Building Commission NSW

NSW GOVERNMENT

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Motor Vehicle Policy

November 2026



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1 Policy information

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1.1 Overview

This Policy provides employees with requirement relating to the appropriate and safe use of the BCNSW vehicle fleet.

Owner:	Office of the Executive Director – Building Operations
Date approved:	[date]
Approving officer's position:	Building Commissioner
Review:	Every 2 years (or earlier as necessary)

1.2 Scope

BCNSW has a fleet of vehicles to meet the travel needs of employees in the performance of their duties. This Policy outlines practical ways that all users of BCNSW vehicles, including managers and support staff, can ensure that these vehicles are used safely and efficiently.

The requirements contained in this Policy are intended to be consistent with the relevant sections of applicable employment Awards (e.g. Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009), employment contracts, the DCS Travel and Transport Policy, the Work Health and Safety Act 2011 (NSW) and DCS Code of Conduct.

Using the BCNSW vehicle fleet appropriately helps ensure the efficient use of resources, supports staff safety and enhances public trust. Failure to comply with the provisions of this Policy can result in disciplinary action.

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2 Vehicle usage requirements

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2.1 Vehicle allocation

- Vehicles are allocated by the OED to BCNSW office locations subject to consideration of operational needs and availability of parking. Vehicles are further assigned to specific Directorates and, with Director approval, can be allocated to specific teams or managers to support efficient usage and booking management at a local level.
- Directors are expected to work with managers, staff and the OED to ensure the allocation of vehicles amongst locations and teams facilitates the efficient and safe use of the BCNSW fleet.
- Vehicles can be allocated to a single staff member for up to 2 weeks subject to line manager approval. This could be done to support operational efficiency where the travel schedule and likely vehicle needs of both the staff member and broader team are known and are not likely to be adversely impacted.
- At all times BCNSW vehicles are to be considered a 'pooled' resource for the use of all BCNSW staff. This means that regardless of the allocations in the booking system, no staff member or team has exclusive access to a vehicle and all vehicles can be reallocated to other teams as necessary.

2.2 Role of public transport

- Public transport is generally the preferred means of travel where it can provide an efficient and safe journey.
- BCNSW staff may need to travel to a range of locations where the use of public transport is not efficient or safe. BCNSW vehicles can be used in preference to public transport in situations where:
  - Direct connections to and from locations are not readily available,
  - The travel time would become unreasonably long,
  - Significant equipment or luggage is required to be carried, or
  - The use of a vehicle is more efficient or safer.
- If staff are unsure about whether their intended vehicle usage is likely to be appropriate they should seek approval from their people leader before a vehicle is booked.

2.3 Eligibility to drive

- Drivers must hold a current and appropriate NSW driver's license.
- Drivers must comply with the NSW road transport legislation and parking restrictions imposed by local government authorities.
- Drivers must be fit to drive and not under the influence of drugs, alcohol or fatigue. This includes not using medication (prescription or non-prescription) that may affect their driving ability.

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2.4 Driver Responsibilities

- Ensure vehicles are used fairly by taking a collaborative approach to managing booking changes to support the efficient and safe fleet usage across BCNSW.
- Accurately record travel by completing the BCNSW Odometer Reading Register before and after vehicle use.
- Conduct basic safety checks before the use of the vehicle and report any alerts or concerns at the completion of the journey to their line manager and through the BCNSW Odometer Reading Register.
- Maintain vehicle cleanliness. Remove personal items at the end of the booking and if the vehicle becomes soiled during usage (e.g. dirt from boots) the driver shall organise for appropriate cleaning to occur before the vehicle is returned.
- Ensure vehicles are serviced in accordance with manufacturer requirements by notifying managers when services lights show or services dates/mileages are reached as displayed on service stickers.
- Ensure the vehicle is fuelled appropriately and returning the vehicle with a full tank.
- Ensure BCNSW magnetic signs are attached to each side of the vehicle for the duration of each booking. These signs can be removed temporarily by drivers when their vehicle is parked overnight at a home or business address (e.g. hotel accommodation). They can also be removed with manager approval to account for specific operational or safety needs (e.g. undertake covert surveillance). This practice identifies the vehicle as a BCNSW resource and that visibility helps to support staff safety.
- Ensure that when parking during a journey that BCNSW equipment (e.g. tools, laptop) and fuel cards are stored so that they are not visible to discourage theft. When parking overnight BCNSW equipment should be removed from the car and stored securely indoors. Refer to the DCS IT Acceptable Use Policy for specific information around protecting and securing IT and information assets.

