

Practical guide to your *Mobility Scooter*



Acknowledgements

In the spirit of respect, Mornington Peninsula Shire acknowledges the Boonwurrung / Bunurong members of the Kulin Nation, who have traditional connections to the land on which Council meets.

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Disclaimer – This booklet is produced by the Mornington Peninsula Shire to assist users of scooter and electric wheelchair mobility devices. This document is intended as a guide only and does not set out to describe the full requirements under the relevant legislation. Mornington Peninsula Shire does not accept any liability to any person or business for the information and/or use of the content, as provided in this publication.

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Message from the Mayor



On behalf of Mornington Peninsula Shire, it is with great pleasure that I support these initiatives which help improve the lives of scooter users and the general community.

This brochure demonstrates Council's commitment towards the promotion of and planning for safe usage of scooters or motorised mobility devices.

Council adopted the **Motorised Mobility Devices (Scooter) Policy Statement and Action Plan** in June 2012.

Mayor, Cr Lynn Bowden
Watsons Ward
Mornington Peninsula Shire

Future directions for Council will include:

- **Scooter RECHARGE Scheme**
- **Mobility Maps**
- **Forums; and**
- **Information to support scooter users**

Safety initiatives such as the development of an information booklet for scooter users not only assist in maximising the safety of all members of our community but supports Council's sustainability principles.

I hope that you will find the information provided useful in helping you stay safe, healthy and engaged with your community.



MORNINGTON
PENINSULA
Shire

COMMITTED TO A
SUSTAINABLE
PENINSULA



Hastings
Office



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Introduction

The information in this booklet is intended to assist motorised mobility device (scooter) users or people considering purchasing a scooter to determine whether such a device is appropriate for them, provide prompts on how to stay safe, and other relevant information such as the road rules that apply.

**Mobility scooters are a great tool to help maintain the independence of people who have difficulty walking
- specific skills are needed to use one.**

It is recommended that users seek advice from a qualified person who is able to assess the users specific needs and requirements before purchasing a scooter.

Advice maybe obtained from the following qualified professionals:

- General Practitioner (GP)
- Occupational Therapist (OT)

In some instances a General Practitioner may also be able to provide advice on subsidies available in certain circumstances.

What is a scooter?



Scooters are battery powered three or four wheeled mobility devices that are specifically designed to travel on footpaths.

Scooters are regarded as a **medical device** therefore obtaining advice from a General Practitioner or an Occupational Therapist before making a purchase is highly recommended. Scooters can also be tailored to suit specific individual needs. It is important to discuss individual needs with a retailer to ensure an informed decision can be made.

Note: Smaller devices with smaller wheels or three-wheeled devices may be less stable compared to a four-wheeled device.

Who might need a scooter?

Scooters can provide a renewed sense of independence for people who for many reasons (i.e. disability or illness) are unable to perform every day activities such as going shopping, going out for the day or going for a “walk” with the children or grandchildren. Scooter users can travel in their local community and visit friends without having to rely on a car or public transport.

Case Study from the Brotherhood of St Laurence



“George” is an 84 year old man who is unsteady on his feet and is unable to drive due to his medical condition. He was feeling very socially isolated due to his inability to walk about freely and was very depressed.

Since receiving a scooter he has started accessing the community to run errands with a renewed sense of purpose. His depression has lifted and he has started to believe that he can do other things and live life to his fullest ability. George has recently returned from a four-day holiday to Warrnambool with his wife where he spent his days exploring Warrnambool on his scooter.

Is a scooter for you?

The following questions can assist you to begin a conversation with your General Practitioner or Occupational Therapist about whether a scooter is right for your needs.

You may want to ask...

- If your medications could hinder safe driving.
- If your vision and hearing may impact on your ability to operate the controls.
- If you have the physical endurance to safely manage a scooter.



1. Coordination, strength, physical endurance and balance

Can you...

- Operate the controls and use the accelerator with ease?
- Steer and turn the scooter even in tight corners?
- Maintain body balance and adjust your position when travelling over uneven surfaces or on ramps and hills?
- Get on and off a scooter unassisted?
- Stand and walk short distances?

2. Perception, thought process and memory

Can you...

