



NRSPP

NATIONAL ROAD SAFETY

PARTNERSHIP
PROGRAM

**Fleet Crash and Infringement Statistics
and Risk Management Strategies**

Today's moderator

Jerome Carslake

Principle Manager
NRSPP

Monash University Accident Research Centre (MUARC)



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Housekeeping



Webinar is = 40 mins

Question time = 20 mins



Zoom Webinar Functions

The screenshot displays a Zoom Webinar interface. The main presentation slide features an aerial view of a city street with cars and trees. The text on the slide reads: "NRSP National Road Safety Partnership Program", "Safely Delivering The Growing Urban Freight Task", and "Learning from International Best Practice".

At the top of the Zoom window, the status bar shows "Zoom Meeting ID: 827-204-264", "You are viewing Michael Holmes' screen", and "View Options". A "Recording Paused" button is visible in the top left corner.

On the right side, the "Participants (4)" panel lists the following individuals:

- JC Jerome Carslake (Host, me)
- MH Michael Holmes
- BT Bronte Thomas
- GF Gabrielle Fetalvero

Below the participant list are buttons for "Mute All", "Unmute All", and "More".

A "Question and Answer" window is open in the bottom right corner. It has tabs for "Open", "Answered (2)", and "Dismissed". The text inside the window says "Please type your questions here" and "No open questions". A green arrow points from the "Q&A" icon in the bottom toolbar to this window.

The bottom toolbar contains icons for "Mute", "Stop Video", "Participants", "Q&A", "Polls", "Share Screen", "Chat", "Resume/Stop Recording", and "More". The "Q&A" icon is circled in green.

Today's presenter

Mark Stephens Manager Fleet Operations

E: mark.stephens@ucareqld.com.au

Mark Stephens has worked for UnitingCare for the last 26 years having worked in a range of rolls including maintenance and food services manager, aged care administration, business manager, procurement manager and finally for the last 14 years as fleet operations manager.

As fleet operations manager Mark has built the fleet from a single fleet of 1400 vehicles in 2006 to now managing six Uniting Care and Uniting Church agency fleets across four states and territories. Mark has a passion for running a financially and environmentally sustainable fleet but more importantly a safe fleet for both drivers and passengers while at the same time creating a culture of road safety across the entire UnitingCare workforce.



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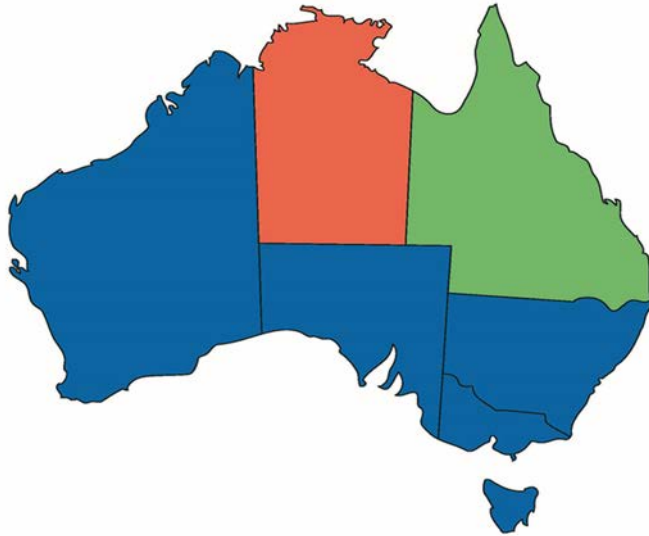


Fleet Crash and Infringement Statistics and Risk Management Strategies



Our history and stats

- Established in 1953
 - 4,200 residential aged care beds
 - 3 Million visits to Queenslanders each year
 - Fleet established in 2006
 - Over 2,300 fleet vehicles
 - Over 1000 grey fleet drivers
 - Over 40 million kilometres annually
- Residential aged care
 - Community care
 - Family services
 - Hospitals
 - Lifeline crisis support



Over 650 vehicles
across Victoria and
Tasmania managed for
Uniting Vic.Tas



Hallmarks of Uniting Cares Driver Safety Program

- In-house Driver Safety Awareness training, including tailored training programs for bus and truck fleet drivers and identified at-risk drivers
- Driver evaluations and rectification interventions.
- Non-conformance training and assessment packages
- Road safety and fuel-efficient driving e-learning program
- Data analysis of all elements of fleet operations
- Identifying efficient and inefficient vehicle operations, and
- Frequent communication through a range of mediums to actively promote fleet safety and sustainability



**Drive safe.
We're depending on you.**

- Be alert, don't drive tired.
- Keep a safe distance from other road users.
- Don't speed and always be prepared to stop.
- Drive for the conditions.
- Avoid distraction from mobile devices.



