

Multi-Purpose Taxi Driver Guidelines – Ambulant Passengers

Multi-Purpose Taxis (MPT) continue to be a very important transport option for people with mobility difficulties, in particular for elderly people who use walking frames or other similar aids.

All Western Australian MPTs are required to have a fold down or slide-out step and a vertical grab rail fitted to the side entry of the rear passenger cabin to assist ambulant passengers (those able to walk) during entry and exit. However, some ambulant passengers may prefer to use the hydraulic hoist to enter and exit the MPT, rather than the step and grab rail at the side entry.

As a taxi driver you have a number of legal responsibilities that impact upon your work. You must take reasonable care to protect your own safety and health and, so far as is practicable, avoid harming the safety and health of your passengers and other people. You must also treat all passengers with respect and dignity regardless of the degree and nature of their disability.

Therefore, the Department strongly recommends that you **always seek advice** or guidance from the passenger and/or their carer or responsible health professional, as to the safest and most comfortable method of entering, travelling in and exiting the taxi.

If the passenger is unable to safely and comfortably, enter, travel in and exit the taxi you should either:

- Suggest that the ambulant passenger travel in a wheelchair; or
- Suggest and assist with the ordering of a more suitable means of transport (this could be a conventional taxi or a specialised patient transfer vehicle).

These guidelines aim to support the transport practices used by Nursing homes and Hospitals and the safe handling techniques and duty of care that MPT drivers are made aware of during their training.