

# Driver Safety Guide



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- QFleet and QFleet [driver companion guide](#)
- WorkSafe Queensland
- Austroads [Vehicles as a Workplace Work Health and Safety Guide](#) 2022

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Table 1: Summary of management actions for drivers, supervisors and staff that support drivers

| Actions required when driving for work activities   | QFleet/workplace-owned or hired vehicle drivers                                       | Private vehicle drivers   | Supervisors of drivers  | Staff who book, administer, or work with/support drivers                              |
|---|---|---|---|---|
| <b>When planning to travel:</b>   |   |   |   |   |
| Consult and determine the need for travel – is the journey necessary?   |    |    |    |   |
| Seek approval for travel  |    |    |   |   |
| Provide approval for travel including verification of private vehicle insurance and indemnity documents and driver safety risk controls   |   |   |    |   |
| Read, discuss and understand these guidelines   |    |    |    |    |
| Complete the <a href="#">existing driving controls checklist</a> which includes: <ul style="list-style-type: none"> <li>the <a href="#">driving a vehicle safely for work online induction</a></li> <li>understanding and following the Queensland Government <a href="#">driver responsibilities</a></li> <li>knowing what to do if an <a href="#">accident</a> occurs</li> </ul>  |    |    |    |    |
| Discuss, follow and apply safe driving practices including the risk controls and incident reporting described in this guide.  |   |   |   |   |
| Complete the <a href="#">Fleet Driver Vehicle Authorised Driver Agreement to drive a government vehicle</a> (one-off process). If driving a QFleet vehicle, be familiar with <a href="#">QFleet management</a> procedures   |  |   |  |  |
| If driving a private vehicle (grey fleet), drivers are to ensure their vehicle is roadworthy and confirm with their insurer: <ul style="list-style-type: none"> <li>their policy covers use of their personal vehicle for work purposes</li> <li>the effect an accident would have on any no claim bonus</li> <li>if transporting dangerous goods will impact on their insurance cover (where relevant).</li> </ul> and: <ul style="list-style-type: none"> <li>provide a certificate of currency for comprehensive or third-party insurance</li> <li>produce evidence that the insurance policy has been endorsed to indemnify the Queensland Government against certain liabilities at law</li> </ul> |   |  |  |   |
| Manage travel <a href="#">risks</a> through journey planning including using the <a href="#">existing driver controls checklist</a> . Note that drivers may also adapt the generic risk assessment to include supplementary controls to further manage journey-specific risks.  |  |  |  |  |
| <b>In addition to the above actions, when undertaking <a href="#">high risk travel</a> (extreme risk travel not permitted):</b>   |   |   |   |   |
| Consult with and support drivers to complete a travel plan for high-risk travel. Document the travel plan using the <a href="#">safe driver travel plan</a> template note that this template includes a risk assessment that requires completion.   |  |  |  |   |
| Review the driver's <a href="#">safe driver travel plan</a> , discuss any additional risk controls and communications strategy for high-risk travel and approve these documents.  |   |   |  |   |
| Complete a <a href="#">daily pre-drive check</a> and review the journey plan before commencing travel. Implement the identified driver safety risk controls throughout the journey.   |  |  |   |   |
| Be available for the duration of the trip to support traveller check in and monitor travel.   |   |   |  |  |

# Introduction

This guideline has been developed to assist in the safe management of work-related driving tasks to eliminate or reduce risks as far as is reasonably practicable. In addition to the known factors that influence the risk of road accidents, the workplace also introduces a range of other factors that can also place employees at risk when they drive for work. A summary of driver safety risk management processes is provided in table 1 and elaborated on throughout this document.



## Driver safety responsibilities

When an employee uses a vehicle for work activities, the vehicle is considered part of the workplace. In Queensland, driver safety in the workplace is covered by the *Work Health and Safety Act 2011 (WHS Act 2011)* which aims to reduce risks, and the *Transport Operations Act 1995* and regulations which includes vehicle licensing and road rules. This means a risk management approach applies equally in the vehicle as at any other part of the workplace. Not only are there risks associated with road traffic hazards, there are also risk factors such as working remotely or driving alone, ergonomics, provision of first aid, environmental comfort and driver behaviour that need to be safely managed.

The department, in consultation with the employee, is required to identify driving hazards, assess the likelihood and consequences of the hazards and determine how to manage them. Department employees also have a responsibility to cooperate with the measures developed to eliminate or reduce risks (table 2).

There are three major elements of driver safety for the Department:

1. the role and duties of the **Department** in providing policy direction and accountability regarding driver safety through procedures and processes. This encompasses the responsibility to provide and manage safe workplaces whenever workers access vehicles for work for example:
  - vehicles owned, leased or hired by the organisation as work vehicles (e.g. QFleet government car sharing services and school owned vehicles)
  - vehicles operated by other organisations, which department employees use, either as drivers or passengers (for example, a bus charter for a school excursions)
  - vehicles owned or leased by workers that are used in the course of their work, either regularly or from time to time (referred to as 'grey fleet' vehicles), and
  - public transport vehicles, including trains, buses, taxis and ride share vehicles (for example, when used to attend a conference or meeting away from the office).
2. the role and duties of **fleet management** in:
  - procuring and managing vehicles including maintenance
  - providing fleet driver safety information and [driver safety awareness training](#)
  - providing information and support for the management of heavy vehicles
3. the role and duties of **employees** in managing:

- the suitability of grey fleet vehicles
- driver safety behaviours and practices
- engagement and participation in risk management activities.

**Table 2:** Safe work responsibilities in relation to driving for work purposes.

| Department responsibilities   | Supervisors (of drivers) responsibilities  | Employee responsibilities  |
|---|--|--|
| <p>Do all that is reasonably practicable to manage the risks associated with the use of vehicles for work purposes.</p> <p>In the context of work- related driver safety this would include information about:</p> <ul style="list-style-type: none"> <li>• safety features of QFleet vehicle and how to use them</li> <li>• safely driving the vehicle</li> <li>• the safe maintenance of the vehicle</li> <li>• travelling safely in remote locations</li> </ul> <p>and knowledge about:</p> <ul style="list-style-type: none"> <li>• factors that influence driver behaviour (e.g. the causes and effects of fatigue)</li> <li>• strategies to manage a varied range of road/travel conditions</li> <li>• how to embed a safe driving culture</li> </ul> | <ul style="list-style-type: none"> <li>• discuss driver safety regularly with workers who drive as part of their role as well as monitor and review driving practice</li> <li>• identify and support role-based licencing and training requirements for employees required to manage and/or drive for work, with consideration of higher risk driver groups and their individual training needs</li> <li>• assist drivers to conduct risk management practices</li> <li>• enable safe practices for workers involved with driving long distances or doing overtime duties e.g. support overnight stays to avoid driving fatigued or at high-risk times</li> <li>• monitor workloads combined with driving responsibilities</li> <li>• confirm private or hire vehicles used by workers are insured and are fit for purpose</li> <li>• review the eligibility of workers to drive for work purposes who demonstrate a pattern of careless or unsafe driving (e.g. frequent vehicle accidents, regular complaints from members of the public)</li> <li>• if driving is a requirement for a role, make this clear in recruitment and selection processes</li> </ul> | <ul style="list-style-type: none"> <li>• hold a current and valid driver's license for the vehicle in use</li> <li>• advise their supervisor if their license has been suspended, revoked or expired</li> <li>• actively participate in driver safety and risk management activities</li> <li>• complete the <a href="#">Drive a vehicle safely for work course</a> (fleet and grey fleet vehicles)</li> <li>• be aware of the procedures for travelling and working in remote locations</li> <li>• abide by all road rules including speed limits, drug and alcohol laws and use of seatbelts</li> <li>• refrain from driving if impaired by tiredness, substances or medication</li> <li>• complete the <a href="#">existing driving controls checklist</a>, <a href="#">safe driver travel plan</a>, <a href="#">pre-drive checklist</a> and share journey details with their contact person when undertaking high risk travel</li> <li>• be accountable for all parking and traffic infringements incurred while driving in the course of their duties</li> <li>• report any incidents, near misses and hazards to your supervisor and record them in the MyHR Workplace Health and Safety system</li> </ul> |

