | Transport Ticketing Authority |
| | Yellow Cabs | Shire of Nillumbik (ReCharge scheme) |



Maintaining your mobility	page 4	Crossing the road	page 19
Knowing your legal standing	page 4	Parking your scooter	page 20
Assessing your ability to use a scooter or wheelchair	page 5	Planning your safest route	page 21
Self assessment	page 5	Transporting your scooter	page 22
Alcohol and medication	page 6	Travelling by taxi	page 23
Professional assessment	page 6	Multi Purpose Taxi Program (MPTP)	page 23
Assessing financial support	page 7	Travelling by public transport	page 24
Buying your scooter	page 8	Travelling by bus	page 25
Important features	page 8	Travelling by tram	page 26
Accessories	page 10	Travelling by train	pages 26-27
Testing your scooter	page 10	Public Transport assistance schemes	page 28
Motorised scooter/wheelchair retailers	page 11	Smartcard	page 28
Buying a second hand scooter	page 12	Companion Card	page 28
Training in using your scooter/wheelchair	page 12	Vision Impaired Travel Pass	page 28
Maintaining your scooter/wheelchair	page 13	Health Care Card	page 28
Weekly maintenance schedule	page 13	Seniors Card	page 29
Regular service check	page 13	Community Access and support	page 29
Storage	page 13	Melbourne Mobility Centre	page 29
Insuring your scooter/wheelchair	page 14	Travellers Aid Access Services	page 30
Reducing your risks	page 15	Scooter Hire	page 30
Increasing your visibility	page 15	Disabled Motorists Association	page 30
Enhancing your safety	page 15	Accessible A.T.M's	page 31
Knowing the road rules	pages 16-17	Recharge Scheme	page 32
Being a safe rider	page 18	Breaking Down	page 33
Setting out	page 18	Independent Living Centres	page 33
Safe riding	page 18	Other relevant information	page 34
Sharing the footpath	page 19	Important contacts	page 34
Riding in shopping centres	page 19		
Riding in supermarkets	page 19		

Maintaining your mobility

A motorised scooter or electric wheelchair is one way to maintain and improve your mobility, freedom and independence, enabling you to be an active member of the community.

This booklet is designed to: assist you to understand your responsibilities as a scooter or wheelchair user; make sure your scooter or wheelchair meets your needs; and to ensure you can appropriately use your chosen mobility aid before making your purchase. It will also help you identify and discuss your needs in purchasing a scooter with your family and friends. Electric wheelchairs are considered to be specialised mobility aids requiring assistance and advice from health care professionals.

Utilising your scooter or wheelchair will provide you with the means for greater mobility. However, it is very important to remain as physically active as possible, please discuss a regular exercise program with your General Practitioner.



Knowing your legal responsibilities

Under the Australian Road Rules, a scooter or wheelchair user is classified as a pedestrian and as such, must share footpaths and other pedestrian spaces.

A motorised scooter or electric wheelchair cannot be registered in Victoria. However, you do not need a licence to ride such a scooter or wheelchair. To legally use a scooter, you must have an assessed disability or significantly reduced mobility.

People can only use a scooter or wheelchair that has a maximum speed of 10km/h. If the scooter can travel at speeds exceeding 10km/h it is likely to be classified as a motor vehicle. Therefore, it would not be permissible to use it on the road or footpath.

Assessing your ability to use a scooter or wheelchair

SELF ASSESSMENT

It is critical to ensure that you can and know how to use a motorised scooter or electric wheelchair safely. The essential skills for the safe use of your mobility aid are detailed below.

It might be helpful when deciding on the purchase of a mobility aid, to discuss your responses to the following questions with a family member.

Co-ordination and strength		Thought process and memory		Feelings and judgement	
Can I :	yes no	Can I :	yes no	Can I :	yes no
easily operate the controls, eg turn the key, adjust the dials, and use the accelerator?	<input type="checkbox"/> <input type="checkbox"/>	remember safety procedures?	<input type="checkbox"/> <input type="checkbox"/>	stay calm in difficult situations?	<input type="checkbox"/> <input type="checkbox"/>
steer and turn the scooter, even in tight corners?	<input type="checkbox"/> <input type="checkbox"/>	concentrate for appropriate periods of time?	<input type="checkbox"/> <input type="checkbox"/>	be patient with other people?	<input type="checkbox"/> <input type="checkbox"/>
turn my head to look to the side or behind if reversing?	<input type="checkbox"/> <input type="checkbox"/>	react quickly in an emergency situation?	<input type="checkbox"/> <input type="checkbox"/>	make good judgements in protecting my own safety and the safety of others?	<input type="checkbox"/> <input type="checkbox"/>
Physical balance and endurance		Vision		Medication	
Can I :	yes no	Can I :	yes no	Do I :	yes no
maintain balance, when travelling across uneven or rough ground?	<input type="checkbox"/> <input type="checkbox"/>	notice and move around obstacles in all fields of vision?	<input type="checkbox"/> <input type="checkbox"/>	regularly take medication that may interfere with me using my scooter?	<input type="checkbox"/> <input type="checkbox"/>
adjust my body position when travelling up or down inclines?	<input type="checkbox"/> <input type="checkbox"/>	notice moving objects and avoid collisions?	<input type="checkbox"/> <input type="checkbox"/>	If you respond 'no' to any of these questions please contact your General Practitioner, an Occupational Therapist or Physiotherapist to seek their advice. These professionals will review all the self-assessment questions and most likely review your ability to ride a motorised scooter or electric wheelchair.	
sit for long periods?	<input type="checkbox"/> <input type="checkbox"/>	notice objects in my peripheral vision?	<input type="checkbox"/> <input type="checkbox"/>		
handle varying weather conditions if travelling long distances?	<input type="checkbox"/> <input type="checkbox"/>	Perception		Do I :	
		Can I :	yes no	regularly check these skills on a regular basis to ensure you continue to ride your scooter or wheelchair safely.	
		judge distances correctly?	<input type="checkbox"/> <input type="checkbox"/>		
		judge the speed of my scooter and the speed of other road users?	<input type="checkbox"/> <input type="checkbox"/>		

