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## **Fact Sheet 4**

Transport Assistance

Driving a person to an appointment or an event can be a wonderful help and reduce the anxiety of being late.

Convenient public transport options may not be available, for instance at night and on weekends. This may mean that a particular destination is not accessible using these modes or that travel times are significantly increased due to waiting for connecting routes. Some people with vision loss and blindness have had training to assist them to travel on familiar routes but may not be able to use public transport over unfamiliar or complex routes. The advent of touch screens showing timetable information may also reduce accessibility to route information.

More recently, the new safety screens installed between drivers and commuters in taxis and buses can make communication more difficult, particularly for those who are both vision impaired and have hearing loss.

In South Australia, taxis drivers are known to assist by Guiding a person to the front door of their destination, however they are not legally obliged to do so.

When arriving at an airport, it may be necessary for a volunteer or security guard to Guide the person to the check in desk.

Some people may have access to subsidised taxis travel vouchers; however, this can still prove to be an expensive alternative, particularly if needing to travel longer distances or needing to travel very regularly, i.e., to a workplace. It is unlawful for a taxi driver to refuse to pick up a person with a guide dog.

How you can help with Motor Vehicle Transport

Ask the person if they wish to sit in the front or rear of the car while obeying COVID-19 restrictions.

Some people will be able to locate the door handle and seat themselves in a car whereas others will need more help including assistance with fastening their seat belt.

A secure place for white canes and walking sticks is on the floor of the vehicle between the seat and the car door.

**PTO**

It may be difficult for a person to locate door handles and window buttons once inside the vehicle. A verbal prompt, *“the window button is in your arm rest on your left”* invites the person to relax and make themselves comfortable.

Dog guides are traditionally trained to sit with the handler, on the floor in the front passenger seat of motor vehicles however there are exceptions to this rule.

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