Ensure that they use the most direct and efficient travel routes. A driver is permitted to include reasonable incidental stops during a journey to have breaks, make incidental purchases or for minor personal reasons. Any personal stops must not impact business use.

2.5 Fines and Infringements

- Drivers are personally liable and responsible for any infringements incurred while driving BCNSW vehicles (e.g. speeding, parking, traffic) and the payment of any fines. Data from the Booking Intelligence system will be reviewed to ascertain the driver
- Any penalty notice received will be emailed to the driver with a cc. to their People Leader from either support staff or SG Fleet.
- If a driver's licence becomes suspended or cancelled, the driver must inform their manager as soon as is reasonably practical and provide a written notification with details on the cause and duration.
- Regular or serious driving infringements may be considered as evidence of unsafe and improper vehicle usage and lead to corrective action by managers.

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2.6 Safety requirements

- Conduct a pre-start vehicle check (tyres, lights, mirrors, windscreen, fuel/battery level, and any reported defects).
- Ensure the vehicle is roadworthy and any defects are reported promptly.
- All vehicles should contain a fire blanket, first aid kit, mobile phone holder and charging cable. If any of these items are unavailable it should be recorded on the BCNSW Odometer Reading Register. Directorate Support Officers will manage replenishment or replacement of fist aid kits and fire blankets.
- No smoking in BCNSW vehicles.
- No use of hand-held mobile phones while driving. Drivers must use an appropriate phone holder or otherwise store the phone safely and securely in accordance with the NSW Government Policy on Mobile Phones, digital screens and GPS.
- Drivers must not operate a vehicle while impaired or fatigued and must take reasonable steps to avoid fatigue during the use of the car, particularly on journeys over 4 hours. This includes stopping for a short break after every 2 hours of driving, staying hydrated and considering sharing driving duties (where possible).
- Drivers must ensure mirrors, head rests, seats and steering wheel are adjusted to suit their personal ergonomic preferences and facilitate safe driving. Refer to Workplace vehicle ergonomics for more information.
- While driving, follow NSW Road Rules and wear a seatbelt at all times.
- Obey road rules, speed limits, and traffic signs.
- Secure all loads and equipment
- Do not exceed vehicle load limits
- Ensure loose items cannot move around the cabin during travel

2.7 Accident reporting

- Drivers must follow relevant NSW road rules and procedures if they are involved in a crash in accordance with What to do at a road crash | NSW Government.
- Any safety-related incidents (e.g. collisions, near misses) must be reported promptly via MySafety.
- Vehicle damage and repair needs must be reported promptly via the BCNSW Odometer Reading Register.

2.8 Use of private vehicles

- BCNSW vehicles should be used for official business and therefore the use of private vehicles is generally discouraged.
- In accordance with the DCS Travel & Transport Policy, there are limited circumstances when the use of a private vehicle can be permitted by approval from a BCNSW Executive (SEB1 or higher), such as:

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  - Where there is no other form of appropriate transport reasonably available or suitable, such as when there are no BCNSW vehicles or hire cars available,
  - Where the employee is unable to use other means of transport due to a disability or medical condition, or
  - Where the employee intends to undertake private travel at the completion of the business journey (e.g. pre-approved recreational leave).
- Compensation for the use of a private motor vehicle will be in accordance with the Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009 provisions. Refer to DCS Private motor vehicle allowance for more information.
- It is a requirement to have (and to produce if requested) a comprehensive motor vehicle insurance policy and any policy required to be held under the Motor Vehicles (Third Party Insurance) Act 1942 No 15 - NSW Legislation.