ALCOHOL AND MEDICATION

Alcohol and some medications may affect your ability to operate a scooter or wheelchair. You should ask your general practitioner or pharmacist about medication you are taking and its impact on your ability to use a scooter or electric wheelchair safely.

PROFESSIONAL ASSESSMENT

Occupational Therapists / Physiotherapist /Orientation and Mobility Specialists (for vision impaired) may be able to provide advice on:

- the scooter or wheelchair that is appropriately compatible with your needs and abilities
- any modifications required to enable you to ride safely

For example, most controls are designed for right-handed people. If you are left handed, modifications can allow for the controls to be moved to the left side of the scooter.

Occupational Therapists are located for residents of Maroondah at:

- Maroondah Social Health Centre in Ringwood East (EACH) on 9879 3933

Occupational Therapists, Orientation and Mobility Specialists who specialise in vision impairment are available through Vision Australia on 1300 847 466.



Assessing financial support

Financial support may be available for the purchase of your scooter or wheelchair if you have a permanent disability, through the Department of Human Services (DHS) Aids and Equipment Program (A&EP), administered by Maroondah Hospital.

People of all ages with a permanent or long-term disability, the frail, the aged and people with chronic illness living in their own or rented accommodation in the community are eligible for this support.

Applications are assessed on need using specific criteria established by the Department of Human Services. The initial application must include an Occupational Therapy Assessment.

Applicants must be permanent residents of Victoria and have a disability of a permanent and definitive nature. Applicants do not need to hold a Health Care Card.

Priority of access is assessed according to need.

For further information, contact Maroondah Hospital Ph: 9871 3506.

The Department of Veterans' Affairs funds scooters in certain circumstances. To be eligible, you will need to have:

- a war related injury directly related to decreased mobility
- a severe and permanent reduction in mobility
- a range of functional and social criteria

For further information, contact the Department of Veterans' Affairs on 133254 or 1800 555 254.



Buying your scooter

Motorised scooters are non- complex vehicles with very few working parts. They have a simple hand throttle, to start, stop and control the speed of the scooter. They are powered by batteries and can move forward and in reverse.

The 4-wheel model is generally more stable and suitable for use on uneven surfaces, it is also more suitable for people weighing over 100kg. The 3-wheel model is more manoeuvrable and generally more suitable for use in shopping areas.

Motorised scooters are specialised mobility equipment aids and should be tailored to suit your specific needs.

Discuss your needs with the retailer and trial as many scooters as possible to make an informed decision.

The following sections will assist you to identify and discuss your requirements with the retailer.

IMPORTANT FEATURES

Batteries

Batteries are rated in amp hours; that is, how long the scooter will run, for each amp of power. The higher the rating, the further the scooter will travel between charges.

There are two types of batteries: wet and dry cell. The wet cell and its charger are less expensive but the dry cell is more convenient.

When purchasing and installing a new battery, familiarise yourself with how long it takes to charge and compare it with your manual. When the battery is fully charged and used for the first time make note of the time, you are able to travel before needing to recharge and compare it with your manual. If there is a discrepancy contact the retailer and discuss the matter with them.

Battery charging

Scooters have either an ‘on-board’ or ‘separate charger.’ An on-board charger increases the weight of the scooter and is subject to vibration and consequently can be less reliable.

Motor

There are different ways to rating the power of scooters so it is not easy to compare. Generally, the more power used, the less distance the scooter will travel on any given rating.

Climbing hills

Scooters have limited ability to climb hills. Check that your scooter can climb hills in your area. If you are unsure about gradients of local hills, check with the Engineering Department at Maroondah City Council on 1300 882 233 or the local Council for your area.

Braking

The braking system in scooters is generally electromagnetic, which relies upon the motor to slow the scooter down as the throttle is released. There isn't manual braking, except on some of the largest scooters.

Suspension

Scooters have different suspension systems. If you have back problems, you may need a model with soft suspension.



Accessories

Lights

If you are going to use your scooter at night, it is recommended that it be fitted with lights that are clearly visible to other road users, for at least a 200 metre distance. If the scooter does not have lights, bicycle lights can be used.

Rear vision mirrors

Ensure the scooter has rear vision mirrors. Alternatively have them fitted, especially if you have limited movement in your neck.