## Department driver safety resources

The Department provides the following driver safety guidance to support safe driving practices when employees undertake driving for work:

- Creating Healthier workplace – [Hazards and Risks- Driver and vehicle safety information](#) that includes:

- [Driver Safety Guideline](#) (this document including appendices),
- Risk management tools including an [existing driving controls checklist](#) and a [pre-drive checklist](#) and [safe driver travel plan](#) for high-risk travel (incorporating a generic safe driving risk assessment and pre-drive daily checklist).
- [Fleet Management Procedure](#), [QFleet Car Share](#), QFleet [Driver companion guide](#) and QFleet [information portal](#)
- [School excursions procedure](#) (use of charter, school-owned, hired or private vehicles)
- The whole-of-government policy for [Use of a government-owned motor vehicle and parking of private vehicles on official premises](#) and [Driver Safety in the workplace](#) portal
- [Heavy Vehicle](#) OnePortal page (DoE employees only; compliance and risk management for department owned vehicles >4.5 tonnes)

## Traffic infringements

Department employees who commit a traffic offence for example (but not limited to) speeding, failing to obey traffic signs and signals, using a mobile telephone or failing a drug or blood alcohol test whilst driving in a Queensland Government owned or private vehicle during work activities are responsible for any penalties incurred as a result of the offence. If a penalty results in the loss of driver's license, then [Fleet management](#) /direct supervisor must be notified (where applicable) so that vehicles are no longer able to be allocated to the suspended driver/work tasks can be monitored to restrict driving for work.

## QFleet

The preferred mode of approved road travel is via QFleet vehicles as per [Fleet Management Procedure](#); however, travellers may, on consultation and mutual (written) agreement with their employer, use their private motor vehicle for approved official work purposes.



The majority of the Department's vehicles are leased through QFleet, which is responsible for procuring, leasing and providing maintenance and support to Queensland Government agencies. Each vehicle has a glove box Vehicle Pack that includes the QFleet Driver Quick Guide which outlines instructions and requirements in the following areas:

- emergency contacts
- servicing and repairs/common repair items
- breakdown assistance
- what to do in an emergency/incident
- insurance claims checklist
- a QR Code to view the full QFleet [Driver Companion](#) online



QFleet drivers are to complete the [authorised driver](#) form, the QFleet [driver induction training](#) and follow the Qld Government [driver responsibilities](#)

Some fleet vehicles are updated every 2 or 3 years, so drivers may drive vehicles with controls and features they are not familiar with. Drivers should seek assistance from [Fleet Management](#) if they require support in understanding and adapting to these controls, e.g. when assigned an electric vehicle for the first time. Unfamiliar vehicle controls may include:

- electronic or foot-operated parking brakes



- keyless ignition systems and automatic engine idle stop
- discrete gear change levers
- indicator controls or headlight controls on either side of the steering column
- automatic headlights and windscreen wipers and adaptive front lighting systems
- complex seat and/or steering wheel adjustments
- space-saver spare wheels or tyre inflation kits
- hybrid and electric drive systems and electric vehicle charging or hydrogen refuelling
- touchscreen displays/controls and/or heads-up displays
- lane departure warning systems
- visual and audible warnings and alarms
- semi-autonomous and autonomous driving

## Fleet management - what driver safety looks like

- Vehicles are chosen against criteria covering active and passive safety features. For example, five-star ANCAP safety rating, forward collision warning, lane-keeping assist, car body structure, airbags, etc.
- Business units are afforded an opportunity to provide input in terms of vehicle selection.
- All drivers are to complete the QFleet [driving a vehicle safely for work online induction](#) and the [Fleet Driver Vehicle Authorised Driver Agreement to drive a government vehicle](#). Drivers must also follow the Queensland Government [driver responsibilities](#).
- QFleet ensures vehicles are maintained in accordance with maintenance schedules and driver-initiated reports on vehicle safety are acted on.
- QFleet vehicle bookings occur via the Utilisation Management System (UMS). Similarly, school-owned vehicles are managed through UMS or by a local fleet officer for schools that do not use UMS. This enables oversight across vehicle usage, safety, registration, insurance and maintenance.
- Drivers are provided with information about driving hazards and are required undertake prestart visual checks before journeys. Drivers are responsible for:
  - reporting items that require attention to Fleet such as worn or damaged tyres, vehicle faults and journey issues associated with electric vehicles as soon as is practicable
  - carrying out a visual check of tyres, mirrors, warning lights and fuel/power levels before driving
  - keeping the windscreen, windows and headlights clean in the vehicles they drive to ensure safe clear vision.
  - on longer/remote journeys checking tyre pressure, oil and coolant levels at regular intervals.
- Responsibilities are defined along with everyone involved in the driving task
- All vehicles are maintained to manufacturer's service requirements. Non-mechanical related RACQ callouts, including misfuelling, are not covered by QFleet. The costs will be charged to your work unit.
- All vehicles have emergency contact numbers. Additional driver information is contained in



the vehicle's QFleet Driver Companion Quick Guide. You can [view the full guide here](#).

- The inclusion of safety equipment such as first aid kits and fire extinguishers are determined through a local driver risk assessment process that reflect journey conditions.

Both the department and its employees have duties to each other and to others who might be affected by the work they undertake. In the case of work-related driving, passengers and other road users can be affected by the driver's behaviour and practices.

Drivers are expected to request a vehicle which is [suitable](#) for the journey being undertaken and appropriate for the number of people travelling in the vehicle. For example:

- a small (compact) car may fit two adults and hand luggage
- a standard vehicle may fit up to five adults and luggage
- a 4WD or internal combustion engine vehicle for remote driving

## Short term hire vehicles

Supervisors are to ensure that local procedures are in place for the safe use of short-term hire vehicles. This should include undertaking all reasonable endeavours to attempt to determine that:

- hire vehicles are of the correct type for the work required
- light vehicles are of the appropriate safety standard (i.e. 5-star ANCAP rating)
- the driver is competent in the operation of the vehicle, and any specialised accessories fitted e.g. winches, trailers.

Drivers of short-term hire vehicles are to ensure:



- they are familiar with the vehicle and its use
- they should perform a brief visual check of the vehicle for any obvious faults prior to embarking on their trip
- report any unsafe vehicle conditions to their supervisor and the responsible hiring body. Any faults that affect the safe operation of the vehicle should be corrected or the vehicle replaced.

## Use of private vehicles (grey fleet)

Grey fleet is any vehicle used for work purposes not directly provided by the organisation that employs the driver. This includes personal vehicles, leased vehicles and applies whether the worker is reimbursed for expenses associated with work use or not.

Use of private vehicles to undertake work activities is to be mutually agreed between the employee and their Principal/Manager and confirmed in writing. The practicalities of this may be managed locally. For example, affected staff might, via their Health, safety and Wellbeing or Local Consultative committees, develop a register of approved grey fleet work-related activities that meet the schools needs.

The principal/manager is to consult, develop and communicate a local management system for where employee-owned vehicles are used for work purposes noting that local practices are to be consistent with the motor vehicle provisions in the applicable industrial award and or agreement and:



Employees must ensure that their grey fleet vehicle, and the use of the vehicle, is safe and without risk to health, safety and wellbeing as far as reasonably practicable when used for work activities

- the vehicle is reliable and suitable for the task including the appropriate level of safety (i.e. has an appropriate ANCAP)
- as a minimum, maintained in accordance with manufacturer's recommendations
- adequately insured and licensed and stored in an appropriate location.

