motor fleet
Self Audit Australian Government Agencies
The Motor Fleet Risk Management Self-Audit was developed to enable organisations to compare and evaluate specific elements of their risk management program to what Lumley Insurance regards as best practice.

Whilst there are numerous elements to a risk management program, Lumley Insurance considers the selected elements to be the most vital for a cost effective and successful program.

The selections made for each element will highlight where improvement is required to reach best practice. The audit is designed to assist the Australian Government Agencies to comply with various legislative requirements imposed on them in respect of workplace safety in regard to motor vehicles.

The completion of the audit will assist agencies with identifying opportunities to reduce the risk associated with operating a motor vehicle.

For assistance, refer to the Motor Fleet Risk Management Manual. It describes each element in detail and provides information on other aspects of a comprehensive motor fleet risk management program.

Please complete and return to clientservicesact@lumley.com.au Fax: 02 6279 0330 or post to GPO Box 805 Canberra ACT 2600.

Please direct any questions about the completion of the Survey to clientservicesact@lumley.com.au or contact us on 1300 622 373.

Date Completed: ___________________________  Name of Agency: ___________________________

Contact Details

Completed by: ___________________________  Title: ___________________________

Ph: ___________________________  Fax: ___________________________

Email: ___________________________  ______________________________________

Postal Address: ___________________________  Alternate Title: ___________________________

Alternate Contact: ___________________________  Alternate Email: ___________________________

Alternate Phone: ___________________________  ______________________________________

Please provide a brief description of the operating environment(s) of your Agency’s vehicles (e.g. Urban, Remote area, off road, modified, 4x4)

__________________________________________________________________________

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Vehicle Category Schedule

(Provide numbers of vehicles)

<table>
<thead>
<tr>
<th>State/ Territory</th>
<th>Pool Vehicles</th>
<th>Executive Vehicles</th>
<th>4 x 4 4WD</th>
<th>Trucks Rigid (over 5 tonne)</th>
<th>Trailers</th>
<th>Small Buses</th>
<th>Total Vehicles</th>
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Grand Totals: ___________________________  ___________________________  ___________________________  ___________________________  ___________________________  ___________________________  ___________________________
### Element 1. Motor Risk Management Plan

**My Agency**

- OH&S Policy or similar includes driver safety and fatigue management strategies.
- Policy agreed and endorsed by senior management.
- OH&S Policy and driver safety strategies communicated to employees.
- Driving is recognised as OH&S risk.

- Written Fleet Policy with limited strategies to control collision/incident costs.
- Management and drivers actively involved in managing driver risk.

- Policies regarding vehicle use and responsibility.
- Some emphasis on controlling collision/incident costs.

- No specific Fleet Policy or procedures.

### Element 2. Agency Management

**My Agency**

- Management performance and agency profitability affected by fleet collision/incident costs.
- Management required to monitor and control collision/incident costs.
- Management develop and direct cost reduction strategies.

- Management and selected staff actively involved in fleet risk management.
- Management required to monitor collision/incident costs.
- Management support driver education initiatives.

- Management and selected staff responsible for fleet risk management but minimal guidelines in place.

- Management responsibility for fleet risk management not defined.
### Element 3. Performance Monitoring / Awareness

**My Agency**

- All collisions/incidents above and below excess reported.
- Management receives quarterly claims analysis by group, cost centre and driver.
- Management responds to analysis.
- Performance Benchmarks established.
- Claims results/analysis regularly provided to drivers.

- Management provides results to drivers / staff.
- Management monitor traffic violations.

- Irregular reports on claims.
- Some emphasis on management and driver awareness of fleet claims results.

- Minimal management/driver awareness of claims.
- Only collisions/incidents above excess reported.

**Comments**

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### Element 4. Driver Education

**My Agency**

- Formal programme in place.
- In-house training and in-vehicle courses compulsory for all drivers on a regular basis.
- Remedial program for repeat offenders.

- Formal program in place for repeat offenders and new employees.
- Program includes in-house training and in-vehicle courses.

- In-house education programs only.

- No driver education programme in place.

**Comments**

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### Element 5. Employment and Induction

**My Agency**

- Driving history required and verified for employment.
- Drivers provided with copies of policies relating to vehicle use and responsibility.
- Drivers attend formal induction course on driving agency vehicles.
- In-house and in-vehicle driver training for new employees.
- Attitude assessment conducted.
- Road test conducted if warranted.
- All licences viewed and verified.
- Physical examination if required.
- Drivers provided with written instructions on vehicle use and responsibility.
- Licence check conducted.
- Licence verified for employment.
- Written instructions provided on the use of agency vehicle.
- Informal induction program.
- No driving record or proof of licence required for employment.
- No induction programme in place.
- Limited guidelines on vehicle use.

**Comments**

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### Element 6. Collision Investigation

**My Agency**

- Management / peer group review every collision/incident and counsel drivers if required.
- Meetings documented and prevention techniques actioned.
- Disciplinary measures applied if warranted.
- Management review all at fault collisions/incidents and counsel drivers if warranted.
- Meetings documented and prevention techniques actioned.
- Formal review of collisions/incidents conducted by management where there is blatant negligence or high claims cost.
- No collision/incident investigation or review.

**Comments**

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### Element 7. Claims Procedures

#### My Agency

- Claim forms to be completed for all collisions/incidents above and below excess.
- Regular audit of repairs.
- Repair Network in place.
- Claim forms provided to management for review.
- Management countersign claim forms.
- Claim procedures established and easily accessed.

#### Comments

- No formal procedures.

### Element 8. Vehicle Maintenance / Security

#### My Agency

- Vehicle maintenance procedure in place.
- Feedback provided on vehicles in poor condition.
- On site inspection of vehicles conducted randomly.
- Extra security devices fitted to high cost vehicles.
- Vehicles purchased with consideration to security, safety and suitability for tasks.
- Vehicle defect reporting system in place.
- Maintenance issues detailed in driver handbook.

#### Comments

- No policy or guidelines in place.