

# Induction: Driving a vehicle for work

## Transcript

### Welcome

Welcome to the Driving a vehicle for work induction. This induction covers what you need to know as a Queensland Government employee who drives a vehicle for work.

Press the ignition button and let's get started.

### Important notice

The information presented in QFleet's driving a vehicle for work induction and information contained in the links to associated resources is intended for general information only. The induction should not be viewed as a definitive or up-to-date guide to the law.

Persons undertaking the induction should refer to the:

- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011, Queensland*
- *Transport Operations (Road Use Management) Act 1995 Transport Operations (Road Use Management – Road Rules) Regulation 2009*
- *Heavy Vehicle National Law Act 2012*
- and their department's or agency's relevant policies and procedures.

For information in relation to workplace health and safety obligations and road rules, participants should seek their own legal advice regarding their legal obligations.

Click the next button to continue.

### Instructions

To move through this course, use the 'next' and 'previous' buttons. At the end of the course there is an assessment to confirm what you have learnt. The menu, resources and a glossary of terms are located at the top of the course window. Headphones are recommended as audio is used. Volume can be controlled using the speaker button.

Click the next button to continue.

### Introduction

Road incidents make up over a third of all occupational fatalities in Australia. They are a major occupational risk.

Under the *Work Health and Safety Act 2011*, a vehicle used for the purpose of work is classified as a workplace. This means all work health and safety rules and responsibilities apply.

Click the topics below for further information about this course and the learning outcomes.

## Checkpoint menu

Read through the information at each checkpoint and complete the assessment at the end.

Click on each checkpoint to find out more.

## Checkpoint 1 – Responsibilities

### Government responsibilities

Under the *Work Health and Safety Act 2011*, the Queensland Government is responsible for providing and maintaining a safe and healthy work environment.

Read about our responsibilities.

### Your responsibilities

As a driver of a Queensland Government vehicle you are trusted with a valuable asset. You are expected to treat the vehicle as your workplace.

You must:

- obey the law (including road rules and work health and safety legislation)
- take care of your own health and safety
- take care of the health and safety of others.

Most Queensland Government vehicles feature 'QG' registration plates. This makes you more visible on the road and your behaviour is on display.

Find out more about your responsibilities below.

### Summary

We all have a shared responsibility and duty of care for safe motor vehicle use.

You must understand whole-of-government and department-specific policies and procedures about driving a vehicle for work.

Click the next button to return to the checkpoint menu.

## Checkpoint 2 – Get to know the vehicle

### Vehicle familiarisation

Before you drive a vehicle for work it is important you:

- know how to operate the vehicle
- know the safety features
- adjust the seat, steering wheel and safety mirrors to suit your needs
- review the vehicle manual for additional information and instructions.

Speak to your fleet manager if you need additional training for non-standard vehicles (such as driving large 4WD's, electric vehicles or emergency vehicles).

Click on the topics below for more information.

## Inside the vehicle

Every vehicle is different. Make sure you are familiar with safety features and accessories before you drive away.

Click on the markers below to review the features of the vehicle.

## Outside the vehicle

Before driving a vehicle make sure you inspect the vehicle from the outside.

You must report any damage you find to your fleet manager.

A vehicle is your workplace and you are required to take reasonable care for your own health and safety in a workplace. You should always make sure the vehicle is safe, and not enter or use the vehicle if it is unsafe.

Click on the markers to review the features of the vehicle.

## Refuelling the vehicle

If you need to refuel a vehicle, check which fuel type is required, for example petrol or diesel.

If you are unsure which fuel to use you can:

- check the vehicle manual in the glove box
- check on the fuel tank cap or cover
- ask your fleet manager.

Remember to refuel petrol vehicles with E10. It is Queensland Government policy for drivers to refuel compatible petrol vehicles with E10, where it is practical to do so. Most QFleet petrol vehicles are E10 compatible.

Diesel fuelled vehicles are common in government fleets. Misfuelling a diesel vehicle with petrol can cause damage to the engine, with significant cost to your agency. If this occurs do not start the engine and immediately call roadside assistance.

Click below to learn what to do in a wrong-fuel situation.

## Vehicle checks and reporting faults

You are responsible for inspecting the vehicle before your drive it.

Click the topics below to read about pre-start checklists, damage reporting and unsafe vehicles.

## Summary

Never drive a vehicle if you are unsure how to operate it or are uncomfortable driving.

Before driving, inspect the vehicle for faults and familiarise yourself with the vehicle's safety features and accessories.

Report all vehicle damage or issues to your fleet manager.

Contact your fleet manager if you have any concerns or require further training and assistance.

Click the next button to return to the checkpoint menu.

## Checkpoint 3 – Driver safety

### Driver safety topics

As a driver you must obey the law and take reasonable care for the health and safety of yourself, and others.

