Deputy Director-General, Health Planning and Infrastructure Division and District Chief Executive Officers are responsible for the development and application of appropriate controls for the management of Queensland Health vehicles.

Queensland Health vehicles shall:
- only be leased, hired or purchased based on demonstrated need.
- meet the current Queensland Health Green Vehicle Guide (GVG) rating.

Queensland Health Vehicles – Implementation Standard for Vehicle Management

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1 Purpose

This Implementation Standard identifies the minimum (and auditable) accountabilities and responsibilities for the implementation of the *Queensland Health Vehicles – Management and Use Policy* as they relate to the management of official vehicles.

2 Scope

Compliance with this Implementation Standard is mandatory for all Queensland Health employees, contractors, consultants, volunteers and other agents of Queensland Health managing official vehicles including any vehicle owned, leased, hired, donated to Queensland Health or registered in the name of Queensland Health.

Special provisions apply to vehicles supplied to Executive Contract Officers, Senior Medical Officers and Directors of Nursing as part of employment contracts, remuneration packages and/or Industrial Awards/Agreements.

Management of hospital-based ambulances is excluded from this Implementation Standard.

3 Definition of Terms

Definitions of all key terms used in this Standard are listed in the glossary of terms in the governing policy document: *Queensland Health Vehicles – Management and Use Policy*.

4 Supporting Documents

- **Procedures, Guidelines, Protocols etc**
  - Queensland Health:
    - Queensland Health Vehicles Implementation Standard for Drivers

- **Forms and Templates**
  - Application for official use of departmental motor vehicle (Attachment A)
  - Utilisation Management System on line booking or other online application
  - Application for Long Term Home Garaging or Parking in Lieu (Attachment B)
  - Workplace Incident Report
  - Any insurance forms required for accident reporting

5 Requirements

5.1 Development of appropriate local procedures for the management and use of official vehicles

5.1.1 The Deputy Director-General, Health Planning and Infrastructure Division and District Chief Executive Officers shall develop appropriate procedures for the management and use of official vehicles within their area of responsibility. These procedures shall be documented in local work instructions consistent with the requirements of this Standard.

The procedures shall address:

- Authorisations for vehicle use including home garaging and any private use;
- Maintenance of adequate records of vehicle numbers, usage and costs;
Queensland Health Standard: Queensland Health Vehicles – Management

- Regular monitoring of the extent and purpose of vehicle use and regular reviews of the need for vehicle allocations;
- Taking all reasonable steps to ensure that any person authorised to drive an official vehicle holds a current licence or certificate for the operation of that type of vehicle;
- Ensuring all users of official vehicles are suitably instructed concerning the conditions under which vehicles are to be used;
- Providing guidance to drivers in cases of breakdowns, accidents and other emergencies;
- Vehicle maintenance;
- Fine recovery.

5.1.2 A Vehicle Administrator shall be designated to manage and maintain vehicle holdings.

5.2 Procurement or leasing of vehicles

5.2.1 Procurement of new and replacement vehicles shall be approved by the Deputy Director-General, Health Planning and Infrastructure Division, District Chief Executive Officer or their delegate.

5.2.2 Vehicles shall be leased or purchased on the basis of demonstrated need and fit for the intended purpose. Procurement of new and replacement vehicles shall be approved by the appropriate delegate.

5.2.3 Procurement of new and replacement vehicles shall be arranged through QFleet in accordance with the Queensland Government “tied” arrangement. The vehicles shall be used in accordance with the lease agreement between QFleet and Queensland Health and other vehicle safety documentation provided by QFleet.

5.2.4 Vehicle procurement shall be based on the most cost efficient solution to meet demonstrated business needs and in the case of standard vehicles, shall be restricted to those makes and models available for lease through QFleet.

5.2.5 Vehicle procurement shall comply with whole-of-Government and Queensland Health policies and agreements.

5.2.6 The State Procurement Policy/ Standing Offer Arrangements (SOAs), Queensland Health Financial Policy, Industrial Awards/Agreements and remuneration package requirements shall be observed when procuring vehicles.

