

apt AIDACARE
PROFESSIONAL
TRAINING™



MOBILITY SCOOTER INSIGHTS
Developing Smarter, Safer Travel

LEARNING OBJECTIVES

for today are to enable you to:

- Recognise the skills required for safe scooter operation
- Evaluate the clinical benefits and considerations of various scooter features and accessories
- Apply the Person - Environment - Occupation (PEO) Model to assist with scooter selection
- Make practical scooter adjustments (e.g., seat armrest, seat width, floor-to-seat height)
- Promote safe scooter use across different terrains
- Conduct routine safety checks, and to understand battery care, and preventative maintenance
- Collaborate effectively with Equipment Specialists to maximise trial outcomes
- Discover what's new in Aidacare's Mobility Scooter range
- Access resources to assist with assessment, prescription and training



Clinical Pathway

1. Referral

2. Initial Assessment

3. Connect with Supplier & Device Selection

4. Trial & On-Device Assessment

5. Outcome Communication, Device Prescription, & Funding

6. Purchase, Delivery, & Registration

7. Maintenance, Service, & Warranty



1. Referral

- A scooter assessment referral is received from a client, family member, general practitioner, case manager, or other healthcare professional.
- Review referral & obtain any additional info required from the client, family, and/or relevant healthcare team members, if required.
- Check if medical clearance has been provided from the client's treating physician, including any info on anticipated changes in their physical or cognitive abilities that may affect scooter use?*

* Note: medical clearance is not a legal requirement.

1. Referral

Legal requirements to consider:

- Eligibility - Mobility Scooters should only be used by those who have a disability or experience difficulty walking
- Classified as pedestrians - Under Australian law, mobility scooter users are considered pedestrians & must follow the same rules as those on foot
- Mobility scooters must not be driven on the road when there is a footpath or nature strip that can be used





Clinical Pathway

1. Referral

2. Initial Assessment

3. Connect with Supplier & Device Selection

4. Trial & On-Device Assessment

5. Outcome Communication, Device Prescription, & Funding

6. Purchase, Delivery, & Registration

7. Maintenance, Service, & Warranty

2. Initial Assessment

2a. Interview, Client Goals, & Expectations:

Gather info to understand the client's needs, abilities, & goals. The PEO model might be a helpful guide.



PERSON

ENVIRONMENT



OCCUPATION

2. Initial Assessment

Goals - Establish goals with the client, included family & care team as required

- Common goals: easier access to essential services, increased participation in social & recreational activities, & reduced reliance on others for transportation

Expectations - Set expectations. Prescribing Therapist may be expected to:

- Complete a personalised assessment
- Provide guidance on suitable scooters and safe use
- Clear communication & support throughout the entire process including help with trials, funding, paperwork, alternative solutions, etc.

2b. Clinical Assessment



PERSON



ENVIRONMENT



OCCUPATION

PERSON

Physical Function

ROM & limb function
Strength & control
Height & weight
Mobility

Sensory & Perception

Proprioception
Hearing
Vision

Medical Background

Relevant medical history
Pressure Risk
Endurance
Pain

Cognition

Memory
Attention & concentration
Problem solving & planning
Decision making & judgement

Psychosocial

Adaptability
Engagement
Risk taking behaviour
Confidence & motivation

ENVIRONMENT

Storage

Safe and easy entry / exit
Power for charging
Weather protection



Home

Access & doorways
Turning circle
Flooring & ramps



Community

Terrain
Traffic / Road crossings
Access to public
transport and buildings

OCCUPATION

Purpose of use

- What goals do they hope to achieve?
- Where do they want/need to go?
- How frequently will the scooter be used?
- Desired maximum distance travelled per day?

Previous experience

- Have they driven a car before?
Translatable skills like steering, judgement
- Have they owned / driven a scooter before?
- Likes, dislikes, desired features?

