

# WA HEAVY VEHICLE ACCREDITATION

## Single Operator Guide

### How to Become and Stay Accredited

Please also refer to “**Single Operator Guide, Accreditation Management System Sample Forms**”

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# TABLE OF CONTENTS

|   |    |
|---|----|
| DOCUMENT TITLE                                    | 1  |
| HOW TO BECOME AND STAY ACCREDITED                 | 3  |
| ABOUT THIS GUIDE                                  | 5  |
| MODIFICATION FOR USE BY LARGER ORGANISATIONS      | 7  |
| QUICK GUIDE TO OPERATING THE SYSTEM               | 8  |
| RECORDS THAT MUST BE KEPT                         | 10 |
| ABOUT AUDITS                                      | 11 |
| THINGS THAT MUST BE DONE TO SET UP A SYSTEM       | 13 |
| MAINTENANCE MANAGEMENT POLICY STATEMENT           | 15 |
| FATIGUE MANAGEMENT POLICY STATEMENT               | 16 |
| STATEMENT OF RESPONSIBILITIES                     | 17 |
| THINGS THAT MUST BE DONE DAILY (DAILY PROCEDURES) | 18 |
| DAILY VEHICLE CHECK LIST                          | 19 |
| FITNESS FOR WORK CHECK LIST                       | 20 |
| FATIGUE OPERATING STANDARDS                       | 21 |
| SCHEDULING AND ROSTERING REQUIREMENTS             | 22 |
| OTHER THINGS THAT MUST BE DONE (OTHER PROCEDURES) | 23 |
| WHAT IS NEEDED TO BECOME ACCREDITED CHECK LIST    | 24 |
| CONTACT INFORMATION                               | 25 |

# **HOW TO BECOME AND STAY ACCREDITED**

## **STEP 1: KNOW THE SYSTEM**

A good understanding and knowledge of the procedures and forms required to comply with the Maintenance Management and Fatigue Management Standards will make it easier to know the system.

## **STEP 2: ROADWORTHINESS**

Make sure that all vehicles have been assessed and certified roadworthy within six (6) months of the anticipated date for the Entry Audit.

## **STEP 3: SET UP YOUR SYSTEM**

Follow the simple set up procedures in this guide.

Ensure the following have been signed:

- Maintenance Management Policy Statement;
- Fatigue Management Policy Statement; and
- Statement of Responsibilities.

Ensure the following forms have been completed:

- Vehicle Register;
- Service Schedules;
- Training and Education Records;
- List of Preferred Suppliers; and
- Internal Review Plan.

Operators must also have a current Medical Certificate.

#### **STEP 4: COLLECT EIGHT WEEKS OF OPERATIONAL RECORDS**

Collect the records using the procedures and forms in Sections 2, 3 and 4.

These records must include:

- Daily Vehicle Checks;
- Fitness for Work Checks;
- Trip Scheduling;
- Daily Trip Records;
- Fault Reporting, including prioritising of faults;
- Fault Repair; and
- Maintenance Records.

If appropriate, complete the following:

- Training and Education Records;
- Incident/Accident Reports;
- Non-Compliance and Requests for Improvement;
- Non-Compliance Register; and
- Internal Review Matrix.

#### **STEP 5: ACCREDITATION**

Once the Auditor has certified the system as complying with Western Australian Heavy Vehicle Accreditation requirements, and a completed application form, copy of the Audit Report and payment of the \$225.00 administration fee (or annual instalments of \$75.00) is received by Main Roads WA, a three year Accreditation Certificate will be issued.

## ABOUT THIS GUIDE

This guide contains policies, procedures and forms for record keeping that single operators will need to meet the *Western Australian Heavy Vehicle Accreditation* requirements.

Using this guide will ensure that the vehicle is always safe and reliable, and that the operator is fit to drive. It will also help to:

- Plan and carry out regular inspections, servicing and repairs;
- Plan driving and rest time; and
- Avoid the risk of accidents through fatigue.

Once the policy statements are agreed to and signed, and the operational records on the forms provided have been entered in accordance with the procedures, the maintenance and fatigue management system is underway.

This guide has been designed to contain the records needed to meet the requirements of the *Western Australian Heavy Vehicle Accreditation* standards. It is recommended that the current month's records are kept in the manual.

Accreditation requires that a clear understanding of, and developed competencies in, Maintenance Management and Fatigue Management. To assist with the understanding of fatigue management, a copy of "Staying Alert at the Wheel" can be obtained from Department for Planning and Infrastructure (DPI). It will also be necessary to establish competency through a suitable training course. The competency level required is F1 of the National Road Transport Training Matrix.

The standards and procedures required for Accreditation are detailed within this guide. By following the procedures in this guide, operators will address all required standards.

