**PROC 76.01 – Fatigue Management Program**

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# Scope

The State Transit Fatigue Management Program aims to proactively measure mitigate and manage the risks associated with fatigue issues that may arise within our operations.

A key component of this process is compliance with prescribed legislated hours of work as mandated by the legislation and Transport for NSW Bus Operator Accreditation Scheme (BOAS) and the National Transport Commission’s Advanced Fatigue Management (AFM) Standards.

# Responsibilities

State Transit employees shall conduct their responsibilities as described and in accordance with *WI 50.09.01 – WHS Responsibility, Authority and Accountability Matrix* (refer to this document for further information).

| **Your Role** | **Your Responsibilities** |
| --- | --- |
| National Heavy Vehicle Regulator | * Regulate compliance with Heavy Vehicle National Law and provide accreditation to operators |
| CEO | * Ensure State Transit has a Fatigue Management Program in place |
| GM Safety, Assurance, Communications | * Ensure that policies, procedures and instructions covering all activities of the Fatigue Management Program are authorised, current, clearly defined and available to all relevant personnel * Ensure quarterly reviews of fatigue occur and are tabled at SECOM |
| Senior Executive Committee (SECOM) | * Ensure conformance with State Transit’s Fatigue Management Program |
| GM People & Bus Systems | * Ensure that all Managers, Supervisors, Schedulers and Employees participating in the Fatigue Management Program are trained in the Fatigue Management Program |
| Depot Managers and Manager Scheduling Services | * Ensures compliance with all standards in fatigue procedures * Monitor, identify, report, investigate and record non-compliances and take the necessary corrective action to prevent further occurrences * Ensure that all incidents are investigated to determine whether fatigue was a contributing factor * Ensure that records of Bus Operators are kept current and that records include individual driving hours (e.g. rosters, schedules) * Ensure that relief/casual Bus Operators are made aware of the company’s Fatigue Management Program and that they are fit for duty according to the company’s policy and procedures * Ensure *FORM 778 – Fitness for Duty* is posted next to the areas of sign on |
| Administrators of Fatigue:   * Schedulers * Roster clerks * Duty Officers * Duty Managers * Regional Fleet Managers * Service Managers * Service Co-ordinators * Leading Hands. * Senior Staff Supervisors (Port Botany, Leichhardt, Kingsgrove, Waverley, Brookvale, Randwick) * Staff Supervisors * Safety staff (or other employees involved in the investigation of on road accidents) * Depot Managers * Service Delivery Managers * Assistant Depot Managers (Ryde and Waverley) * Network Control Centre staff and * any other employees involved in the administration of the Implementation of fatigue management strategies, even if they are occupying the position on a relief basis | * Schedule and roster within fatigue and rest limits * Ensure that schedules and rosters are reasonable and achievable under legislated driving limits, as per relevant regulation. * Verify the Bus Operators level of accreditation with regard to driving hours and in HASTUS classify them as AFM only once completed the training. * Keep schedules and rosters as regular and predictable as possible. * Ensure no schedules and rosters are planned to extend beyond approved frequencies * Ensure the increased fatigue risk for heavy vehicle operators returning from leave is considered in scheduling and rostering * Complete FORM 707 in consultation with the Bus Operator where a fatigue issue may be identified |
| Staff Supervisors | * Perform all responsibilities as Administrator of Fatigue * Coordinate Advanced Fatigue Management medical assessment process |
| Rostering and Special Schedules Coordinator | * Regularly monitor HASTUS for any fatigue breaches * Generate corrective actions for any breaches that occur and alert management to any fatigue breaches |
| All Employees | * Report to work in a fit state, free from fatigue and the influence of alcohol and other drugs. |
| Health Management Committee | * Develop and implement a risk based approach to managing health in the workplace. * Evaluate the effectiveness of health programs * Review the health surveillance, workplace monitoring and health promotion programs at HMC meetings * Identify any trends, and evaluate the program.   Develop and endorse the Health Management Plan |
| Lead Business Partner (OD) TfNSW | * Ensure all AFM operators and administrators are trained in the relevant fatigue modules. |

# Procedure

## Heavy Vehicle Operator Hours

Under the Heavy Vehicle Driver Fatigue Regulations there are three work and rest options used at State Transit. These options are:

* Standard Hours Bus and Coach
* Standard Hours Heavy Vehicle
* Advanced Fatigue Management (AFM)

The decision under which hours a Bus Operator works is based on the number of night rests required within the roster and whether the Bus Operator has completed the required training of AFM. Only those Bus Operators who have been trained in accordance with the regulations will be authorised to operate under State Transit’s AFM accreditation. Maintenance staffs operate under Standard Hours Bus and Coach.