Transport

- Driven from home to location
- Maxi-taxi or public transportation
- Vehicle boot (who will lift the scooter in & out?)
- Plane or Cruise ship

Alternative options

If at any stage during the process it is established that a mobility scooter is not a safe or suitable option for the client, then

- **All relevant parties should be notified**
- **Reasons for not progressing to scooter prescription should be discussed**
- **Alternative mobility options should then be considered, such as:**
 - Manual wheelchair
 - Power wheelchair or others customised options - Referral to the equipment supplier's complex team to assist
 - Referral back to the client's case manager for assisted community access





Clinical Pathway

1. Referral

2. Initial Assessment

3. Connect with Supplier & Device Selection

4. Trial & On-Device Assessment

5. Outcome Communication, Device Prescription, & Funding

6. Purchase, Delivery, & Registration

7. Maintenance, Service, & Warranty

3. Connect with Supplier & Device Selection

Contact your scooter supplier to schedule book a trial

Helpful info to provide:

- ❑ **Client details** - name, address (for home trial), height, weight
- ❑ **Trial duration** - a typical scooter trial is approximately 1 hour. Let your supplier know if additional time is required. This allows the equipment specialist to block off sufficient time in their calendar.
- ❑ **Intended use** - indoor vs outdoor, metro vs rural, type of terrain, suitability for transport (vehicle, public transport, airplane, etc. if required)

3. Connect with Supplier & Device Selection

Helpful info to provide continued:

- **Frequency & distance** - daily / weekly & distance travelled
- **Physical or functional needs** - for example left-dominant controls, reduced hand strength, need for speed adjustments, need for suspension or pneumatic tyres
- **Required accessories** - e.g. cane holder, walker holder, canopy, O₂ holder, etc.
- **Funding method** - self-funded or funding body (e.g. HCP, NDIS, TAC, DVA, Workcover, Support at home, etc.)





Scooter Category	Safe Working Load (kg)	Average Range (km)	Terrain Suitability	Typical Use	Key Benefits
Travel/ Portable	115-150	14-24	Flat indoor/ outdoor	Occasional, lightweight	Easy to transport; best for shopping centres or travel. Short trips.
Mid-Size	136-181	25-40	Mixed terrain	Regular use	Good for suburban footpaths and light inclines
Heavy-Duty	181-226	40-50	Hills & uneven surfaces	Larger users, frequent	Handles slopes and longer outings; often full suspension

GRADIENT

Gradient refers to the **steepness of a slope or incline** that a mobility scooter can safely climb. It's an important specification for users who encounter hills, ramps, or sloped driveways. It can be presented as a degree or percentage.

DEGREES °

Angle of the slope

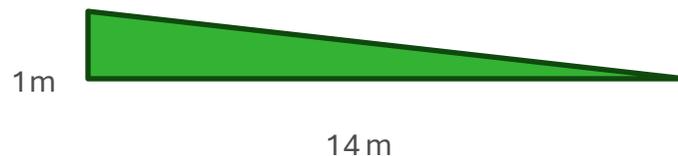
6° = gentle slope
12° = reasonably steep hill

PERCENT %

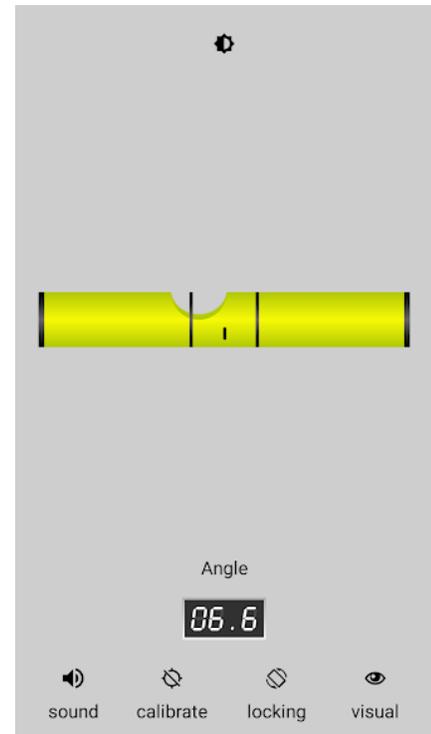
Rise over run
(Compliant ramp)

e.g. $(1/14) \times 100 = 7.1\%$

7.1% (~4.1°)
10% (~6°)



SLOPE APPS



WHY GRADIENT MATTERS

If a scooter can't handle the slope, it might:

- Lose power or stall
- Drain the battery quickly
- Overheat the motor
- Struggle to stop safely on a decline



SCENARIO

TYPICAL GRADIENT

SUITABLE SCOOTER

%

Degrees

Street Driveway

5-10%

up to 6°

All scooters

Compliant Ramp

7.10%

4.1°

All scooters

Steep Hilly Path

10-20%

6-11°

Medium and large scooter range

Moderate hill in park

12%

approx. 7°

Medium and large scooter range

A scenic view of a golf course with a winding path, a pond, and trees. The path is paved and curves through the green grass. In the background, there's a pond with a fountain and a person on a golf cart. The sky is clear and blue.