Employees using their private vehicles for work purposes must ensure:

- they have written approval ([see example](#)) from their manager to use their private vehicle
- the vehicle is roadworthy and mechanically sound
- the vehicle is registered and covered by current insurance.

As part of this process, employees should seek advice from their vehicle insurer regarding the type and amount of cover in their current insurance policies as to:

- whether their policies cover use of their personal vehicle for work purposes
- the effect an accident would impact their no claim bonus (if relevant)
- the extent of cover if the vehicle is involved in an incident while being used for work; and/or
- the extent of cover if items being transported explode or burst into flames (e.g. containers of fuel or gas cylinders).

When planning the journey, employees are required to provide evidence to their supervisor:

- that the vehicle is covered by a comprehensive motor vehicle insurance policy or a third-party property damage insurance policy via a certificate of currency; and
- produce evidence that the insurance policy has been endorsed to indemnify the Queensland Government against certain liabilities at law when used for approved work activities. This is a standard endorsement available on request from all insurance companies (Public Service directive [20/16 - Motor Vehicle Allowances clause 8](#))
  - your insurance company may charge a fee to supply this endorsement. The above directive states that the department (specifically the workplace or work unit's cost centre) should refund any endorsement fees that might be charged by an insurance company.
- a Certificate of Currency for your motor vehicle insurance policy

Workers who use their private vehicle to undertake official duties are entitled to be paid a motor vehicle ([kilometric](#)) allowance (Public Service Directive – Motor Vehicle Allowances). Staff are to obtain written approval from their manager to [claim a Kilometric Allowance](#) **prior** to using their vehicle for work related duties.

## Electric vehicles (EVs)



EVs operate in a different way to traditional vehicles. If it is your first time driving a Fleet EV, it is recommended that you request a vehicle familiarisation process facilitated by Fleet Management to learn about the vehicle's features before you go:

- acceleration is quicker in an electric vehicle and braking is more responsive. Drivers should understand the nuances of an EV, and that you can turn off certain features, like cruise control or regenerative braking, so that you have more control over the vehicle
- before you start a journey, check that the vehicle is charged adequately for the travel. Plan

your journey so that you can adequately recharge the vehicle without the risk of running out of charge (e.g. consider hilly terrain, or having to rush because charging took longer than expected).

- know where recharge facilities are located, if they are compatible (your car may require an adaptor) and what the recharge rate and duration is will reduce inconvenience and stress. You should also discuss working arrangements whilst the vehicle is charging.
- each vehicle model has a specific charging process. You should refer to the manufacturer's owner manual or QFleet's pre-drive checklist for the procedure for your specific vehicle
- as for any workplace it is important that you can work safely and comfortably - it may not be appropriate to conduct some work activities in or around the vehicle during charging downtime.
- EVs operate quietly under 50 km/hr. As they are quiet, they can pose a risk to pedestrians, vulnerable road users such as vision impaired pedestrians and bicycle riders. EV drivers need to stay alert and aware of what is happening on the road around them and take extra care around pedestrians
- all EVs (including hybrid vehicles) must have a safety label on their front and rear number plates. The labels identify the vehicle as an EV and enables emergency services to safely handle fires, crash rescues or other incidents.

Just as longer journeys need more planning than short trips around a local area, additional planning is required when driving an electric vehicle (EV). [Planning your trip](#) before you leave will ensure you can get where you need to go safely and on time. See the department's [Electric Vehicles \(EVs\)](#) page for more information about driving and charging EVs

## Other driver safety considerations

### Combining Work Related and Private Travel

Prior written approval must be obtained from the relevant Principal/Director if an employee wishes to combine work related travel with private travel. This may result in a safer or more efficient option for the driver. The department will only cover the costs directly associated with the work-related travel.

### Transport of students

Transport of students in any vehicle is to adhere to the requirements in the [School excursion procedure](#). Regular transport of children in department owned vehicles e.g. in bus or a golf buggy is to have a specific risk assessment completed.



When transporting children/students in your own vehicle, you are required to certify with your supervisor that your vehicle is roadworthy, in a safe working condition, has adequate seating (with seatbelts/restraints), you have current insurance, are suitably licenced and obtained parental consent.

### Taxis

Taxis may be used when this is the most economical and efficient mode of transport to enable the

traveller to perform their duties. Taxis may also afford employees the safest method of travel. Seek written supervisor approval and obtain cab charge dockets (where possible) prior to travel. Cost are charged to the local cost centre.

## Heavy vehicles

The [Heavy Vehicle National Law \(HVNL\)](#) regulates the operation of heavy vehicles over 4.5 tonnes, including buses, trucks and vehicle combinations classified as heavy vehicles under the HVNL. Schools, employees and others who drive and/or manage heavy vehicles have legislated obligations under the HVNL. The driver must hold the appropriate class of licence and be familiar with the department's heavy vehicle operation requirements by completing the [heavy vehicle driver induction checklist](#) before conducting heavy vehicle operations.



In line with the [School excursions procedure](#), use of a school-owned bus or hired bus driven by a department employee requires that they obtain and record evidence that the operation of a school owned bus or leased bus complies with requirements of Heavy Vehicle National Law HVNL as per the department's HVNL best practice guide, i.e. journey plan, National Drive Work Diary, DoE Daily Heavy Vehicle Checklist).

Specific information and tools are available to assist staff to understand their obligations on the department's [HVNL webpage](#) and include checklists, induction packages, best practice guide, compliance support and record keeping requirements.

## Vehicles as plant and conditionally registered vehicles

Vehicles in the workplace are considered to be an item of plant under health and safety legislation with responsibilities extending to situations where vehicles are not subject to road traffic law. Health and safety duties apply to conditionally registered vehicles and vehicles operated for work purposes.

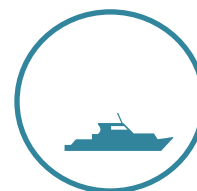
Conditional registration is a registration scheme for non-standard vehicles that previously were exempt or unable to be registered. Conditional registration gives you the benefit of compulsory third-party insurance in the event of a crash occurring on a road causing personal injury. Refer to the [Conditional Registration of Vehicles fact sheet](#) for further information.

Any vehicle that does not comply with the standard regulations for registration but requires access to roads to fulfil operational tasks should have conditional registration. This will affect agricultural, construction and recreational vehicles including tractors, graders, forklifts, harvesters, ride on lawnmowers, two to eight-wheeled recreational vehicles and golf carts.

Drivers of conditionally registered vehicles and plant are to apply the safe driving principles of this guideline.

## Boat safety

Private, hired or department owned powered and unpowered water vessels (e.g. a kayak) for teaching, learning, instruction or other work are also considered to be an item of plant under health and safety legislation.



Powered vessels must be operated under a current certificate of operation and operated within the limits and conditions set by the certificate of operation. As for any other activity, a risk management approach is to be applied to the tasks to be undertaken, the vessel and the vessel's routine and

emergency procedures. Recreational crafts such as kayaks and canoes are to be managed in line with the Curriculum Activity Risk Assessment ([CARA](#)) process. In addition, the following controls must be considered in the planning and conduct of vessel operations for work related (e.g. daily operational activities):

- the vessel is fit for the work being undertaken
- the vessel is constructed and maintained to relevant standards
- boating operations are adequately resourced and maintained
- the master/crew hold the appropriate certificates of competency or licences to operate the vessel
- processes are in place (and documented) to manage and operate the vessel safely, including pre-checks, voyage procedures, passenger safety briefings, emergency planning and readiness.

## Department owned vehicles - insurance

Unregistered vehicles may be insured under the [department's Queensland Government Insurance Fund \(QGIF\) policy](#). Note that this policy cannot be used to insure vehicles already insured with CTP (e.g. conditionally registered vehicles) or another class of insurance policy (e.g. a comprehensive car insurance policy). For assistance with insurance enquiries for all department owned vehicles, please complete the Service Centre Online [Fleet Enquiry](#) form

## What is driver safety risk management?

Driving causes a large number of fatalities and serious injuries every year. While work-related injury rates are low in the department, driving is still one of the higher risk activities regularly undertaken in the workplace. We all have a responsibility to take care of ourselves and respect others on the road.