5.2.7 Facts that shall be considered when determining the most cost and environmentally efficient solution to meet business needs include, but are not limited to:

- More efficient usage of existing vehicle fleet.
- Using alternatives to long term leasing of vehicles, such as short term hire instead of taking on an additional vehicle lease.
- Lease terms – ensuring vehicles leased are “fit for purpose” and that kilometres selected in lease packages reflect proposed usage.
- Cylinder number and engine capacity. Migration to smaller vehicles, where appropriate, can often result in savings and reduction in carbon emissions.
5.2.8 Vehicles will meet the Queensland Health Green Vehicle Guide (GVG) rating for passenger vehicles, commercial vehicles and Executive Contract Vehicles.

5.2.9 Where the need exists for the acquisition of “special vehicles” such as “people movers” and four wheel drives, base models only shall be procured unless there is a demonstrated business need for additional options. QFleet consultants can advise regarding vehicle options suited to operational requirements.

5.2.10 Delegated officers shall ensure local procedures, guidelines, or work instructions are in place to authorise officers to approve vehicle numbers/procurement, types and accessories. Details of vehicles available for lease can be obtained from QFleet.

5.2.11 Any leasing of vehicles outside these criteria (based on demonstrated operational need) shall be approved by the appropriate delegate.

5.2.12 Increasing or upgrading the fleet shall only be considered following a cost benefit analysis which shall also consider Queensland Health’s obligations under relevant whole of Government policies including the QFleet Climate Smart Policy and the Fleet Efficiency and Utilisation Policy for the Queensland Government motor vehicle fleet.

5.3 Documents to be provided in Queensland Health Vehicles

5.3.1 The following documents shall be provided with each Queensland Health Vehicle:

- The vehicle log book and guidelines for completion
- A copy of the vehicle registration details
- A copy of the Queensland Health Vehicles – Standard for Drivers
- A copy of the QFleet Driver Companion
- A Fuel Card and information on fuelling requirements for the particular vehicle, general information of service station locations including E10 locations if applicable
- Accident/incident reporting documents

5.4 Logos, decals, registration plates and use of “unbranded” vehicles

5.4.1 “Smart State” licence plates shall be fitted to all government owned motor vehicles including privately plated vehicles, except where authorised by the appropriate delegate.

5.4.2 All Queensland Health motor vehicles, excluding where approved arrangements apply, shall be labelled with the official Queensland Government decal and shall carry “QG” number plates.

5.4.3 A “standard” decal has been mandated for Queensland Government vehicles. Where possible these shall be affixed below the external rear vision mirrors on both front doors. If body panel shapes prevent this, the decal should be located as close as possible to the underside of the mirrors, on either the door panel or the front mudguard panel. The decals shall not be affixed in any other location.
5.4.4 No private stickers, commercial logos, other advertising material or decals of other Queensland Government agencies are to be displayed on Queensland Health vehicles.

5.4.5 Queensland Health decals for all official vehicles are ordered through the Divisional Property and Facilities Management Unit. Decal requirements and queries shall be referred to the Divisional Property and Facilities Management Unit via e-mail COPFM@health.qld.gov.au, by telephone (07) 3234 1117 or by fax (07) 3405 6025.

5.4.6 Vehicles procured using joint funding (e.g. provided by Commonwealth or Non Government Organisations) may display the logo/decal of the other organisation. Only one decal in addition to the official one is to be displayed.

5.4.7 The additional decal should be produced to a professional standard, and in principle, should carry the same or less “visual weight” as the Queensland Health decal. That is, it should be subordinate to Queensland Health’s decal.

5.4.8 Unbranded vehicles may be allocated for use if the use of a decal and/or QG registration plate could compromise service delivery or client privacy.

5.4.9 Exceptions to the logo, decal and registration requirements are permitted in accordance with motor vehicle entitlement provisions as part of a remuneration package, industrial award or where authorised by the appropriate delegate.

5.5 Pooling of vehicles

5.5.1 Queensland Health vehicles shall be pooled by location or operation and shall be available for official use where possible.