### Work and Rest Time

Work time refers to all driving and any other tasks related to the operation of a heavy vehicle. Work time includes:

* Driving time
* Loading and unloading
* Inspection, servicing or repair work
* Attending to the load or to passengers
* Cleaning or refuelling
* Performing marketing tasks
* Recording information.

All other time not working is counted as rest. Both Work and Rest time is counted in actual minutes worked and cannot be rounded up or down, as per clause 60(5) Road Transport (General) Regulation 2005. The award also specifies that there is a Maximum 5 Hours work without a break and other industrial limits which are incorporated into HASTUS.

**Standard Hours**

The Standard Hours option for drivers set out minimum rest and maximum work hours in Table 1.

|  |  |  |
| --- | --- | --- |
| Table 1 Standard Hours BUS AND COACH | | |
| Time period | Maximum work time | Minimum rest time |
| In any period of… | A driver must not work for more than | And must have at least the following rest time |
| 5 hrs 30 minutes\*\* | 5 hrs 15 minutes | 15 minutes |
| 8 hrs | 7 hrs 30 minutes | 30 minutes |
| 11 hrs | 10 hrs | 60 minutes |
| 24 hrs | 12 hrs | 7 continuous hours |
| 7 days (168 hrs) |  | 6 night rests# |
| 28 days (672 hrs) | 288 hrs | 4 periods of 24 continuous hours |

**Standard Hours Heavy vehicle is referred to in State Transit as “other”.**

Table 2: Standard Hours Heavy Vehicle or “Other”

|  |  |  |
| --- | --- | --- |
| Time Period | Maximum Work time | Minimum rest time |
| In any period of... | A driver must not work for more than | And must have at least the following rest time |
| 5 hrs 30 minutes\*\* | 5 hours 15 minutes | 15 minutes |
| 8 hours | 7 hours 30 minutes | 30 minutes |
| 11 hours | 10 hours work time | 60 minutes |
| 24 hours | 12 hours work time | 7 continuous hours stationary rest time\* |
| 7 days | 72 hours work time | 24 continuous hours stationary rest time\* |
| 14 days | 144 hours work time | 2 x night rest breaks and 2 x night rest breaks taken on consecutive days# |

 \* Stationary rest time is the time a driver spends out of a regulated heavy vehicle or in an approved sleeper berth of a stationary regulated heavy vehicle.

\*\* This is the fatigue limit, under the award the maximum work time is 5 hours.

# Night rest breaks are 7 continuous hours stationary rest time taken between the hours of 10pm on a day and 8am on the next day (using the time zone of the base of the driver) or a 24 continuous hours stationary rest break.

## Advanced Fatigue Management (AFM)

AFM accreditation offers more flexible hours when covering shifts by:

* Reducing the number of night rests in any 14 day period from four days to two days (these night rests do not need to be consecutive)
* Changing the need to have one day off in a seven day period to two days off in a 14 day period (this means that AFM Bus Operators can work 12 days straight. (The two days off in a 14-day period provide the night rests).

Table 3: Advanced Fatigue Management limits

|  |  |  |
| --- | --- | --- |
| Time Period | Maximum Work time | Minimum rest time |
| In any period of... | A driver must not work for more than | And must have at least the following rest time |
| 5 hours 30 minutes hours\*\* | 5 hours 15 minutes work time | 15 continuous minutes rest time |
| 24 hours | 12 hours work time | 10 continuous hours stationary rest |
| 7 days | 72 hours work time | 24 continuous hours stationary rest time\*^ |
| 14 days | 120 hours | 2 periods of at least 7 continuous hours stationary rest time between10pm and 8am |
| \*^ Stationary rest time is the time a driver spends out of a regulated heavy vehicle or in an approved sleeper berth of a stationary regulated heavy vehicle.  # Night rest breaks are 7 continuous hours stationary rest time taken between the hours of 10pm on a day and 8am on the next day (using the time zone of the base of the driver) or a 24 continuous hours stationary rest break.  \*\* This is the fatigue limit, under the Award the maximum work time is 5 hours. | | |

Under this scheme, State Transit is required to be accredited in the National Heavy Vehicle Accreditation Scheme (NHVAS) and comply with ten AFM standards:

1. Scheduling and Rostering (the main way to manage risk)
2. Readiness for Duty
3. Fatigue Knowledge and Awareness
4. Responsibilities
5. Internal review
6. Records and Documentation
7. Health
8. Workplace conditions
9. Management Practices
10. Operating Limits

## Comparison of Standard Hours vs. AFM options

At State Transit, Bus Operators are categorised as Standard, Other or AFM on the roster. The classification is written next to their name on the roster. For simplification and clarity the differing operating conditions are summarised in Table 4 below.

