

Vehicle breakdown procedure

QFleet driver safety fact sheet

If a vehicle breaks down, the driver may be unsure of what to do and can easily become distracted, and unaware of their environment while trying to rectify the situation. This can result in the driver unwittingly placing themselves and others in danger.

To minimise the road safety risks associated with a breakdown, the following tips are provided for staying safe:

- Stop and park the vehicle in a safe place as far off the road as practical.
- Avoid stopping around blind corners, just over crests, on bridges or where roads are very narrow.
- Use hazard lights to warn other road users.
- In poor light, activate the parking lights.
- Obtain the contact details of roadside assistance providers from information contained within the vehicle's glove box
- Do not attempt to repair the vehicle.
- If it is safe to do so, leave the vehicle and move behind a safety barrier if available. It is safer for the driver and passengers to keep away from the road and well clear of the vehicle, while waiting for help to arrive. If it is not safe to leave the vehicle stay in the vehicle and buckle up the seatbelt.
- Exit the vehicle on the passenger's side. It is safer for the driver and passengers to exit the

vehicle via the passenger side.

- Close the vehicle's bonnet once help has been arranged. If other drivers see an open bonnet they may stop to render assistance which could further compromise everyone's safety.

Crash reporting and monitoring

Motor vehicle crashes should be reported and investigated in the same manner as any other work health and safety incident. Even relatively minor incidents should be reported as they can be a behaviour or maintenance indicator.

Vehicle crash management processes should include:

- a documented crash reporting system
- staff being made aware of systems and processes
- a process that ensures that vehicle crashes are reported and investigated in the same manner as any other work health and safety incident
- recommendations and a timetable for implementing corrective actions
- consultation with staff prior to and after corrective actions being implemented
- periodic evaluation of remedial and corrective actions
- incident data being collected and analysed
- benchmarking with similar organisations.

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