5.5.2 Executive Contract Officer, Senior Medical Officer and Director of Nursing vehicles shall be made available for official use where possible during official business hours.

5.6 Cleaning of vehicles - interior and exterior

5.6.1 Vehicle Administrators shall ensure the exterior cleanliness of pool vehicles is maintained.

5.6.2 The internal and external cleanliness of vehicles forming part of an employment package, and those “home garaged” by staff on a regular basis, shall be maintained by those employees assigned vehicles, at their cost. However, where vehicles provided are heavily soiled as a result of official pooling, commercial cleaning may be considered.

5.6.3 Use of commercial car washing services, and the inclusion of such provisions on “Fuel Cards” is at the discretion of the delegated officers. However, costs incurred shall be minimised and delegated officers shall consider:

- The capacity to undertake cleaning using Queensland Health resources: for example; employees whose roles may encompass the performance of such tasks.
- Public concern about the condition in which government vehicles are maintained.
- The likelihood of quick re-soiling as a result of environmental factors: for example; continual use on dusty roads.
Possible impacts on obtaining maximum financial return upon surrendering the vehicle to QFleet, due to poor appearance.

In all cases the delegated officer shall consider the balance between costs and benefits.

5.6.4 Vehicles returned to QFleet, either at the end of their lease or for servicing, shall be handed over in a suitably clean state, with all waste removed. Particular attention shall be given to vehicles “at-risk” of harbouring discarded needles and/or syringes, other sharps, or material that may pose a workplace health and safety risk.

5.7 Maintenance

5.7.1 Queensland Health vehicles are managed by Vehicle Administrators. Each Administrator is responsible for a discrete vehicle holding and is required to have systems in place to maintain all vehicles as per manufacturer’s requirements and in a manner that ensures optimal safety and vehicle value.

5.7.2 Officers who are home garaging a vehicle and officers who are provided with a vehicle as part of their remuneration package are responsible for maintaining the vehicle in a clean and tidy manner.

5.7.3 A vehicle shall not be driven while an obvious defect exists that would render the vehicle unsafe for driving, or cause mechanical or other damage. Employees shall report any suspected mechanical fault to the Vehicle Administrator as soon as possible.

5.7.4 All vehicle services are to be conducted by approved QFleet service providers and undertaken in accordance with the manufacturer’s specifications provided in the vehicle’s manual, which are to be kept in the glove compartment of each official vehicle.

5.8 Infringement notices

5.8.1 Driving infringement notices are the responsibility of the officer incurring the infringement and shall be managed by Vehicle Administrators by notifying:

- the relevant traffic authority of the name of employee in control of vehicle at the time infringement was issued.
- the relevant employee that this action has been undertaken in relation to the infringement notice.

5.8.2 Parking infringement notices are the responsibility of the officer incurring the infringement and shall be managed by Vehicle Administrators in accordance with requirements of the respective issuing authority.

5.9 Replacement of Vehicles

Vehicles being replaced shall be released for disposal upon receipt of the replacement vehicle as retention of both vehicles will result in dual lease charges being levied. The replacement vehicle may be held over long enough to permit transfer of approved accessories, provided such transfer is authorised.
5.10 Disposal of vehicles

5.10.1 Unfair wear and tear carried by vehicles at the time of their surrender will reduce resale value and result in charges to Queensland Health being levied by QFleet.

5.10.2 Queensland Health vehicles shall be disposed in accordance with provisions of their specific lease agreement and consistent with relevant financial policy and the Financial Management Practice Manual.

5.10.3 Queensland Health vehicles shall be replaced in accordance with provisions of the specific lease agreement for the vehicle. Replacement vehicles shall be leased in accordance with the provisions relating to the particular category of vehicle. These provisions vary and encompass kilometric and/or age criteria.

5.10.4 Disposal of Queensland Health owned vehicles shall be by public auction conducted by the Public Trustee of Queensland.

5.10.5 When disposing of owned vehicles, Vehicle Administrators shall ensure that the registration label is destroyed, the registration plates are removed, and all administrative processes relating to such sales are performed.