A risk management approach is to be applied before using a vehicle for an approved work purpose. As private drivers (when not at work) this is often done subconsciously before driving. When at work this needs to be a more deliberate process to identify hazards (anything that can cause harm) and eliminate or minimise the risk to health and safety as far as possible (e.g. see table 1). Although many driving risks are known, hazards in combination can increase the likelihood of an incident occurring and/or the severity (consequence) of the incident. Drivers should consult with their line manager and passengers when identifying hazards and deciding on measures to control their risks.

For safe driving, the risk management process is:


- understand the nature of the journey and the route to be taken – both employees and their supervisors need to understand the travel and its associated hazards (the source of risk to a person's health and safety).
  - This means you need to **identify the hazards** – e.g. use this guideline, consult with your Supervisor, HSA and/or HSW Committee
- **assess the risks** (considering the likelihood that an incident will happen and the severity of the consequences)
- **manage the risks** - what measures or controls can be put in place to reduce the risks?
  - risk factors that should be considered as part of planning, undertaking and/or

approving travel include but are not limited fatigue, travel time, duration of travel/work to be undertaken, alcohol and other drugs, hazardous driving conditions, driver distraction and mobile phones, vehicle suitability noting that risk may also be amplified by the combination of risk factors over a journey.

## Risk controls

In many cases the nature of road traffic safety risks and relevant controls are well understood. In these cases, a decision to impose a control does not depend on a formal risk assessment. Using the [existing driver controls checklist](#) will help to ensure you have minimum required controls in place. Nevertheless, when planning travel you are required to apply the hierarchy of control to eliminate, substitute or isolate this hazard or to take action to minimise the associated risk. This requires considering the highest level of protection first through to the least reliable, which provides the lowest level of protection (table 3).

Table 3: driver safety hierarchy of control

| Level of control  | Primary control examples   | Control examples   |
|---|--|--|
| Highest<br><br>Lowest | <b>Eliminate</b> the hazard  | Eliminate exposure to road traffic, and consider alternatives to travel<br>Telecommuting, teleconferences, combining trips to eliminate duplicated travel.   |
|   | <b>Substitute</b> the hazard with something safer                    | Select a safer means of travel<br>Fly instead of drive long distances  |
|   | <b>Isolate</b> the hazard from people                                | Ensure non-road activities are adequately separated from road traffic<br>Use a fence to separate students and pedestrians from staff parking areas   |
|   | Reduce the risks through <b>engineering</b> controls                 | Specify vehicles, equipment and technology to reduce the risk of crashes, and of harm arising from those crashes that occur<br>Fleet criteria to select five-star ANCAP safety rated vehicles only<br>In-vehicle technology to monitor speed and location  |
|   | Reduce exposure to the hazard by using <b>administrative</b> actions | Introduce policies, provide training and supervision, and develop procedures to control access to and use of vehicles and increase compliance with safety policies<br>Documented process of driver authorisation<br>Journey planning (especial for remote travel)<br>Maintain vehicles<br>Accident response is known<br>Communication process for remote driving |
|   | Use <b>personal protective equipment</b>                             | Ensure safety equipment is used and consider additional equipment for specific risks<br>Seatbelts are present, worn and maintained.<br>Helmets worn on quad bikes  |

You should also **review and monitor controls and remaining risk**, regularly checking to make sure your controls are still relevant, effective and up to date and that the level of residual risk is acceptable prior to, during and after travel.

## How to do a risk assessment for driving – travel planning

Travel planning helps assess the risks associated with work-related driving. Whether your journey is short, long, familiar or unfamiliar, planning the route you will take on the journey will help identify



and assess hazards.

- short, familiar journeys may not require formal risk assessment however you should document journey approvals and risk management considerations as part of your journey preparations. For example, at a minimum use the [existing driving controls checklist](#) to manage known driving risks. Retain the checklist as part of the journey planning process e.g. in an email between the traveller and their supervisor, with meeting notes etc. Risk controls must be reviewed at the time of travel. If required, add any hazards and their controls that may be unique to the journey.
- long, unfamiliar or high-risk travel requires a higher level of risk management. A robust approach includes:
  - discussion of journey needs and hazards with supervisor
  - availability of a travel contact officer
  - completion of the [existing driving controls checklist](#), [safe driver travel plan](#) (including risk assessment) by the driver in consultation with their supervisor, travelling companion(s) and nominated [contact officer](#)
  - approval for journey by workplace/work unit manager (Principal or Director) ensuring the information aligns with fatigue management and other safe driving practices
  - completion of the [daily pre start check](#) prior to journey

The following risks are to be considered by both the driver and their supervisor as part of journey planning before travelling as part of standard practice:

- Is the travel necessary?
  - can long journeys be eliminated or reduced with other methods of transport?
  - are refuelling/recharging and break stops pre-planned?
- Is the vehicle [suitable](#) for the journey?
  - is the vehicle appropriate for the journey route e.g. electric vs internal combustion?
  - does the vehicle require 4WD to undertake the journey?
  - can vehicle functions be adjusted to manage ergonomic comfort?
- Do drivers have a current licence for the vehicle they are operating?
  - is the driver experienced/inexperienced? Is there a required skill set?
  - are/what adjustments need for L and P plate drivers or drivers inexperienced in driving in outer regional, remote and very remote areas?
  - does the driver have a medical condition that limits activities e.g. night blindness?
- What is the road or highway status?
  - are driving conditions familiar/unfamiliar?
  - is the quality of the road a factor in the journey e.g. narrow and unsealed roads, differing/inconsistent road surfaces e.g. dust, corrugations?
  - is there farm machinery and other slow-moving vehicles on the road or peak traffic?
- Is consideration given to environmental conditions e.g. rain, fog, high winds, flash flooding,



time of day or night when planning journeys?

- travel at dawn and dusk is high risk
- are drivers not pressured to complete journeys where weather conditions are difficult?
- can journey times and routes be rescheduled to take account of adverse weather conditions?
- has the presence of roaming stock and wildlife been considered?
- Are schedules realistic? Have you allowed adequate travel time?
  - is there a sufficient account of periods when drivers are most likely to feel fatigue when planning work schedules?
  - has the length of work day been considered when employees are asked to drive? Remember that sometimes employees will start a journey from home.
  - do journey times take account of road types and conditions, and allow for rest breaks? The distance which can reasonably be covered during the space of a day's driving will be also be governed by driver fatigue, legal speed limits, climatic conditions and weather and the type of vehicle used
  - can drivers make an overnight stay rather than complete a long road journey at the end of the day?
  - consider fatigue e.g. mental or physical alertness. Are staff advised about the dangers of fatigue during driving? All drivers must monitor their own fatigue. The general 'guides' for fatigue management whilst driving are:
    - regular breaks must be taken at least every two hours to walk and stretch (note driving can be shared between multiple drivers).
    - no more than 10 hours in a 24-hour period should be taken up with driving.
    - ordinary duty (which does not involve driving duty) combined with driving duty inclusive of breaks should not exceed 12 hours in any period of 24 hours even where the driving is shared.
    - do not drive after being awake for 17 hours or more.
- Equipment/luggage/load security is considered
- Availability of emergency equipment and supplies i.e. water, food, first aid kits and response:
  - planning includes responses for emergency situations for example personal injury, vehicle accident, breakdown or bogging
  - limited ambulance and medical services and/or longer response times by emergency services in the event of a crash are considered.
- Communication - mobile phone coverage, alternative communication methods may be necessary, for journey check-in
  - are there restricted communication networks?
  - are there agreed contingency/response plans?

- Wherever practical, and particularly for outer regional, remote and very remote travel, more than one driver should travel in vehicles, especially where all or part of the journey is to be undertaken in isolated areas or under arduous climatic conditions.