What is influencing driver and vehicle safety

- The continuing development of safer and more environmentally sustainable vehicles
- The evolution of and reliance on mobile technology which while an innovation also presents one of the greatest risks on the road today.
- The emergence of Grey Fleet as a risk that needs the same management treatment as fleet vehicles
- Significant changes in the type and volume of community services being delivered including NDIS, aged care and hospital in the home.
- Changes in duty of care legislation
- Changing environmental conditions through increased risk of fire, flood and storms.
- Increased risks on the roads through congestion and intolerance
- Increasing pressures to improve productivity



**SLOW DOWN. MONITOR YOUR SPEED.
PEOPLE ARE DEPENDING ON YOU.**

Internal stakeholder engagement

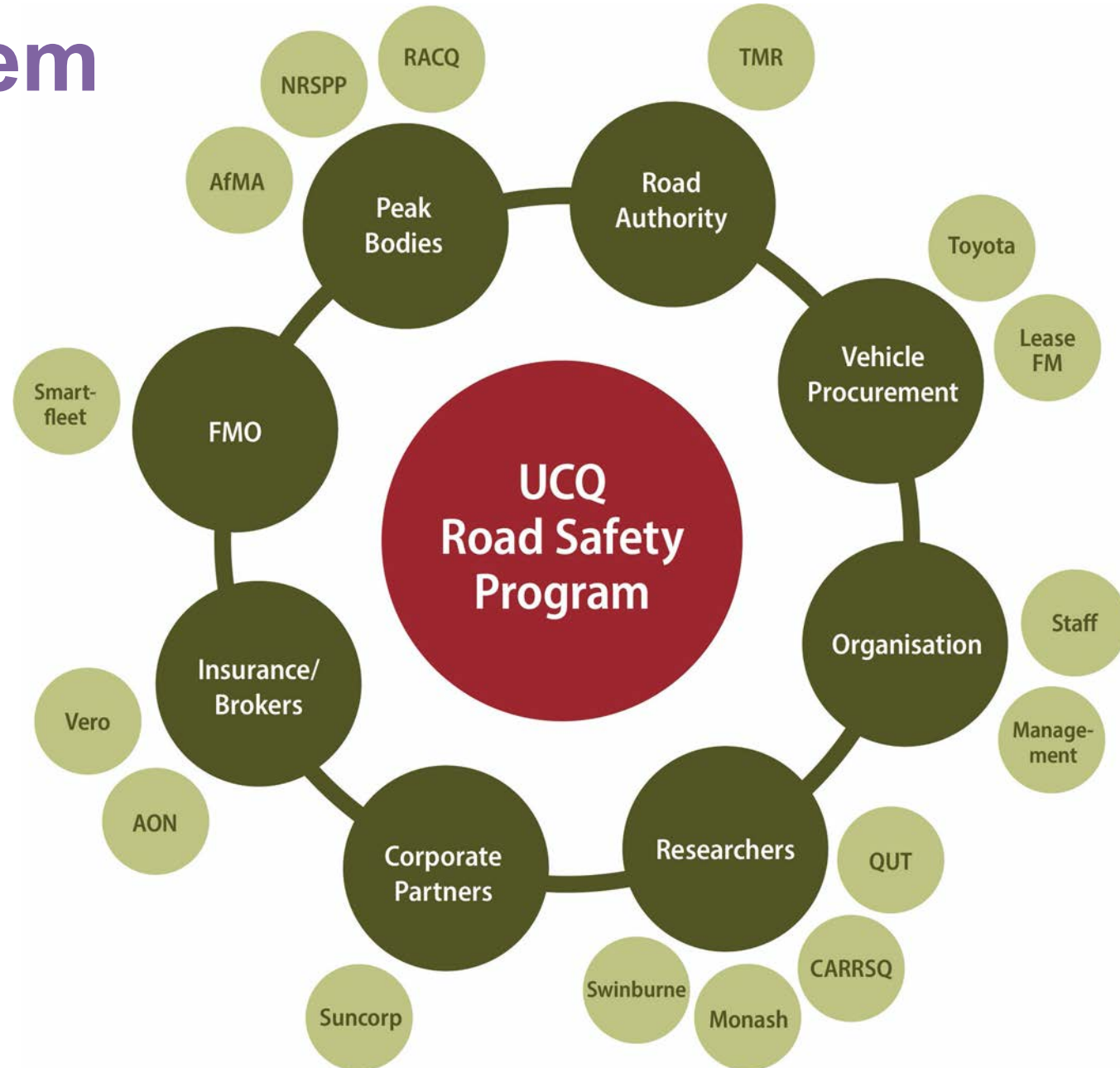
- Our fleet and grey fleet drivers
- Cluster General Managers and their leadership teams and service managers
- WPHS, L&D, People and Culture,
- Probity and Risk and Compliance.
- Executive Leadership Team
- Board