2.9 Passengers

- Car pooling is encouraged to support efficient usage of the BCNSW fleet. It can also support safety outcomes by providing support for drivers and the ability to share driving responsibilities during a journey.
- In using car pooling, consideration should be given to choosing collection/drop-off points that are reasonable considering the needs of each passenger and the impact on the total journey. Users should consider meeting at easily accessible and identifiable locations (e.g. train station, café) or the BCNSW office.
- Transporting non-BCNSW staff is not permitted unless the persons are joining BCNSW on official business (e.g. industry stakeholders, council staff, other NSW government agencies).
- At no times are drivers permitted to transport family members or friends.

2.10 Journeys starting or ending at a home address

- It is generally preferred that vehicles are returned directly to a BCNSW office at the end of each journey as this ensures that they are secure and readily available for use.
- Drivers are not permitted to use a BCNSW car to travel from their home to their assigned office location unless they are also using the car for business purposes (e.g. inspections, meetings) at other locations on those same days.
- In the following scenarios driving a BCNSW vehicle home during a booking is permitted as it is either more efficient or safer:
  - The vehicle is required to be used on a weekend for official purposes (e.g. to attend an industry event),
  - Arriving at a BCNSW office location to pick up or drop off the vehicle would be unreasonable as it would need to occur outside of normal working hours (i.e. early morning or late afternoon),
  - Requiring a journey to include the office location would unreasonably extend the total travel time as the home address of the staff member is closer to the intended destination,
  - The vehicle use occurs over multiple concurrent days and business needs would not be adversely impacted.

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- If there are other reasons that a staff member wishes to drive a BCNSW vehicle home during a journey then they must have prior written approval from their manager.
- When a BCNSW vehicle is parked overnight at a home address it is preferred that it is parked as close as reasonably possible to the staff member's address. The vehicle does not need to be garaged and the use of on-street parking is permissible.
- If a situation arises such that the driver is unable to return a vehicle to the office (e.g. unplanned leave) then it may be collected by another staff member. If a BCNSW vehicle is parked within the previous driver's property (e.g. garage or driveway) they must consent to any reasonable request made by their line manager to access the vehicle so that it can be returned to BCNSW.

2.11 Parking at BCNSW offices

- Secure car parking for BCNSW pool vehicles at offices is generally provided, however there can be capacity constraints at some locations at certain times.
- When office parking is not available, another parking source is to be sought with costs being reimbursed by the relevant cost centre.
- Drivers are not permitted to use an office parking spot to temporarily park their own vehicle during a booking.
- For parking information, see public transport and parking on the DCS intranet.

2.12 Vehicle procurement / disposal

- Arrangements for the supply and disposal of motor vehicles are made between the support staff and SG Fleet, with relevant Executive approval.
- Support staff monitor vehicle usage to identify vehicles that may attain maximum lease end kilometres prior to the end of the specified lease term. In such cases, after agreement with the assigned driver, rotation may occur to ensure vehicles are not returned with excess kilometres or prior to the lease end date.
- It is support staff's responsibility to ensure that any repairs are undertaken prior to disposal of car from their team.
- Damaged vehicles will incur lease fees until repaired. There are also penalty rates that can accrue for late return of a car. These costs will be borne by the relevant cost centre unless special circumstance exist.
- The vehicle selection available to the Inspectorate will be determined in accordance with the Motor Vehicles Scheme | info.buy.nsw
- Variations to the available selection will occur from time to time depending on the vehicles on offer from SG Fleet. Any variations will be approved by the Chief Financial Officer provided the vehicle meets safety, ergonomic and cost requirements.

2.13 Vehicle delivery

- Support staff will be contacted by a dealer to arrange delivery and return of vehicles.

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- Vehicles due for disposal must be in good condition, clean, fully serviced and ready for collection when the replacement vehicle is delivered. Spare keys, radio security code cards and the vehicle service book are to be left in the vehicle. First aid kits must be transferred to the replacement vehicle and will be maintained by the fleet coordinator for pool vehicles. Inspectors are responsible for maintaining kits in their vehicles. All standard and non-standard accessories (cargo barriers, tow bar hitches etc) remain with the retiring vehicle.
- Where replacement vehicles are being collected from the dealership, the retiring vehicle may be left there unless repairs are required. The driver must notify support staff when this has occurred.
- For more information on provisioning new or replacement fleet vehicles refer to DCS

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Care and maintenance

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3.1 Vehicle fittings and accessories

- The following is provided as standard:
  - Light coloured vehicles.
  - ANCAP 5 star rating.
  - Automatic transmission, air conditioning, power steering, cruise control, carpet mats, airbags (and where supplied, curtain airbags).
  - Cargo barrier and cargo blind (station wagons only) will be fitted for all business-related use.
  - Towbar (manufacturer's standard for the vehicle) is available on request.
  - Utes must include a lockable roller shutter.
  - First Aid Kit.
  - Fire blanket.
  - Phone holder.
- Permission for any other accessories must be sought in writing from a Director and will be considered on a case-by-case basis.
- Non-standard accessories that are not work-related can be approved but will be required to be purchased and maintained by the driver (owner).

