

D.08 Vehicle Management

1.0 INTRODUCTION/BACKGROUND

Mercy Services has a significant motor vehicle fleet. It is important that vehicle acquisition, maintenance, operation and replacement are managed effectively and efficiently.

2.0 SCOPE

The Vehicle Management Policy is intended to establish Mercy Services procedure and guidelines for the provision of motor vehicles to service the needs of Mercy Services. Mercy Services constantly assesses the social, environmental and financial implications in maintaining a motor vehicle fleet and therefore the ongoing provision of motor vehicles may change depending upon the circumstances prevailing at the time and the overall cost-benefit to Mercy Services.

3.0 POLICY STATEMENT

Vehicle Acquisition

Vehicles will be acquired by Mercy Services through purchase or donation. Vehicles will be acquired in order to carry out the objectives of Mercy Services. The purchase of vehicles is based on economic, environmental, and safety factors, as well as the projected benefit to Mercy Services.

The Mercy Services Board delegates responsibility for vehicle selection and utilisation to the General Manager.

The following policy applies to the use of Mercy Services vehicles:

- 1) Funding Agreements:
All grant conditions relating to the use of vehicles must be strictly adhered to by all Mercy Services staff;
- 2) Drivers:
Staff must:
 - (i) be authorised and deemed competent to drive or operate the vehicle (have an appropriate and current NSW drivers' licence);
 - (ii) respect the rights of other road users;
 - (iii) adopt safe driving practices;
 - (iv) know the current road rules and adhere to them;
 - (v) refer to the vehicle owner's manual;
 - (vi) drive at a safe speed and not exceed any mandated speed limit.
- 3) Business / Private Use:
 - a) Mercy Services vehicles are to be used for work purposes.
 - b) Unless agreed to in writing by the General Manager, private use of the vehicles is not permitted.
 - c) All personal access of Mercy Services vehicles by staff including where the vehicle is garaged at or close to the staff member's home involves the establishment of a Private Use Fringe Benefits Tax (FBT) obligation. This is

- irrespective of whether the vehicle is actually used for any private purpose or not. The tax legislation presumes the vehicle was available for private use.
- d) All bookings of Mercy Services vehicles involving overnight and/or weekend access must be approved by the General Manager through the relevant site/service Manager. Such access should only be approved where it is unreasonable to require the staff member to collect or return the vehicle from its normal Mercy Services location.
 - e) Vehicle Log Sheets must record personal access for FBT purposes. Payroll staff will calculate the FBT liability that applies to staff who use the vehicle for personal use.
 - f) Staff who are not authorised to utilise Mercy Services vehicles for private use purposes are not to utilise vehicles for private travel even when taken home. This arrangement is solely authorised to facilitate business use and is not an authority to use the vehicle for private running.
- 4) Security, Assistance and Maintenance:
- a) Vehicles must be locked at all times that they are unattended;
 - b) All Mercy Services vehicles will have a fully stocked First Aid Kit;
 - c) Emergency breakdown service through the NRMA Roadside Assist is available to the vehicle (not the driver);
 - d) The primary user of the vehicle will ensure that the vehicle is maintained to the appropriate standard by:
 - i) cleaning the vehicle inside and out on a regular basis (at least once a month);
 - ii) making sure that the vehicle has petrol and oil at all times;
 - iii) reporting when the vehicle is damaged, or when repairs are required;
 - iv) making sure that the required servicing and maintenance is carried out;
 - v) regularly checking:
 - i. tyre pressures;
 - ii. first aid kit;
 - vi) the Administration Assistant will coordinate matters related to maintenance, repairs, insurance, and garaging of all vehicles;
 - vii) gaining approval from the relevant Manager in order to arrange replacement of tyres or other substantial repairs.
- 5) Log Sheet/Book:
- a) Log books/sheets for journeys will be kept in each car.
 - b) Where the car is/or is likely to be shared by more than one person the log sheet/book must be completed for all travel (work and personal).
 - c) Where the car is only used by one driver they must either (1) Keep a log of all use for a 12 week period typical use or (2) a log of work or personal related use for the entire year.
 - d) Drivers are required to record the following details in the log sheet/book:
 - i) date;
 - ii) purpose of trip;
 - iii) odometer reading at start of trip;
 - iv) odometer reading at end of trip;
 - v) Private or business use (where approved).
 - e) The Coordinator will check the log sheets regularly.

