Department of **Transport**

On-demand booking services

A guide to developing your Safety Management System

Contents

This document is accompanied by a series of case studies, to help you see how different types of on-demand booking service address their hazards and risks.

Read *Part 2: On-demand booking services case studies* for more information: **www.transport.wa.gov.au/safetyresources**

On-demand booking service providers

A guide to help you develop your own Safety Management System

Any person or organisation that is involved in taking or managing on-demand transport bookings – including on-demand rank or hail vehicles (taxis), charter buses and vehicles (including rideshare), limousines, and party buses – must be authorised as an on-demand booking service (ODBS), unless you have an association arrangement with an authorised ODBS.

Authorised ODBSs are required to develop a Safety Management System under the *Transport (Road Passenger Services) Act 2018*.

As an ODBS, the safety of you, your authorised drivers, staff, and passengers is vital. Statistics show that a passenger transport vehicle is up to three times* more likely to be involved in a crash than a private vehicle.

Crashes and unexpected situations do occur, but you can help minimise the risk by putting processes in place early – and that is why developing a Safety Management System is critical.

*Data insights based on vehicle crash data supplied by Main Roads.

A Safety Management System is a set of policies, procedures and plans that guide your business's health and safety practices by identifying hazards, assessing the risks associated with those hazards, and putting in place steps to mitigate them.

Your Safety Management System includes:

1. **Identification of foreseeable hazards; and**
2. **copies of all procedures, policies and guidelines used to address your hazards.**

It is essential that your Safety Management System is saved as a written document, which can be easily accessed by everyone involved in your business - Responsible Officers, affiliated drivers, staff, and contractors.

Your Safety Management System is a living document – it should be continually updated to reflect your current operating environment. Having an up-to-date document that is accessible by everyone in your business ensures that safety procedures are clearly stated and recorded, and in turn promotes a clearer understanding of your safety culture.

A clear plan on how you will provide the safest possible experience for customers and staff is important – and a legal obligation. Failure to have a Safety Management System in place could affect you, your business and passengers, and penalties may apply.

There are many tools you can use to help you develop your Safety Management System – visit the Department of Transport website for more information:
www.transport.wa.gov.au/safetytemplates

The first step in creating your Safety Management System is identifying your hazards and assessing their level of risk.

You may determine that a hazard is low risk and decide that you only need one or two policies or procedures to address it in your Safety Management System. However, you would need to include more detailed policies or procedures for any high-risk hazards, to protect your drivers and passengers.

Your Safety Management System should match your business and the services you offer. Whether you are a sole operator with one vehicle in the metropolitan area, or a larger ODBS in regional Western Australia, you must take the time to develop a Safety Management System before you start operating.

It is also important to have processes in place that allow you to regularly review and update your Safety Management System as your business or environmental circumstances change.

As a service provider you are also required to be familiar with your other legal obligations and responsibilities. Visit the Small Business Development Corporation for more information:
https://www.smallbusiness.wa.gov.au/business-advice/legal-essentials/legal-responsibilities

Talking to other ODBS providers and experienced operators about their Safety Management Systems, and sharing resources with each other is a good way to make sure you have considered all aspects of safety within your business.

You may also consider employing someone externally to develop your Safety Management System.

Authorised ODBSs can also access the Driver and Vehicle Industry Dashboard (DVID) through their DoTDirect account to check the authorisation status of their drivers and vehicles:
transport.wa.gov.au/dotdirect

For further information, visit the DoT website:
www.transport.wa.gov.au/odtportals

To develop your Safety Management System, you need to follow these six steps.

1. **Identify your hazards.**
2. **Assess the level of risk** associated with each hazard.
3. **Respond to your hazards** based on the level of risk. Write down and keep a record of the procedures you develop to eliminate or minimise your hazards and risks.
4. **Train drivers and staff** so they are protected and understand effective communications and safe behaviours.
5. **Manage and record incidents and complaints**.
6. **Review and update your Safety Management System** on a regular basis to keep your drivers and passengers as safe as possible.

Identify your hazards

Before you can develop your Safety Management System, it is important to understand the environment you're operating in – what could potentially harm your passengers, drivers and business?

These factors are known as hazards.

What are hazards and risks?

Hazard – something that can cause damage or harm to a person or property. Sometimes hazards are physical and sometimes they are events.