Table 4: Summary of Different Hour and Rest Limits and Implication for Bus Operators

|  |  |  |  |
| --- | --- | --- | --- |
| **Definitions**  To achieve a night rest 7 hours continuous rest must be taken between 10pm and 8 am. A night rest is also achieved by having a rest day (i.e. 24 hours continuous stationary rest).  A night shift is a shift that finishes after 1am or starts before 5am.  Stationary rest time is the time a driver spends out of a regulated heavy vehicle or in an approved sleeper berth of a stationary regulated heavy vehicle.  BUS OPERATOR CLASSIFICATION IN HASTUS | | | |
| **Criteria** | **STD** | **OTHER** | **AFM** |
| 1. Rate of 24 hours continuous hours stationary rest time | 4 rest days  Every 4 weeks  (Bus Operator Award also stipulates in clause 77.5 “no employee will work more than 12 consecutive days”). | One rest day every rolling 7 days | 2 rest days in any 14 days  (Bus Operator Award also stipulates in clause 77.5 “no employee will work more than 12 consecutive days”). |
| 2. Number of night rests over 14 days | 12 night rests per fortnight  6 night rests in any 7 day period | 4 night rests  2 of which are consecutive | 2 night rests |
| 3. Competencies and implication for Working rosters and self check required for each condition | General fatigue awareness as per induction  Rostered as per standard bus and coach limits table 1 Above.  In any rolling seven days can do one night shift | General fatigue awareness as per induction also targeted for TLIF 2010A training  Rostered as above table 2.  Can do night shifts as long as has the correct number of night rests over 14 days | Has completed TLIF1007C  Rostered as per AFM limits table 3  Can work nights shifts as long as has 2 night rests in any 14 days (this can be achieved by having 2 rest days as per item 1) |

Table 5: Another way of describing the differences and similarities between different roster types

|  |  |  |
| --- | --- | --- |
| **STANDARD** | **OTHER** | **AFM** |
| Maximum 12 Consecutive days work | Maximum 6 Consecutive days work | Maximum 12 consecutive Days work |
| Maximum 24 workdays in 28 | Maximum 24 workdays in 28 | Maximum 24 workdays in 28 |
| Maximum 12 hours worked in any 24 hour period | Maximum 12 hours worked in any 24 hour period | Maximum 12 hours worked in any 24 hour period |
| Must have 6 Night Rests\* in 7 Consecutive Days | Must have 4 Night Rests\* in 14 Days including 2 Consecutive days | Minimum 2 days off in any rolling 14 days |
| Minimum 10 hour break between shifts | Minimum 10 hour break between shifts | Minimum 10 hour break between shifts |
| \*Maximum 5 Hours without break | Maximum 5 Hours without break | Maximum 5 Hours without break |
| \* This is an industrial limit; the fatigue limit is 5 hours and 15 minutes. | | |

## Chain of Responsibility

There are a number of parties in the bus and coach industry identified as being part of the Chain of Responsibility. These parties must take reasonable steps to prevent Bus Operator fatigue and ensure a Bus Operator does not drive while impaired by fatigue and share the responsibility and legal liability to ensure fatigue laws are complied with.

State Transit personnel in the Chain of Responsibility include Bus Operators and State Transit’s Administrators of Fatigue and others as defined under Section 2 Responsibility.

### Risk Management

Hazards associated with fatigue shall be identified, risk assessed, controlled, monitored and reviewed as per the requirements of *PROC 50.04 – Safety Risk Management*. Refer to this procedure for further information.

State Transit’s Fatigue Risk Assessment is documented on *FORM 162 – Safety Risk Assessment* and reviewed regularly.