UCQ Ecosystem

UCQ has built an ecosystem with many different organisations, partnering with it to help build its road safety culture.

Within it are:



Resources supporting road safety

Internal developed resources

- Videos
- Posters
- Stickers
- Fact sheets
- Log book messaging
- Road safety brochures and handbooks

External fact sheets and resources

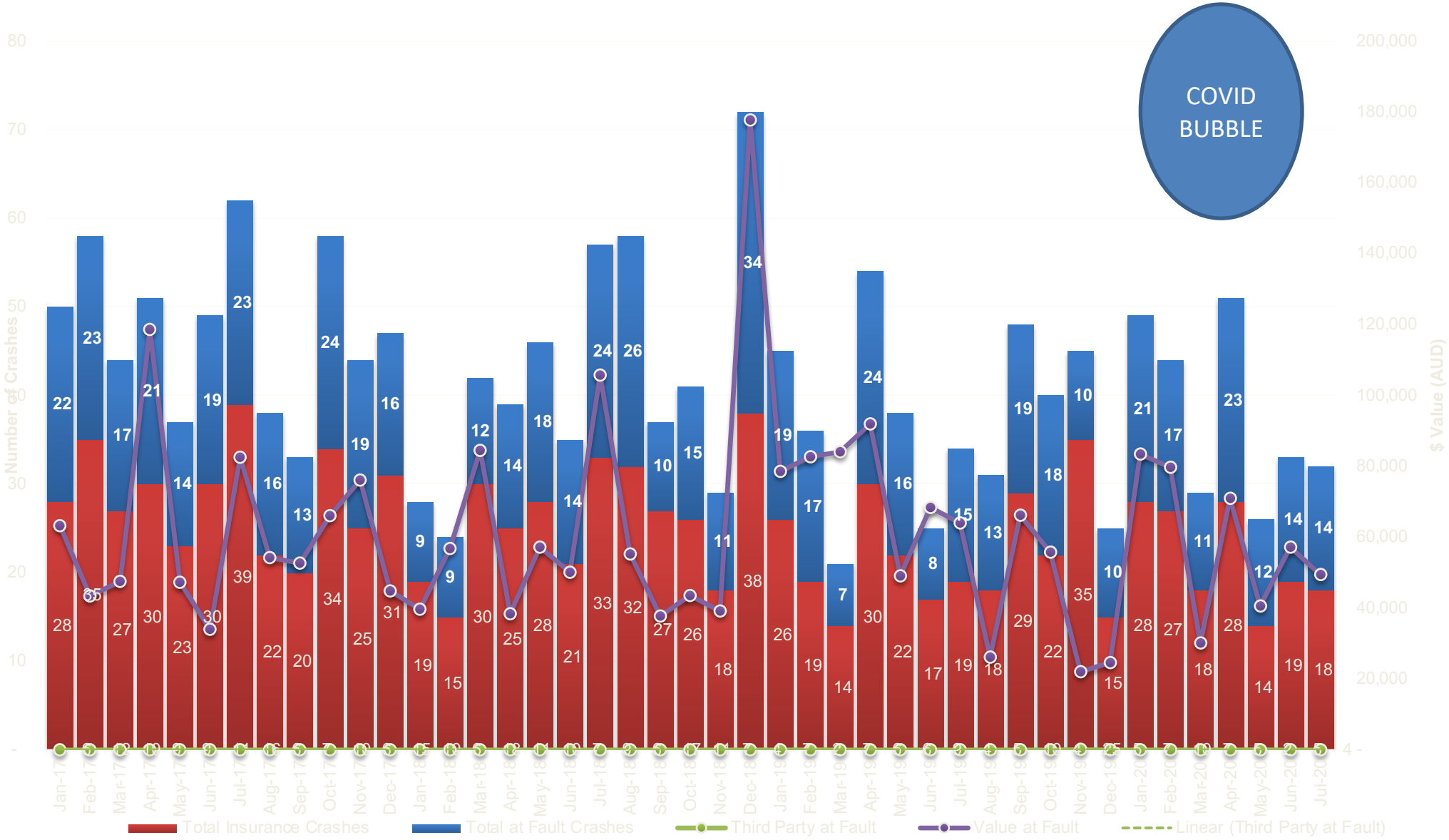
- TMR QLD
- NRSP
- CARRSQ
- Fleet Driver Training
- RACQ
- Driver Safety Australia