Additional information on common driving hazards and risk controls can be found in appendices 1-4 to support your driving risk management considerations.

## High risk travel

Driving in outer regional, remote and very remote areas can place drivers and their passengers in high-risk situations. If employees are required to travel in outer regional, remote and very remote areas, all practical measures are to be put in place to minimise the risks involved.

Road safety research indicates that there is a significantly higher risk of death or injury due to crashes on outer regional, remote and very remote areas roads. As such, a reasonably practicable approach should be applied to journeys. For example:

- a trip 30 minutes from a remote town centre with good unsealed road conditions to a neighbour may not be high risk, however the same trip at dawn, dusk or during the wet season carries a higher risk
- a 4-hour journey from one outer regional centre to another along a highway may carry medium to high risk, however the same journey after a full day's work and into dusk will be higher risk as it presents a greater range and complexity of hazards that must be managed.

Some examples of high-risk travel include:

- travel through/to outer regional, remote and very remote areas
- driving alone over long journeys
- travel at dusk/dawn and at night
- travel involving transport of dangerous goods
- travel involving adverse weather conditions
- travel involving poor road conditions
- challenging traffic e.g. road trains, mining equipment, oversize loads with limited overtaking

Key [risk factors](#) involved in driving on outer regional, remote and very remote roads are:

- unfamiliar driving conditions
- driver inexperience
- long travel distances
- monotony
- excessive speed for the road conditions
- driver fatigue
- extreme weather events
- alcohol
- narrow and unsealed roads
- differing/inconsistent road surfaces including gravel, dust and/or bulldust



- irregular and poorly maintained road shoulders
- riskier overtaking
- animals on the road
- farm machinery and other slow-moving vehicles on the road

Other factors that have an impact on the safety of remote area travel are:

- restricted communication networks
- limited ambulance and medical services
- longer response times by emergency services in the event of a crash.

Managers responsible for employees required to drive in outer regional, remote and very remote areas are required to discuss and implement risk mitigation strategies to manage and enhance employee safety and well-being.

Under the direction of their supervisor, employees should, as part of the planning for a trip:

- assess the risks and hazards associated with the travelling requirement
- obtain an up-to-date map and directions
- select the appropriate vehicle type for the journey
- check the road conditions and predicted weather conditions for the duration of their journey
- be aware of the appropriate communication procedures
- check the communication system(s) are in good working order (such as the radio, telephone, personal contact) and are appropriate for the geographical region
- inform the appropriate authorities of remote area travel plans including, persons travelling, destination and estimated time of arrival
- consider the carrying of a Personal Locator Beacon (PLB), where appropriate
- equip the vehicle appropriately to suit the journey (e.g. specific terrain/s)
- check vehicle and equipment maintenance and servicing are up to date prior to departure
- plan for vehicle maintenance and servicing requirements that may be required during the duration of the journey
- check drivers and passengers are provided with information and training on emergency procedures (including personal injuries and vehicle crash, breakdowns and bogging) and use of communications equipment
- check drivers and passengers are provided with information and training on safe driving, off road and four-wheel driving (if applicable), advanced driving skills and maintenance of the vehicle and are able to operate the vehicle and all the equipment (e.g. can change a tyre)
- carry a current first aid kit and if appropriate a fire extinguisher and ensure they have been trained to use them. Equipment records should be maintained and updated regularly
- carry appropriate provisions for emergency situations based on unique journey risk factors including food, water, shade and fuel.

Supervisors of employees who will be driving alone for long periods must ensure that employees

are provided with or have access to:

- an appropriate communication system and training that will enable them to call for help in an emergency
- a procedure for making regular contact with the workplace including an estimated sequence of times that the travelling staff member will contact their base so that non-contact will start a search earlier rather than later.

Supervisors should also ensure that procedures are in place to ensure that:

- the supervisor is aware of the driver's departure and estimated destination arrival times
- employees:
  - have emergency contact information
  - are aware of the need for, and take, appropriate rest breaks including the provision of overnight stays or modified working schedules to prevent fatigued employees driving back to their home or work base after a period of long working days
  - are aware of personal security and safety practices, including vehicle locking system, alarm and duress systems, and vehicle storage and security arrangements.

Employees who are required to drive alone are to be aware of their agency's instructions regarding driving alone including the relevant practices and rules concerning the issues above and ensure that they are followed. If an employee has a particular concern about driving alone they should discuss these with their supervisor. Before making a trip, employees should check that they are provided with:

- an appropriate communication system that will enable them to call for help in an emergency
- a procedure for making regular contact with their base of operations and training in this. In addition employees should:
- inform appropriate persons including their supervisor of their departure and estimated destination arrival time
- [plan the journey](#) to include and take appropriate rest breaks
- be aware of and can use personal security and safety practices, including vehicle locking system, alarm and duress systems, vehicle storage and security arrangements.

The travel plan details the intended route and expected timings for departure, arrival at destination, rest breaks, refuelling and refreshment stops and agreed communications check in schedule. Completion of the travel plan will consider the standard practices above and any additional activity specific risks.

- For journeys with multiple routes it is recommended that a map of the intended route for the trip is provided to your supervisor with the travel plan for approval purposes; and shared with your contact officer.

## Contact officer

A contact officer/s is to be nominated for each journey plan. The contact officer is to receive check-ins and monitor the travel. The contact officer's manager must be advised once a check-in is missed and take control when activation of emergency procedures is necessary. Contact details

and travel schedule are recorded on the travel plan. The driver is responsible for sharing the journey details with their contact person and to advise of arrival at the destination. Communication is made to the contact officer at each of the following:

- departure from start location
- arrival at destination
- unscheduled stops/breakdowns
- route deviations
- any change in planned activities
- alterations to, or deviations from the plan are to be communicated as soon as possible to the contact officer.

If a driver fails to make contact within 30 minutes of the scheduled break time or arrival time, the nominated contact person will:

- attempt to contact the driver for a further 30 minutes
- attempt to contact any passenger(s)
- attempt to contact the destination

If the contact officer is not able to determine the driver's safe status, the contact officer will escalate their concerns to the person in charge of their workplace/work unit.

- the contact officer, in conjunction with their manager, will determine what emergency action is required, e.g. contact the police station at the destination and check if police have been contacted, contact the driver's emergency contact person listed in MyHR.
- if the traveller is using a journey tracker app, access it to advise the last known location.
- if an accident has occurred, contact 000 and arrange for emergency services to attend.

Report, record and manage any incidents as per the Health, Safety and Wellbeing Incident Management procedure.

No employee is to travel in regional, remote or isolated area without having reasonable means of communication with their contact point and/or other emergency contact points. Consideration should be given to how the employee might be supported prior to travel in remote areas such as advising police or local authorities of the proposed visit, providing a satellite phone and/or in vehicle tracking, agreeing on check in times and procedures to be taken in an emergency.

## Driving for extended periods or in remote areas

Where this type of driving is to be undertaken, consider:

- The time at which the journey is to be undertaken, its duration and the distance to be covered is to be reasonable in the circumstances and be planned in advance. Travel at dawn and dusk, and during hours where the driver would normally be sleeping is discouraged.
- Provision is to be made for regular and adequate rest breaks to avoid driver fatigue.
  - No more than 10 hours in a 24-hour period should be taken up with driving. The

total time spent travelling, inclusive of breaks, should not exceed 12 hours, even where the driving is shared.

- Regular breaks are to be taken at least every two hours to walk and stretch (note driving can be shared between multiple authorised drivers).
- Ordinary duty (which does not involve driving duty) combined with driving duty shall not exceed 12 hours in any period of 24 hours.
- The distance which can reasonably be covered during the space of a day's driving will be also be governed by:
  - driver fatigue, noting the driver and their supervisor are to develop agreed strategies to manage fatigue over the duration of the journey
  - legal speed limits
  - climatic conditions and weather
  - the type of vehicle used
- If the driver has to perform duty immediately before or after the official journey, the duration of the journey is to be limited accordingly.
- Wherever practicable more than one driver is to travel in vehicles, especially where all or part of the journey is to be undertaken in isolated areas or under arduous road or climatic conditions.
- Alcohol or prescription drugs are not consumed which may affect the ability to drive safely, eight hours prior to working or during the period of the journey by any person involved with driving duties.
- There should be no likelihood that the undertaking of any particular journey will result in unusual risks.