## Risk Controls

State Transit’s risk controls for fatigue include the following: State Transit policies, procedures, work instructions and forms, scheduling and rostering, readiness for duty process, performing the ‘I’m Safe’ Method, fatigue knowledge and awareness, health management, optimising workplace conditions, management practices and adherence with operating limits.

### Operating Standards

State Transit will use operating limits to allow operators and drivers to plan, monitor and manage work and rest times to minimise the impact of fatigue, within all normal circumstances. Work and rest times are described in Tables 1, 2 and 3.

The approved normal operating limits are monitored and reviewed at least every 12 months to ensure they are still relevant. This is done by a review of current State Transit Policies, procedures, work instructions and forms, internal review and fatigue risk assessment processes.

Bus Operators are provided with flexibility to alter trip schedules within the normal operating limits and outer limits to maximise rest opportunities and minimise fatigue risk. State Transit ensures this occurs with the following provisions of operations backup:

* 24-hour operations staff on duty
* 24-hour accident/emergency response teams
* Radio Room operators available 24 hour
* Operations staff review the routes and driving times and adjust timetables periodically
* Duty Officers, Depot Managers and Roster Clerks check rosters to ensure that Bus Operators stay within the limits
* Duty staff determine the amount of driving time available and the level of Bus Operator fatigue prior to assigning driving tasks to each Bus Operator
* Operations staff maintain regular communication with their employees to monitor fatigue via HSC and training
* If operations staff believe that a Bus Operator is fatigued, the Bus Operator is immediately taken off active duty, and schedules are adjusted or another Bus Operator enlisted, as required
* Rosters are set to ensure rest limits are complied with
* Relief staff are used to allow time off for permanent Bus Operators
* Schedules require a minimum forty-minute break after a maximum of five hours driving
* In the majority of cases Bus Operators are provided with a meal break of at least 45 minutes.
* The majority of trips have a minimum of 6-8 minutes allocated for standing time at the end of the trip.

### Scheduling and Rostering

State Transit’s scheduling and rostering processes ensure trip schedules and Bus Operator rosters are planned and assigned in accordance with the legislated operating limits and State Transit’s approved operating limits.

Schedules and rosters are documented in HASTUS software. Refer to the HASTUS software and the following procedures:

* *PROC 48.05 – Scheduling Bus Services (Bus and Crew)*
* *PROC 55.04 – Transfer and Voluntary Regression Procedures*
* *WI 39.01.02 – Guidelines for completing Altered Journal Advice*
* *WI 48.04.02 – Depot HASTUS Roster Plus Manual*
* *WI 48.04.03 – Training Roster*
* *WI 48.04.04 – Rostering Shifts –“Spares”*
* *WI 48.04.01 – Depot Roster Clerk’s Manual*
* *FORM 405 – Altered Journal Advice.*

Schedules and rosters are monitored and regularly reviewed by Schedulers and Duty Managers through HASTUS. The Roster Co-ordinator regularly reviews compliance with the work and rest limits and raises a non-conformance for each breach. Action is taken to minimise fatigue risks when altering schedules and rosters as documented in the above manuals.

**Schedulers**

Schedulers must ensure:

* Schedules and rosters are documented, monitored and regularly reviewed.
* Action is taken to minimise fatigue risks when altering schedules and rosters.
* Guidelines are in place for the use of relief or casual drivers where required.
* The increased fatigue risk for a driver returning from leave is considered in scheduling and rostering of the driver.
* Drivers are to have input into schedules where practicable to ensure trip plans are reasonable.
* Schedulers provide sufficient advance pre-trip notification to ensure drivers can comply with legislation.
* Schedules and rosters are planned to be reasonable and achievable under legislative operating limits.
* They verify the driver’s level of accreditation with regard to driving hours and record the driver’s accreditation number in the driver file. Also, classify them as AFM in HASTUS only once completed the training.
* Schedules and rosters are kept as regular and predictable as possible. Ensure no schedules and rosters are planned to extend beyond approved frequencies.

**Rostering of casuals**

All casual Bus Operators are recruited by the Recruitment Unit and rostered as required. These Bus Operators are only able to work hours of STD or OTH and not to maximum AFM limits. Casual Bus Operator hours are entered into HASTUS as per other Bus Operators.

**Consultation with Employees**

The Bus Operator award outlines the controls for rostering and scheduling. Depot Managers and Schedulers ensure consultation with employees and/or their representative is undertaken when introducing any new Master Rosters or changes to existing Master Rosters. Where the Master Roster is to be changed, the employees affected are to be notified by the Duty Manager and Depot Service Co-ordinator as soon as practicable but no later than 28 days after the change is known. All concerns raised by employees are to be documented and taken into consideration when finalising the Master Roster.

