



Dolphins Leagues
Work Health and Safety
Management System

Powered and Non- Powered Mobility Aids
Policy and Procedures

September 2015





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1. POLICY

Dolphins is committed to providing a safe and healthy workplace, facilities, services and activities for our staff, patrons, visitors, contractors and the general community.

This Policy is an extension of this commitment and as such, Dolphins has placed mandatory restrictions on uses of powered and non-powered mobility aids on the Clubs Dance Floor during periods of entertainment at the Club.

For the purpose of this policy this applies to the following equipment:

- Mobility Impaired Scooters (all kinds);
- Wheel Chairs (Manual and Electric);
- Walking Frames;
- Crutches; and
- Walking Sticks.

This Policy has been developed with consideration to legislative standing, organisational procedures and a risk management approach.



2. OVERVIEW

2.1. Purpose

The purpose of this Policy and Procedure is to establish mandatory requirements for the use of motorised and non-motorised mobility aids, to provide so far as reasonably practicable a safe and healthy environment for our workers, visitors, contractors and patrons of Dolphins Leagues Club.

2.2. Scope

This policy and procedure applies to all workers, contractors, visitors and patrons working, visiting or utilising Dolphins Leagues Club facilities.

2.3. Referenced Documents

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

Managing the Risk of Falls in the Workplace Code of Practice 2011(Qld)

Disability and Discrimination Act 1992

Disability Services Act 1992

Building Code of Australia Part D3.3 - D1.13 – D3.4

AS/NZS 4586 Australian Slip Resistance Standards.

The Disability (Access to Premises – buildings) Standards 2010 (Premises Standards)

Internal Document Dolphins Dance Floor risk Assessment

2.4. Definitions

For the purposes of this policy:

Crutches	Devices used to support persons with leg, foot or ankle injuries.
Dolphins	Encompasses the Redcliffe Leagues Club & Dolphins Health Precinct Aquatic Centre & Gymnasium.
Patron	Any person who visits the Dolphins, either as a member, guest, reciprocal member, visitor or any other status, will be known or referred to as a ' patron '.
Mobility Scooters	While there are a variety of motorised mobility devices available in Australia, the topic of this policy document focuses on the 'motorised mobility scooter' and will be referred to within this document as MMDs or mobility scooter. These are battery



	powered three or four wheeled mobility devices that are specifically designed to travel on footpaths. Mobility scooters are primarily designed for use by frail, aged or people with mobility impairment.
Mobility Impairment	Refers to the inability of a person to use one or more of his/her extremities, or a lack of strength to walk, grasp, or lift objects. The use of a wheelchair, crutches, or a walker may be utilised to aid in mobility.
Motorised Wheelchairs	A motorised wheelchair is a wheelchair that is propelled by means of a battery operated electric motor rather than manual power.
Rollator	Is a walking frame equipped with wheels, especially one designed for disabled, mobility impaired or elderly.
Walking Stick	A device used to support a person who cannot stand alone unassisted.
Wheelchair	Is a special chair mounted on large wheels, for use by invalids or others for whom walking is imposable or temporally inadvisable.
Zimmer Frame	A light enclosing framework (trade name Zimmer) with rubber castors or wheels and handles; helps invalids or the handicapped or the aged to walk



3. RESPONSIBILITIES

3.1. Management

Management are responsible for the following –

- Ensuring that this Policy and Procedures are implemented within their areas of responsibility;
- Ensuring that Security employed by the Club are fully versed in the requirements of this Policy, before commencement of work at the Club;
- Ensuring that all staff under their control are trained in the administration of this Policy and Procedure;
- Ensuring that this Policy and Procedures are reviewed periodically;
- Ensure that this Policy and Procedures are communicated to all existing staff and this forms part of the induction process for new employees;
- Ensure the provision of an adequate number of alternative forms of transport (In-house wheel chairs or other) are available at the Club for use of patrons that cannot bring their motorised scooter into the Club;
- Ensure that visual inspections of any alternative transport supplied by the Club is undertaken prior to patron use;
- Ensure that all alternative methods of transport supplied by the Club is fit for purpose and is in good mechanical working order;
- Ensure patrons on motorised mobility aids park their vehicle in the designated parking zone at the front of the Club;
- Complete and forward all Incident Reports to Senior Management for action and investigation in the event of a breach of this policy;
- Assist with investigations as required;
- Ensure that injured/ill workers, contractors, visitors and patrons receive the appropriate care and medical treatment in the event of an incident involving mobility impaired equipment;
- Escalate any notifiable incident relating to the provisions of this Policy and Procedures to the General Manager;
- Co-operate with emergency services and other Statutory Authorities;
- Facilitate an atmosphere of respect and act as a conduit of communication in the event that this policy is breached by a Carer or Mobility Impaired Person;
- Act in a courteous manner when discharging the requirements of this Policy; and
- Ensure that all staff and security personnel are adequately supervised, to ensure that the requirements of this policy are discharged in a professional and sensitive manner.