Read the information in the sections below to raise your awareness of common driver safety issues. More information and resources on driver safety is available from the QFleet website and Transport and Main Roads website.

Click below to review each topic.

### Speed

All drivers must follow road rules.

Speeding not only breaks the law, it also:

- breaches the *Queensland Government Code of Conduct*
- affects your vehicle's stopping distance
- can result in serious injuries or fatalities.

The bottom line is – speeding is dangerous.

So why are we in such a hurry? Is speeding really worth the risk?

Click the topic below to find out.

### Stopping distances

Click on the cars below to see the combined effect of reaction and braking times in both dry and wet conditions.

### Controls to avoid speed-related risks

How to reduce speed-related risks:

- Follow signed speed limits.
- Drive at a safe distance from the vehicle in front. When travelling at higher speeds, increase the distance between your car and the vehicle ahead. This should be a minimum of 2 to 4 seconds. If the vehicle in front slows down or stops, this gives you more time to react and brake to avoid a rear end collision.
- Respond to speed warning alerts and slow down.
- Adjust arrival times to compensate for delays and phone ahead to make alternative arrival times for meetings.
- Plan ahead by allocating travel time based on speed limits and allowing a 20 minute break every 2 hours.
- Safe speeds will often be below the speed limit when you drive in areas of low visibility, adverse weather, poor road conditions and where pedestrian activity is high.

Click the next button to continue.

## **Fatigue and sleepiness**

Fatigue and sleepiness increase the risk of incidents and affects driver performance and judgement.

Click the topics below to read more.

### **True or false?**

Read the statements below and drag the car into the matching true or false parking space.

That's right fatigue management is if everyone's responsibility. Never drive tired and ensure all travel has been risk assessed and planned ahead of time.

## **Driver distraction**

Distractions divert the driver's attention from the task at hand. They impact safety critical measures, such as stopping distances.

Driver distraction is a main cause of road incidents, accounting for approximately 1 in 4 car crashes.

We all know it's illegal to use a hand-held mobile phone device while driving, this includes when your vehicle is stopped at traffic lights. What you may not know is even operating a mobile phone hands-free increases crash risk four-fold.

Click the topic below to learn how to prevent driver distraction.

## **Driving in adverse conditions**

There is a risk to driver safety when driving on rough, unsealed roads or on roads subject to extreme conditions such as fog, ice, flooding, bushfires or post disaster events.

Here are some tips for managing driving in adverse conditions:

- Do not drive if you feel unsafe or uncomfortable with the driving conditions.
- Plan ahead and use alternative routes.
- Reschedule trips to times of less extreme conditions.
- Use a fit-for-purpose vehicle suitable for conditions – for example a 4WD vehicle.
- Check the road and weather conditions prior to commencing the journey – for example check RACQ or Bureau of Meteorology websites.
- Seek information about driving techniques and training for driving in adverse conditions.

For information on rural, remote and hazardous driving conditions refer to:

- your agency's guidelines
- the QFleet driver safety factsheet: Rural and Remote Driving
- visit the safety section on the Transport and Main Roads website.

Click the next button to continue.

## **Low speed manoeuvring and reversing**

Low speed collisions with a stationary object are the most common type of government vehicle incidents.

While low speed collisions might not seem like a big deal, these incidents show a large number of drivers are not paying attention when behind the wheel.

There are easy strategies you can perform to reduce the risk of low speed vehicle manoeuvring and reversing incidents.

Click on the topics below to find out about these strategies.

## What to do in an emergency or crash

Stay calm and be helpful. Do not admit fault or liability.

Call triple zero. If there is an emergency or if any of these 'police attendance criteria' are met:

- death or injury
- suspected involvement of drugs and or alcohol
- a driver fails or refuses to provide details
- a hazardous environment or threat to public safety exists, including traffic congestion, fuel spill, power lines down
- a driver with an impairment or disability requires police assistance.

If none of the 'police attendance criteria' are met:

- exchange information with the other person involved in the crash
- arrange for the vehicles involved in the traffic crash to be moved, if safe to do so
- report the traffic crash to the Queensland Police Service within 24 hours.

If the vehicle needs to be towed contact your fleet manager or insurance provider.

Complete your agency's incident reporting and insurance claim procedures.

## Reporting hazards and incidents

Remember, your vehicle is a workplace. You must record all hazards, incidents, injuries and near misses that occur while driving a vehicle for work in compliance with your agency's WH&S reporting requirements.

Click the topics below to review work-related driving events that must be formally documented.

## Insurance reporting

It is important to lodge insurance claims promptly. All Queensland Government vehicles have full comprehensive insurance.

Getting your vehicle repaired quickly will make sure the vehicle is road worthy and well-presented. Contact your fleet manager to start the insurance claim process as soon as possible after the incident.