- 6) Petrol:
 - a) Petrol is to be obtained from the stated Government contracted outlet (currently Caltex) using the vehicles charge card and will be accounted for against the vehicle not the driver.
 - b) Each vehicle has a charge card. This card must be presented at the garage with the current odometer reading before charging. The card must remain in each car at all times.
 - c) Out of courtesy for the next driver the vehicle should never be under 1/4 full of petrol on return to the Office.
 - d) At the end of each month all fuel dockets are to be attached to the monthly Vehicle Form and given to Admin.

- 7) Mobility Parking Authority Card:
 - a) Mobility Parking Authority Cards are available for all vehicles on Mercy Services business and must be returned to the office after use.
 - b) Priority for allocation of Mobility Parking Authority Cards is based on the mobility needs of the client being transported.
 - c) Mobility Parking Authority Cards should only be used when transporting a qualifying person.

- 8) Exiting the Vehicle:
 - a) Please make sure that you turn off all lights, fans/air conditioner, radio/cassettes and two way radio when exiting the vehicle and ensure that all doors are properly closed. (refer to vehicle information)
 - b) Any personal items (tapes, CDs, handbag etc.) stored or left in the vehicle is the responsibility of the owner of the items. Mercy Services will not be responsible if these items are lost or stolen.

- 9) Smoking:

As Mercy Services is a smoke-free workplace, there is to be definitely no smoking in or around any Mercy Services vehicle by staff, volunteers or clients.

- 10) Accidents:

Please refer to the Accident Report provided in each vehicle, highlighting your responsibilities and the insurance company's requirements in the event of an accident.

- 11) Parking and Traffic fines:
 - a) All parking and traffic fines are the responsibility of the driver. Mercy Services will arrange to transfer all fine notices to the driver for settlement.
 - b) Fines are a personal expense and shall not be charged to Mercy Services accounts.

4.0 PROCEDURES

4.1 Vehicle Acquisition

Mercy Services generally purchases vehicles through a Church Resources broker (currently Southgate Fleet Management) and requests a quotation in accordance with Mercy Services Asset Purchasing Procedures.

Mercy Services will accept donated vehicles which have travelled less than 15,000km or are less than 12 months old, can be utilised by Mercy Services and will be of benefit to Mercy Services.

Economic Considerations

In determining the cost to Mercy Services of a motor vehicle, Mercy Services will consider purchase price, whole of life operating/maintenance costs and resale/residuals. Mercy Services shall purchase vehicles which provide the greater financial return where other considerations are equal.

Environmental Considerations

In choosing vehicles to purchase, Mercy Services recognises motor vehicles are a major contributor of greenhouse gas emissions in Australia and will attempt to purchase vehicles that have less impact on the environment.

Health and Safety

Mercy Services has a duty of care to provide and supervise a safe system of work under the *Work Health and Safety Act 2012*. This includes an obligation to maintain plant and systems of work that are safe and without risk to health. A vehicle used for business is considered a work place. In recognising our duty of care Mercy Services shall only purchase vehicles with a minimum four star rating under the Australian New Car Assessment Program (ANCAP). Mercy Services will also include ABS brakes where such is not standard on the vehicle purchased. Vehicles are to be maintained in accordance with the manufacturer's requirements and must at all times comply with relevant road transport legislation. Where the need for a station wagon has been identified the vehicle shall be fitted with a cargo barrier at all times.

4.2 Entitlement

Motor vehicles may be provided to the General Manager and Managers in accordance with the agreed terms of their annual total remuneration package.

Coordinators and other staff may be allocated a vehicle if funding is available and where it can be substantially and materially demonstrated that the occupant of the position requires the continual daily use of a vehicle during working hours as an integral part of the position.

