

# Motor vehicle fleet - vehicle management

# Standard

QH-IMP-270-2:2015

## 1. Statement

This Standard identifies the minimum requirements that evidence the implementation of the Department of Health Vehicles – Management & Use policy. It also identifies the responsibilities (and audit criteria) of individual positions in relation to these requirements.

## 2. Scope

This standard applies to all employees, contractors and consultants and authorised drivers within the Department of Health divisions and commercialised business units.

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

Compliance with this standard is mandatory.

## 3. Requirements

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

**3.1.1** The Chief Legal Counsel, System Support Services Division 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
- 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

### 3.2 Procurement or leasing of vehicles

**3.2.1** Procurement of new and replacement vehicles shall be approved by the Deputy Director-General, System Support Services Division, or their delegate.

**3.2.2** 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.

**3.2.3** 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 Department of Health and other vehicle safety documentation provided by QFleet.

- 3.2.4** 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.
- 3.2.5** Vehicle procurement shall comply with whole-of-Government and Department of Health policies and agreements.
- 3.2.6** The State Procurement Policy/ Standing Offer Arrangements (SOAs), Department of Health Financial Policy, Industrial Awards/Agreements and remuneration package requirements shall be observed when procuring vehicles.
- 3.2.7** 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.
  - Accessories
- 3.2.8** 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.
- 3.2.9** 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.
- 3.2.10** Any leasing of vehicles outside these criteria (based on demonstrated operational need) shall be approved by the appropriate delegate.
- 3.2.11** Increasing or upgrading the fleet shall only be considered following a cost benefit analysis which shall also consider Department of Health’s obligations under relevant whole of Government policies.

### **3.3 Documents to be provided in Department of Health Vehicles**

- 3.3.1** The following documents shall be provided with each Department of Health Vehicle:
- The vehicle log book and guidelines for completion
  - A copy of the vehicle registration details
  - A copy of the Department of 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

### **3.4 Logos, decals, registration plates and use of “unbranded” vehicles**

- 3.4.1** All Department of Health motor vehicles, excluding where approved arrangements apply, shall be labelled with the official Queensland Government decal and shall carry “QG” number plates.
- 3.4.2** 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.

- 3.4.3 No private stickers, commercial logos, other advertising material or decals of other Queensland Government agencies are to be displayed on Department of Health vehicles.
- 3.4.4 Department of Health decals for all official vehicles are ordered through the Corporate Facilities Unit. Decal requirements and queries shall be referred to the Corporate Facilities via e-mail CO-PFM@health.qld.gov.au, by telephone (07) 3234 1110 or by fax (07) 3405 6025.
- 3.4.5 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.
- 3.4.6 The additional decal should be produced to a professional standard, and in principle, should carry the same or less “visual weight” as the Department of Health decal. That is, it should be subordinate to Department of Health’s decal.
- 3.4.7 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.
- 3.4.8 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.

### **3.5 Pooling of vehicles**

- 3.5.1 Department of Health vehicles shall be pooled by location or operation and shall be available for official use where possible.
- 3.5.2 Smoking is not permitted in any Department of Health vehicles.

### **3.6 Cleaning of vehicles - interior and exterior**

- 3.6.1 Fleet Administrators shall ensure the cleanliness of pool vehicles is maintained.
- 3.6.2 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:
- 3.6.3 The capacity to undertake cleaning using Department of Health resources: for example; employees whose roles may encompass the performance of such tasks.
- 3.6.4 Public concern about the condition in which government vehicles are maintained.
- 3.6.5 The likelihood of quick re-soiling as a result of environmental factors: for example; continual use on dusty roads.
- 3.6.6 Possible impacts on obtaining maximum financial return upon surrendering the vehicle to QFleet, due to poor appearance.
- 3.6.7 Employees identified as having smoked in a Department of Health vehicle will be held responsible for the costs of cleaning the interior of the vehicle.
- 3.6.8 In all cases the delegated officer shall consider the balance between costs and benefits.
- 3.6.9 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.

### **3.7 Maintenance**

- 3.7.1 Department of Health vehicles are managed by Fleet Administrators. Each Fleet 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.
- 3.7.2 Officers who are home garaging a vehicle are responsible for maintaining the vehicle in a clean and tidy manner.
- 3.7.3 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.
- 3.7.4 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.