- Judge distances correctly?
- See cars and pedestrians to the side of your peripheral vision?
- Hear approaching cars or railway warning bells or if someone calls out **DANGER**?
- Remember the road rules in relation to motorised scooters?
- Remember the safe route home?

3. Feelings and judgment?

Can you...

- Stay calm in difficult situations?
- Make decisions to protect yourself from injury and to keep others safe?
- React quickly to stop the scooter in an emergency?

It is recommended that you undergo a thorough assessment for your needs and suitability every six months for your own safety.

Purchasing a scooter

Before purchasing a scooter you should ask the retailer

Can You...

- Allow me to go for a test drive?
- Provide me with training on how to drive and maintain the scooter safely?
- Provide me with an easy to understand instruction manual on how to recharge the batteries and do basic maintenance like change a light bulb?
- Tell me how the scooter copes on different surfaces?
- Tell me how far can I travel before I need to recharge?
- Tell me what is the TOTAL cost to me? Does the scooter come with safety accessories such as anchor points so that it can be restrained in a taxi or train?
- Tell me how long the warranty lasts? Does it cover parts and labour and will you give me a replacement when mine is being repaired?
- Tell me where I can find an authorised repairer? Who will arrange and pay for delivery to an authorised repairer while under warranty?
- Tell me if spare parts are readily available for the model I want to purchase?
- Tell me if the scooter meets the Australian Standards?

Second hand scooters

We recommend having second hand scooters checked over by a qualified service agent before purchasing. Ensure the battery is tested and find out where spare parts for your scooter maybe purchased, as these items can be expensive to replace.

We suggest you ask the seller for the maintenance manual and whether there is a local service agent who can service the scooter on your behalf.



Safety features and accessories



Optional

- Reflectors and reflective tape needs to be white on the front, yellow on the sides and red at the back.
- Rear-view mirrors will provide you with increased vision if you have limited movement in your neck.
- Headlights and taillights increase your visibility at night time. Bicycle lights will do if you can't fit permanent lights.

Essential

- Luggage carriers (ensure they never obscure your view and do not overfill).
- Strong 'anchor points' for use in taxis or trains to keep the scooter in place.
- Weather-proofing covers to cover the controls in bad weather or if the scooter breaks-down.
- Compliance with Australian Standards can reduce the risk of injury to yourself and/or the public.
- Orange fluorescent flag set at least 1.5m high (no more than 2m). Scooter users are at a lower height than a standing person so visibility is essential.
- Beeper or horn to alert pedestrians to your whereabouts.
- Fluorescent safety vest or bright clothing, especially at night time.



After you purchase a scooter

Maintenance

To maximise the usage of your scooter and your own safety have your device serviced regularly. Details about routine maintenance should be included in your owner's manual.

Insurance

A scooter is very expensive to replace. It is recommended that you have your device insured against theft, damage and public liability.

Public Liability Insurance can provide you with peace of mind in the event that you have an accident and injure someone or damage someone's property. RACV and most house and contents policies may cover you. To be covered contact your insurance company and include your scooter as an asset.

If you are not insured appropriately you may be expected to pay for any damages or compensation resulting from an accident for which you are responsible.

Breaking down

Contact your local service agent if your scooter breaks down at home. However, if your scooter breaks-down when you are away from home then RACV can help get your device working again.

If RACV cannot fix the problem immediately, they can arrange alternative transport for you and your scooter or ensure that both you and your scooter are moved to a safe location until further help arrives. To access this service you need to be a member of RACV. Contact **13 11 11** to make appropriate arrangements.

**RACV Roadside and Wheelchair Assistance is
available 24 hours a day on 13 11 11.**

Keeping yourself safe



Know the law

- Did you know the law regards scooter users the same as pedestrians? It is important that you know the rules that apply to pedestrians. A detailed list of road rules for pedestrians travelling on scooters can be found in Vic Roads 'GUIDE FOR CHOOSING AND USING MOTORISED MOBILITY DEVICES' (see page 23).
- You must travel on a footpath and only travel on the road where a continuous path of travel is not available.