All Mercy Services vehicles will be available as pool vehicles. Even though private use rights may be conferred, Mercy Services needs to have first priority. During each workday all Mercy Services vehicles will be regarded as available for pool use.

4.3 Makes and Models of Vehicles

The overriding requirement is to ensure that the vehicle purchased meets the needs of the position while minimising the total cost of the vehicle to Mercy Services. As a general guide, Mercy Services cars will be four door automatic passenger hatches or sedans or, if approved, wagons. The exception to this general guide is where specialised work vehicles are required.

The model of vehicle will be at the discretion of the General Manager and will reflect the needs of Mercy Services in respect of economic cost, resale value and the need to attract or retain staff.

Vehicle accessories are generally to be discouraged given that their capital and FBT cost is often not recouped at the time of disposal. Whilst it is to be discouraged, the General Manager may approve the fitting of certain accessories.

4.4 Vehicle use

One of the administrative staff will explain vehicle maintenance and other procedures to a staff person when the person takes delivery of a new Mercy Service vehicle.

Staff are required to drive in a manner that uses fuel efficiently. Staff will be asked to explain when their fuel efficiency is persistently worse than the manufacturer's estimation and of other driver's using the same model. Mechanical investigations/repairs and driver education will be used to improve fuel efficiency. If the poor fuel efficiency is due to poor driver behaviour the person may have their work or personal use of a Mercy Services vehicle modified or disciplinary action may result.

4.5 Disposal

Vehicle change over cycles will be at the discretion of the General Manager while the replacement cycle will depend on strategies and market conditions.

4.6 Motor Vehicle Drivers' Licence

Prior to driving either any car provided by Mercy Services or private vehicles for work on behalf of Mercy Services, each staff member must ensure that a copy of his/her current driver's licence is held by Mercy Services (in his/her staff personnel record).

A photocopy of the driver's licence (certified as a true copy of the original by a Justice of the Peace or the General Manager) is then recorded and filed. Any staff member who has not provided a copy of his/her current driver's licence will be denied access to use a Mercy Services car, and will be unable to provide Mercy Services services using their own personal vehicle.

Any staff member who has provided a copy of his/her driver's licence and subsequently has his/her licence cancelled is required to refrain from driving a service vehicle or their own vehicle whilst working for Mercy Services. Should the staff member be required to drive a car as part of their duty and have had their licence cancelled they will need to advise the General Manager of the situation as soon as practicable. This may mean that they are in breach of their Employment Agreement and may not be able to continue in their position.

4.7 Motor Vehicle Accident Procedures

Staff who have a car accident while driving a Mercy Services vehicle will follow the procedures outlined below:

- 1) stop at once;
- 2) if possible, ensure that the vehicle is not posing a further traffic hazard;
- 3) offer assistance to anyone who might be injured;
- 4) get the names and addresses of all witnesses to the accident;
- 5) report the accident to the police;
- 6) Follow checklist on the Accident Report Form which includes at least the following actions:
 - a. If another vehicle is involved make sure you obtain and keep a record of the following information:
 - the owner's name, address and telephone number;
 - the driver's name, address and driving licence number or other identification;
 - the name of the owner's insurance company;
 - the make, type and registration number of the car.
 - b. Identify yourself to the other driver, together with your name, address and registration number.
 - c. If the police attend, make sure you:
 - provide the police with all relevant information about yourself and the other driver;
 - obtain and keep a record of the attending police officer's name, rank, number and station.
 - d. As much as possible try to recall and commit to memory (or write down) the details of the accident while they are still fresh in your mind.
 - e. **Do not discuss the accident with anyone other than the police or the Mercy Services Manager/Coordinator or Mercy Services insurance company representative.**
 - f. If personal injury or serious property damage is involved:
 - phone the Coordinator and the insurance company at once.
- 7) Complete the Mercy Services Accident Report Form and give it to your Manager or Coordinator or Senior Officer, Finance and Administration as soon as possible after the accident.
- 8) Complete the register of injuries at the main Mercy Services office, immediately.