Horn or beeper

A horn or beeper will help you warn other pedestrians of your presence.

Testing your scooter

Some retailers allow you to trial your choice of scooter or allow you to hire a similar scooter to ensure it meets your needs. Discuss this with your retailer.

Before any trial, ask the retailer to ensure the seat and steering adjustments fit your posture and is comfortable. Ensure that the retailer also provides you with sufficient advice for you to operate the scooter.



**MOTORISED SCOOTER/
WHEELCHAIR RETAILERS**

**Scooter retailers located in
Maroondah include:**

Maroondah Home Healthcare

32-34 Railway Ave
Ringwood East 3135
ph: 9879 8885

**Victorian Home Health
Equipment Showroom**

Shop24-26 Canterbury Rd
Heathmont 3136
Ph: 9738 0878

**Victorian Home Health Equipment
Repair Centre**

7/37-51 Lusher Rd. Croydon
Ph: 9725 6577

**Other Victorian Scooter/
wheelchair retailers**

Mobility Aids Australia Pty Ltd

266 Princess Highway
Dandenong 3175
ph: 9791 6300

Mobility Plus

1/23 Bell Street
Preston 3072
Ph: 9495 1955

Electric Vehicles Pty Ltd

10 Punt Road
St Kilda 3182
Ph: 9533 2901

L&R Lifestyle & Rehab

2/603-611 Whitehorse Road
Mitcham 3132
Ph: 1300 133 120

Making Life Easy

55 Mahoney Road
Forest Hill 3131
Ph: 9877 1488

Scooters Australia

4/255 South Gippsland Highway
Dandenong, 3175
Ph: 1800 622 633

Scooter City

9/810 Princes Highway
Springvale, 3171
Ph: 1800 726 683

Other retailers can be found in the yellow pages under Disabled Persons' Equipment and/or services.

When visiting the retailer, take a member of your family or a friend with appropriate knowledge, to assist you, even if it is only someone with whom you can discuss your needs.



BUYING A SECOND HAND SCOOTER

If you decide to buy a second hand scooter from a dealer or through classified advertisements, have the scooter checked by a qualified service agent.

If the scooter is more than two years old or has not been used recently, specifically check the battery, as a new battery can be expensive.

Ensure that a maintenance manual is available. Also check that there is a local agent who can service the scooter for you.

Check that the scooter is not one issued through a Government program. Such scooters are marked and cannot be sold privately.

TRAINING FOR USING YOUR SCOOTER

You will need to know how to operate your scooter before using it alone. Most retailers offer support, but if not, an Occupational Therapist may be able to offer training.

For those who are vision impaired, an Occupational Therapist or Orientation and Mobility specialist from Vision Australia may provide training.



Maintaining your scooter

Details about routine maintenance requirements will be included in your owner's manual.

Recharge the battery every night after you have used your scooter. Try to avoid batteries becoming discharged to below one third of its power.

When recharging the battery, place it near an open window to avoid dangerous fumes.

WEEKLY MAINTENANCE SCHEDULE

Ensure you charge the battery at least weekly if the scooter is not being used regularly. Aim to keep the battery housing clean.

Check tyre pressures and the condition of tyres each week.

Check the hand brake (if installed) and apply lubricant if necessary.

REGULAR SERVICE CHECK

The frequency of servicing will depend upon the use of your scooter and the terrain on which you drive.

Have your scooter serviced by an approved service agent at least once a year to ensure it remains in good working order.

STORAGE

Protect the electrics of your scooter by storing it in a dry, weatherproof area, preferably with an electric supply located nearby so that you can recharge the battery if necessary.

Many scooters are wider than standard house doors and therefore cannot be stored in your house.

If living in a nursing home, check that there is adequate storage and a suitable electricity supply.



Insuring your scooter

In Victoria there isn't the provisions to register a scooter. Therefore, third party insurance is not applicable. If you are involved in an accident with a motor vehicle, you will be legally covered by Transport Accident Commission (TAC) insurance. It is recommended that you insure yourself and your scooter in case of an accident or theft.

Many house and contents policies cover for public liability in case of an accident, damage or theft. However, notify your insurance company and include your scooter on the policy as an asset. For more information speak to your insurance agent.

If you live in an aged care facility, it will be necessary for you to organise your own insurance for your scooter.

Not having appropriate insurance, may mean you could be required to pay any damages or compensation resulting from an accident, for which you are responsible. For more information contact your insurance agent about public liability insurance.



Reducing your risks

INCREASING YOUR VISIBILITY

When using your scooter or wheelchair, you will be sitting lower than most pedestrians and other road users, therefore it may be difficult for them to see you. Make yourself as visible as possible to other road users.

Ensure you :

- wear bright clothing and a highly visible orange/yellow reflective vest
- attach a fluorescent orange visibility flag to your scooter or wheelchair

Fit reflective tape to the front, side and rear of your scooter or wheelchair to make it more visible to other road users.

If riding at night, it is recommended that you have a steady white light at the front and a steady red light at the rear, both of which need to be visible from 200 metres. It also helps to use lights when riding in poor weather.

Your local supplier or bike shop will be able to help you obtain these devices.