Questions?



Traffic crash data

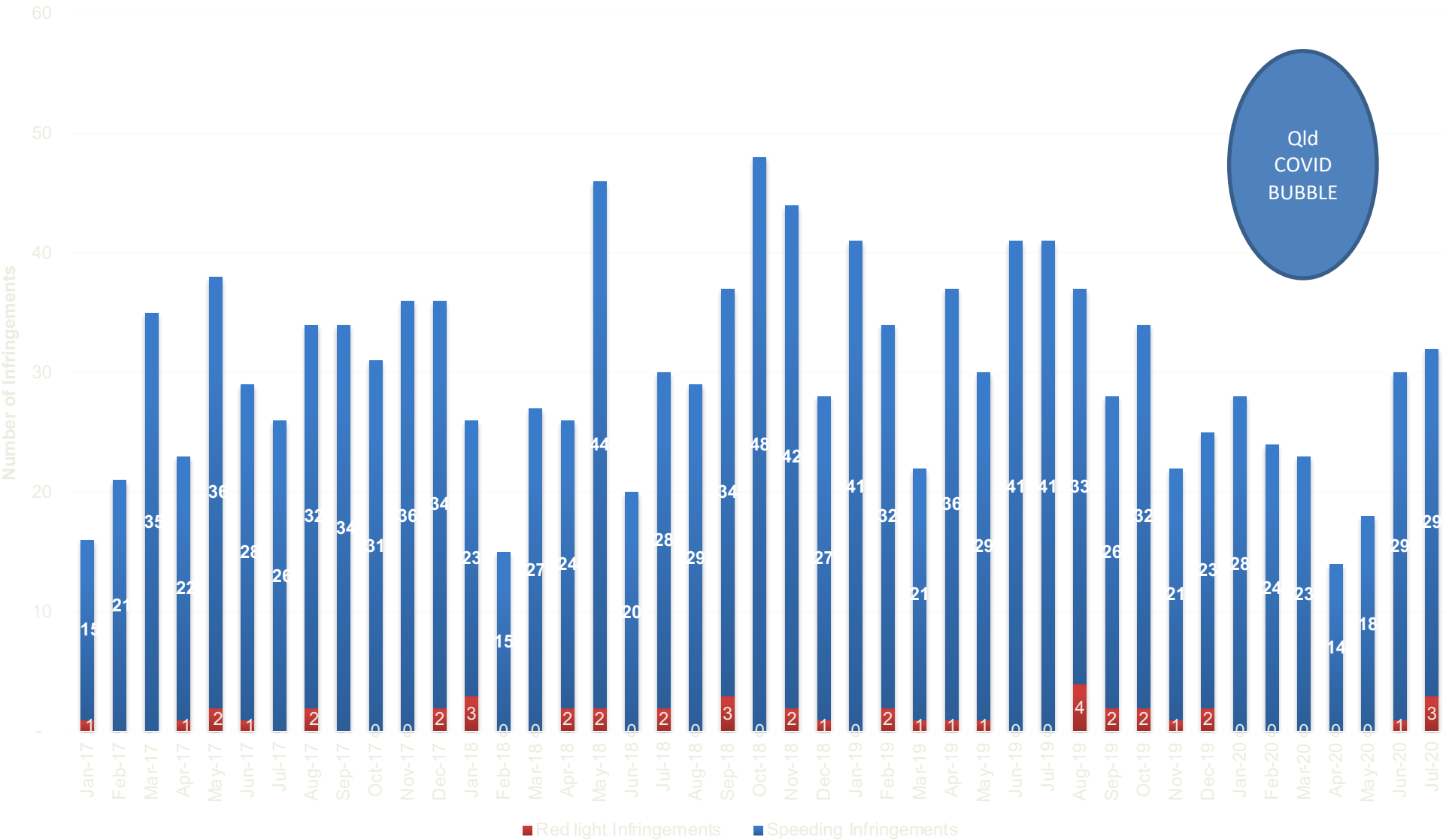


This is the reality – 20 August



- A near miss
- Worker was not in the car just got out to make a call.
- Hit stationary by a drunk driver
- Occurred in suburban area
- 1.30pm in the afternoon

Traffic Infringement Data



Questions?



The COVID19 journey – hit the reset button

Why the reset

- Increased pressure on staff
- Drivers that had not driven for 3 months
- Mental fatigue across the driving community

What was reviewed and why

Environmental risks (increased roo strikes and the potential of significant weather events)

Reversing and parking (driver fatigue as a result of COVID19)

Fatigue and journey management (driver fatigue as a result of COVID19 and increased roo strikes)

Driver Safety education and communication program

Vehicle security

Reporting and risk management

Onboarding of all drivers

TIMS messaging to 4500 devices

Weekly Short Grab Messages – all UCQ Week 1 **Estimated Cost \$650.00**

Message	Characters incl Spaces	BC Community Staff	FADS Community Staff	Day of Week	Frequency	Time of Day
Dont be distracted, don't speed, always leave a 2 second gap between your vehicle and the one in front or a greater gap in wet weather. We want you home safe	158	Yes	Yes	Monday	Week 1	5.30am
Take care at intersections, be prepared to stop, always check for cars coming in from the left or right. Don't become a statistic.	130	Yes	Yes	Wednesday	Week 1	7.00am