Consultation regarding rosters is outlined in the following documents:

* *PROC 55.04 – Transfer and Voluntary Regression Procedures*
* *WI 48.04.01 – Depot Roster Clerk’s Manual.*

**Late Running**

All late running occurrences need to be recorded by the Bus Operator on the *Work Journal (FORM 058)* and reported to the Depot Manager for review and action. If a route has late running more than three times in a week or on three consecutive days of the week a review will be scheduled. Employees can also declare any issues they have with rosters at Bus Operator check point or at their Depot HSC Meeting.

State Transit ensures regular compliant scheduling by:

* Conducting regular reviews of running times. These are conducted every 2-3 years on all routes.
* Ensures all vehicles have been fitted with GPS devices and a system called “PTIPS” will be implemented, which will further improve route scheduling and planning.
* HASTUS software and Advanced Schedulers are trained in fatigue management.

**Emergencies**

In cases of major disruptions to the Rail network, i.e. breakdowns, State Transit is required to provide additional services. When this happens, schedules and rosters are still modified to ensure compliance with fatigue work and roster limits. If any adjustments need to be made to the roster to comply with fatigue limits following the use of overtime, the adjustments are made to the roster by the roster clerk.

**Rostering following leave**

Whilst on leave, people who normally sleep during the day in order to perform night shifts will often revert to the traditional pattern of sleeping at night. This may lead to an increased risk of fatigue for those workers returning to night shifts after leave because the body needs time to adjust to the change in sleeping pattern.

State Transit recognises this increased level of risk and as such promotes rostering principles that will enable workers to acclimatise to their roster. Workers are also required to report to work fit-for-duty and free of fatigue, and should use time off to responsibly prepare their sleep patterns for a return to work. Workers are encouraged to follow the “I’m Safe” method in assessing their own fitness for work (see 3.6.4).

Bus Operator’s operate heavy vehicles in the presence of other road users whilst carrying passengers, and as such may present a higher level of risk to the public and organisation if they are also suffering from the effects of fatigue. To minimise the risk, State Transit will implement steps to ensure that bus operators returning from leave will have the opportunity to acclimatise to their roster.

It is recommended that Bus Operators returning from leave of 7 calendar days or more should be allocated a first shift that ensures an adjustment period of sleep patterns can be taken into account. This will allow drivers to adapt and acclimatise to shifts at night.

### Employees Readiness for Duty

State Transit ensures that time off is provided for employees to recover from or to prepare for the fatigue effects of work. Employees are to ensure that they consider the impact of activities such as recreational activities and personal life on their well-being and capacity to work safely, and use time off responsibly to prepare for, or to recover from, the fatigue effects of work.

An employee found, on a one-off occasion, on the basis of observation and following an interview process, to be fatigued will be immediately suspended from duty until sufficient rest is obtained in order to be ready to safely undertake the tasks required (refer to *WI 76.01.02 – Implementation of Advanced Fatigue Management Strategies* and *FORM 707 – Fatigue Symptoms Checklist – Bus Operator*).

Examples of Fatigue symptoms that may be observable by management include:

* a lack of alertness
* an inability to concentrate
* a reduced ability to recognise or respond to external stimuli
* poor judgement or memory
* making more mistakes than usual
* drowsiness, or falling asleep, at work (including micro sleeps)
* finding it difficult to keep the eyes open
* needing more frequent naps than usual
* not feeling refreshed after sleep
* excessive head nodding or yawning
* blurred vision
* mood changes, increased irritability or other changes to the person’s mental health
* changes to the person’s health or fitness.

Some symptoms may overlap with those caused by being under the influence of drugs or alcohol or other health conditions so supervisory staff need to be sensitive in their discussions with staff about the symptoms observed.

Supervisors need to ensure that *FORM 778 – Fitness for Duty* is posted next to sign on area so that all employees know they need to self check their fitness for duty and self declare any identified issues before sign on.

On detecting an ongoing deterioration in an employee’s performance, Management or their representative may review the possible cause via *FORM 707 – Fatigue Symptoms Checklist* *– Bus Operator*. Following an interview process, the employee may be required to seek medical advice and treatment through the nominated medical practitioner and undergo a medical assessment if requested.