If using a scooter/ electric wheelchair at night, a reflective safety vest will make you more visible and improving safety. These can be purchased at:

Alert Safety

313 Bayswater Rd.
Bayswater, Victoria. 3153
Ph: 9720 5565

Bunnings

268-288 Maroondah Hwy
Croydon, Victoria. 3136
Ph: 9727 3100

Big W Eastland

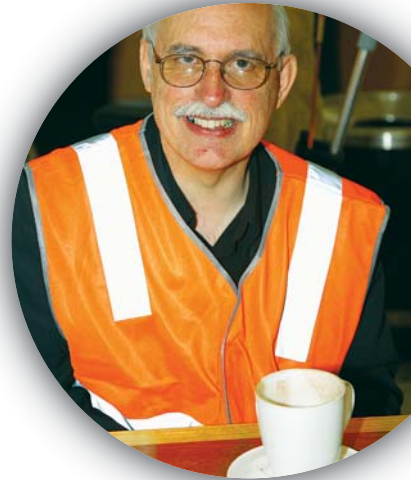
171-175 Maroondah Hwy.
Ringwood, Victoria. 3134
Ph: 9870 9337

Anaconda

300 Canterbury Rd. Bayswater,
Victoria, 3153
Ph: 1300669205

ENHANCING YOUR SAFETY

Always try to establish eye contact with other road users, particularly drivers, when making any manoeuvre. Ensure you can see whether they are looking at you and that you are about to cross the road.



Knowing the road rules

It is important to know the road rules that apply to users of motorised scooters or wheelchairs.

Use the footpath or nature strip wherever possible. If no suitable footpath or nature strip exists, you may travel on the road as close as possible to either side of the road. (It is recommended that you travel facing the traffic). Ensure not to stop on a footpath or road so as to inconvenience, hinder or prevent the free passage of other pedestrians or vehicles. You should not travel two abreast either on a footpath or the road.



Regulate your speed to other pedestrians. It is discourteous and dangerous to assume that others will 'get out of your way' as you travel to your destination.

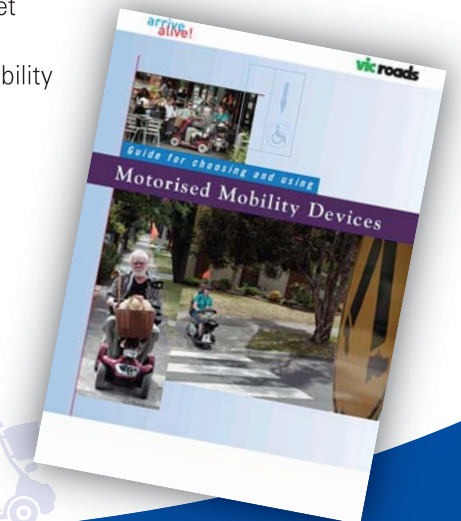
When crossing the road :

- cross by the shortest and most direct route
- don't remain on a pedestrian crossing longer than is necessary for crossing

When a car is turning or completing a u-turn, it must give way to pedestrians, and your motorised scooter or wheelchair. However, be cautious at roundabouts, as a turning vehicle does not have to legally give way to pedestrians.

If your mobility device is capable of exceeding 10 km/hr, it is illegal to use it on public roads.

Refer to VicRoads booklet – 'Guide for choosing and using Motorised Mobility Devices 2006'



Being a safe rider

SETTING OUT

Before using your scooter/ wheelchair:

- make sure your batteries are fully charged
- check your tyre pressure
- ensure that the seat is at the right height and locked in to position

Carry a mobile phone with you in case of an emergency, but don't use the phone whilst you are moving.

Let your family and/or friends know when you are going out and where you will be travelling.

Use a hat and sunscreen to protect yourself from the sun.

SAFE RIDING

Keep your feet on the floor pad when moving.

Use the racks and baskets on your scooter to carry things rather than using your lap or footpads.

Move straight up or down ramps and kerbs, not at an angle.



SHARING THE FOOTPATH

Motorised scooters move quietly and at a reasonable pace and, can catch other pedestrian's unaware, particularly young and older pedestrians.

Therefore:

- ride on the left side of the path when possible
- travel at a speed which will enable you to stop quickly, if required
- avoid changing directions without prior warning.

RIDING IN SHOPPING CENTRES

Riding in shopping centres is similar to riding on footpaths except other pedestrians may not be as mindful. Be particularly aware of children who may run and not take notice. Take extra care in these circumstances and generally travel at walking pace.

RIDING IN SUPERMARKETS

The aisles of supermarkets are often too narrow to accommodate scooters. If you are going to a supermarket, check with management first to ascertain that the shop can accommodate scooters.

CROSSING THE ROAD

You are at the greatest risk of an accident when crossing the road:

- choose a safe place to cross giving you a clear view of approaching traffic
- move directly up and down kerb crossings, not at an angle
- approach the road at low speed
- increase your speed as you cross the road
- move straight across the road to the opposite kerb
- use a pedestrian crossing if there is one within 20 metres
- ensure there is a kerb crossing on both sides of the road



crossing the road

STOP as close to the edge of the kerb as possible

LOOK for traffic in all directions

LISTEN for traffic you may not be able to see

THINK if you have enough time to cross the road safely.

If you are not sure you can cross safely **WAIT**

Never assume a driver will stop for you!