5.10.6 When disposing of owned vehicles, refunds on cancelled vehicle registrations shall be actively pursued. Such refunds are to be retained in accordance with Queensland Health’s Financial Management Practice Manual.

5.10.7 Dents and breakages shall be repaired in accordance with section 5.11 of this Standard.

5.10.8 All recording requirements relative to disposal of vehicles shall be consistent with Queensland Health Financial Management Practice Manual.

5.11 Repairs to vehicles and other equipment

5.11.1 Vehicle administrators (or drivers in those areas where there is no vehicle administrator) shall report incidents to the vehicle insurer as soon as possible where appropriate.

5.11.2 Repairs to vehicles shall be pursued through claims to the insurer where appropriate (e.g. where another party or property is involved or where the cost of repairs is greater than the “excess”).

5.11.3 Repairs for minor damage where costs are less than the “excess” shall be coordinated by Vehicle Administrators. Repairs resulting from an incident shall be undertaken as soon as possible after the incident.

5.11.4 Loss or damage of official equipment occurring in connection with official vehicles may be otherwise covered by Queensland Health’s insurance policy with the Queensland Government Insurance fund (QGIF).

5.12 Donation of Vehicles

5.12.1 The following matters shall be considered prior to accepting a vehicle donation:

- availability of funds to cover recurrent costs such as fuel, oil, registration and maintenance;
- replacement strategies such as follow-up donations; future sponsorship by new donor; or use of Queensland Health funds;
- impact of possible discontinuation of those services provided through use of the vehicle should replacement not be possible;
- insurance;
- mechanical soundness, where second-hand vehicles are involved (RACQ inspections/safety certificates shall be obtained);
- availability of appropriately licensed drivers in cases where special category vehicles such as buses or articulated vehicles are donated;
- possible industrial issues arising from professional or other category of employee driving special category vehicles;
- impact upon local transport operators (consultation with Queensland Transport and/or local operators is recommended);
- revenue retention issues arising from the sale of the vehicle.

5.12.2 Where a donated vehicle is accepted as an official vehicle, all provisions of the Queensland Health Vehicles – Management and Use Policy and associated Standards shall apply.

5.12.3 Recording and reporting issues shall be completed in accordance with Queensland Health’s Financial Management Practice Manual, including raising a journal and recording entries in the relevant registers (e.g. Asset Register and the Gifts and Benefits Register).

5.12.4 Vehicle donations shall receive official acknowledgement from the Deputy Director-General, Health Planning and Infrastructure Division or the District Chief Executive Officer or their delegate.

5.13 Use of Queensland Health vehicles by Health Community Council Members

5.13.1 Health Community Council members may use Queensland Health vehicles to attend meetings relating to their own Council only with the approval of the appropriate delegate. However, such use shall not compromise service delivery and a Council member or Queensland Health employee shall act as driver.

5.13.2 Council members shall use Queensland Health vehicles for official purposes only.

5.13.3 Council members shall comply with motor vehicle pool management requirements.

5.13.4 Where possible, Council members shall return Queensland Health vehicles to the relevant health facility for overnight garaging.
5.14 Private use of Queensland Health pool vehicles

5.14.1 Vehicles, not covered under an award, industrial agreement, contractual arrangement or remuneration package, are for official use. Private use may be permitted in the following two circumstances:

- Emergency circumstances where the health and safety of an individual is concerned;
- In cases where approval for garaging of official vehicles at private residences has been given. Where home garaging has been approved, journeys to and from work which include short detours where considered reasonable, may be allowed subject to the approval of the Director-General or their delegate.

5.14.2 Implications such as fringe benefits tax, leasing arrangements and public defensibility shall be considered prior to granting private use of official vehicles.

5.15 Home Garaging

5.15.1 Except as provided for in this Standard, Queensland Health vehicles shall be garaged at official premises.

5.15.2 Approval for the garaging of government owned vehicles at private residences shall not be given unless:

- improved operational effectiveness for the agency can be demonstrated, or
- suitable garaging facilities are not available at official premises.

Approval for long term home garaging of government owned vehicles at private residences shall only be considered:

- on a project basis,
- if the officer is routinely required to work beyond their scheduled hours,
- if the officer is on call.

