

South Bank Corporation Policy

Marketing

SUBJECT: Wheelchair Hire procedure
DATE CREATED: August 2008
REVIEW DATE: August 2010

Policy

To provide a suitable mode of transport to disabled and aged visitors to South Bank Parklands.

Procedure

- When a guest approaches the desk to hire a wheelchair, we must first ascertain if the wheelchair will be used according to its function (i.e. the transport of disabled and/or aged visitors) and **NOT FOR JOYRIDERS**.
- Once hire status and availability of a wheelchair has been established, use the hire agreement forms to take down all relevant details of hirer:
 - Full Name
 - Current Address
 - Phone Number
 - Driver's Licence Number
 - Period of Hire
 - Time of Hire / Time of Return
 - Include number of Wheelchair on Agreement
- Ensure hirer is made aware of Parkland rules and safety procedures which are detailed on the reverse of the document.
- On completion of paperwork, take a \$20 deposit and hire fee. (Should a driver's licence be unavailable – you must sight some form of ID. ie: a medicare card or pension card) If none of the above cards are available you are required to take a deposit of \$50.
- Inform the hirer of return time and that they will be charged a full hours hire fee per 15 minutes overdue. ** Remind the hirer of our closing time and that the wheelchair must be returned prior to that time.
- Hand copy of South Bank map to hirer.
- On return of the wheelchair, check time for overdue (charge accordingly). If wheelchair is intact and undamaged give hirer back their deposit and driver's licence.
- The wheelchair's are numbered 6,8,10 and 12.