Hazards for an ODBS may include

- driver distraction;
- fatigue;
- violent or aggressive passengers; or
- vehicle mechanical failure.

Risk – this is the measurement of:

- what the impact will be if a hazard did cause something bad to happen (what is the consequence?); and
- how often does an incident involving the hazard happen (what is the likelihood?).

Your risk level can be assessed based on either the worst possible consequence of a hazard occurring, or the consequence that would happen most frequently.

It helps to break down your hazards into different groups of people who may be affected.

Consider hazards for drivers, passengers, vulnerable people (such as people with a disability), different vehicles, and various geographical conditions.

A hazard checklist can help identify the hazards that might apply to you specifically, and more generally to all small, medium, and large operators.

Think about hazards in a practical sense ask yourself "what if?" – what if your vehicle broke down or hit an animal, or a driver or passenger was injured during a trip?

How to identify your hazards?

- Use the checklist example in **Appendix A** (page 17).
- Use your complaint and incident records to identify any issues that may need to be addressed.
- Review any social media comments.
- Brainstorm with any drivers or staff you work with, or enlist your friends and family to help you.
- Research common risks online.
- Check any incident or near-miss report records available to you.

Assess the risk

Now that you have a list of your hazards, you need to work out what the risk level is for each one – that is, what the consequence would be if an incident happens and how likely it is to happen.

You can approach your risk assessment by considering the **worst potential consequence** of the hazard occurring. This would result in a high consequence rating, and lower likelihood rating.

You could also approach your risk assessment by thinking of the **most common consequence** of a hazard occurring, and apply the appropriate frequency to this consequence. This would result in a lower consequence rating, and a higher likelihood rating.

Assessing the risk provides you with information on which hazards you should focus on first and how much effort is needed to deal with each of them.

Take time to think about and understand the level of risk for each of your hazards, how serious they could be, and how likely it is that they could impact you and your business. Talk to people who could be exposed to these hazards, including your drivers.

You can assess the impact and likelihood of a risk by using a risk matrix. This will give you a risk rating that can help you prioritise your actions. There are many types of risk matrix available. You can choose to use other tools or you can use the 3-step risk matrix method found in **Appendix B** (Page 19).

You can find additional resources on the Department of Transport website: **www.transport.wa.gov.au/safetytemplates**

Keeping a risk register is not a legislated requirement, however, it is a useful tool to help you assess the risk level of any hazards you identify.

Please note: Although risks related to property damage, business reputation and finances aren't mandatory for your Safety Management System, it is useful to consider these types of hazards as part of your business planning.

Respond to hazards

Well done! You have:

- ✓ **identified your hazards; and**
- ✓ **assessed the risk level for each one.**

It's now time to figure out what you can do to reduce your hazards and risk. Here are some tips to help you figure out what to do and what approaches you can take.

There are many strategies for reducing risk. It helps to prioritise your highest priority risks and work on these first. In most cases, your procedures for reducing risk will be common sense and may be as simple as writing down that steps that you already do. There are many pre-existing tools to help you do this – search online to find examples to suit your needs.

Risk management approaches

Risk management professionals generally recognise four main ways to respond to risk – these are outlined below:

Approach	Description	Examples
Avoid	Avoiding a risk means stopping the activity that exposes a person to that risk.	If you identify an animal collision as a hazard on a particular stretch of road, you can stop using (avoid) that road at certain times.
Transfer	Transferring a risk means getting help from another person or organisation who has special skills and can deal with the risk better than you can.	Hiring a mechanic to maintain your vehicle/s and conduct regular inspections transfers the risk, such as a vehicle breakdown causing an crash, to the mechanic who has specialised skills and safety obligations.
Reduce	Reducing a risk means putting in place processes, procedures or policies to reduce the likelihood and/or the consequence of a hazard. There are different approaches for reducing risk: • Substitute • Isolation • Engineering • Administrative controls (procedure, policies and training) • Personal Protective Equipment (PPE)	Common risk reduction strategies used by ODBSs include: • Training and testing drivers before they can provide wheelchair services (Administrative control). • Accessing camera surveillance unit recordings to check that drivers are following procedures (Engineering). • Implementing a policy to avoid turning on taxi roof lights in vehicles when driving through dangerous areas (Administrative control). • Requiring drivers to conduct a prestart check of their vehicle before each shift to identify any vehicle faults such as bald tyres (Administrative control).
Accept	Accepting a risk is only appropriate if the consequence and likelihood are low, and it is not reasonable to spend time or money trying to reduce the risk any further. Even if you decide to accept a risk you should keep incident and complaint records that let you track the hazard so you can see if the risk level starts to increase.	While you can't avoid vehicle breakdowns, having regular vehicle inspections and maintenance processes in place, as well as mobile phone access for drivers, helps you to keep the risk low. Therefore, you are able to accept the risk – this means you are not spending any more time or money on addressing it. You may decide to keep a vehicle breakdown register to monitor any patterns – if vehicles are breaking down often, your risk may increase requiring you to review your Safety Management System.