## Transporting dangerous goods and hazardous chemicals

The [Australian Dangerous Goods Code](#) governs the safe transport of chemicals by road and rail. This means that department employees have specific legal responsibilities when using their own, or department fleet vehicles to transport dangerous goods for work purposes. Please refer to section 2.3.8 in the department's [Chemical management guideline](#) for further information. It is the department's preference that employees **do not** transport dangerous goods where ever possible.

## Post journey recording and reporting

Employees are to:

- report any incidents that occur during the journey to your principal/supervisor e.g. vehicle damage, injury, incident, near miss.
- record incident details in MyHR WHS
- process claims for travel costs and/or insurance.
- review and document any improvements or additional controls for processes and practices for future travel – e.g. this can be done on the journey risk assessment.

Supervisors/principal are to:



- manage any incidents in accordance the [Health, safety and wellbeing incident management procedure](#).
- approve and communicate additional controls, review and update processes/practices where needed and support employees with any claims processes.

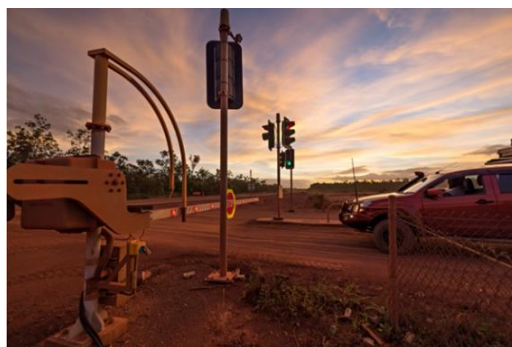
## Appendix 1: Safe driving practices and known hazards

There are a number of risk factors and behaviours to consider while driving. This appendix looks at some of the elements of driving for work that pose a risk, and outlines things that the driver should consider which may control that risk. You may identify more risks than are listed here.

[CARRS-Q](#) (Centre for Accident Research and Road Safety Queensland) provides a range of resources on a range of driver safety topics including cycle safety, reversing, road rage, tail-gating, low speed manoeuvres and parking. Similarly, [QFleet](#) provides a wide range of driver safety support material including information on safe refuelling practice, cargo/load management, driving in bad weather and driver etiquette.

Safe driving practices help to manage risks by considering:

- the driver - the driver should consider the level of skill and/or experience required for the driving task, identify and manage risks associated with distraction, fatigue and also other driver behaviours such as controlling speed, alcohol and drug use and managing issues such as road rage and road etiquette.
- the vehicle i.e. information about ensuring that the vehicle is in a safe condition, well maintained and suitable for the purpose and;
- the journey, which information about considering the length of the journey, the time period allocated for the journey, the location and road conditions (e.g. remote) and communications.



All of these elements can be documented in a [safe driver travel plan](#).

Before you get in the car consider:

- Driver competency - is your driver's licence valid for the class of vehicle you are driving?
- Medical fitness - the ability to identify risks and operate vehicles depends on a wide range of cognitive and physical capabilities. Drivers and supervisors should discuss medical fitness to drive in line with [Austroads](#) guidance in relation to conditions that may include:
  - blackouts
  - diabetes
  - psychiatric conditions
  - vision problems
  - neurological conditions such as epilepsy and dementia
  - sleep disorders
  - cardiovascular disease
  - musculoskeletal conditions
  - substance misuse/ dependency
- Be informed - part of normal induction training for new employees that may undertake work related driving is to cover department driver and vehicle safety procedures. This would include



completing training and vehicle familiarisation, pre-drive checks, emergency/crash procedure, understanding road conditions and the effects of fatigue, alcohol and drugs on safe driving practice.



- When using Fleet vehicles, ensure that you have completed the Fleet [Driver Authorised Driver Agreement to drive a government vehicle](#) and submit to your Local Fleet Officer.

## Speed

Speeding is one of the greatest risk factors in driving. Speeding does not just mean driving faster than the posted speed limit, it also means driving too fast for the conditions such as weather, vehicle and foot traffic and road conditions. Speeding is dangerous because it affects reaction time, stopping distance and the consequences of speeding accidents can result in fatalities.



A maximum speed limit of 10 km/hr applies to car parks, shared zones, roadways, paths and tracks on department sites.



| Speeding dangers   | Managing speeding    |
|---|---|
| <p>Speeding not only refers to driving over the posted speed limit. Speeding can also include other behaviour, such as:</p> <ul style="list-style-type: none"> <li>• driving too fast for road conditions</li> <li>• not being aware of the speed limit</li> <li>• over confidence</li> <li>• driving aggressively</li> <li>• becoming frustrated with traffic conditions</li> <li>• being pressured by passengers</li> <li>• driving carelessly through construction zones.</li> </ul> <p>The most common dangers caused by speeding include but are not limited to:</p> <ul style="list-style-type: none"> <li>• increased potential for loss of control as a driver</li> <li>• increased distance needed to safely stop a vehicle</li> <li>• reduced reaction time</li> <li>• increased occurrence of rollover accidents</li> <li>• higher severity of crash if accident does occur</li> </ul> | <p><b>Supervisors</b> can support drivers manage speed through ensuring:</p> <ul style="list-style-type: none"> <li>• their staff are aware of and comply with department policies and procedures in regard to the prevention of speeding and</li> <li>• employees have adequate time to complete their journey when driving in the course of their work.</li> </ul> <p><b>Drivers</b> can manage speed through:</p> <ul style="list-style-type: none"> <li>• obey posted speed limits</li> <li>• comply with any speed limits that apply to the vehicle they are driving e.g. golf carts are limited to 10 km/hr.</li> <li>• monitoring speed e.g. speed can be difficult to judge after travelling at high speed for a period of time</li> <li>• driving at the speed that is safe for the conditions e.g. if conditions are poor, weather is inclement, at dusk and dawn when visibility may be limited, where there are wild animals or stock animals, or when pedestrians and cyclists are in the area</li> <li>• increasing distance between the vehicle ahead of you if travelling at higher speeds</li> <li>• reducing speed where pedestrian activity is high or when the vehicle is heavily loaded or towing a trailer</li> <li>• adjusting arrival or departure times to compensate for delays</li> <li>• planning trips considering timeframes and speed limits and possible delays (e.g. heavy traffic or road works)</li> </ul> |

## Fatigue

Fatigue is one of the most important factors contributing to work-related road crashes. Fatigue is a state of mental and/or physical exhaustion which reduces a person's ability to perform work safely and effectively.

Fatigue occurs when driving as it can involve long periods of concentration, long periods of time remaining awake, monotony and other environmental causes such as temperature, airflow, etc.

Supervisors and drivers should discuss the impacts of fatigue when driving for work and establish agreed working, travel and accommodation arrangements when the driver is subject to fatigue.