3.2 Fuel cards

- Each vehicle will be issued with fuel cards from oil companies under government contract and fuel is only to be purchased using these cards. Drivers cannot purchase "premium" unleaded petrol unless the fuel card is registered to allow for such purchases.
- Purchases from companies not on contract are to be avoided except in an emergency. If a purchase is made, a tax invoice must be provided when submitting the PCard expense.
- Fuel cards are to be used for BCNSW vehicles only. Breaches in use of fuel cards will be brought to the attention of the people leader of the Driver for appropriate action to be taken.
- SG Fleet will send out new fuel cards that are due for replacement without any action from BCNSW. Support staff will be notified by the mailroom if any arrive. If a staff member advises that there is an issue with a fuel card or they have misplaced the card, support staff should email the DCS procurement team asking them to cancel the original card and send out a replacement.
- Several days' delay may be experienced after delivery of a new / replacement vehicle before the fuel cards are available. During this time:
  - Purchases at retail rates may be made via PCard. A tax invoice must be attached to the expense claim, or the driver may use the old vehicle fuel cards but shall not supply odometer information.
  - When replacement vehicle fuel cards have been received, fuel cards for the retired vehicle should be cut up and disposed of.
- When using the fuel card, the odometer reading of the vehicle must be entered into the EFTPOS machine or provided to the service station attendant where a manual system is used.
- Appropriate measures should be taken to protect fuel cards from excessive wear and tear as the magnetic strip on the cards can be easily damaged rendering them unusable. Basic precautions include ensuring that the cards are not in contact with one another; not left in direct sunlight; not

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bent; and not placed in contact with paper clips or other metal fasteners. Where a fuel card is damaged the support staff should be contacted to arrange a replacement card.

- Fuel cards must be secured at all time as BCNSW is required to meet the cost of all fuel card purchases until such time as the oil company is informed that a card is damaged, lost or stolen. Lost or stolen fuel credit cards must be reported immediately to support staff to arrange for a replacement. After hours, loss or theft of fuel cards must also be reported to the fuel companies (refer to details in the vehicle wallet provided by SG Fleet).

3.3 Tyres

- If the vehicle has a flat tyre the NRMA or Roadside Assistance can be called to undertake this task.
- For replacement or repair take the tyre to any large tyre company and advise that the vehicle is managed by SG Fleet. The proprietor will ring SG Fleet for authorisation and then carry out the repair or provide a replacement.

3.4 Vehicle servicing

- Vehicles are to be booked into an approved Service Centre for routine service. The Service Centre needs to contact the SG Fleet Repairs Controller on 1800 801 523 between 8am - 5pm Monday to Friday to obtain a Repair Authority Number. If the Service Centre deems additional work is required, approval must be sought from the Repairs Controller at SG Fleet on 1800 801 523. The Authorised Driver must not give approval for any additional work.
- The Service Centre must forward the invoice directly to SG Fleet for payment.
- Each team is responsible for booking in vehicles for service and dropping off/picking up.
- The DCS Procurement team will send a list of cars that are overdue for a service and support staff can forward this on to the directorate and ask for them to organise. If advised it has already been serviced, request a copy of the receipt or confirmation to send back to the procurement team. Support staff are also able to run a report in SG fleet to see upcoming services that are due.