### **3.8 Infringement notices**

- 3.8.1 Driving infringement notices are the responsibility of the officer incurring the infringement and shall be managed by Fleet Administrators by notifying:
  - 3.8.2 the relevant traffic authority of the name of employee in control of vehicle at the time infringement was issued.
  - 3.8.3 the relevant employee that this action has been undertaken in relation to the infringement notice.
- 3.8.4 Parking infringement notices are the responsibility of the officer incurring the infringement and shall be managed by Fleet Administrators in accordance with requirements of the respective issuing authority.

### **3.9 Replacement of Vehicles**

- 3.9.1 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.

### **3.10 Disposal of vehicles**

- 3.10.1 Unfair wear and tear carried by vehicles at the time of their surrender will reduce resale value and result in charges to Department of Health being levied by QFleet.
- 3.10.2 Department of 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.
- 3.10.3 Department of 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.
- 3.10.4 Disposal of Department of Health owned vehicles shall be by public auction conducted by the contracted service provider.
- 3.10.5 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.
- 3.10.6 When disposing of owned vehicles, refunds on cancelled vehicle registrations shall be actively pursued. Such refunds are to be retained in accordance with Department of Health's Financial Management Practice Manual.

- 3.10.7 Dents and breakages shall be repaired in accordance with section 3.11 of this Standard.
- 3.10.8 All recording requirements relative to disposal of vehicles shall be consistent with Queensland Health Financial Management Practice Manual.

### **3.11 Repairs to vehicles and other equipment**

- 3.11.1 Fleet 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.
- 3.11.2 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”).
- 3.11.3 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.
- 3.11.4 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).

### **3.12 Donation of Vehicles**

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

### **3.13 Revenue retention issues arising from the sale of the vehicle.**

- 3.13.1 Where a donated vehicle is accepted as an official vehicle, all provisions of the Queensland Health Motor Vehicle Fleet – Management and Use Policy and associated Standards shall apply.
- 3.13.2 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 (eg Asset Register and the Gifts and Benefits Register).
- 3.13.3 Vehicle donations shall receive official acknowledgement from the Chief Legal Counsel, System Support Services Division or their delegate.
- 3.13.4 Private use of Department of Health vehicles
- 3.13.5 Vehicles are for official use. Private use may be permitted in the following two circumstances

- 3.13.6 Emergency circumstances where the health and safety of an individual is concerned;
- 3.13.7 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.
- 3.13.8 Implications such as fringe benefits tax, leasing arrangements and public defensibility shall be considered prior to granting private use of official vehicles.

### **3.14 Home Garaging**

- 3.14.1 There is no entitlement for home garaging under a remuneration award.
- 3.14.2 Home Garaging must not be offered as a benefit or entitlement during the recruitment process or subsequent review.
- 3.14.3 Approval for the home garaging of government owned vehicles at private residences for an extended period will only be provided in limited circumstances and be in line with the following requirements.
- 3.14.4 The applicant provides documented evidence of a project which completion requires the officer to home garage a vehicle.
- 3.14.5 Home garaging approval is only granted for a specified time period relating to the business need or position function. At the conclusion of this period the applicant must re-apply for home garaging approval.
- 3.14.6 Approval for home garaging pertains only to the position the occupant is in at the time of approval. Should the officer change position, home garaging must cease, a new application will be required for home garaging, should it be necessary for the new position.
- 3.14.7 Where an employee is appointed to a position where the previous employee had approval for home garaging, a new application is required.
- 3.14.8 Allocation of a vehicle for home garaging will be dependent on availability.
- 3.14.9 Vehicles allocated for home garaging shall be returned to the issuing site by a time nominated by the fleet administrator.
- 3.14.10 Prior to supporting long term home garaging, the delegate shall consider:
- 3.14.11 any additional costs to Department of Health Health of additional fuel, increased lease kilometres, fringe benefits tax or other expense;
- 3.14.12 the length of time requested which shall not exceed 12 months);
- 3.14.13 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;

### **3.15 Long Term home garaging approval**

- 3.15.1 Shall be subject to review at any time with a mandatory annual review prior to the commencement of the FBT year on 1 April.
- 3.15.2 Shall not be provided as a condition of employment;
- 3.15.3 May cease at any time and the vehicle be reallocated if it is deemed an organisational priority.