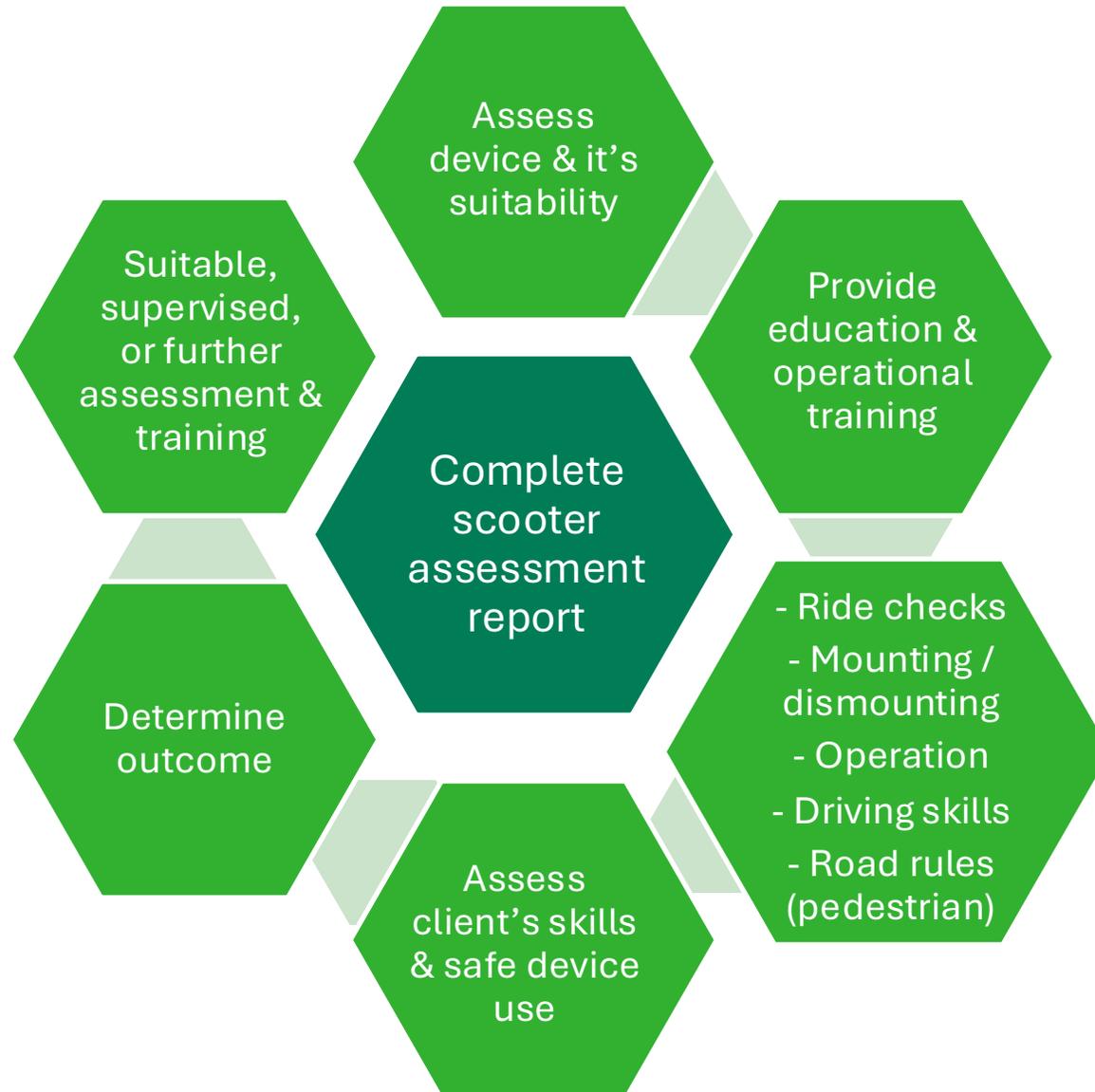
Clinical Pathway

1. Referral
2. Initial Assessment
3. Connect with Supplier & Device Selection
- 4. Trial & On-Device Assessment**
5. Outcome Communication, Device Prescription, & Funding
6. Purchase, Delivery, & Registration
7. Maintenance, Service, & Warranty