3.5 Routine safety and maintenance checks

- To help support the safe and efficient operation of the fleet, managers and support staff should periodically observe the condition of BCNSW vehicles.
- When vehicles are being observed the following aspects should be considered:
  - Booking record information complete and current (milage, use, locations, driver identity)
  - Fuel left at 100% (if at the end of a booking)
  - Car clean internally (rubbish removed, minimal dirt) and externally (minimal dirt)
  - Tyres in good condition (inflation, wear)
  - Any damage reported and repairs organised (lights, chassis, windows)
  - Standard equipment (phone holder, fuel cards, fire blanket, first aid kit, BCNSW magnets)

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3.6 Breakdown

- In the event of a breakdown, note the registration number, the street and the nearest cross street. Refer to Manufacturer's Guidelines and / or SG Fleet for the correct process to follow.
- For emergency repairs, the breakdown service provider will arrange towing to an authorised repairer.
- The repairer must contact SG Fleet (telephone number 1800 801 523) between 8am – 5pm on work days to obtain approval for repairs. Outside these hours the Authorised Driver may give approval, however the repairer must contact SG Fleet as soon as possible and make arrangements for payment of repairs. The Fleet Coordinator to be advised of incident via email as soon as practicable.
- NRMA also offer a similar towing service and can be contacted on 1300 762 076 for assistance.

3.7 Stolen Vehicles

- If a BCNSW vehicle is stolen it must be reported to the closest Police station or the Police Assistance Line (PAL) on 13 14 44 as soon as possible.
- The driver must also notify their People Leader and support staff who can initiate a vehicle replacement.

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Accidents and incidents

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4.1 Accidents and incidents

- All accidents must be reported to the people leader and the support staff within 24 hours. Accidents should also be notified on MySafety to provide documentation of any latent injury response.
- If the insurer refuses the claim the Authorised Driver will be held personally liable for the payment of any damage or expenses incurred by BCNSW as a result of the accident or damage.
- If the vehicle is involved in an accident or sustains damage during unauthorised use, the Authorised Driver will reimburse BCNSW for the cost of damages incurred.

The Authorised Driver responsible for the BCNSW vehicle will be held personally liable for the payment of any damage or expenses incurred by an unlicensed driver that they allowed to use the vehicle.

In the event of an accident, check whether anyone involved requires medical attention and contact 000 for assistance. Police must be called to attend an incident if:

- A person(s) is injured, killed or requires medical attention.
- The other driver(s) failed to stop.
- The other driver(s) is suspected of being under the influence of alcohol/drugs.
- The other driver(s) refuses to exchange details.
- A vehicle(s) is required to be towed.

NOTE: *If you are unsure whether the Police should attend, call the Police Assistance Line (PAL) on 13 14 44 for advice.*

If the Police do not attend, the driver must report the accident to the nearest Police Station or the Police Assistance Line (PAL) on 13 14 44 within 24 hours.

If the vehicle requires towing, it is the responsibility of the driver to make arrangements to have the vehicle towed to a suitable licensed vehicle repairer as soon as possible. If the driver is incapacitated, the attending Police Officer(s) will select the towing operator. The cost of towing is covered by the relevant BCNSW agency insurer.

Any sort of accident or damage to the car is to be reported ASAP to the People Leader and support staff. The Authorised Driver must provide photos of the damage and all details listed below:

- Date and time of the accident
- Address of accident
- Damage location on car
- Description of events
- Car VIN
- Car colour, model and year
- Driver License number
- License Expiry Date
- DOB of driver
- Each work-related motor vehicle accident has the potential for injury to an employee and should be reported to your People Leader as well as MySafety. Injuries to employees must be reported to the People Leader as well as MySafety.

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4.2 Exchanging of information

The driver is required to obtain the following details to enable completion of an insurance claim:

- Time and date of accident.
- Name and address of the other driver(s) involved.
- Licence number and expiry date of other driver(s) involved.
- Make, model, and registration number(s) of other vehicle/s involved.
- Name/s and identification numbers/s of Police at the scene.
- Street name that the accident occurred on, name of nearest cross street, suburb and the direction in which the vehicles were travelling in.
- Insurance company(s) of other driver(s). BCNSW motor vehicle fleet is comprehensively insured by the Gallagher Bassett, and the contact number is 1300 975 609.

NOTE: *No statement or admission of liability should be made to persons other than the Police as such statements could prejudice the agency's insurance claim.*

4.3 To lodge a claim

Any sort of accident or damage to the car is to be reported ASAP to the support staff. It is the support staff responsibility to organise for any repairs to take place. Send the claim form to the driver and ask them to complete and send through any photos of the damage.

