

Mobility Equipment Procedure

CCD Operational Safety Procedure – OSP-12.1

CCD-SMS-OSP-12.1 Version 1.0

1 Introduction & Purpose

Mobility Equipment are made available for customers to use while shopping in the Centre. Scentre Group aims to make Westfield Centres accessible to all customers by providing suitable optional equipment to support them whilst visiting the centre.

This procedure outlines the process for managing Mobility Equipment (Stroller, Kiddy Carts, Wheelchair, or Power shoppers) including customer hire process, procurement, cleaning, inspection, maintenance, storage, replacement, and disposal.

2 Scope

This procedure applies to all Centres with mobility equipment hire services. It does not apply to personal mobility equipment owned by customers.

This procedure must be read in conjunction with the CCD Risk Management Procedure, and other related procedures outlined in [Section 4](#).

3 Procedure

3.1 Equipment Hire process

Mobility Hire Equipment is available to customers free of charge for the same period of free parking available in the Centre. To allow a customer to hire Mobility Equipment the following steps must be completed:

3.1.1 Hire Agreement

Action	Responsible
<ul style="list-style-type: none">All Customers hiring equipment must complete and sign the Mobility Equipment Hire Agreement or Kiddy Cart Hire Agreement (Hire Agreements). <i>Where practical, complete this under CCTV coverage as in the event an incident occurs we may be asked to demonstrate customers were oriented to the equipment.</i>Hire Agreements are to be completed <u>every time</u> Mobility Equipment is hired.Completed Hire Agreements should be retained for one (1) month and if no incident has occurred, the form may then be securely destroyed.Completed Hire Agreements must be kept confidential and stored securely until they are securely destroyed. <i>The information on Hire Agreements must not be used for any purpose other than those set out in the Hire Agreements.</i>	Services team

3.1.2 Customer Identification

Action	Responsible
<ul style="list-style-type: none"> Customer's must provide suitable identification. Identification provided by the Customer only needs to be sighted. <i>For privacy reasons, do not make copies of the Customers identification or write identification details on the Hire Agreement.</i> Once the identification has been sighted, identification is to be returned to the Customer. Types of suitable identification are outlined in Table 1 below. 	Services team

Table 1:

SUITABLE IDENTIFICATION	
1 of the following to be sighted (preferred)	2 of the following to be sighted (if preferred identification not available)
<ul style="list-style-type: none"> - Valid State Driver's License - Valid Pension Card - Valid Health Care Card - Valid Veterans Affair Card - Valid Student Card 	<ul style="list-style-type: none"> - Valid proof of age card - Valid Passport - Valid Credit Card - Valid Medicare Card - Any other Valid Australian Government issued cards
The name on the Hire Registration Agreement must be the same as on the identification and the identification should not have expired.	

3.1.3 Equipment Orientation and Safety Instructions

Action	Responsible
<ul style="list-style-type: none"> Ensure all Centre team members involved in the hire of equipment must be fully familiar with the equipment and be able to explain to the Customer how the equipment operates. 	Services Manager
<ul style="list-style-type: none"> Issue the Customer with the relevant Hire Agreement which includes the Safety Instruction Sheet to read and acknowledge that they understand the safe operating instructions. Ensure customer signs the relevant Hire Agreement prior to use, which includes a declaration confirming that they have been given instructions from the Centre team member and that the Customer is responsible for safe use and competent to operate the equipment safely. Ensure the Customer understands relevant safety instructions on the Hire Agreement <u>each time</u> they hire Mobility Equipment, including (but not limited to): <ul style="list-style-type: none"> - <i>equipment is not to be used on travelators or escalators.</i> - <i>equipment is only permitted to be used within the Centre and taken to the Centre's curb or exit doors for the transfer to cars or public transport.</i> Orientation instruction must be provided to the Customer, including location of lifts. 	Services team

- A copy of the Safety Instruction sheet or card should also always be kept with the equipment where practicable.
- Ensure the following additional considerations and instructions are provided to Customers hiring Power shoppers.

Power shoppers

- Customer Service team members should observe and confirm that the Customer is able to complete the following, before providing them with a Power shopper:
 - Get in and out of the power shopper.
 - Turn the power shopper on and drive in a straight line.
 - Reverse the power shopper.
 - Turn the power shopper whilst driving.
 - Stop the power shopper.

This should be performed away from other customers to ensure privacy and show sensitivity.

Where a Customer is observed to be unable to control and operate the Power shopper safely and an increased risk of an incident occurring is identified, a “safety first” approach is required and hire should not be approved.

Contact your Services Manager if you are unsure about appropriate actions.

Where a customer is observed to not follow safety instructions and conditions of hire while in use, refer to **3.1.7 Incidents and Non-compliance with Conditions of Hire** section below for guidance.