Procedures and records

To make sure your Safety Management System is clear and can be used by everyone in your business, you must write down and save your policies and procedures. A procedure is just a written record of the steps, rules and responsibilities you decide to apply in a situation.

You can refer to the *Audit Checklist* to help guide policies and procedures – this outlines what is expected during a Department of Transport audit: **www.transport.wa.gov.au/ODBSaudit**

See **Page 13** for more information about audits.

For small single vehicle ODBS, the risk register by itself may contain enough detail, but most ODBSs will need to create other documents.

If your response to a hazard mentions forms, procedures, training, policies or other documents, you will need to make sure you have these fully recorded in writing.

It's not enough to just say what you will do – you need to write it down and take action.

Some documents you may need to develop for your Safety Management System include:

- Procedures, including who needs to do what and when, and revision dates.
- Training records for drivers and staff.
- Forms such as prestart checklists.
- A complaint register.
- An incident register.
- Vehicle maintenance plan.

Examples of procedures

See below for examples of procedures that you might consider as you develop your own Safety Management System.

Driver fatigue

- Do you have a way to monitor driver working hours?
- Who monitors drivers complying with fatigue rules?
- How are you recording driver working hours?
- Have you read through the requirements of being a commercial vehicle driver? Make sure you read through the Work Health and Safety Regulations – you may need to prepare a Fatigue Management Plan.
- Do you require drivers to disclose secondary employment?

The *Transport (Road Passenger Services) Act 2018* applies the Work Health and Safety requirements (*Work Health and Safety Act 2020*) for fatigue management. This includes all on-demand and regular passenger transport drivers such as:

- taxis;
- charter vehicles (including rideshare);
- buses; and
- tourism passenger transport services.

WorkSafe provides training resources that can help ODBSs meet their obligations to understand and manage fatigue: **fatigue.safetyline.wa.gov.au**

Driver distraction

- Do you provide training and have written procedures about how to safely scan and search for passengers?
- How often are drivers checking that meter, navigation device, dispatch or other technological equipment is set up and working correctly?
- Who monitors drivers complying with driving rules and procedures (for example, private phone conversations, eating and drinking, operating dispatch equipment while driving and completing required paperwork)?

Wheelchair Accessible Vehicle (WAV)

- Who monitors driver training requirements and competency? Regulation 35 of the *Transport (Road Passenger Services) Regulations 2020* states that the level of competency required by a WAV driver needs to be equivalent to the TLIC2040 training course.
- Do you have appropriate measures in place to assist people with disabilities or needs? Tactile signage is required on rank or hail (taxi) passenger transport vehicles to assist people with vision impairment. Technology is also available for taxi meters to display large text or use voice notifications of fares.
- Does your training include clear driver instructions on how to safely assist passengers upon arriving at their destination?

Travelling with assistance animals

- Do you know the requirements of accepting passengers who are travelling with assistance animals (such as guide dogs)?
- Do you have training procedures in place for this specific circumstance?

Violence

Your Safety Management System should include ways to lower or mitigate the risk of violence and abuse towards drivers and passengers.

- Do you need to make vehicle modifications to improve driver safety? Physical barriers can be installed to separate drivers and passengers – check if any modifications require special approval from the Department of Transport.
- Do you have camera surveillance units (CSUs) installed? On-demand rank or hail passenger transport vehicles must install compliant CSUs. It is not compulsory for on-demand charter passenger transport vehicles to install CSUs, however any CSUs must meet certain requirements around access and downloading of recordings: **www.transport.wa.gov.au/cameras**
- How are records of abusive passengers including names, addresses or phone numbers recorded and shared so drivers are not exposed to unnecessary risk?

If you or your drivers are involved in an incident of abuse or assault you should always report it to police.