Avoid crossing roads near hills and curves that reduce your view and the drivers view of you.

PARKING YOUR SCOOTER

When parking your scooter, be careful not to block a building entrance, gate or driveway. If you are unsure where to park, ask the shop or store.

Try to park at least 1.8meters from the building line for the safe passage of pedestrians, particularly those with vision impairment, who use the building line as a guide.

When you park your scooter, leave clearance around the scooter for pedestrians trying to manoeuvre prams or shopping trolleys.

Always remember to switch off your scooter and take the key with you.



Planning your safest route

You should plan your trip carefully and research the easiest and safest route. You are permitted to use bike paths and shared paths when planning your route.

Try to find a route:

- which allows you to remain on the footpath for the majority of your journey
- where you can avoid highways, arterial roads and areas used by heavy vehicles
- without roundabouts. If you can't avoid them, move through them as you would if you were a pedestrian.
- where traffic is light. It will not only be safer but also more enjoyable
- where there are designated pedestrian crossovers to make it easier to cross the road
- where there are no sharp turns
- where there are fewer vehicles reversing from driveways
- where there are few trees and bushes to obscure you from the view of other road users.

You should try and avoid wherever possible:

- steep hills
- level crossings, unless there are suitable pedestrian facilities
- travelling behind parked cars

Ensure that you can access all parts of your local shopping centres and favourite shops, before leaving home. If you have any concerns about footpaths, road crossings, signs, overhanging vegetation or other issues on your route you should report these to Maroondah City Council on Ph: 1300 882 233 or the local Council that is responsible in the area you live/are travelling.





Travelling by taxi

Taxis registered after 1995 are fitted with hoists capable of lifting 250kg.

The limiting factor for taxis however is that the hoist is only 760mm wide. If your scooter is wider than this, you will be unable to take your scooter with you in the taxi

Yellow Cabs have wheelchair accessible taxis that can carry small scooters but users will need to be sufficiently mobile to travel independently from their scooter. For bookings Phone: 132 227

SilverTop Taxis have wheelchair/scooter accessible taxis. It is recommended that you book at least 24 hours in advance. For bookings Phone: 8413 7207

MULTI PURPOSE TAXI PROGRAM (MPTP)

The MPTP is a State Government funded subsidy program that provides a 50% discount on taxi fares, however, there is a maximum amount per trip For more information contact the Taxi Directorate. To access the Multi Purpose Taxi Program you need to complete and submit a form obtained from the Victorian Taxi Directorate.

Victorian Taxi Directorate

Phone: 9320 4360
 Freecall: 1800 638 802
 Website: www.taxi.vic.gov.au



Transporting your scooter

Motorised scooters are heavy and therefore difficult to lift. Whilst they can be dismantled, the battery and motor remain a heavy weight.

By folding down the handle bar your scooter may fit into some models of station wagon. A portable ramp will allow you to push the scooter into the rear of the vehicle.

Battery operated lifts are available to lift your scooter into a car.

Trailers with a ramp, are also available. The motorised scooter can be ridden onto the trailer and then secured.

Never sit on your scooter when travelling in another vehicle as you and the scooter cannot be effectively restrained in the event of an accident.

Restraints that resist a force of 25 times the weight of the scooter, in a forward direction, must be installed to effectively restrain the scooter.



Travelling by public transport

You can take your motorised scooter or wheelchair on public transport. However, size and weight limitations apply. These are detailed in the document 'Using mobility Aids on Public Transport'

In summary, the main criteria is:

WEIGHT

The combined weight of passenger and scooter or wheelchair must be less than 300kg.

WIDTH

The overall width of the scooter or wheelchair must be less than 800mm.

MANOEUVRABILITY

The scooter or wheelchair needs to be capable of turning through 180 degrees within an area of 2070 mm by 1540 mm.

SPACE

The space required for a stationary scooter or wheelchair is 800mm wide by 1300 mm long.

WHEELS

A scooter or wheelchair should be able to:

- cross a horizontal gap up to 40 mm wide
- mount a vertical rise (bump) up to 12 mm
- cross grating gaps up to 13 mm wide and 150 mm long

RAMPS

A scooter or wheelchair should be able to negotiate:

- a one in 14 ramp unassisted
- a one in 8 grade where the ramp is less than 1520 mm long
- a one in 4 ramp with assistance

Many of the larger scooters do not meet this criteria.

Check the dimensions of your motorised scooter or wheelchair with the manufacturer's specifications if you intend using public transport.



TRAVELLING BY BUS

Invicta and **Ventura** ultra low rider floor bus services can carry some scooters/motorised wheelchairs. As these services are limited you need to contact the relevant bus company before you travel and check that an accessible bus is scheduled on that particular trip. Alternatively if you ring well ahead of time, the depot should be able to meet your needs by scheduling a bus at approximately the trip/time you require to travel (24 hours notice).

TeleBus (Invicta) is a unique bus service that you can ring and subsequently be picked up from your home or closest accessible bus point and then dropped back at your home. This service only operates within defined TeleBus areas in Mooroolbark, Nth Croydon, Chirnside Park, Lilydale and Rowville. Please ring TeleBus to check if you are within one of these operating areas. There is a surcharge for this service, along with normal Met Fare. For further information, phone Invicta Bus Group or TeleBus.