Be a safe scooter driver

- When transitioning between the road and kerb, angle with one wheel mounting the kerb first, rather than head-on with both wheels.
- When crossing the road, look for a pedestrian crossing or a place that has easy access with the footpaths directly opposite each other.
- Maintain visibility to oncoming traffic and stay as close to the kerb as possible while making sure you are on a level surface.
- Take a mobile phone with you in case of an emergency.
- Do not take passengers (not even your grandchildren) or pets when travelling on your scooter.
- Railway crossings can be hazardous, only cross at marked crossings. Never attempt a U-turn while you are on the tracks. Travel at 90 degrees to the tracks.



Remember that visibility is important to maintaining your safety.

Scooter etiquette

When on a footpath:

- Travel at a speed no greater than 10 km/h.
- Keep to the left of the footpath.
- Give way to pedestrians and show courtesy at all times.
- Be patient with slow pedestrians and traffic.
- Use hand signals when turning.
- Travel in a single file when with other scooters.



When stopping:

- Make sure you turn off the motor and apply brakes before getting off.
- Park your scooter in a location where it is not an obstruction. i.e. do not leave your scooter in front of doorways, driveways or parked cars.



When in shopping centers:

- Be careful when entering shops. Check there is plenty of manoeuvring space before taking your scooter inside. Otherwise leave it outside.
- Use a lift (elevator) to travel between different levels. If the lift looks crowded, wait for the next one. When exiting from a lift, warn the others what you intend to do.



Plan ahead for a safe journey

We recommend that you plan ahead before heading off on your scooter.

- Familiarise yourself with the accessible footpaths in your area. Contact your local Shire for a Mobility Map. Mobility Maps provide information on accessible footpaths, accessible toilets, car parks, kerb (pram) crossings, ATMs, taxi bays and bus stops.
- Find out and familiarise yourself with where to find Scooter RECHARGE Points on your journey.
- It is good practice to carry a personal identification card which should contain information such as your emergency contact details, physical and medical information, the name of your doctor, etc.



Scooter RECHARGE Scheme



The Scooter RECHARGE Scheme is a partnership between the Shire, local businesses and organisations to provide a power point for scooter and electric wheelchair users to recharge the battery on their mobility device, if required.

To locate the nearest RECHARGE point in your area or to get more information about the Scheme visit:

www.rechargescheme.org.au

The RECHARGE Scheme is a MetroAccess initiative which originated in the Shire of Nillumbik in response to the increasing number of people in the community with a restricted mobility using electric scooters or wheelchairs as a means of transportation.



A RECHARGE point logo is displayed on all program partner venues for easy identification. The RECHARGE Scheme is about empowering motorised mobility scooter and wheelchair users to be active, healthy and engaged in the local community by giving users the confidence to journey to their destination of travel without the fear of being stranded.

Accessing public transport

Scooter wheelchair pass

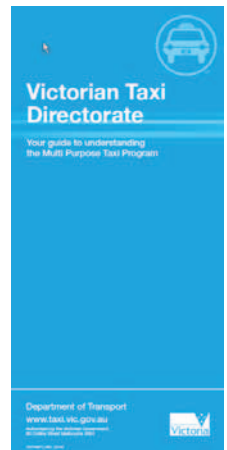
Free travel passes are available for scooter and wheelchair users. To be eligible, you must have a permanent and severe disability, be dependent on a scooter or wheelchair for mobility outside the home, and be a permanent resident of Victoria. Travel passes can be obtained by visiting the public transport Victoria (PTV) website www.ptv.gov.au (go to fares and tickets) or calling **131 638**.

Note: To be eligible you must have your dependence certified by a General Practitioner or Specialist.

Further supports

The following supports are available to assist people who are not eligible for a scooter wheelchair pass and their carers:

- Companion Card call **1800 650 611** for more information
- Multi-Purpose Taxi Program
- Access Travel Pass



Day pass

Additionally, people with a disability who cannot use Myki for a variety of reasons can purchase a day pass to travel on public transport. To purchase a 'Day Pass' contact ticketingservices@ptv.vic.gov.au.

Public transport options

Don't be daunted about accessing public transport. You can travel on public transport with your scooter. However, size and weight limitations do apply.

Always remember to check with your relevant service provider, and given 24 hours notice, appropriate arrangements can be made to meet individual needs.