- ODBSs and drivers are required to report certain notifiable occurrences to the Department of Transport. Read more: **www.transport.wa.gov.au/odtportals**

Vehicle mechanical failure

- Who is responsible for regular servicing and maintenance of vehicles?
- Have you prepared daily inspection checklists? An example is provided in **Appendix C** (Page 23). This can help you follow regulations and lower the risk of vehicle mechanical failure.

Train your drivers and staff

Almost there. You have:

- ✓ **identified your hazards;**
- ✓ **assessed their risk levels; and**
- ✓ **decided how you are going to respond.**

The next step is to put your plans into action.

For a sole operator it is relatively simple to assign responsibility. However, if you have multiple drivers or staff you will need to make sure that everyone is aware of how to access your Safety Management System and what their responsibilities are.

Your training program should include practical information on how to deal with the hazards and risks you have identified for your business.

Develop your training further

Training programs can be done on the internet or in person. The Department of Education and Training's MySkills website offers a range of course options: **https://www.myskills.gov.au**

There are many (free) resources online that can help you to design training programs – see below.

Free training resources	Link
Australian Human Rights Commission Assistance Animals	humanrights.gov.au/our-work/disability-rights/projects/assistance-animals-and-disability-discrimination-act-1992-cth
Guide Dogs WA	www.guidedogswa.com.au/
Road Safety Commission: Mobile phones	www.rsc.wa.gov.au/Rules-Penalties/Browse/Mobile-Phones
Training and development | Jobs and Skills WA	www.jobsandskills.wa.gov.au/resources-employers/developing-your-workforce/training-and-development
Transporting people with disability	www.transport.wa.gov.au/tussguidelines
WorkSafe commercial vehicle driver fatigue management training	www.commerce.wa.gov.au/worksafe/commercial-vehicle-driver-fatigue-management-training

Training record keeping

It's important to keep records of your driver and staff training. See **Appendix D** for a training record keeping template.

Manage and record incidents and complaints

Your safety incidents and customer complaint records provide useful information that can help you to:

- **identify and deal with hazards; and**
- **observe new or growing risks.**

Developing procedures to deal with any customer complaints or incidents in a positive, constructive, and respectful way will also help you keep customers and build repeat business.

Incident management

You should have a way of keeping records of all safety related incidents. An internal incident report form that records the type of incident and how it was dealt with is a great start. There are plenty of example templates online – use one that works best for your purposes.

ODBSs and passenger transport drivers have a legal responsibility to report incidents of a serious nature (such as vehicle crashes, assault, failure to complete a journey through mechanical or other fault, violence or abuse of a person) to the Department of Transport via DoTDirect – these are called "**notifiable occurrences**".

ODBSs also have a legal responsibility to report alleged incidents of unfit driver conduct to the Department of Transport, via DoTDirect. Read more about incident reporting: **www.transport.wa.gov.au/odtportals**

Reporting these helps the Department of Transport with monitoring safety and causes of incidents in the passenger transport industry.

Consider how information captured in your internal systems can help you to report your notifiable occurrences.

Some incidents may occur that aren't considered serious enough to be a notifiable occurrence. You should still have a way of capturing them and reporting them internally. This provides accountability and transparency for your business.

Complaint management

By law ODBSs must have appropriate complaint resolution procedures in place. This includes keeping records of any complaints and the resolutions, for two years after the complaint was initially made.

Visit the Commonwealth Ombudsman for more information and useful resources: **https://www.ombudsman.gov.au/publications/better-practice-guides**

Your complaints resolution procedure must:

- be in writing;
- include a simple process for a customer to make a complaint;
- enable complaints to be investigated and resolved within a reasonable time period; and
- be readily accessible to customers and drivers.

Complaint records can be kept in various formats – we recommend keeping digital records to help with accuracy, simple document access and improved data security.

Review and update your Safety Management System

It is your responsibility as an ODBS to regularly review and update your Safety Management System. It is essential that you do this to protect you, your business and your customers.

Your Safety Management System is a living document. This means it should be continuously updated, revised, edited and shared with others in your business to set the foundations of your ODBS's safety culture.

Review your Safety Management System regularly and make sure that other people in your business including drivers, affiliated providers and vehicle owners understand their obligations, the content and how to use it. Keep records of these consultations and any training.

Department of Transport audits

Your Safety Management System is subject to audits by DoT Officers.