Invicta

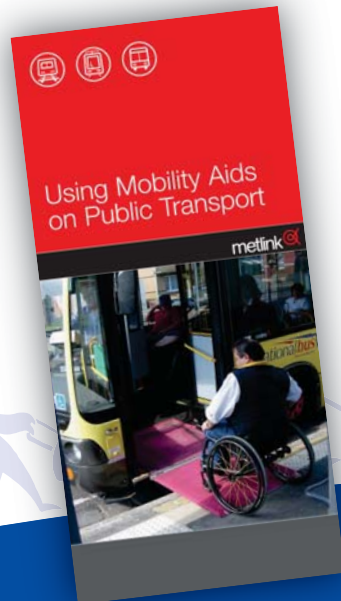
16-17 Industry Crt. Lilydale, 3140
www.invictabus.com.au
enquiries@invictabus.com.au
 Ph: 9737 2000

Telebus

www.invictabus.com.au
 Ph: 9735 3133

Ventura

41 Windsor Rd. Croydon, 3136
www.venturebus.com.au
 Ph: 9488 2100





TRAVELLING BY TRAM

Low floor trams are available on route 109, which travels from Box Hill along Collins Street through the City to Port Melbourne, and Swanston Street. For further information contact:

Yarra Trams

Ph: 1800 800 166 or visit the website www.yarratrams.com.au

TRAVELLING BY TRAIN

All suburban and metropolitan trains are able to carry scooters/motorised wheelchairs. When boarding a train, wait close to where the front of the train will stop so the driver can see you. This is usually marked with a yellow or white rectangle on the pavement. It is advisable to write your destination on a reminder note, which can be obtained from the station before departure, so that the driver will know where you would like to disembark.

Further information and timetables can be obtained from contacting:



Metlink

Ph: 131638
www.metlinkmelbourne.com.au

Connex

www.connexmelbourne.com.au

Croydon Station

Ph: 9610 887
Wicklow Ave Croydon 3136
Map 50 J3

Heatherdale Station

Ph: 9610 8854
Station Street Ringwood 3134
Map 48 D9

Heathmont Station

Ph: 9610 7512
Heathmont Rd. Heathmont 3135
Map 50 A12

Ringwood East

Ph: 96107512
Railway Ave.
Ringwood East 3135
Map 50 C7

Ringwood Station

Ph: 96108810
Station Street Ringwood 3134
Map 49 H9

V/Line

Ph: 136 196
www.viclink.com.au



Public Transport Assistance Scheme

SMARTCARD (myki)

This is the new ticketing system that will come into operation late in 2007 and will be used on Victoria's trains, trams, buses and V/Line train and coach services. Myki is a durable plastic card, which can be pre-loaded with a monetary value, so when you travel there is no need to purchase a paper ticket. When commencing your journey, you scan your myki over a card reader, which takes less than fraction of a second, and scan off when you finish your journey. (The microchip in the card will calculate the best possible fare, based on use)

Website: www.myki.com.au

COMPANION CARD



Previously, a person with a disability who required support to access the community, has been asked to pay for two admissions – one for themselves and one for their companion. The companion Card was introduced to remove this inequality. The Companion Card has been developed to promote the rights of people with a disability in regards to fair ticketing. It is not a discount, concession or benefit scheme. The Companion Card is accepted on all Victorian Public Transport. To obtain a Companion Card an application form must be lodged. Application forms can be obtained by contacting Companion Card Victoria Ph: 1800 650 611 or at www.companioncard.org.au.



VISION IMPAIRED TRAVEL PASS

This is for people who are legally blind and it entitles them to free travel on metropolitan trains, trams and buses and free first class travel on V/Line rail and buses. For more information contact the Central Pass Office by phone 9619 1159 or via the web www.metlinkmelbourne.com.au

HEALTH CARE CARD

Holders receive approximately 50% discount on fares on public transport. For more information phone 13 10 21

SENIORS CARD

Is for people over 60 years of age who are not working more than 35 hours per week. This allows the user to have discounted fares. For more information phone 9603 8860 or www.seniorscard.vic.gov.au

Community Access and support

MELBOURNE MOBILITY CENTRE

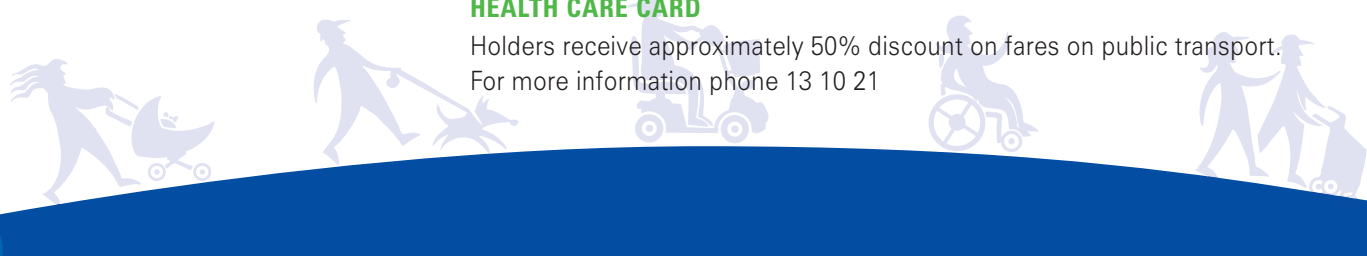
The Melbourne Mobility centre is a unique service that the City of Melbourne offers to members of our community and is dedicated to improving access for all in the heart of Melbourne.