### **3.16 Application**

- 3.16.1 To request Long Term Home Garaging Approval the applicant must complete the Approval Application for Long Term Home Garaging and must be supported by documentation fully outlining the benefits to the business. The application must be



signed by the applicant, their Manager/Director and endorsed by the Deputy Director-General/Chief Executive of the applicant's Division/Agency.

### **3.17 Approval Delegation**

**3.17.1** The Chief Legal Counsel is the delegated officer for approval of Home Garaging applications.

### **3.18 Cessation of approval for Home Garaging**

**3.18.1** Advice must be provided to Corporate Facilities when an officer no longer requires home garaging if earlier than the approved time frame.

### **3.19 Transfer of approval**

**3.19.1** Approval to home garage is for the nominated applicant only and cannot be transferred to another officer.

### **3.20 Passengers**

**3.20.1** Delegated officers may approve the carriage of passengers in Department of 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.

**3.20.2** 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.

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

- a distinct, worthwhile benefit is accrued to Department of Health or,
- the actual journey and route would otherwise have necessarily been taken by the Department of Health employee whilst discharging their official duties and no additional cost would be borne by Department of Health.

### **3.21 Unauthorised use of an official vehicle**

- 3.21.1** 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.

### **3.22 Fuel and fuel cards**

- 3.22.1** Fuel cards shall be used in accordance with the Financial Management Practice Manual and the relevant Queensland Government agreement.
- 3.22.2** Fuel cards issued shall be checked regularly to facilitate identification and withdrawal of those not being used.
- 3.22.3** 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 # )
- 3.22.4** This information and the name and position of the responsible officer shall be recorded in a Fuel Card Register.
- 3.22.5** The Register shall be maintained by the Vehicle Administrator in accordance with the Financial Management Practice Manual.
- 3.22.6** Fuel accounts shall be monitored by each Division and Agency as part of a fraud prevention and detection strategy.
- 3.22.7** Fuel cards for disposed vehicles shall be immediately cancelled.

### **3.23 Insurance**

All Department of Health vehicles shall be appropriately insured.

### **3.24 Security of vehicles**

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

### **3.25 Road Tolls**

- 3.25.1** Management of road toll accounts shall be consistent with relevant financial policy and the Financial Management Practice Manual.
- 3.25.2** For further information on FBT please contact the Taxation Unit, Finance Branch via email [FBT@health.qld.gov.au](mailto:FBT@health.qld.gov.au). Also refer to the Financial Management Practice Manual.

### **3.26 Fringe Benefits Tax**

Fringe Benefits Tax (FBT) obligations and compliance requirements shall be followed.



### **3.27 Use of private vehicles for official purposes**

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

**3.27.2** 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 Department of Health. This is a standard endorsement available on request from all insurance companies
- Department of Health shall refund any insurance endorsement fees.

### **3.28 Whole-of-Government reporting**

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

## **4. Legislation**

- Motor Vehicle Fleet – Management & Use Policy
- Motor Vehicle Fleet – Driver Standard

## **5. Supporting documents**

- Human Resource Policy C15 – Allowances
- Human Resource Policy G6 – Orientation, Induction and mandatory Training
- Human Resource Policy I4 – Compensation for loss or damage to private property and personal effects of employees and for damage to visitor's vehicles
- Work Incident Reporting Guideline
- Financial Management Practice Manual (FMPM)
- Queensland Government Code of Conduct for the Queensland Public Service
- Use of Mobile Phones Policy
- Fraud Control Policy
- Application for official use of departmental motor vehicle (Attachment A)
- Utilisation Management System on line booking or other online application
- Any insurance forms required for accident reporting
- Form - Application for official use of departmental motor vehicle
- Form - Utilisation Management System on line booking or other online application
- Form - Application for Home Garaging
- Form - Workplace Incident Report
- Any insurance forms required for accident reporting
- Queensland Transport and Main Roads
- "Your Keys to Driving In Queensland" (Queensland Transport and Main Roads)