4. Trial & On-Device Assessment – Supplier Role



4. Trial & On-Device Assessment – Therapist Role





Clinical Pathway

1. Referral
2. Initial Assessment
3. Connect with Supplier & Device Selection
4. Trial & On-Device Assessment

5. Outcome Communication, Device Prescription, & Funding

6. Purchase, Delivery, & Registration
7. Maintenance, Service, & Warranty

5. Outcome Communication, Device Prescription, & Funding

If the client has been assessed as suitable for mobility scooter provision, the prescribing therapist will:



Health professional communication: share assessment outcomes with the client's GP, relevant health professionals, and funding bodies as needed

Device recommendations: select a suitable device and necessary accessories based on the assessment findings

Funding support: provide advice on available funding options and submit applications if applicable

A scenic view of a golf course with a winding path, a pond, and trees. The path is paved and curves through the green grass. In the background, there is a pond with a fountain and a person on a golf cart.

Clinical Pathway

1. Referral
2. Initial Assessment
3. Connect with Supplier & Device Selection
4. Trial & On-Device Assessment
5. Outcome Communication, Device Prescription, & Funding
- 6. Purchase, Delivery, & Registration**
7. Maintenance, Service, & Warranty

2. Purchase, Delivery, & Registration

- **Purchase process** - will depend on the funding method.
 - If going through NDIS / DVA / HCP, the order is usually placed through the organisation based on the supplied quote
 - If purchased privately, connect directly with your equipment supplier
- **Arranging delivery** - time frames vary depending on availability of stock. The client is usually the point of contact when the equipment is ready for delivery
- **Delivery** - delivery is through the warehouse, unless requested otherwise prior to quoting. At point delivery, drivers provide a quick handover of basic use to ensure that everything is in working order



Registration – Queensland Only

- In Queensland, mobility scooters must be registered if used on footpaths or road-related areas
- Registration is free & includes compulsory third-party insurance, a number plate, registration certificate, & an info sheet on device use & relevant road rules
- Devices must not exceed 15 km/h & scooters must weigh 170 kg or less
- Devices can be registered to:
 - Individuals with mobility difficulties,
 - Organisations for use by residents/shoppers/students/hirers
 - Carers using the device to transport someone with mobility difficulties
- To register, submit Form F5338 along with proof of origin (e.g., receipt, serial number, or previous registration), identity, & address to the Department of Transport & Main Roads
- If moving from another state, registration must be completed within 14 days. Visitors are exempt!



Insurance & Roadside Assistance – Australia-Wide

- It's recommended that mobility scooter users obtain comprehensive mobility equipment insurance, which covers accidental damage, theft, third-party liability, & costs to get you home after an incident
 - Note: Some home contents insurance policies may also offer limited cover for mobility scooters, but a specialised policy provides more comprehensive and tailored protection
- Roadside assistance is also recommended. They can provide:
 - breakdown help
 - flat battery solutions
 - flat tire repair
 - on-the-spot minor fixes
 - & transport to a repair shop or home if the issue can't be resolved
 - E.g. **NRMA** in NSW & ACT, **RACV** in VIC, **RACQ** in QLD, **RAA** in SA, **RACWA** in WA, **RACT** in TAS & NT



A scenic view of a golf course. In the foreground, a paved path curves through a lush green landscape. To the left, there's a sand trap. In the background, a pond with a fountain is visible, surrounded by trees and a clear sky. A person is walking on the path near the pond.

Clinical Pathway

1. Referral
2. Initial Assessment
3. Connect with Supplier & Device Selection
4. Trial & On-Device Assessment
5. Outcome Communication, Device Prescription, & Funding
6. Purchase, Delivery, & Registration

7. Maintenance, Service, & Warranty

7. Maintenance, Service, & Warranty

- **Maintenance** is ongoing care to keep the scooter functioning properly & to prevent issues, such as:
 - Following battery charging instructions
 - Keeping the scooter in a weather proof / covered area when not in use
 - Monitor the padding, movement & function of seat & seatbelt (if applicable)
 - Identify & report any maintenance issues so they can be resolved quickly
 - Inflation & wear of tyres
- **Service** is a thorough inspection to detect & correct underlying problems, ensure safety & compliance, & restore optimal function. An annual service is recommended for scooters
- **Warranty** refer to device's user manual



Scooter training & Monitoring

Therapist may deliver tailored education & training to the user and, where appropriate, to family or caregivers. This may include instruction, hands-on practice, & real-world use.

Periodic monitoring &/or reassessments may be recommended based on the client's needs. For example, for those with progressive conditions or if extended skills training was required.



aidacareTM
HEALTHCARE EQUIPMENT