People with disabilities, older people and anyone needing extra assistance to move around can utilise the Centre's range of services which are designed to make any trip to the City easier and more enjoyable. A range of equipment is available for hire, including manual and motorised wheelchairs, scooters, walking frames, crutches and canes for the vision impaired.

The Centre is located on the first floor, lower level of Federation Square Car Park. The car park lift opens at the Mobility Centre on level 1. Ground level entry is via the car park doorway adjacent to the playground (ArtPlay) on the Yarra River side of Federation Square. The Centre's opening hours are from 9am to 6pm Monday to Saturday and from 10am to 4pm Sundays and public holidays. To book equipment online or via email, visit www.melbournemobilitycentre.com.au

Alternatively, contact the friendly staff on Freecall 1800 735 266 Phone 96506499 TTY 96509316 or enquiries@melbournemobilitycentre.com.au

For further information on services and facilities available for people with a disability visit the Access Melbourne website, www.accessmelbourne.vic.gov.au This website also includes sections on mobility maps and accessible amenities. Paper copies of the map can be obtained by contacting the Melbourne Visitor Centre on 9658 9658 or the City of Melbourne.



TRAVELLERS AID ACCESS SERVICE (TAAS)

provides personal care and support services to people with disabilities who are visiting the Melbourne CBD.

Traveller Aid Access Service can be contacted on 9654 7690
169 Swanston Street or 9670 2873 Spencer Street or visit the website,
www.travellersaid.org.au

SCOOTER HIRE

Electric Scooters and manual wheelchairs can be hired from Shopping Centres. This is usually a free service, but you will be required to show a form of identification. It is a good idea to book ahead as scooter and wheelchair numbers may be limited.

Some supermarkets also may also provide a courtesy scooter for customers. Contact your local supermarket and enquire.

DISABLED MOTORISTS ASSOCIATION

The Disabled Motorists Association (DMA) was established in 1954, it is a non-profit organisation that is run by and supports motorists with a physical disability. The Disabled Motorist Association provide information, support and undertakes systemic advocacy matters to bring about change related to motorists with a disability.

Ph: 9386 0413 or Email: dmvdmv@vicnet.net.au

Accessible Automatic Teller Machines(ATM's) Located in Maroondah

National Australia Bank:

Wheelchair/ Scooter accessible and audio A.T.M's are located at:

- Eastland Square shopping centre, Ringwood
- 13 Melbourne St. Ringwood
- 171-175 Maroondah Highway Ringwood
- Eastland shopping centre, Ringwood

Wheelchair and Scooter access only:

- 165-169 Main St. Croydon

For further information
Ph: 132265 or for TTY service
Ph: 1300 363 647, or visit the website at: www.national.com.au

Commonwealth Bank:

Wheelchair and Scooter accessible A.T.M's are located:

- 20 Melbourne St. Ringwood
- 170 Warrandyte Rd. Nth Ringwood
- 160 Main St. Croydon
- 174 Canterbury Rd. Heathmont

For further information Ph: 132221 or for TTY service
Ph: 1800240 889, or visit the website at: www.commbank.com.au

ANZ Bank:

Wheelchair and Scooter accessible A.T.M's are located:

- Eastland shopping centre Ringwood
- 190 Warrandyte Rd. Ringwood
- Croydon Rd. Warranwood
- Kilsyth Ave, Kilsyth

For further information
Ph:131314
or visit the website at:
www.anz.com.au

Maroondah Credit Union:

Wheelchair and Scooter accessible A.T.M is located:

- 149 Main St. Croydon
Ph: 9725 3411



RECHARGE SCHEME 'YOU HAVE THE POWER'

As an electric wheelchair/scooter user, you understand how important it is to plan your trip ahead so that you have enough charge in the battery. The RECHARGE scheme is about encouraging businesses in the community to provide a power point so you can recharge your battery, if required. RECHARGE stickers are displayed on the windows of participating businesses so you can easily find them. It aims to give you more confidence to get to and from your destination, knowing support is available.



This scheme was first developed in the Shire of Nillumbik and because of its success, will become available in many locations across Victoria. It is now being piloted in Maroondah.

The RECHARGE scheme is a state funded MetroAccess initiative, in partnership with local businesses and Mobility Aids Australia. For more information, go to www.rechargescheme.org.au or call your local Council and ask for the MetroAccess Officer (metropolitan areas) or RuralAccess Officer (rural areas) for more information.



Breaking down

RACV Emergency Wheelchair and Scooter Assist* gives you security and peace of mind when you need it most. If your wheelchair or scooter is immobilised through a mechanical failure, flat tyre or a flat battery,

The RACV can be called 24 hours a day.

For \$35.50 p.a (including GST) RACV Emergency Wheelchair and Scooter Assist provides you with eight service calls per subscription year. The aim is to get your wheelchair or scooter moving again. If the RACV can not fix the problem, a taxi will be dispatched to transport you and your wheelchair or scooter to your home address or chosen destination.