An employee found on an ongoing basis to be suffering from fatigue, that inhibits their ability to safely undertake duties associated with their employment as a heavy vehicle driver, will be immediately suspended from duty until subsequent medical advice indicates that the condition is either under control or will no longer affect their ability to undertake their duties. Should an employee refuse to seek and obtain treatment to deal with a fatigue related condition, and their performance is deemed to be unsafe or if following a reasonable period of time since such treatment there is no clear and consistent improvement in performance, the employee will be classed as not meeting acceptable work standards which may result in suspension and/or subsequent termination.

Where medical advice/counselling indicate that an employee is unlikely to be able to return to normal duties, termination of employment may be necessary.

### Employee ‘I’m Safe’ Method

Employees must be in a fit and healthy state when presenting for work. In particular, those working with heavy vehicles must be well rested prior to attending work in order to safely undertake forthcoming working and driving activities. Short-term measures such as taking naps can help to compensate for lack of sleep, however naps are not a substitute for continuous sleep.

Prior to commencing a work activity, employees must notify Management if they are unable to complete an assigned task. By signing on, employees are declaring they are fit for work and understand the factors that contribute to fatigue and legal obligations in regard to work and rest hours. Employees must declare to their Supervisors if they believe they are unfit for duty due to any lifestyle, health or medical issue both before and during work. Signing on for work will be taken as a commitment to adherence to State Transit Policy, in particular Scheduling and Rostering, and Fitness for Work Policies.

Employees can use *FORM 778 – Fitness for Duty* to check they are fit for work. This means asking themselves the following questions: ‘Fitness for work’ means being able to answer ‘yes’ to ALL of the ‘I’m Safe’ questions.

**I**llness… Am I physically well?

**M**edication… Am I free from the effects of drugs?  
**S**tress… Am I free from significant stress?

**A**lcohol… Am I free from the effects of alcohol?

**F**atigue… Have I had enough rest?

**E**ating… Have I eaten properly?

Whilst undertaking a driving activity, all employees should be alert for any signs of fatigue or tiredness. Should a driver feel fatigued or tired, State Transit requires that the vehicle be stopped at the nearest safe location and then the driver contacts the Network Control Centre (NCC). The NCC will then arrange for a relief driver. The driver then obtains sufficient sleep before commencing any further driving tasks.

Ignorance of the legal and safety issues related to fatigue will not be accepted as a defence.

### Workplace Conditions

State Transit vehicle cabins are optimised for the Bus Operator comfort while driving. This is achieved by the provision of safe, reliable and comfortable vehicles:

* Most vehicles are modern
* 68.5% of vehicles are air conditioned
* All buses are fitted with air bag suspension, providing added safety
* Buses are comprehensively maintained
* Pre-pay is lowering task fatigue and stress
* P-tips will improve scheduling of trips for Bus Operator.

State Transit sites include facilities for rest and recuperation which include showers, rest rooms and tea/coffee. Depots encourage employees to live healthy lifestyles and exercise at depots, by using the provided exercise room and equipment.

### Health Management

State Transit has a health management system implemented that addresses, as a minimum, sleep disorders, medical history, substance abuse and diet, and provides preventative and remedial measures to assist Bus Operators in the management of their health. This is achieved by regular medicals and by health promotion activities. Refer to *PROC 50.30 – Health and Wellbeing* for more information.

In accordance with the Act Heavy Vehicle National Law, all trained AFM Bus Operators; aged 50-59 years are subject to an annual medical assessment to be arranged by State Transit. Refer to *PROC 50.30 – Health and Wellbeing* for further information.

In addition, State Transit conducts health promotion programs at each depot and via We’re Moving Sydney/Newcastle.

### Management Practices

Management practices are designed to minimise the risks relating to Bus Operator fatigue and support effective communication between management and employees on matters that affect the safe operation of State Transit services.

Consultation within the workplace is important for fatigue compliance as well as having a safe and well-designed working environment with high morale and the required levels of efficiency. Health and Safety Committee meetings are one method of sharing information between management and staff. Other methods are newsletters, notices, letters and emails. State Transit communicates using tools such as the ‘We’re moving Sydney/Newcastle’ newsletter and CHATS in the depot.