Happy Friday. Don't be distracted, don't speed, be aware of other road users, always be prepared to stop. Lets get you home safe to your family.	144	Yes	Yes	Friday	Week 1	6.00am

Weekly Short Grab Messages – all UCQ Week 2 **Estimated Cost \$650.00**

Message	Characters incl Spaces	BC Community Staff	FADS Community Staff	Day of Week	Frequency	Time of Day
Is your vehicle safe to drive. Has it been serviced as required, tyres safe and inflated to correct pressure, do all lights work. Put phone to Do Not Disturb	157	Yes	Yes	Monday	Week 2	5.30am
Dont speed, take care when reversing, be attentive and careful approaching or driving through intersections	111	Yes	Yes	Wednesday	Week 2	7.00am
Happy Friday. Avoid distractions and turn your phone to "Do Not Disturb" Lets get you home safe to your family	110	Yes	Yes	Friday	Week 2	6.00am

Weekly Short Grab Messages – all UCQ Week 3 **Estimated Cost \$650.00**

Message	Characters incl Spaces	BC Community Staff	FADS Community Staff	Day of Week	Frequency	Time of Day
Always check around vehicle for people or obstructions before reversing. Don't speed, drive to the condition. Always be prepared to stop	136	Yes	Yes	Monday	Week 3	5.30am
Dont be distracted, dont speed, always leave a 2 second gap between your vehicle and the one in front or a greater gap in wet weather. We want you home safe	156	Yes	Yes	Wednesday	Week 3	7.00am
Happy Friday. Don't speed, don't drive distracted, take care when reversing, be prepared to stop at all times. Lets get you home safe to your family	147	Yes	Yes	Friday	Week 3	6.00am