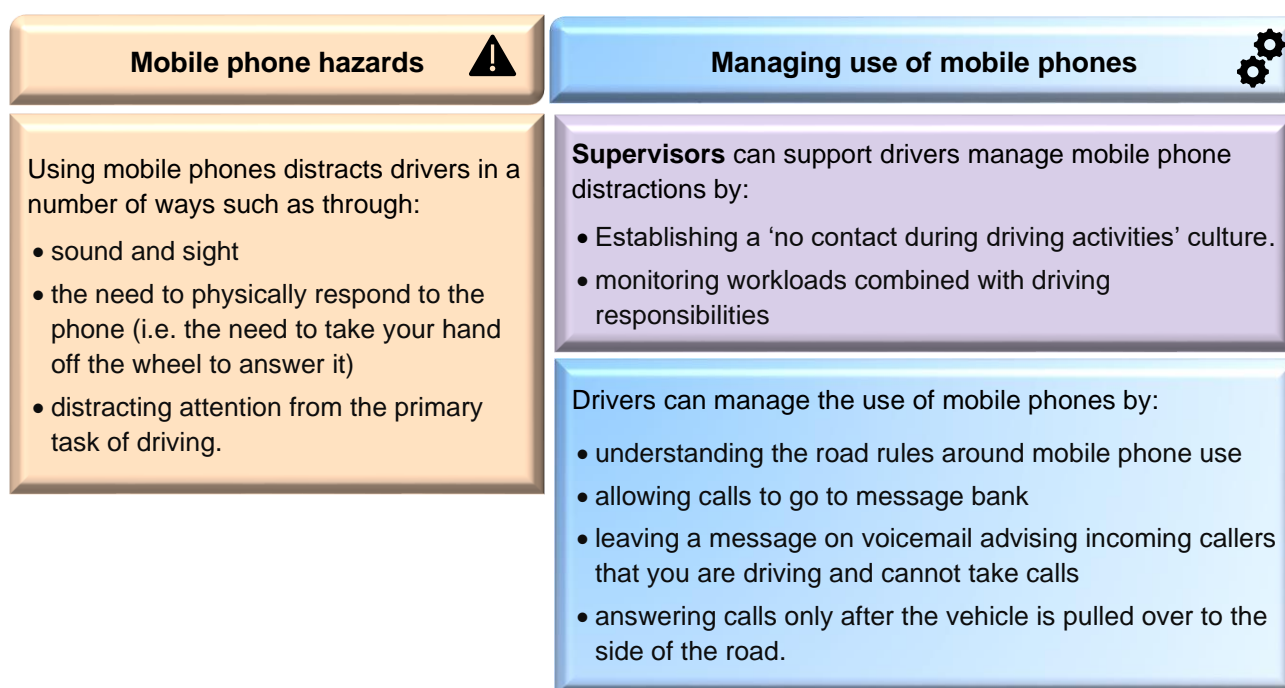
| Signs of fatigue   | Managing fatigue   |
|---|---|
| <p>Basic signs of personal fatigue are:</p> <ul style="list-style-type: none"><li>• head keeps nodding (micro-sleeps)</li><li>• yawning, tired or sore eyes, poor concentration, boredom, restlessness, difficulty in keeping eyes open</li><li>• lapses in concentration (for example, not remembering parts of the journey)</li></ul> <p>Effects of fatigue on driving are:</p> <ul style="list-style-type: none"><li>• impaired performance, judgement and attentiveness</li><li>• slower reaction time</li><li>• drowsiness and tiredness and an increased probability of falling asleep at the wheel</li></ul> <p>Basic signs of driving fatigue are:</p> <ul style="list-style-type: none"><li>• near miss or incident</li><li>• drifting in the lane or travelling over lane lines</li><li>• changes in speed- especially slowing down without reason</li><li>• overshooting a sign or line</li><li>• poor gear changes</li><li>• delayed reactions;</li><li>• loss of concentration/daydreaming</li></ul> | <p><b>Supervisors</b> can support drivers manage fatigue through ensuring they:</p> <ul style="list-style-type: none"><li>• support overnight stays for drivers where needed to avoid driving fatigued or at high-risk times</li><li>• monitor workloads combined with driving responsibilities</li><li>• ensure employees have adequate time to complete their journey when driving in the course of their work.</li></ul> <p>Drivers can manage fatigue by:</p> <ul style="list-style-type: none"><li>• having sufficient sleep before driving and not driving when feeling tired</li><li>• plan 15-minute breaks with exercise after every two hours of driving</li><li>• sharing the driving. If there is more than one driver, swapping every hour helps to manage fatigue</li><li>• not driving in the hours when normally asleep e.g. midnight to dawn</li><li>• not starting a long trip after a full day's work</li><li>• avoiding driving long distances after consuming a large meal</li><li>• not using the vehicle's heater because it can induce drowsiness</li><li>• not using the recycled air setting in vehicles, as this can affect air quality over long periods of time</li><li>• keeping the cabin well ventilated and at a comfortable temperature</li><li>• keeping the mind active e.g. listening to the car radio</li><li>• not getting too comfortable; use wind, noise and an upright seating position to remain alert</li><li>• stopping to have a sleep if required</li><li>• avoiding medications which cause drowsiness</li><li>• breaking up the journey with an overnight stop, if appropriate.</li></ul> |

## Use of mobile phones

Advice from Queensland Police Service in relation to the *Transport Operations Act 1995* is that:

- holding a mobile phone whilst driving or stationary in traffic (i.e. traffic lights) is prohibited
- mobile phones mounted in cradles are acceptable but only to receive or end a call; that is you are only able to press one button. The only way to make outgoing calls is to pull over and dial the number or use voice activation if your phone is Bluetooth enabled.

Employees are encouraged not to use their phone at all when driving. Employees are also encouraged not to call someone when they know that person is driving.



## Drugs and alcohol

It is illegal to drive under the influence of drugs and alcohol. Drugs and alcohol impair a driver's ability to drive safely. They affect things like reaction time, thought processes, judgement, attention span, decision making and vision. Some prescription medications may affect your ability to drive. Many of these are labelled accordingly. Check with your physician if you are unsure if prescription medications will affect your ability to drive.

All employees have a responsibility to eliminate the risk of drug or alcohol affected driving. Drivers can manage this through:

- avoiding alcohol consumption prior to driving
- using transport alternatives at functions with alcohol
- being aware that some medicines, mouthwashes and food may contain alcohol
- considering the influence of prescribed and other medications before driving. Refer to packaging for specific advice.

## In-vehicle distractions

Distractions, such as loose objects in the vehicle, other passengers, map reading or reading, texting or filling in paperwork, divert the driver's attention from the driving task and impact on safety critical measures, such as stopping distances.

Drivers can manage this by:

- being organised and preparing the vehicle before commencing the trip;
- not eating or drinking while driving;
- setting up hands free/Bluetooth phone functions
- pre-setting music/radio and climate controls;
- securing any loose objects;
- using inbuilt GPS systems;
- asking passengers to help with tasks

## Carrying loads and towing

Loads must be secured to prevent objects from becoming airborne during sudden braking and causing potential harm to the driver. To prevent injuries from airborne objects the following must be observed:

- Fitted cargo barriers must not be removed under any circumstances once installed.
- All materials must be carried behind this cargo barrier, or at the very least in the boot of your vehicle.
- Do not stack objects on the front or rear passenger seats of the vehicle.

Prior to attaching a trailer, drivers are to consider load weight and security and refer to the vehicles instruction manual with consideration given to the following:

- braking system
- rating of tow ball
- distribution of load on trailer and on ball
- speed when towing

## Driving alone

Where duties require periods of driving alone, particularly outer regional, remote and very remote driving, both supervisors and drivers are to ensure:

- emergency contact information is available and an appropriate communication system is in place;
- an appointed person(s) is informed of their departure and arrival times and regular contact is maintained throughout the duration of the trip;
- drivers are aware of personal security and safety practices while in a vehicle, and

- they make contact with the appointed person(s) upon arrival at the destination.

## Psychological safety

Courteous, planned and safe driving behaviour is known to reduce the risk of road and personal trauma. Safe drivers know they can't control traffic conditions or the behaviour of other drivers. They also know how to control their own emotions and reactions.