State Transit adopts the following in order to ensure management practices assist with the control of fatigue:

* Policies and procedures for all processes in all units are comprehensively documented and updated regularly, including a comprehensive Bus Operators Handbook issued to each Bus Operator and operations area
* CCTV cameras are installed and can be accessed post incident to assess levels of fatigue
* Records of training attendance and completion, medical tests and accidents
* All employees can contact and seek advice from the Human Resources Division if they feel they have been unfairly treated in any way
* Employees are assigned with responsibility for the Fatigue Management Program
* Stringent health requirements for Heavy Vehicle Operator eligibility to be employed by State Transit
* Key Performance Indicators benchmarked against International Bus Benchmarking Group
* Communication and consultation with employees via Health and Safety Committees.

### Policies, Procedures, Work Instructions and Forms

State Transit’s Fatigue Management Policy outlines our commitment to proactively measure, mitigate and manage the risks associated with fatigue. Work Instructions relating to fatigue detail how bus operators can assist in the identification of risk factors for fatigue and contribute to ensuring control of this risk, and outline Advanced Fatigue Management Strategies and how these can be implemented.

### Fatigue Knowledge and Awareness

Fatigue knowledge and awareness is essential to ensure all employees and managers who are involved in the fatigue management program, understand fatigue management issues and have the knowledge and skills to comply with the fatigue management program.

Formal training and competency based assessments are undertaken for employees working within AFM work and rest limits, i.e. TLIF2010A Apply Fatigue Management Strategies for Bus Operators. All administrators of fatigue are trained in TLIF3063A Administer the Implementation of Fatigue Management Strategies for the subgroup as described above.

Refer to Flowcharts A, B, C and D for process of training controls throughout a Bus Operators employment cycle:

* Flowchart A: Fatigue controls at recruitment
* Flowchart B: Fatigue control for trainees (first 2 years)
* Flowchart C: Fatigue controls for existing employees
* Flowchart D: Fatigue controls for administrators of fatigue

Flowchart A: Fatigue controls at recruitment

Flowchart B: Fatigue control for trainees (first 2 years)

Flowchart C: Fatigue controls for existing employees

Flowchart D: Fatigue controls for administrators of fatigue

## Internal Review

State Transit ensures an internal review is undertaken to verify that all activities comply with the organisation’s fatigue management program and to identify any non-compliances / non-conformances.

### Quarterly reviews of fatigue

Internal reviews are undertaken by competent people not responsible for the activity being reviewed, where practical. This includes the number of:

* AFM drivers currently
* new drivers trained through the period
* breaches for the period (if any)
* Corrective Actions raised and closed out.

### Ongoing review through the Corrective Action system

The Corrective Action process and corresponding procedures are in place to identify, monitor, investigate, report, and record non-compliances and take the necessary corrective action to prevent further occurrences. Any fatigue breaches are entered into the corrective action process by the Roster Coordinator for action and investigated by the Depot Manager. Any corrective actions identified as a result of fatigue risk review or audit findings will also be entered into the corrective action process or minuted at Health Management Committee. Refer to *PROC 50.22 – Corrective Action* for further information.

*FORM 360 – Accident/Incident Report Form* and *FORM 179 – Investigation Form* may also generate corrective actions related to fatigue.

## Records

State Transit has a system in place to manage and maintain records that relate to the Fatigue Management Program. Documented evidence will be maintained to demonstrate the level of compliance with the Fatigue Management Program. Policies, procedures, work instructions and forms are current and clearly identify and describe Advanced Fatigue Management options, management, operation, administration, and participation and verification activities.

To comply with AFM requirements, copies of all records that manage a Bus Operator’s fatigue will need to be kept for at least three years. State Transit will keep the following records for all Bus Operators:

* Name of Bus Operator, license number and contact details
* Work and rest times including – copies of planned work and actual work
* Driver rosters, trip schedule and details of driver changeovers
* Payment records, including timesheet records if the driver is paid by time at work
* Records of *FORM 707 – Fatigue Symptoms Checklist – Bus Operator* to be kept in Fatigue Due Diligence D\*/0325 file at depots.

HASTUS Transport Management System and State Transit records management policies and procedures will cover this requirement. To satisfy compliance requirements, State Transit adheres to *PROC 50.19 – Safety Records Management* (refer to this procedure for further information).

# Review

This procedure will be reviewed in line with the scheduled review described in *PROC 50.12 – Managing WHS Documentation* and as required maintaining currency.