5.15.3 Prior to approving long term home garaging, the delegate shall consider:

- any additional costs to Queensland Health of additional fuel, increased lease kilometres, fringe benefits tax or other expense;
- the length of time requested (which shall not exceed 12 months);
- the justification of how improved operational effectiveness will be obtained and the performance measure that will be established to demonstrate the achievement of this improved operational effectiveness;
- the Department’s obligations under whole-of-Government policies including the Climate Smart Policy and Fleet Efficiency and Utilisation Policy.

5.15.4 Long term home garaging approval

- shall be subject to review at any time with a mandatory annual review;
- shall not be provided as a condition of employment;
- may cease at any time and the vehicle be reallocated if it is deemed an organisational priority.
5.15.5 There is no automatic transfer of a home garaging or parking in lieu approval to officers relieving in a position. The relieving officer shall obtain a separate approval if home garaging is required.

5.15.6 Vehicles that do not comply with logo/decal and registration plate requirements shall not be made available for long term home garaging purposes.

5.15.7 Fringe Benefits Tax implications of home garaging shall be addressed consistent with legislative and departmental financial policy requirements.

5.15.8 Where a pool vehicle assigned to an employee for home garaging is to be reassigned for operational requirements the officer shall, if possible, be given appropriate advance notice.

5.16 Passengers

5.16.1 Delegated officers may approve the carriage of passengers in Queensland Health vehicles, based on merits, having regard to the following:

- Patients may be transported in vehicles that are not specified patient transport vehicles in circumstances where there is a demonstrated operational need.

- Necessity for use of the Queensland Ambulance Service shall be considered in the first instance.

- Where it is necessary to use vehicles that are not designated patient transport vehicles to transport patients, and a risk exists that the patient may need either clinical attention or other management (e.g. as a consequence of possible abnormal behaviour or clinical support procedures), then a second staff member shall assist in the patient’s transportation.

In such cases, and as a minimum, the second staff member and patient shall be seated in the back seat. The escorting staff member shall be seated directly behind the driver to minimise the risk of interference to the driver.

5.16.2 Non-patient clients (e.g. health service partners, business clients, etc) or members of the public may be transported where prior approval is obtained from the delegated officer.

Approval shall only be given where such transport would be considered reasonable and publicly defensible in line with Queensland Health’s Code of Conduct. Approvals shall be given on the basis that:

- a distinct, worthwhile benefit is accrued to Queensland Health or,

- the actual journey and route would otherwise have necessarily been taken by the Queensland Health employee whilst discharging their official duties and no additional cost would be borne by Queensland Health.

5.17 Unauthorised use of an official vehicle

Supervisors/Managers shall initiate the appropriate action to resolve and report on the matter, including:

- undertaking local investigation and refer to the Ethical Standards Unit if necessary; and

- advising the Vehicle Administrator of the outcome.
5.18 Fuel and fuel cards

5.18.1 Fuel cards shall be used in accordance with the Financial Management Practice Manual and the relevant Queensland Government agreement.

5.18.2 Fuel cards issued shall be checked regularly to facilitate identification and withdrawal of those not being used.

5.18.3 Allocated fuel cards shall be imprinted with the following information and be recorded in a Fuel Card Register:

- Card No;
- Expiry date of the card;
- Vehicle registration number;
- Vehicle make;
- Vehicle colour.

Generic fuel cards shall be imprinted with the following:

- Card Number;
- Expiry date;
- Card Description: (Spare Card #)

This information and the name and position of the responsible officer shall be recorded in a Fuel Card Register.

The Register shall be maintained by the Vehicle Administrator in accordance with the Financial Management Practice Manual.

5.18.4 Fuel accounts shall be monitored by each District and Division as part of a fraud prevention and detection strategy.

5.18.5 Fuel cards for disposed vehicles shall be immediately cancelled.

5.19 Insurance

All Queensland Health vehicles shall be appropriately insured.

5.20 Security of vehicles

Queensland Health vehicles left unattended shall be appropriately secured at all times.