### Psychological driving hazards

A driver who exhibits courteous and safe driving behaviours is less likely to aggravate drivers who are aggressive, stressed, short tempered, impatient or inconsiderate. Contributors to driving performance, error and poor decision making include:

- Poor planning and time management
- Driver behaviour
- Driver's emotional state / mental health
- Driver response to stressor and distraction

### Managing use of mobile phones

**Supervisors** can support drivers manage their psychological safety so that drivers:

- feel comfortable discussing refusal to drive for work if they feel fatigued or otherwise unfit to drive
- seek support, information and/or training for unfamiliar situations and remote driving
- they are able to drive for work without being concerned about missing work calls, emails, texts etc.
- are not expected to answer work calls whilst travelling or be readily accessible via other forms of communication at all times whilst driving
- are given the opportunity, and feel comfortable to provide feedback on expectations and programs relating to safe driving

Drivers can manage safe driving behaviours by:

- Plan the journey including allowing enough time for the journey so as to avoid unnecessary stress that triggers poor decision making.

## Road selection

Different roads present different hazards and risks, which makes the choice of roads and conditions of their use critical. In general, main roads and highways in urban and regional areas provide significantly greater safety than more minor roads.

If a worker is asked to undertake outer regional, remote and very remote driving on an exceptional or occasional basis and is not familiar with regional or remote driving hazards, some further detail about the hazards and how to undertake the driving task safely should be provided by their supervisor. This should include information about particularly problematic roads or locations.

## Appendix 2: In the event of a breakdown, crash or incident

Drivers are often in the best position to identify issues with vehicles. Drivers are to inform Fleet/their line manager of any issues they identify. Incidents, near misses and hazards are to be recorded in MyHR WHS.

### Breakdown Assistance

All QFleet vehicles are covered by RACQ's 24-hour Road Service.

- If you require assistance in case of a breakdown, contact RACQ 24-hour Road Service – Call **1800 648 058** or **13 11 11**
- Quote vehicle registration and QFleet membership number: **14472621**
- For further information, please contact Fleet Management.
- If a breakdown, flat tyre or other unexpected incident occurs, the driver is required to immediately advise the contact officer of the event, their location and proposed actions.

### Crashes or incidents - immediate actions

Note: You can find QFleet's incident response checklist in the vehicle glovebox.

Attend to injured person(s)

- Apply first aid and do not move seriously injured person(s). Prevent contact with blood and other bodily fluids by using protective gloves.
- Ensure the injured person(s) is/are as comfortable as possible.

Ensure the safety of others

- Isolate the site where the incident occurred (try not to disturb the area in case police investigation is required)
- Remove from the site all people who are not directly involved

Call triple zero (000) for emergency services, or if using a mobile phone and 000 does not work, dial 112. These are free calls.

Immediately report the crash to the police if:

- the vehicle requires towing
- all drivers do not provide personal details
- any persons are injured or killed
- damage to the vehicle or property is over \$2500.

All drivers involved are required to exchange the following details:

- full name and address – QFleet should also be noted as the owner of the vehicle
- workplace details including contact number and registration number
- make and model of the vehicles involved.



Report the crash to your supervisor. If towing is required of a QFleet vehicle, contact RACQ 24-hour Road Service on 1800 648 058 and quote vehicle registration and QFleet membership number: 14472621.

When you return to your workplace you will also be required to complete the *QFleet Motor Vehicle Accident Claim Form* or lodge a claim directly with the insurer **VERO** on **1300 888 073**

## Follow up actions

- Notify relevant stakeholders. Be sure to advise your travel contact of the interruption to journey.
- Record the incident in MyHR WHS as per the [Health, safety and wellbeing incident management](#) procedure.
  - Notifiable incidents must be reported to WHSQ as soon as possible. Notifying WHSQ is in addition to any obligation for drivers to report road crashes to the police.
  - Reporting notifiable incidents applies to any workplace vehicle but not, for example, to a crash involving a worker driving to work in their private car.
- A notifiable road traffic incident is one resulting in:
  - death
  - immediate treatment in hospital as an in-patient, or
  - immediate treatment for a serious injury (for example amputation, scalping, spinal injury, loss of bodily function or a serious laceration, burn, head injury or eye injury).

## Appendix 3: Vehicle suitability

### The vehicle

Points to consider in a risk assessment process regarding vehicles are outlined below. Some of these risk considerations will be the responsibility of fleet management to control, and some will be the responsibility of the driver.

### Suitability

- Was vehicle suitability considered at the time of procurement of new vehicles?
- Have safety standards such as the Australasian New Car Assessment Program (ANCAP) Safety Rating been considered at the time of procurement of fleet and school owned vehicles?  
IS the ANCAP rating considered when hiring vehicles?
- Is the vehicle suitable for the immediate driving task for which it is required?

### Condition – including safety equipment

- Are drivers undertaking basic safety checks?
- Is the vehicle maintained and in a safe and fit condition?



- Has the vehicle been filled with a sufficient amount of fuel/charge to commence the journey? (Vehicles are to be returned with a minimum of half a tank of fuel) and EVs plugged in to recharge.
- Are maintenance arrangements in place, and how are maintenance standards ensured?
- Is safety equipment appropriate and in good working order?
- Are the seatbelts fitted correctly and do they function properly?
- Are you familiar with variables such as handbrake operation (some vehicles have a foot operated 'handbrake') and mirror adjustment controls?

## Ergonomic considerations

Driver comfort is important to safe vehicle operation. Consider:

- Is the vehicle parked in a place where it is easy to get in and out of the vehicle and load/unload equipment or luggage?
  - Manual tasks and slip, trip, fall risks are managed?
- Is the seat adjusted so that the driver has good posture and driving position?
- Has the driver's environmental comfort been considered -heating, cooling, sun safety?
- Loads and baggage is safely secured.

# Application to use private vehicle for official duties

This form may be used to request approval to use a private vehicle on official duty. It is your responsibility to ensure all details are current and up to date by submitting another form if required.

**Privacy:** The information collected on this form is for the purpose set out above and is required to process your request. Your information will not be disclosed without your consent or unless authorised or required by law. You may request access to the personal information that the Department holds about you and request that it be corrected by contacting your Principal/Manager. Information about the Department's privacy policy is available at: <https://ppr.qed.qld.gov.au/pp/information-privacy-breach-and-privacy-complaints-procedure>

## Employee Details

|                              |                       |
|------------------------------|-----------------------|
| <b>Family Name:</b>          | <b>Given name(s):</b> |
| <b>School/Work Location:</b> | <b>Employee ID:</b>   |

## Details of Vehicle

|                          |                                  |
|--------------------------|----------------------------------|
| <b>Make:</b>             | <b>Model:</b>                    |
| <b>Registration no.:</b> | <b>Registration Expiry Date:</b> |

## Details of Vehicle Owner (if employee is not owner of vehicle)

|  |  |
|--|--|
| <b>Name of the registered owner of the vehicle:</b>      | <b>Is the vehicle comprehensively insured?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| <b>What is your relationship to the vehicle's owner?</b> | <b>Are you as a driver covered by comprehensive insurance when driving the vehicle?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No |

## Vehicle Insurance Details

|                         |                       |
|-------------------------|-----------------------|
| <b>Name of Insurer:</b> | <b>Policy Number:</b> |
|-------------------------|-----------------------|

**Does the comprehensive insurance policy indemnify your employer as an additional insured, ensuring that the [State of Queensland is covered](#) (required)?** ☐ Yes ☐ No (refer to link)

## Declaration by Employee

I declare that as the owner of the vehicle I will maintain the registration of the vehicle and a comprehensive insurance policy that includes liability at law by way of damages of not less than \$20 Million and indemnity for my employer, ensuring that the State of Queensland is covered or that as the driver of the vehicle I am covered by comprehensive insurance which covers my employer including the State of Queensland.

**Employee Signature:** \_\_\_\_\_  
(Electronic submission of this form constitutes acceptance of the above declaration)

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

## Approval

**Use of Private Vehicle approved for the period:** **Start Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_ **End date (where applicable):** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Principal or Manager's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Principal/Manager's Name (Please print):** \_\_\_\_\_

**The completed form should be kept on the employee's personnel file**