Buses, trains and coaches

PTV can provide information about relevant bus, train and coach services in your area. Call **136 196** (regional areas) or **131 638** (metropolitan areas).

Grenda's bus service

Grenda has a fleet of accessible bus services from Frankston to Portsea. For more information call **5986 5666**

Website www.grenda.com.au

Taxi services

When ordering a taxi it is recommended that you ask for a 'multipurpose taxi' as they have features that can lock your scooter securely at the anchor points. Travel in a standard taxi is possible, although the scooter user must be able to dismount and self transfer into the passenger seat. Always check that your mobility scooter can fit into a standard taxi before ordering.



- The space required for a stationary scooter is 800mm wide by 1300mm long (2'6" X 4'3").
- The combined weight of passenger and scooter or wheelchair must be less than 200kg (31st 71b).
- The scooter needs to be capable of turning through 180 degrees within an area of 2070mm by 1540mm (6'8" X 5').
- A scooter should be able to travel on:
 - A 1 in 12 ramp unassisted
 - A 1 in 8 grade where the ramp is less than 1520mm (4'9") long.

For more information on scooter safety and the law



RESOURCES	CONTACT DETAILS
Australian Competition & Consumer Commission – Help cut scooter accidents 2010.	ACCC Info centre call 1300 302 502 TTY users call 1300 555 727 and ask for 1300 302 502
Keeping you SAFE in the rider's seat – a safety initiative for the veteran community	Department of Veterans' Affairs call 1300 131 254 Website: www.dva.gov.au/aboutDVA/publications/health/Pages/scooter.aspx
Vicroads – Guide for choosing and using Motorised Mobility Devices	Vic roads 13 11 71 Website: www.vicroads.vic.gov.au/Home/SafetyAndRules/PedestriansSafety/MotorisedMobilityDevices.htm
Gippsland – Mobility Scooter Information, 'So you want to get a new set of wheels to once again experience the freedom of mobility in your life' DVD 2010	South Gippsland Shire Council call (03) 5662 9200
PTV – Using mobility aids on public transport	Regional areas call 136 196 Metropolitan areas call 131 638
Australian Association of Occupational Therapists	Victorian Division call 9481 6866

Report things to the Shire

The safety of all residents and visitors is important to Mornington Peninsula Shire.

Please report to the Shire:

- Footpaths in need of repair
- Broken glass
- Over-hanging foliage
- Potholes
- Or any other hazards likely to impact on safe scooter use

Email custserv@mornpen.vic.gov.au

Phone: **1300 850 600** (24 hours) or **5950 1000**



Callers who are hearing or speech impaired can contact the Shire through the National Relay Service (NRS)

Speak and Listen

If you find it hard to understand on the phone dial
1300 555 727 or **1800 555 677 (Free call)**

Speak and Read

If you can speak, but cannot hear dial
133 677 or **1800 555 677 (Free call)**

Type and Listen

If you can hear, but not speak dial
133 677 or **1800 555 677 (Free call)**

In Person

Customer Service Centres:

Open 8.30am – 5.pm Monday to Friday (excluding public holidays).

Rosebud Office, 90 Besgrove Street (Mel ref: 170 A4)

Mornington Office, 2 Queen Street (Mel ref: 104 D10)

Hastings Office, 21 Marine Parade (Mel ref: 154 K11)

Sommerville Office, 14 Edward Street,
(within Recreation & Community Centre - Mel ref:107 E12)

Your feedback is important

Contact the Shire’s Community Access Planner to:

- Request additional copies of this brochure or a copy of the Shire’s Motorised Mobility Devices (Scooter) Policy and Action Plan 2012.
- Provide feedback or to suggest changes for the next edition.

Phone: **5950 1685**

Email spcd.admin@mornpen.vic.gov.au

This information brochure can also be downloaded from the Shire’s Website
www.mornpen.vic.gov.au

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Authorised by Jenny Macaffer, Coordinator, Social Planning & Community Development,
Mornington Peninsula Shire, 21 Marine Parade, Hastings 3915.



"My mobility scooter has given me the independence to get out into the community to do things like attend medical appointments, go shopping, etc..."
- Graham Webster