Once the form is complete, email to generalclaims@icare-gb.com.au and they will contact you with the next steps. You will need to advise who your preferred repairer is.

The repairer will need to assess the vehicle first before repairs can be approved and actioned. If they are unable to attend the office, ask the driver to take the vehicle to the repairer.

They will then organise to collect the vehicle from the office, or we will need to drop it off for the repairs to be completed.

No further action is required once the repairs have been completed and the vehicle is returned.

4.4 Arranging Repairs

Repairs to damaged vehicles must be carried out as soon as possible to prevent further deterioration.

Where a claim form has been lodged, the support staff will notify the Authorised Driver when approval has been given for repairs to be undertaken and supply the claim number. The Authorised Driver should then supply the claim number to the licensed vehicle repairer and arrange for the repairs to be undertaken. Vehicles can be taken to any licensed repairer; however, the insurer has a list of Recommended Accident Repairers which is available from the intranet.

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5 Using the Booking System

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- All bookings are made via Booking Intelligence, an online fleet management service provided by SG Fleet. This platform is free to use for all BCNSW staff members and is administered via DCS Procurement and Directorate Fleet Custodians. For more information, refer to Fleet vehicles and car hire.
- The booking system does not manage approvals and simply allocates cars based on availability. It is the responsibility of each user to determine whether their booking and the intended use is appropriate. Certain situations require manager or Executive approval, and that approval must be acquired before the vehicle is used.
- Drivers can identify the availability of vehicles when they make a booking. If there are no vehicles available and alternative options are not suitable (e.g. public transport, taxi), they should discuss their need with support staff or their manager to identify alternative options across the broader BCNSW fleet. All vehicle users, support staff and managers are expected to work collaboratively across BCNSW teams to ensure the efficient use of the fleet and enabling the sharing of vehicles wherever possible.
- If an urgent situation arises or in the absence of the Booking Intelligence System, an email should be submitted to your manager requesting approval to use a pool vehicle. The email should include the date of use, intended Authorised Driver, the journey times and the purpose of use.
- Drivers must check-out the vehicle on the system and check it back in once the booking is complete. Failure to do so will result in the vehicle flagging as overdue and prolonged or frequent periods of overdue bookings will be escalated to the relevant manager.
- Bookings can be made for up to 6 months at a time. Any booking longer than this needs to be submitted as an additional booking once the previous booking concludes.
- Each vehicle's car park access card contains a QR code that can be used to quickly access the BCNSW Odometer Reading Register and record journey details. If the online form is unavailable then journey details should be recorded manually and updated as soon as practicable.
- For Booking Intelligence system access please contact your directorate support officer.
- For training resources please visit the Building Operations Portal.
- The type of vehicles allocated to each team varies, with attempts made to align each Directorate's usual needs with the model of cars in the BCNSW fleet that have those features. However, the type of cars available for BCNSW to acquire can vary over time due to changes in model availability and corporate leasing arrangements.
- Support staff can assist with identifying vehicles in the fleet that are suitable for specific needs (e.g. vehicle with storage for a ladder).

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6 Example scenarios

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To support the application and understanding of this Policy, the following section highlights various uses of BCNSW vehicles and advises on the approach that should be taken by staff and managers.

Scenario 1

- Jane works in the Parramatta office and is scheduled to attend an inspection at Miranda at 8.00am on Wednesday. Jane lives at Dee Why and so books a car from the afternoon the day before her inspections. She intends to drive the car home after she finishes work so that she can travel directly to her inspection the following morning.
- Jane can make this booking without manager approval on the grounds that:
  - Picking up a car from the office in the morning would require Jane to incur a significantly longer commute time and driving time, and
  - Business needs are not impacted by the slightly extended booking.

Scenario 2

- Paul wishes to use a car for inspections at a range of locations, with his last inspection finishing at around 2pm. He books a car for 1.5 days, intending to drive home after his inspection and return it to the office the next morning.
- During the week, Paul's manager identifies that the car is required by another staff member in the team. The manager explains this issue to Paul and directs him to change his plans and return the car to the office directly after his last inspection.
- The manager's direction was given at short notice and will require Paul to spend more time commuting.
- The manager's actions are reasonable on the grounds that:
  - They explained the need for the change in the booking, and
  - They believed that business needs would have been unreasonably impacted by maintaining the longer booking (i.e. car not available for another user).