You will be assessed against the Audit Checklist, which is available online to help you familiarise yourself with the audit requirements. **www.transport.wa.gov.au/ODBSaudit**

The Audit Checklist can also provide useful guidance when developing your Safety Management System. More information about audits is available at **www.transport.wa.gov.au/OdTcompliance**.

Help and resources

Advisory visits

DoT officers are here to help you understand your obligations as an ODBS. You can request an officer to conduct an advisory visit. An advisory visit can be run in-person or virtually.

Officers will talk through your safety and authorisation responsibilities and provide support.

To request an advisory visit, please contact the Department of Transport's On-demand Transport team:

Phone 1300 660 147; or

Email **ondemandtransport@transport.wa.gov.au**

Useful links

Title	Link
Audit checklist (Department of Transport)	**www.transport.wa.gov.au/ODBSaudit**
Australian Human Rights Commission: Assistance animals	**https://humanrights.gov.au/our-work/disability-rights/projects/assistance-animals-and-disability-discrimination-act-1992-cth**
BusWA	**www.buswa.com.au/**
Camera Surveillance Units (Department of Transport)	**www.transport.wa.gov.au/cameras**
Commercial Passenger Vehicles Victoria Industry Safety Toolbox	**cpv.vic.gov.au/vehicle-owners/commercial-passenger-vehicle-owner-responsibilities/industry-safety-toolbox**
Commonwealth Ombudsman: Complaint management	**https://www.ombudsman.gov.au/publications/better-practice-guides**
On-demand Transport Industry Portals (Department of Transport)	**www.transport.wa.gov.au/odtportals**
DoTDirect	**www.transport.wa.gov.au/dotdirect**
Guide Dogs WA	**https://www.guidedogswa.com.au**
Alleged driver conduct reporting (Department of Transport)	**www.transport.wa.gov.au/ADC**

Title	Link
Notifiable occurrence reporting (Department of Transport)	www.transport.wa.gov/NOCCs
Main Roads Heavy Vehicles resources	www.mainroads.wa.gov.au/heavy-vehicles
Motor Trade Association of WA	www.mtawa.com.au/
MySkills	https://www.myskills.gov.au
Road Safety Commission: Mobile phones	https://www.rsc.wa.gov.au/Rules-Penalties/Browse/Mobile-Phones
Safety tools and templates (Department of Transport)	www.transport.wa.gov.au/safetytemplates
Small Business Development Corporation	www.smallbusiness.wa.gov.au
Training and development | Jobs and Skills WA	https://www.jobsandskills.wa.gov.au/resources-employers/developing-your-workforce/training-and-development
Transporting people with disability (Department of Transport)	https://www.transport.wa.gov.au/On-demandTransport/transporting-people-with-disability.asp
Vulnerable persons resources	www.acnc.gov.au/tools/topic-guides/vulnerable-persons-or-people
Worksafe: Fatigue management	https://fatigue.safetyline.wa.gov.au
WorkSafe commercial vehicle driver fatigue management training:	https://www.commerce.wa.gov.au/worksafe/commercial-vehicle-driver-fatigue-management-training

Contact us

For any further questions, please contact On-demand Transport, Department of Transport:

Phone 1300 660 147; or

Email ondemandtransport@transport.wa.gov.au

Appendices

This section includes a range of templates to accompany this guide.

*The following information and templates are a **guide only**. They are provided to help you develop your own Safety Management System that suits your business and circumstances.*

Appendix A: Hazard identification checklist

Use this checklist to help you think of hazards that affect your ODBS.

Hazards marked on the checklist with an * must be specifically addressed in your Safety Management System. DoT Officers will look for these if you are audited.

It is also a good idea to refer to the *Audit Checklist*, as this checklist outlines what is expected of you during a Department of Transport audit:
www.transport.wa.gov.au/ODBSaudit