5.21 Road Tolls


5.22 Fringe Benefits Tax

5.22.1 Fringe Benefits Tax (FBT) obligations and compliance requirements shall be followed.
5.22.2 For further information on FBT please contact the Taxation Unit, Finance Branch. Also refer to the Financial Management Practice Manual.

5.23 Use of private vehicles for official purposes

5.23.1 Private vehicles may be approved by the appropriate delegate for use for official purposes.

5.23.2 Prior to authorisation for use of private vehicles the following conditions shall be met:

- The vehicle shall have current registration.
- The vehicle shall be covered by either a comprehensive motor vehicle insurance policy or a third party property damage insurance policy.
- The employee is to produce evidence that the insurance policy has been endorsed to indemnify Queensland Health. This is a standard endorsement available on request from all insurance companies.

5.23.3 Queensland Health shall refund any insurance endorsement fees.

5.24 Whole-of-Government reporting

Whole-of-Government reporting on vehicle use and related matters shall be undertaken by the appropriate delegate as required.

6 Review

This Standard is due for review on: 25 March 2011

7 History

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<tr>
<th>Standard approved 25 March 2011</th>
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### 8 Responsibilities

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<tr>
<th>Position</th>
<th>Responsibility(ies)</th>
<th>Accountabilities/Audit Criteria</th>
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<tbody>
<tr>
<td>Director-General</td>
<td>Ensure appropriate processes are in place for management of Queensland Health vehicles.</td>
<td>QH has an effective Vehicle use and management policy.</td>
</tr>
<tr>
<td>Deputy Director-General Health Planning and Infrastructure Division or their delegate</td>
<td>Approve the use of “private plated” and unbranded vehicles where there is a demonstrated operational need for confidentiality.</td>
<td>Audits of the register of approvals are to be conducted.</td>
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<td>Approve the purchase, lease, replacement or disposal of official vehicles.</td>
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<td>Develop and apply service level controls for the management of vehicles under their responsibility.</td>
<td>Audits of relevant registers and processes are to be conducted.</td>
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<td>Approve long term home garaging.</td>
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<td>Approve any private use of official vehicles.</td>
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<td>Approve the use of commercial car washing services on fuel cards.</td>
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<tr>
<td>District Chief Executive Officers or their delegate</td>
<td>Develop and apply service/facility level controls for the management of vehicles under their responsibility.</td>
<td>Audits of relevant registers and processes are to be conducted.</td>
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<td>Approve the purchase, lease, replacement or disposal of official vehicles.</td>
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<td>Authorise the use of private plated/unbranded (i.e. having no decals) vehicles for community visits where service delivery or client privacy may be compromised.</td>
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<td>Approve the use of commercial car washing services on fuel cards.</td>
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<td>Approve long term home garaging.</td>
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<td>Approve any private use of official vehicles.</td>
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<td>Approve the carriage of non QH employees as passengers in official vehicles</td>
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<td>Managers and Supervisors</td>
<td>Ensure they, and staff they manage/supervise are aware of and have access to this Standard.</td>
<td>Workplace Induction program.</td>
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<td>Verify employees under their control hold an appropriate driver’s licence considered valid for use in Queensland that permits the driver to operate the relevant class of vehicle</td>
<td>Workplace Induction program.</td>
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<td>Approve official use of QH vehicles by their staff</td>
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<td>Provide all staff with an awareness of and access to this Standard.</td>
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<td>Vehicle Administrators</td>
<td>Maintain respective discrete vehicle holdings.</td>
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<td>Report incidents to the vehicle insurer immediately</td>
<td>QFleet Driver Companion, Insurance claims procedure</td>
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<td>Ensure vehicle Log Books are placed in each vehicle.</td>
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<td>Allocate vehicles under their area of responsibility for official requirements.</td>
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<td>Maintain a register of Fuel cards</td>
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<td>Maintain the exterior cleanliness of pool vehicles.</td>
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**Approval Officer:**  John Glaister, Deputy Director-General, Health Planning and Infrastructure

**Approval Date:**  25 March 2011

**Implementation Date:**  25 March 2011