To help your insurance claim to be processed and your vehicle repaired quickly, claims should be lodged as soon as possible after the incident.

Claims for QFleet vehicles must be lodged within 10 days. Claims for other vehicles must be lodged in accordance with your agency's insurance procedures.

Make sure you fully complete the insurance claim to help reduce the amount of time your vehicle will be off the road.

Click the next button to continue.

## Summary

Driving a vehicle for work can be high-risk activity.

Queensland Government employees are responsible to:

- identify hazards
- assess the risk with driving a vehicle
- be able to identify and implement strategies or controls to minimise risks and prevent incidents.

All vehicle damage must be reported immediately, and insurance claims lodged in accordance with your agency's insurance procedures.

Make sure you record any identified hazards or incidents, including vehicle and property damage and near misses and infringements in compliance with your agency's WH&S reporting requirements.

Click the next button to return to the checkpoint menu to start your assessment.

## Assessment

The assessment contains 10 randomly selected questions. These questions are multiple choice and have one correct answer.

You need to achieve 100% to pass the assessment.

If you stop the assessment and return later, the assessment will restart from the beginning.

Click the next button to start your assessment.

## Questions

**How does the public identify government vehicles?**

- QG plates
- Q plates
- GOV plates

**Who is responsible for infringements incurred when driving?**

- The driver
- The business unit
- The government

**Who is responsible for inspecting the vehicle prior to driving and reporting any damage or fault?**

- No one – the vehicle was in good condition yesterday
- The driver
- Your manager or supervisor
- The fleet manager

**Should you admit fault or liability to the third party following an incident?**

- Yes
- No

**Who is responsible for seeking approval for home garaging a vehicle?**

- The driver
- The fleet manager
- No approval is needed

**What is the most important section of a logbook when using a vehicle for business?**

- Ensuring the purpose of the trip fully demonstrates business use
- Accurately filling in the time, date and destination
- Ensuring the entry is legible
- All of the above

**Where vehicle damage has occurred in an incident, how should this be recorded or reported?**

- Insurance claim only
- In accordance with your agency's WH&S reporting procedure only
- Both your agency's WH&S reporting procedure and insurance claim reports
- The incident is only required to be reported if it is serious

**When should you drive below the posted speed limit?**

- Poor visibility, weather or road conditions
- High pedestrian activity, particularly children
- Livestock or other animals are on or close to the road
- The vehicle is heavily loaded or towing a trailer
- Driving in or around hospitals, schools and roadworks
- All of the above

**What strategies can you employ to avoid fatigue and sleepiness?**

- Avoid travelling long distances after a full day's work
- Avoid driving during normal sleep times
- Share driving if you're travelling with a passenger
- Avoid driving when taking medications that cause drowsiness
- All of the above

**How many times does using a mobile phone device increase your risk of a crash – regardless if hands-free is used or not?**

- 1
- 2
- 3
- 4

**Work related driving events that are required to be formally documented or reported include:**

- Injuries and illnesses only
- Property/environmental damage only
- Only incidents involving injury or property damage
- Identified hazards, injuries and illnesses, infringements, property or environmental damage and near misses

**If you notice that a vehicle has worn tyres with little or no tread, you should:**

- Do nothing the worn tyres should be noted and replaced at the next service
- Report it when you return at the end of the day
- Do not drive the vehicle and report the worn tyres to your fleet manager
- Drive the vehicle to the nearest vehicle service location and have the tyres replaced

**What should you do if you put the wrong type of fuel in the vehicle?**

- Drive the vehicle to the nearest vehicle service or repair provider
- Do not start the vehicle and call the roadside assistance provider to get the vehicle towed
- It should be fine to drive if you are only travelling a short distance



**If you need to reverse into or out of a parking space and you are driving alone, before reversing you should inspect behind the vehicle to check the path is clear of obstacles.**

- True
- False

**If you are unfamiliar with the vehicle you are driving, you should:**

- Continue to drive the vehicle, you will work it out eventually
- Familiarise yourself with the vehicle before you drive including reading the vehicle's operation manual, or have someone show you the features and controls
- Take the vehicle's operation manual out of the glove box after your journey to read when you have time

## **Results**

### **Results – congratulations! You have passed.**

Thank you for undertaking the Driving a vehicle for work induction.

Remember, the vehicle is a workplace. Be informed, drive responsibly, obey the road rules and make your travels safe.

Before driving a QFleet or work vehicle, always check with your business area for an update on processes or policies.

If you need further information, additional training or have any questions regarding a QFleet or work vehicle, please contact your fleet manager.

Visit [www.qfleet.qld.gov.au](http://www.qfleet.qld.gov.au) for further information.

Click the ignition button to close the course.

### **Results – You did not pass.**

Click the review button to see where you went wrong. Once you have reviewed your answers, please click the retry button to try again.