# Related Documents

* PROC 48.05 – Scheduling Bus Services (Bus and Crew)
* PROC 50.04 – Safety Risk Management
* PROC 50.12 – Managing WHS Documentation
* PROC 50.19 – Safety Records Management
* PROC 50.22 – Corrective Action
* PROC 50.30 – Health and Wellbeing
* PROC 55.04 – Transfer and Voluntary Regression Procedures
* WI 39.01.02 – Guidelines for completing Altered Journal Advice
* WI 48.04.01 – Depot Roster Clerk's Manual
* WI 48.04.02 – Depot HASTUS Roster Manual
* WI 48.04.03 – Training Roster
* WI 48.04.04 – Rostering Shifts – "Spares"
* WI 50.09.01 – WHS Responsibility, Authority and Accountability Matrix (RAA)
* WI 76.01.02 – Implementation of Advanced Fatigue Management Strategies
* FORM 058 – Work Journal / Transport Security Incident Report (TSIR)
* FORM 131 – Course Nomination Form
* FORM 162 – Safety Risk Assessment Form
* FORM 179 – Investigation Form
* FORM 187 – Employee Induction Checklist (Workplace Induction)
* FORM 360 – Accident/Incident Report Form
* FORM 405 – Altered Journal Advice
* FORM 707 – Fatigue Symptoms Checklist – Bus Operator
* FORM 778 – Fitness for Duty

# Reference Material

* Work Health and Safety Act 2011
* Work Health and Safety Regulation 2011
* Passenger Transport Act 1990
* Passenger Transport Regulation 2007
* Road Transport Act 2013
* Road Transport (General) Regulation 2013
* Heavy Vehicle National Law (NSW)
* Advanced Fatigue Management (AFM) Standards (NHVR, 2014)
* Basic Fatigue Management Accreditation Guide (NHVR, 2014)
* Guidelines for Managing Heavy Vehicle Driver Fatigue (NTC, 2007)
* Guidelines for Using Napping to Prevent Commercial Vehicle Driver Fatigue (NTC, 2007)
* Code of Practice: How to Manage Work Health and Safety Risks (WorkCover NSW, 2011)
* Assessing Fitness to Drive for Commercial and Private Vehicle Driver (Austroads, 2012 (as amended to 2014))
* Transport for NSW Bus Operator Accreditation Scheme (BOAS)
* TLI30207 Certificate III in Transport & Logistics (Road Transport)
* TLIF2010A Apply Fatigue Management Strategies for Bus Operators
* TLIF3063AA Administer the Implementation of Fatigue Management Strategies

# Definitions

**Administrators of Fatigue:** are Roster clerks, Duty Officers, Duty Managers, Staff Supervisors, Corridor Supervisors, Safety staff (or other employees involved in the investigation of on road accidents), Depot Managers, Assistant Depot Managers (Ryde and Waverley), Network Control Centre staff and any other employees involved in the administration of the Implementation of fatigue management strategies for AFM operators, even if they are occupying the position on a relief basis.

**Driver:** In this procedure, a driver is referred to as a driver of a regulated heavy vehicle, which includes drivers under instruction.

**Fatigue** is defined as:

(a) feeling sleepy; and

(b) feeling physically or mentally tired, weary or drowsy; and

(c) feeling exhausted or lacking energy; and

(d) behaving in a way that is consistent with paragraph (a), (b) or (c).

**Leave:**  Any scheduled block of Annual Leave, Leave without Pay (LWOP), Long Service Leave (LSL), Career Break, or Purchased Leave

**Night Work:** Night rest is 7 continuous hours rest taken between 10pm and 8am (this can include a 24 hour continuous rest).

**Scheduler:** an individual who:

1. Schedules a driver’s work or rest time
2. Schedules the transport of passengers or goods by road
3. A person who makes a demand that affects a time in a schedule

**Work**: Work time refers to all driving and any other tasks related to the operation of a heavy vehicle. Work time is not just driving time, it is time spent driving the vehicle and all time spent on related tasks. Work time includes:

* Driving time
* Loading and unloading
* Inspection, servicing or repair work
* Attending to the load or to passengers
* Cleaning or refuelling
* Performing marketing tasks

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| **Issue** | **Release Date** | **Summary of Changes** |
| 5 | November 2015 | AFM medical requirements and responsibilities updated. |
| 4 | July 2015 | Updated to reflect business changes and document references. |
| 3 | July 2013 | Updated to reflect new organisational structure. |