For more information, call 13 RACV (13 7228), www.racv.com.au or any RACV shop.

*For full terms & conditions see RACV Service By-Laws available at www.racv.com.au or any RACV shop.



Independent Living Centres

The Independent Living Centres (ILC) are a statewide service that provides information in regards to independence equipment. They have an extensive range of equipment on display. The Independent Living Centre do not sell equipment, however supplier details and relevant service information can be obtained.

Independent Living Centres:

705 Geelong Rd. Brooklyn Victoria 3012
Map 40 J10

Ph: 9362 6111 1300 885 886 TTY: 9314 9001 54 Railway Rd Blackburn Victoria 3030
Map 48 A10

visit www.yooralla.com.au or www.desi.vic.gov.au

* All appointments are scheduled through the Brooklyn Site

Other relevant information

AUSTRALIAN ASSOCIATION OF OCCUPATIONAL THERAPISTS

Victorian Division
Ph: 9481 6866
or visit the website at
www.otausvic.com.au

DEPARTMENT OF VETERANS' AFFAIRS

Keeping you safe in the riders seat brochure available from
www.dva.gov.au
Ph: 133254

EQUAL OPPORTUNITY COMMISSION

Ph: 1800 134 142
or visit the website at
www.eoc.vic.gov.au

The Ombudsman Victoria
Ph: 1800 806 314 or visit the website at
www.ombudsman.vic.gov.au

METLINK

Ph: 131 638 or visit the website at
www.metlinkmelbourne.com.au

VICROADS

"Guide for Choosing and Using Motorised Mobility Devices"
Ph: 131171 or visit the website
www.vicroads.vic.gov.au

RELEVANT AUSTRALIAN STANDARDS

AS 3695 1992/amended 1998
Wheelchairs
product requirements
AS/NZS 3696 (14 parts)
Wheelchair testing requirements
AS/NZS 3856.1 1998
Hoists and ramps for persons with disabilities
Vehicle Mounted
Further information available from
www.standards.com.au

Important contacts

MAROONDAH CITY COUNCIL

1300 882 233

MetroAccess Coordinator

Ph: 9298 4459

AUSTRALIAN ASSOCIATION OF OCCUPATIONAL THERAPISTS

Ph: 9481 6866

INDEPENDENT LIVING CENTRE AT YOORALLA SOCIETY OF VICTORIA

Ph: 9362 6111 or 1800 686 533

DEPARTMENT OF VETERANS' AFFAIRS

Ph: 13 32 54

EQUAL OPPORTUNITY COMMISSION

Ph: 1800 134 142

THE OMBUDSMAN VICTORIA

Ph: 1800 806 314

METLINK

Ph: 131 638

INVICTA BUSES

Ph: 9735 3400

VENTURA BUSES

Ph: 9488 2100

CROYDON STATION

Ph: 9610 8873

HEATHERDALE STATION

Ph: 9610 8854

HEATHMONT STATION

Ph: 96107512

RINGWOOD EAST

Ph: 9610 7512

RINGWOOD STATION

Ph: 9610 8810

V/LINE

Ph: 136196

YARRA TRAMS

Ph: 1800 800 166

TRAVELLERS AID ACCESS SERVICE

Ph: 9654 7690 or 9670 2873

VISION AUSTRALIA

Ph: 1300 847 466

TAXI DIRECTORATE

Ph: 9320 4360 or 1800 638 802

YELLOW CABS

Ph: 132227

SILVER TOP TAXIS

Ph: 8413 7207

MULTI PURPOSE TAXI PROGRAM

Ph: 9320 4360 or 1800 638 80

DISABLED MOTORISTS

Ph: 9386 0413

RACV

Ph: 13 19 55

EMERGENCY SERVICES, POLICE, AMBULANCE, FIRE

Ph: 000

COMPANION CARD

Ph: 1800 650 611

SENIORS CARD

Ph: 9616 8241

VISION IMPAIRED TRAVEL PASS

Ph: 9616 6927

HEALTH CARE CARD

Ph: 13 10 21

TTY NUMBERS

(For people who are Deaf or have a hearing, speech or communication impairment)

NATIONAL RELAY SERVICE

13 36 77
(All of the telephone numbers above can be accessed via the NRS)





Disclaimer

The content of this booklet is provided for information purposes only. Whilst reasonable efforts have been made to ensure its accuracy at the time of publication, Maroondah City Council does not warrant its accuracy or completeness and readers should verify all information before relying upon it. Maroondah City Council does not accept any liability to any person or organisation for the information, or use of such information provided in this publication.

© Copyright Maroondah City Council 2006.
This publication is copyright. No part may be reproduced in any manner or form except in accordance with the Copyright Act 1968. If you wish to reproduce any part of this booklet inquiries should be directed to Maroondah City Council's Community Planning and Development team on 03 9298 4459.
Council encourages the not for profit reproduction of the text in this booklet provided Council's copyright is acknowledged. Reproduction for commercial use or gain is prohibited in all circumstances.

Special Thanks:
Shirley Wregg Photography
Mobile: 0418 736 042