3.2. Security

- Ensure that this Policy and Procedures are adhered to at all times;
- Ensure that breaches of this policy are reported in the first instance to a Club Staff Member for initial action;
- Act in accordance with this policy if requested by Dolphins Staff of Management in the following ways:
 - Ensure that all staff under their control are trained in the administration of this Policy and Procedures;
 - Ensure that the content of this Policy and Procedures are explained to patrons on request and at the time of a breach incident occurring;
 - Ensure that incidents relating to the discharge of this Policy and Procedures are handled appropriately with consideration to the sensitivity and nature of the incidents;
- Ensure all incidents are reported immediately or as soon as being made aware of the incident to Management of the Club;
- Assist as required in the undertaking of an Incident Report as required;
- Ensure that complaints in relation to this Policy and Procedure are forward to Dolphins Senior Management;
- Ensure at the request of Management that patrons on motorised mobility aids park their vehicle in the designated parking zone at the front of the Club; and
- Co-operate with emergency services and other Statutory Authorities as required;

3.3. Workers

Workers are responsible for –

- Ensuring that this Policy and Procedures are adhered to at all times;
- Undertaking training in regards to this Policy and Procedures;
- Ensure that all incidents are reported immediately or as soon as being made aware of an incident on the Dolphins approved form;
- Cooperate with Management and other workers in the conduct of Incident Reporting and implementation of suitable control measures;
- Assist as required with any Incident Investigation; and
- Act as a first point of contact with regard to communicating with mobility impaired patrons and their careers that are found to be in breach of this policy.



3.4. Clubs Administrative Board or Committee

Clubs Administrative Board or Committee will:

- Allocate sufficient resources, to assist ensure the implementation and maintenance of this Policy and Procedures can be discharged; and
- Ensure that the General Manager is held accountable for the implementation of this Policy and Procedures.

3.5. Patrons/Visitors/Guardian/Carer

It is the responsibility of the patron/visitor to:

- Ensure that if not allowed to be operated in the Club that their vehicle is parked safely in a designated area, as appropriate to their condition;
- Gain assistance from their guardian or carer when transferring from their mobility impaired device to a device provided by Dolphins as alternative transport;
- Not block or impede access to designated emergency exits at any time; and
- Adhere to the requirements outlined in this Policy and Procedures.



4. PROCEDURES

4.1. Restrictions

Mobility Scooter use at Dolphins is restricted due to:

1. **Other patron safety:** Small children and elderly patrons frequent Dolphins, exhibiting unpredictable behaviour, slow reaction times, etc.
2. **Limited space:** Dolphins has been designed primarily for foot traffic and small mobility devices (i.e. wheelchairs, Zimmer and walking frames, rollator's etc.).
3. **Patron safety:** Limited space allowances as mentioned above can prove unsafe for some mobility scooters to navigate. Mobility impaired devices poorly placed can also pose the risk of trip hazards and collision when coming around blind corners.

For the purpose of this policy, the definition of the size of the Mobility Scooter:

Will be at the discretion of Dolphins security / front door staff upon entry, but in any case will relate to Mobility Impaired equipment that may impede foot traffic, block passageway, block emergency egress paths and the like.

Restrictions on Small Mobility Scooters

Small Mobility Scooters are permitted to enter and be used at Dolphins during the patron's stay with some restrictions. These are as follows:

Speed limitation

- Any small mobility scooter must travel at a speed less than that of an ordinary walking pace (approximately 5km/h).
- Any small mobility scooter found to be exceeding the restricted speed will be offered an alternative means of transport as listed below.