3.1.4 Customer Assistance

Action	Responsible
<ul style="list-style-type: none"> • Where a customer requires additional assistance from or to their vehicle or transport a Centre team member is to escort the Mobility Hire Equipment and the Customer to and from the Centre. • Take the equipment to the location of the Customer if they are unable to go to the Concierge Desk. • Collect or return the Mobility Hire Equipment to the designated storage area. 	Services team

3.1.5 Booking Mobility Equipment

Customers may pre-book Mobility Equipment by visiting a concierge desk or by phone to any Centre. It is recommended that a booking calendar or diary is maintained at each Centre to allow for bookings. *Westfield + parking benefits should be considered for the hire period.*

Action	Responsible
<ul style="list-style-type: none"> • If a customer wishes to pre-book Equipment enter the details in the Mobility Hire Equipment booking system. <i>Details are to include the User's name, contact number and equipment wishing to be hired.</i> 	Services team

- Verbally outline general requirements for hiring Mobility Equipment at the time of booking including hire period.
- Ensure that the return time corresponds to the hire period and explain this clearly to the Customer. *All Mobility Equipment must be back at the point of hire 30 minutes before close of business.*
- At the time of booking, enquire whether the Customer requires assistance with access to the Concierge Desk and make any necessary arrangements by organising a Centre team member to escort the customer from their vehicle or transport to the Concierge Desk.
- If Mobility Equipment is available at more than one location within the Centre, check all locations for availability before stating equipment is not available. If equipment is available at the other location, arrange to bring the equipment to the Customer at your location if required.
- When Mobility Equipment is not available on the date the Customer wishes to hire the Equipment, offer an alternative date or Equipment where possible e.g.: a wheelchair instead of a power shopper.
- Ensure booking details are stored in a secure location to confirm customer privacy is maintained.

Extension of Hire Period

- If Customers wish to extend Hire period, they must return to the Concierge Desk and make a request.
- If the equipment is available, confirm new Hire period to the Customer and alter the time in the Customer's record.

3.1.6 Incidents and Non-compliance with Conditions of Hire

Action	Responsible
<ul style="list-style-type: none"> • Where an incident occurs, the Hire Agreement must be given immediately to the Risk & Security Manager for attachment to the Incident Report. • If a customer repeatedly does not comply with the Conditions of Hire or damages Scentre Group property, notify your immediate Manager or Team Leader. • Seek assistance from the Security team if required to reinforce Conditions of Hire. 	Services team
<ul style="list-style-type: none"> • Where an incident has occurred (including damage or other breach of Conditions of Hire), an Incident Report should be entered into Beakon and a copy of the Hire Agreement should be uploaded as a supporting document. 	Security Officer / RSM

3.2 Procurement of Equipment

Action	Responsible
<ul style="list-style-type: none"> Ensure National procurement requirements are adhered to when purchasing or leasing Mobility Hire Equipment. 	Services Manager
<ul style="list-style-type: none"> Ensure suppliers of equipment and services complete pre-qualification requirements in Cm3 as required. 	

3.3 Cleaning, Inspection, Maintenance and Servicing

Each Centre is to clean, inspect and maintain all Mobility Hire Equipment using the following protocols and schedule:

3.3.1 Cleaning

Action	Responsible
<ul style="list-style-type: none"> Ensure all Mobility Hire Equipment is in a clean and hygienic condition before hire. All Mobility Hire Equipment to be cleaned in front of the Customer before handed over for Hire by wiping all surfaces that may be touched by the Customer and child, such as the handles, hand controls and seats, using a disinfectant wipe. A supply of disinfectant / antibacterial wipes is to be kept at all Concierge Desks – these may be obtained from Winc. Heavily soiled Equipment must be removed from service - contact the Centre Cleaning team. 	Service team

3.3.2 Inspection, Maintenance and Servicing

Damage is to be reported immediately to your Manager or Team Leader and a written record retained. If the damage results in the equipment being unsafe to operate, it must be tagged out, removed from service, and repaired before being returned to service.

Action	Responsible
Daily Inspection <ul style="list-style-type: none"> Visual inspection completed at the start and end of trade to ensure that the equipment is in safe working order. Visual inspection when the Customer returns the Equipment to check for damage. Check the equipment is clean and ready for the next Hire. Ensure suitable safety decals are on Power Shoppers and Vertical Transport, specifying rules for safe use (refer to examples in Appendix A) 	Services team

Monthly Inspection	
<ul style="list-style-type: none"> Ensure Services team complete the monthly inspection using the Mobility Hire Equipment Inspection Checklist. 	Services Manager
Maintenance and Servicing	
<ul style="list-style-type: none"> Ensure Service requests are made to supplier to maintain and service equipment as per their supplier / manufacturer instructions. Maintain and store maintenance and service records 	Services Manager

3.3.3 Damaged or faulty equipment

Action	Responsible
<ul style="list-style-type: none"> All damaged or faulty mobility equipment must be taken off the floor, recorded, tagged out and a service request placed into Maintenance Connection (MC). Note: Kiddy Cart requests must be sent to vending@scentregroup.com Equipment must not be returned to operation until the damage / fault has been addressed and the equipment is in safe working order. 	Service team

3.4 Storage

Action	Responsible
<ul style="list-style-type: none"> Customer Service team members must ensure equipment is returned to the original Hire location at the end of the shift. Concierge Equipment is to be kept in a secure location and locked or secured when not in use and at night. 	

3.5 Replacement and Disposal

Action	Responsible
<ul style="list-style-type: none"> Ensure replacement and disposal of Mobility Hire Equipment adheres to supplier / manufacturer's instructions and any relevant regulatory requirements. 	

4 Related documents

- Mobility Hire Equipment Inspection Checklist
- Mobility Equipment Hire Agreement
- Kiddy Cart Hire Agreement
- Mobility Aid Safety Guide
- [CCD Risk Management Procedure](#)

5 References

- All applicable [Australian](#) and [New Zealand](#) jurisdictional WHS Acts and Regulations.

6 Key contacts

- **Centre Services Manager** – for questions about the implementation of these processes.
- **Centre Risk & Security Manager** – for questions or concerns about hazards and risks
- **CCD Risk & Compliance team** – for questions or issues about this procedure.

7 Document Control

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Appendix A – Safety decal examples