Scenario 3

- Adam needs to attend a meeting with a stakeholder on Monday morning, starting at 7:30am. To facilitate getting to this early appointment, Adam requests to use a BCNSW vehicle. Adam also requests that he pick up the vehicle on Thursday evening as he is having a flex day on Friday.
- Adam seeks his manager approval for this booking because he wants to return the car to the office on his next working day rather than directly after his appointment
- The manager identified that there was another need for the car that was likely to arise on Friday and preferred that the vehicle was available for that purpose. The manager therefore did not approve Adam's request and advised him to use alternative transport (e.g. rideshare, taxi) to get to the early appointment.
- Adam was upset with the decision as he believes that there were other BCNSW vehicles available in other teams.
- The manager's actions are reasonable on the grounds that:
  - They explained the reason for declining the request,
  - The vehicle could be needed for other purposes and those business needs would be unreasonably impacted, and

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— It was reasonable for Adam to use alternative transport (e.g. rideshare, taxi) to get to the early appointment on the Monday and therefore not necessary to consider the availability of vehicles.

Scenario 4

- Bill is using a BCNSW car and expects to be on leave for more than two days. Bill requests that he keeps possession of the car through this period, garaging it at his home and then returning it to the office when he returns from leave.
- The manager did not approve the request and asked for the car to be returned before Bill goes on leave.
- The manager's actions are reasonable on the grounds that:
  - — They explained the reason for declining the request,
  - — The vehicle could be needed for other purposes and those business needs would be unreasonably impacted.

Scenario 5

- While Simone is using a BCNSW car, she becomes unwell and it is likely that she will be unable to return the car to the office for 4 weeks. She contacts her manager and they approve her retaining the car over this period as they believe their team will be able to borrow an extra car from another team.
- However, during this period, the manager identifies that the car Simone has been using is required. The manager therefore contacts Simone to request that she provide the keys and access to the car to a BCNSW staff member during business hours (or at an otherwise suitable time) so that it can be collected and returned to the office.
- The manager's actions are reasonable on the grounds that:
  - — the vehicle is the property of BCNSW and should be made available for business purposes as necessary.

Scenario 6

- Chris is using a BCNSW vehicle and he wishes to collect his children from school in the afternoon after he has completed his last inspection.
- Using the BCNSW vehicle for this purpose would be not be considered reasonable as:
  - — the Policy does not permit passengers to be family members.

Scenario 7

- Charlotte is using a BCNSW vehicle and along the journey wishes to stop and shop for some groceries to take home with her after work.
- Using the BCNSW vehicle for this purpose would be considered reasonable as:
  - — the stop doesn't affect her ability to complete her work-related tasks.

Scenario 8

- Mark is using a BCNSW vehicle on multiple days and will park the vehicle near his home at the end of each day. When Mark parks the car he removes the BCNSW signage from the car.

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- When Mark returns that car to the office, another staff member observes that the car doesn't display the BCNSW signage. Mark's manager is advised of this situation and then raises the missing signage with him.
- The manager's actions are reasonable as:
  - it is each driver's responsibility to ensure BCNSW signage is re-attached for each trip, and
  - not using the signage can create safety hazards and repeated issues could be considered a breach of the Code of Conduct.

Scenario 9

- A manager undertakes a spot-check of their team's allocated vehicles and identifies that one of the cars contains rubbish (e.g. leftover coffee cups) and dirt. The manager raises their observations with the staff member who last drove the car.
- The manager's actions are reasonable as:
  - checking the condition of vehicles helps to ensure the appropriate and responsible use of BCNSW assets,
  - it is every driver's responsibility to organise for appropriate cleaning at the end of each booking, and
  - not taking proper care of the BCNSW vehicles can create safety hazards and repeated poor maintenance could be considered a breach of the Code of Conduct.