Computer wallpaper

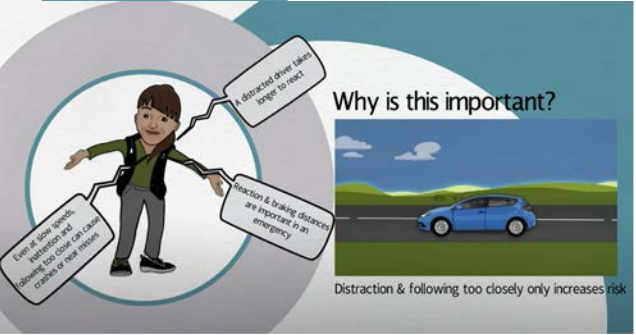
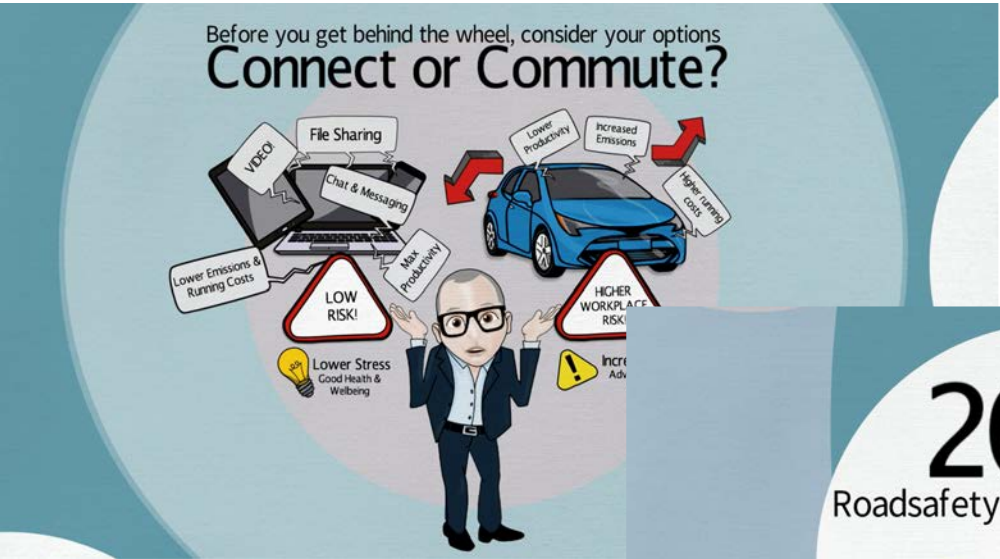


**Drive safe.
We're depending
on you.**

- Be alert, don't drive tired.
- Keep a safe distance from other road users.
- Don't speed and always be prepared to stop especially at traffic lights, cross roads and intersections.
- Drive for the conditions.
- Avoid distraction from mobile devices.




New road safety videos



Design by FleetStrategy

New Infringement Notice



Courtesy Notice
Driver Offence Notification
Transport Operations (Road Use Management) Act 1995

Customer Reference Number: [REDACTED]

24 August 2020

[REDACTED]

No action is required

This is a courtesy notice only

For more info, or to stop receiving these notices, go to:
www.qld.gov.au/driverNotice


i You are not responsible for any fine, demerit points or driver licence sanction associated with this offence.

The Department of Transport and Main Roads is notifying you of a traffic offence committed in a vehicle registered in your name. In the interest of road safety, we are contacting you to make you aware of this.

These details were provided by the issuing authority. Further details about the offence or offender cannot be provided.

Offender's name			
[REDACTED]			
Vehicle details			
Registration number	Make	Body type	Colour
[REDACTED]	TOYOTA	HATCHBACK	WHITE
Offence details			
Date	Time		
26/06/2020	11:15		
Location			
GLENVIEW			
Offence Description			
EXCEED SPEED LIMIT IN SPEED ZONE BY AT LEAST 13 KMH NOT MORE 20 KM/H			

Be a champion for zero deaths on Queensland roads



Start a safe driving conversation

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Questions?



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