

# Driver performance

## QFleet driver safety fact sheet

### Many staff are required to spend a considerable amount of time driving as part of their employment.

This factor should be considered when recruiting and selecting staff by:

- including in the position description the requirement to perform significant driving in the role and, where necessary, for a specific licence to be held e.g. heavy vehicle
- using the job interview to:
  - assess the applicant's attitude to road safety
  - seek evidence of a current driver's licence
  - identify training needs
- conducting an independent pre-employment driving assessment and/or medical check
- confirming the applicant's stated driving performance when conducting referee checks.

### Staff induction

Road safety and safe vehicle operating procedures should be incorporated into the induction training for:

- all new employees
- employees who have been transferred to a different location where new driving techniques may be warranted due to the type of vehicle (e.g. 4WD) or the environment (remote/hazardous/extreme conditions).

Staff induction should be a very high priority, particularly for staff who drive frequently as part of their employment.

The induction program should include:

- relevant whole-of-government and departmental policy
- expected driver behaviour
- the responsible use of government vehicles
- road safety awareness
- accident prevention and reporting
- vehicle familiarisation and maintenance.

The induction program may also be used to identify future driver training needs.

### Driver performance monitoring

Driver performance should be observed in a balanced manner. Safe and courteous driving performance deserves to be recognised.

Driving performance should be monitored and measures taken to address unsatisfactory performance. Frequent 'at fault' crashes and infringement notices are two obvious indicators.

All complaints about the performance of drivers of government motor vehicles should be investigated in accordance with departmental procedures and remedial action taken where considered necessary e.g. counselling or attendance at an accredited driver education program.

### Driver education programs

One of the most important contributors to a safe driving culture is an effective driver education program.

Driver education needs should be assessed in the same manner as other training needs by ensuring that:

- a training needs analysis is conducted to determine driver training requirements
- a training plan is developed for the varying levels of driver training required
- managers and supervisors are trained in their roles and responsibilities relating to driver safety
- driver safety is included in the induction program for new employees
- refresher training is provided periodically
- there is a system for identifying drivers requiring additional or remedial training
- driver training is documented through training records.

Driver training should be relevant to the organisation's needs and be tailored to suit particular operational requirements by:

- ensuring that specialist training needs are included e.g. off-road 4WD training, specialist and non-standard vehicle training e.g. vehicle jacking and wheel changing
- verifying the training is appropriate for the operating environment e.g. rural, remote or hazardous driving conditions
- providing additional/remedial training for drivers with a documented history of traffic infringements and/or 'at fault' vehicle incidents.

The training provider should be assessed to confirm that they are capable of providing the required training by:

- verifying that the training organisation has appropriately qualified and experienced trainers
- ensuring that training material, venue, facilities and resources are suitable
- evaluating the effectiveness of every training session
- regularly reviewing the training program and its effectiveness in meeting the organisation's training needs.

RACQ has developed an interactive e-learning driver training package to provide the first step in driver development. Participants can access the

comprehensive program in their own workplaces and learn at their own pace. This ensures participants gain a full understanding of all modules and valuable driving knowledge.

## Licensing

Drivers must ensure that they hold a valid driver's licence i.e. it has not expired, been cancelled or suspended, not disqualified by order of an Australian Court or from holding or obtaining a driver's licence. Drivers are responsible for immediately informing their manager/supervisor of any change in the status of their drivers licence e.g. suspension, disqualification or the imposing of any condition.

Managers should implement a procedure to ensure that all employees who are required to drive vehicles as part of their employment have a valid driver's licence. The driver's licence should be sighted at least annually and the results of the check should be recorded.

For the full suite of QFleet  
Driver Safety Fact sheets  
visit [qfleet.qld.gov.au](http://qfleet.qld.gov.au)