Scenario 10

- Julie lives in Gosford and has a regular car booking to attend inspections. During the booking period she also wishes to use the car to drive from her home to the Parramatta office (her assigned office location) to attend team meetings. On the days that she attends the Parramatta office she also schedules an inspection.
- Using the BCNSW vehicle for this purpose would be considered reasonable as:
  - drivers are permitted to use a BCNSW vehicle to travel from their home to the normal office location if they are also using the car for business purposes (e.g. inspections, meetings) at other locations on those same days.

Scenario 11

- Peter receives a report from his manager that during a recent spot-check of the fleet, the car Peter is using was observed to contain used coffee cups. Peter is upset with the manager that he did not get the opportunity to attend the inspection of the car and he intended to clean the car at a later time.
- The manager's action is reasonable as:
  - the vehicle is the property of BCNSW and it is important that vehicles are observed periodically to ensure the safe and efficient use of the fleet
  - it is the responsibility of the driver to keep the car reasonably clean throughout its use to minimise safety hazards.

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7 Key WHS risks

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Safe use of the BCNSW vehicle fleet includes consideration of work health and safety (WHS) risks when planning travel, driving and parking. The following table outlines key risks and associated controls to support staff and managers in making safe travel arrangements, including managing fatigue, driving alone, adverse weather, vehicle condition, ergonomics and security when parking near home. These controls should be considered alongside the vehicle usage, maintenance and incident reporting requirements set out in this Policy.

Table 1: Key WHS Risks and Control Measures

WHS risk	Mitigation/control
Driving alone	• Plan the journey and, where warranted by the risk, agree on the route, expected arrival time and check-in arrangements with a manager or nominated contact. • Carry a charged phone and only make contact when safely parked. • For remote travel, assess mobile coverage and provide suitable alternative communications where required. • Establish an escalation process for missed check-ins. • Consider travelling with another employee or using alternative transport for higher-risk journeys.
Fatigue	• Schedule work and travel to allow adequate rest, taking account of the total working day and return journey. • Break every 2 hours. • Plan regular breaks and avoid long drives after extended work periods. • Staff must not start or continue driving when fatigued and must stop in a safe location if warning signs arise. • Arrange alternative transport, rescheduling or overnight accommodation where necessary; breaks alone must not be treated as sufficient to overcome fatigue. • Managers are responsible for actively managing fatigue within their teams including planning work and travel to minimise fatigue-related risks and ensuring appropriate controls are in place.
Driving in extreme weather conditions	• Check weather warnings and road conditions before departure. • Defer non-essential travel where severe weather presents a safety risk. • Never drive through floodwater or enter closed roads. • If conditions deteriorate, stop at a safe location, reassess the journey and notify the nominated contact and your People Leader when safely parked. • Allow changes to routes, schedules or accommodation without pressure to meet the original timetable.
Ergonomics	• Provide vehicles suitable for the driver and the task, with appropriately adjustable seating. • Before driving, adjust the seat, steering wheel, head restraint and mirrors to maintain a comfortable position and safe access to controls. • Take regular breaks to move and change posture. • Report persistent discomfort and arrange an ergonomic assessment or alternative vehicle where needed. • Avoid prolonged laptop work in a parked vehicle where a suitable workspace is available.

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WHS risk	Mitigation/control
Car not safe to drive	• Do not drive if unsure. • Contact NRMA (Refer 'Care and maintenance' section on page 10). • Maintain vehicles in accordance with manufacturer requirements and departmental servicing arrangements. • Conduct a simple pre-use visual check of tyres, lights, windows, mirrors, visible damage and dashboard warnings. Contact NRMA (Refer 'Care and maintenance' section on page 10). • Report defects promptly and remove unsafe vehicles from use until assessed and cleared by an authorised repairer. • Provide clear breakdown-assistance arrangements and an alternative vehicle or transport option.
Safety of staff when parked near home address	• Assess whether home garaging could expose your residential location or create a work-related security risk, particularly for identifiable departmental vehicles. • Remove vehicle magnet badge. • Lodge concerns via MySafety. • Use secure off-street parking where available and do not leave identification, work documents, equipment or valuables visible. • Provide alternative garaging where a risk cannot be adequately controlled. • Promptly report threats, suspicious activity or vehicle tampering, with access to WHS/security support and emergency assistance where needed. • Restrict access to residential and garaging information to those with a business need.

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