Type of hazard	Potential hazard (Yes / No)
Driver	
Driver fatigue*	
Driver distraction* *Including use of mobile phones, dispatch systems.*	
Driver competence* *Including driving skills, medical conditions, drug and alcohol use.*	
Driver assault against passenger and other persons* *Including behaviour from serious sexual or physical assault, to minor verbal assault.*	
Fraud* *Financial or personal gain through wrongful, dishonest or criminal actions of a driver.*	
Vehicle	
Mechanical failure*	
Wheelchair accessible vehicles (WAVs) and related equipment* *Appropriate maintenance and use of wheelchair hoists and restraints.*	
Misuse of camera recordings* *Including security of passwords, not sharing video content.*	
Passenger	
Violent or aggressive passengers (assault on driver)* *Including behaviour from serious sexual or physical assault, to minor verbal assault.*	
Vulnerable passengers	
Failure to properly support passengers with disabilities or special needs* *Including transportation of guide dogs/assistance animals, the needs of vision impaired passengers and the needs of elderly passengers.*	
Safe carriage of wheelchair users	
Environment	
Remote or isolated operations (communications, first aid, fire)	
Collision with animal: kangaroos, cattle and other	
High speed limit conditions	
Flash flooding and wet weather conditions	
Vehicle roll over	
COVID-19	
COVID-19 health and safety considerations* *Includes monitoring Government announcements, vehicle cleaning policies, mask usage.*	

Appendix B: Assess the risk

This section provides an overview of how to assess your level of risk, including:

1. how to complete a risk assessment using a risk matrix;
2. a description of risk priority levels; and
3. how to complete a risk register.

You can approach your risk assessment by considering the **worst potential consequence** of the hazard occurring. This would result in a high consequence rating, and lower likelihood rating.

You could also approach your risk assessment by thinking of the **most common consequence** of a hazard occurring, and apply the appropriate frequency to this consequence. This would result in a lower consequence rating, and a higher likelihood rating.

In this section, we work through an example hazard of vehicle crashes caused by driver distraction. We look at risks based on the worst potential consequence of the hazard occurring, compared to how often that worst-case scenario may happen.

1. Complete a risk assessment

Step 1: Consequence

Give your hazard a score based on the potential impact if something bad did happen. Use either the **worst potential consequence** or the **most common consequence** of the hazard occurring.

Consequence	Score
Catastrophic Multiple fatalities or severe permanent disablement (physical or psychological) to multiple people	**5**
Major Single fatality or substantial injuries, or severe permanent disablement (physical or psychological)	**4**
Moderate Medical treatment required, or injury (physical or psychological) requiring time off work or restricted work duties.	**3**
Minor First aid treatment or wellbeing check in required	**2**
Insignificant No treatment required	**1**

Appendix B: Assess the risk

Step 2: Likelihood

Give your hazard a second score based on the likelihood of your identified consequence occurring.

Likelihood	Score
Almost certain • The event or consequence is expected to occur in most circumstances • More than once per month • Greater than 90% of times when performing a task / activity	**5**
Likely • The event or consequence will probably occur in most circumstances • More than once per year • Between 51% - 90% of times when performing a task / activity	**4**
Possible • The event or consequence might occur at some time • Once every 1 – 10 years • Between 11% - 50% of times when performing a task/ activity	**3**
Unlikely • The event or consequence could occur at some time • Once every 10 – 50 years • Between 1% - 10% of times when performing a task/ activity	**2**
Rare • The event or consequence may occur only in exceptional circumstances • Less than once every 50 years* • Less than 1% of times when performing a task/ activity	**1**

Example consequence

The worst potential consequence of a vehicle crash caused by driver distraction is multiple fatalities.

This is a **Consequence score of 5**.

Example likelihood

An ODBS consults their crash records and sees that they have only experienced one crash due to driver distraction that resulted in multiple fatalities.

This is a **Likelihood score of 1**.

Step 3: Multiply your scores to get your risk rating

Multiply the consequence score and the likelihood score. Using that total, refer to the following table to get your risk rating for that hazard.

		Likelihood				
		Rare	Unlikely	Possible	Likely	Almost certain
Consequence		**1**	**2**	**3**	**4**	**5**
Catastrophic	**5**	**5** Medium	**10** High	**15** High	**20** Very high	**25** Very high
Major	**4**	**4** Medium	**8** Medium	**12** High	**16** Very high	**20** Very high
Moderate	**3**	**3** Low	**6** Medium	**9** Medium	**12** High	**15** High
Minor	**2**	**2** Low	**4** Medium	**6** Medium	**8** Medium	**10** High
Insignificant	**1**	**1** Low	**2** Low	**3** Low	**4** Medium	**5** Medium

Example risk rating: Driver distraction

In our example of vehicle crashes caused by driver distraction, we gave a consequence score of **5** and a likelihood score of **1**, which gives us a risk rating of **5** (5x1) = **Medium risk**.