4.8 Motor Vehicle Breakdown Procedure

Staff who have a car breakdown while driving a Mercy Services vehicle will follow the procedures outlined below:

- 1) Notify Mercy Services office;
- 2) Contact NRMA Road Service, stating vehicle registration, problem and specific location;
- 3) Contact Mercy Services office if unable to obtain prompt services and/or require other assistance or relief for your work.

4.9 Compliance

Compliance with this policy is being measured by:

- a) 100% of vehicle log sheets/books completed
- b) WHS audit shows that all Mercy Services owned vehicles are properly registered, insured and have roadside assistance

4.10 Evaluation

The performance indicators for the evaluation of this policy are:

- a) 0% injuries from vehicle accidents; and
- b) At least 75% positive responses in the Mercy Services staff satisfaction survey

5.0 REFERENCES

1. Current Issues	a) None identified
2. Australian Standards	a) None identified
3. Legislation	a) Fair Work Act 2009 (Australia) b) Work Health & Safety Act 2012 (NSW) c) Anti Discrimination Act 1977(NSW) d) Fringe Benefits Tax Assessment Act 1986 (Australia)
4. Professional guidelines	a) None identified
5. Codes of Practice	a. None identified
6. Codes of Ethics	a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/740 b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf c) Code of Ethics for Nurses in Australia http://www.anmac.org.au/userfiles/file/New%20Code%20of%20Ethics%20for%20Nurses%20August%202008.pdf
7. Evidence	a) RTA Safe Driving Policy, Version 2.3 17/01/2003 b) McKinnon, Bill (1995) Open Road, NRMA
8. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES AND PROCEDURES

- A.02 Code of Conduct
- A.04 Environmental Responsibility
- B.02 Delegations
- C.01 Management Roles and Responsibilities
- C.06 Risk Management
- D.04 Payments
- D.07 Asset purchase and maintenance
- D.11 Insurance
- F.01 Employment Conditions
- F.06 Performance Management
- F.07 Staff Grievances
- G.20 Safer Driving
- G.21 Vehicle and Transport

7.0 RELATIONSHIP WITH STANDARDS

Community Care Common Standards	Disability Standards	EQulP Standards
1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 3.5	3.3, 3.7, 6.1, 7.1, 7.7, 7.8, 8.1, 8.2, 10.1, 10.2,	1.1.1, 1.1.2, 1.1.4, 2.1.2, 2.1.3, 2.2.2, 2.2.4, 3.2.1, 3.2.5

8.0 DOCUMENT CHANGES RECORD

Dates of change	Section altered	Natures of changes made
12/09/2006	Section 9 Assets Management and Insurance	First record of vehicle management in Policy
09/02/2010	All sections	Major revision
23/03/2011	7.0 Relationship to Standards	Replace HACC Standards and CACP Standards with Community Care Common Standards and update to EQulP 5 Standards
17/10/2011	a) 3.3 Logsheets b) 3.4 Petrol c) 3.5 d) 4.1 e) Old 4.4 Vehicle Options and Accessories f) New 4.4 Vehicle use g) 5.0 References h) 6.0 Related Policies	a) Remove requirement for log sheets to be given to Admin each month. Coordinator only check log sheets regularly not weekly b) Change requirement for dockets to be given to Admin from on the day of purchase to at end of month. c) renamed Mobility Parking Authority Cards d) Simplified Economic Considerations and updated Health & Safety language e) Combined with 4.3 Makes and Models of vehicles f) New section g) Changed Health & Safety Act h) Environmental Responsibility added
16/04/2012	a) 3.0.3 FBT b) 3.05 Log Sheet/Book c) 4.9 Compliance and 4.10 Evaluation d) 5.0 References	a) Payroll to calculate FBT liabilities b) Clarifying when and how log sheet/book to be completed c) New sections added d) Current Issues section and FBT Law added, Codes of Ethics updated
21/11/2012	All Sections	Organisation name updated
06/02/2013	a) 4.4 Vehicle use	a) Admin to explain vehicle procedures when staff get a new vehicle
Review due 06/02/2016		