- Safe Driving Guide (Queensland Transport and Main Roads)
- Driver Companion Handbook (Queensland Transport and Main Roads)
- Guide to fair wear and tear booklet (Queensland Transport and Main Roads)
- Use of Government Owned Vehicles and Parking of Private Vehicles on Official Premises. (Public Service Commission)
- Public Service Commission Executive remuneration package - Motor vehicles and allowances
- Public Service Commission Senior Executive Service - Employment Conditions

## 6. Definitions

Term	Definition
Authorised Driver	<p>An employee authorised by their manager or supervisor</p> <p>A contractor, volunteer, or student working under the direction of Department of Health authorised by their Department of Health supervisor and the responsible delegate</p> <p>A private consultant authorised by their consultancy agreement and the responsible delegate</p> <p>A Health Community Council member authorised by the responsible delegate</p> <p>Other public servants (state or commonwealth) accompanying Department of Health employees on official duty authorised by the appropriate delegate.</p> <p>Motor trade employees, including those from QFleet, authorised by the appropriate delegate, or authorised under leasing and/or maintenance arrangements.</p>
Base models	The most basic model in a particular range in the standard factory build that does not include any extra cost options or additional accessories.
Decals	A design prepared on special paper for durable transfer on to another surface.
Executive Contract Officers	Executives employed on Contract, including Senior Executive Service (SES), other contract employees employed under Section 122 (formerly Section 70) of the <i>Public Service Act 2008</i> , Health Executive Service (HES), District Executive Service (DES) and other contract employees employed under Section 24 of the <i>Health Services Act 1991</i> .
Fair wear and tear	Includes stone chips on paint and windscreens. Comprehensive details can be found in the QFleet <i>Guide to fair wear and tear</i> booklet. Available through QFleet <a href="http://www.hpw.qld.gov.au">www.hpw.qld.gov.au</a>
Fleet Administrator	Relates to the officer with administrative responsibility for the management of Department of Health vehicles. This officer may be a Fleet Manager, Vehicle Administrator or Administration Officer.
QG Plated Vehicles	Includes vehicles that have a QG number plates and specifically approved private plated vehicles.
Home Garaging	<p>Long Term Home Garaging</p> <p>Long term overnight garaging of an official vehicle at private premises</p> <p>Temporary Home Garaging</p> <p>Any overnight garaging of an official vehicle at private premises approved for a short period</p>
Insurance excess	An excess is an amount paid to the insurance company, where required, when an insurance claim is made.

Hospital based ambulance	A hospital based ambulance service is where the ambulance vehicle is provided by the Queensland Ambulance Service for the retrieval and transport of sick or injured persons. The service is operated by Department of Health staff with vehicles driven by volunteers and/or Department of Health staff and the clinical response is generally provided by Department of Health nursing staff.
Public Defensibility	Ensuring the course of action chose is: Within your authority to make Legal and in line with the Code of Conduct Fair and able to be justified to your manager and the public Documented, so that a statement of reasons could be supplied if required
Department of Health Vehicle	Includes any vehicle - owned, leased, hired, donated to Department of Health or registered in the name of Queensland Health.
Reportable damage value threshold	This is the value of damage sustained to a vehicle involved in a traffic accident that would require notification to Queensland Police Service.
Road Toll	Road toll relates to any road toll and/or account including but not limited to e-Toll, Govia Tag
Unbranded vehicle	A vehicle without Department of Health decals and with non-QG license plates
Unfair wear and tear	Includes dents and breakages. Comprehensive details can be found in the QFleet <i>Guide to fair wear and tear</i> booklet. Available through QFleet <a href="http://www.hpw.qld.gov.au">www.hpw.qld.gov.au</a>
Workplace Incident	An incident resulting in a person suffering – a work injury; or a work caused illness  An incident resulting in a dangerous event; or near miss. (In addition, the Minister for the Department of Justice and Attorney General, has authority under the Act to declare events to be a workplace incident).

## Version Control

Version	Date	Comments
1.1	10 June 2015	Updated to reflect Department of Health instead of Queensland Health. Update of Delegation to Chief Legal Counsel. References to private use entitlement removed. Approval for changes required.
1.2	24 June 2015	Policy Rationalisation Project – Minor editorial changes. Migration of content.