2. Your risk priority level

Refer to the risk matrix on Page 21 and use the following table to guide how much effort you should put into adequately addressing your risks. Any risk that is rated ‘very high’ should be your top priority.

Consequence	Score
16–25 Very high	You should **consider immediately stopping** any activity that leads to that hazard until you can put in place procedures or policies to reduce the risk to an acceptable level, or eliminate the hazard entirely.
10–15 High	**Action is required as soon as possible** to prevent any further injury or illness.
4–9 Medium	**Action is required within a reasonable time period**, or when practicable, to prevent any further injury or illness.
1–3 Low	Action is required but not urgently. **Strategies to reduce the risk** should be considered. If the risk is low enough (or acceptable), an ODBS may not need any additional policies or procedures.

3. How to complete a risk register

A risk register is a tool that helps you to document the consequence and likelihood of a hazard, consider policies and procedures that will help you manage the risk, and assign responsibility for managing the risk.

Please note: you do not need to provide a risk register to DoT Officers during an audit, however it may be a useful tool to help you assess the risk level of any hazards you identify.

Hazard example: vehicle crashes caused by driver distraction		
Consequence: 5	**Likelihood: 1**	**Risk Rating: 5 (Medium)**

Responses (Policies/ procedures)	• Written policy stating that mobile phone usage is not allowed whilst driving. • Mobile dispatch tools only used when vehicle is stationary and turned off. • Drivers to check that meters, navigation devices, dispatch and other technological equipment are set up and working prior to driving. • Driver training and assessment programs address driver distraction. • Periodic driver monitoring using camera recordings.
Who is responsible?	• ODBS Responsible Officer. • Drivers.

Appendix C: Daily inspection checklist

You can use various technical solutions to capture information included in this checklist.
For example, digital registers that let you keep records and insert photos.

Items you should check:	
Lighting	Tail, headlight, brake, indicator, hazard, reversing, instrument lighting, safety beacons (if fitted), taxi roof light (if fitted).
Vision	Condition of glass, wipers/ washers, mirrors (internal and external).
Horn	Horn and reversing alarms.
Brakes	Service (foot) brake and hand brake, ensure brake pedal rubber is fitted.
Wheel assembly	Tyres and rims, inflation and condition, wheel nuts.
Fluid levels	Engine oil, radiator coolant, washer water.
Visible leaks	Under and around the vehicle for leaks from engine, transmission, radiator, brakes/ clutch fluid, battery and fuel.
General safety	Seat belts, seat adjustment, body damage, spare wheel and required tools.
General cleanliness	Reasonable cleanliness (outside and inside).
Operating check	All controls and gauges should be in good working order. Check for any abnormal noises and that equipment is working correctly for example, wheelchair hoist (if fitted).
Fire equipment	Fire extinguisher – must be current (every 6 months) and stored correctly (if fitted).
Safety equipment	First aid kits, safety triangles, break window hammers fitted, all emergency exits operational.
Communications	Mobile phones, two-way radios, satellite phones should be in good working order if required.

Log Details:

Vehicle registration #: _____ **Date and time:** _____

Start KM: _____ **End KM:** _____

Driver's name: _____

Driver's licence #: _____

Have you ever driven this vehicle before? Yes ☐ No ☐

If no, please familiarise yourself with the operator's manual and safety features of the vehicle.

Check details of each item listed opposite.

✓ **Satisfactory** ✗ **Defect**

Items	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Initial if defected	Defect No. if generated
Lighting									
Vision									
Horn									
Brakes									
Wheel assembly									
Fluid levels									
Visible leaks									
General safety									
General cleanliness									
Operating check									
Fire equipment									
Safety equipment									
Communications									

Please provide information about the defect: _____

_____

_____

Driver's declaration:

I have inspected the vehicle as required and to the best of my knowledge the vehicle is in a suitable equipped and safe condition.

I declare myself in a fit state to drive this vehicle.

Driver to acknowledge above statement by completing the below:

Driver's name: _____

Driver's signature: _____ **Date:** _____

Appendix D: Training record keeping

You must keep a record of the training that you and your drivers undertake, and the best way to do this is with a **training register**, similar to this example:

Who was trained	**Position title**	**Training title**	**Training date**	**Who provided the training**	**Training method** *On the job, Theory or Practical*	**Outcome** *Competent or Not yet competent*	**Name of recording officer**