Accommodations

- Any patron entering the Redcliffe Leagues Club or Dolphins Health Precinct on a restricted mobility scooter will be offered an alternative means of transport during their stay on the premises.
- A number of non-motorised wheelchairs are available for patron use on entry to Dolphins at no charge.
- Transfer from the mobility scooter to the wheelchair, and back again, is the responsibility of the patron and his/her guest/carer.
- Parking for the mobility scooter is accommodated outside the main entrance of Redcliffe Leagues Club foyer or the Dolphins Health Precinct foyer.



Liability

- Whilst every care is taken to ensure the safety and security of stored mobility scooters, Dolphins takes no responsibility for loss or damage to personal items whilst parked, stored or used on premises.
- To ensure the safety of the patron, it is the responsibility of the patron and his/her guest/carer to accommodate all transfers between mobility devices.
- Reception Staff will be responsible for offering then providing if requested an alternative form of mobility aid whilst a patron uses the facilities at Dolphins.
- The alternative mobility aid is to be visually inspected by the person responsible for providing the transport prior to the patron using it.
- Carers or Guardians of the patron will be responsible for assisting the patron in and out of the mobility aid provided by Dolphins. At no time is a Dolphins Staff member allowed to assist a mobility impaired patron into the loaned mobility aid.

Restrictions on Medium/Large Mobility Scooters

- Medium/Large mobility scooters are not permitted to enter the Redcliffe Leagues Club or Dolphins Health Precinct Aquatic Centre or Gym under any circumstances.
- Accommodations are made for patrons who visit the club on a medium/large mobility scooter, and are listed in Accommodations on Page 9 of this Policy document.
- Patrons entering the Dolphins who have a medium or large motorised mobility Scooter will be asked to leave their vehicle at the designated parking zone
- It is the responsibility of the owner/user of the motorised mobility aid to ensure that the vehicle is parked safely within the boundaries of the designated parking area.
- Parking of Mobility Scooters if provided outside the main entrance to The Club.

4.2. Reasonable adjustments to this Policy

- Patrons on any form of motorised mobility aid requesting to enter the Club, may be offered an alternative mobility aid at no charge.
- Non-motorised wheel chairs are available within the Club.

Note: Dolphins will not be held responsible for damage or theft of the vehicle.



4.3. Patrons on or using Non – Motorised Mobility Aids

Persons using non-motorised aids in and around the Club and precinct will ensure that the following is observed at all times:

- Not place equipment in areas likely to cause a trip hazard.
- Not place the device in an area where collision could occur such as a blind corner etc.
- Not place devices in access or egress pathways.
- Not place equipment in front of doorways.

Persons using non-motorised mobility aids will follow all reasonable instruction issued by Staff and Security at the Club at all times.

4.4. Patrons on Motorised Wheelchairs

Persons using Motorised Wheelchairs in and around the Club and precinct will ensure that the following is observed at all times:

- Observe speed limits.
- Take care when traversing around the Club;
- Take care and slow down when rounding a corner.
- Not place equipment in areas likely to cause a trip hazard.
- Not place the device in an area where collision could occur such as a blind corner etc.
- Not place devices in access or egress pathways.
- Not place equipment in front of doorways.

Persons using Motorised Wheelchairs will follow all reasonable instruction issued by Staff and Security at the Club at all times.

4.5. Dance Floor Access

All patrons have access and use of the dance floor at their own risk.



4.6. Breach Procedures

In the event that a person is found to be in breach of the Policy the following will be undertaken:

Obstruction Trip Hazard Breach

- A Staff Member will approach the mobility impaired person and politely ask them to move the equipment to a more suitable location.
- For repeated breaches the person may be asked to leave at the discretion of Management.
- If requested a copy of this policy may be provided to the mobility impaired person.



4.7. Function Dance Floor Access

It is understood that when a private function is occurring that the responsibility of persons will fall to the function organiser.

No responsibility will be held by Dolphins, its staff or service providers if injury occurs to any person attending the function due to the use of the dance floor.

All procedures apply to persons choosing to use the Club facilities outside the function area.

4.8. Review and Update

This Policy and Procedure is to be reviewed annually or when an incident deems a review necessary.



5. RECORDS

Records of all incident, issues and complaints must be maintained by the Dolphins Senior Management Team.