The guide covers:

Section 1:

- Set-up Procedures.
- Signed Policies.
- Fixed information (for example, Register of Vehicles and Service Schedules).
- List of Suppliers.

Section 2:

- Daily Procedures.
- Operating Standards for Trip Scheduling.
- Master copies of operational forms.

Section 3:

- Other Procedures (system requirements).
- Master copies of forms.

Section 4:

- Forms for entering operating records.

It is important that all completed forms are retained, either in the manual or in the long-term storage system. The records can then be easily audited, enabling the operator to obtain and retain Accreditation.

## **MODIFICATION FOR USE BY LARGER ORGANISATIONS**

This guide has been designed for the single operator and is unlikely to be applicable to larger companies without modifications to the policies, procedures and forms. Depending on the size of the company involved, additional and more extensive procedures are likely to be required to address these areas of Accreditation:

- Fault Recording;
- Fault Repair;
- Maintenance Schedules;
- Trip Scheduling;
- Trip Rostering;
- Fitness for Work;
- Health;
- Workplace Conditions;
- Management of Incidents;
- Training and Education;
- Responsibilities; and
- Records and Documentation.

The extent of modifications required will depend on the company's policies and operating processes.

Any such company planning to modify the policies, procedures and forms contained within this guide to meet its requirements should review all policies, procedures and forms to ensure they are applicable to its operations and processes.

# QUICK GUIDE TO OPERATING THE SYSTEM

(More detailed procedures are included in this guide)

## **Step 1: Daily Vehicle Check**

Carry out the Daily Vehicle Check on all vehicles that will be operating during the day.

## **Step 2: Fitness for Work**

Ensure that drivers meet the Fatigue Management requirements and that they will be operating within the Fatigue Operating Standards.

## **Step 3: Scheduling and Records**

Complete the Trip Scheduling and Trip Record each day.

## **Step 4: Fault Recording**

Record any faults found during the Daily Vehicle Check and during on road operations on the Fault Record and Repair Register. Prioritise their repair.

## **Step 5: Maintenance Management Records**

Enter any vehicle maintenance undertaken on the Vehicle Maintenance Records.

## **Step 6: Accident / Incidents**

Record the details of any accidents or unsafe incidents on the Accident/Incident Form.

## **Step 7: Education and Training**

Enter the details of any relevant training or education undertaken on the Training and Education Record.

## **Step 8: Internal Review**

Have an independent person carry out any Internal Reviews scheduled in the Internal Review Plan.

## **Step 9: Non-Compliance Requests**

Address any Non-Compliance Requests in accordance with the agreed timeframes.

**Step 10: Non-Compliance Register**

Enter details of each Non-Compliance Request on the Non-Compliance Register.

**Step 11: Regular Compliance Reports**

Complete Regular Compliance Reports.

**Step 12: External Audits**

Arrange for a Main Roads' approved auditor to audit the system. A minimum of eight (8) weeks records are required for the Entry Audit.

## **RECORDS THAT MUST BE KEEP**

All records must be kept for a minimum of three (3) years for audit purposes. The manual must be kept (and updated) for the duration.

- The Vehicle Register – list of vehicles requiring Accreditation.
- Daily Trip Recording Sheets.
- Fault Repair Register.
- The Trip Scheduling Plan.
- Vehicle Maintenance Records.
- Accident/Incident Forms.
- Training/Education Records.
- List of Suppliers.
- Internal Review Plans.
- Internal Review Reports.
- Regular Compliance Statements.
- Medical Certificates.
- External Audit Reports.
- Non-Compliance Reports.
- Non-Compliance Register
- Superseded Procedures.

**Note:** All forms must be numbered in sequence as they are completed so that it can be demonstrated to the auditor that the records are up to date.

## ABOUT AUDITS

An audit is simply a check to make sure that the Maintenance Management and Fatigue Management systems work and that the operator is complying with the Accreditation standards. If the records and procedures are all correctly in place, the auditor will either recommend that the application be approved or renewed. *Western Australian Heavy Vehicle Accreditation* requires audits to be undertaken by Main Roads' approved independent external auditors.

Auditors must follow strict guidelines; however, the external audit should not pose a problem if the initial internal review has been successfully completed.

The auditor may find some evidence of non-compliance and recommend corrective action. Unless the non-compliance is persistent and serious, it will not necessarily affect re-Accreditation in the long-term, but you will have to demonstrate that successful corrective action has been undertaken before it is renewed.

To qualify for Accreditation, an independent auditor must verify that the record keeping and procedures kept by the company comply with the Maintenance Management and Fatigue Management standards. This is called an Entry Audit. Records will need to be collected for a minimum of eight (8) weeks to be eligible for an entry audit.

Operators must also be audited at specified intervals after qualification to ensure renewal of Accreditation. These are called Scheduled Compliance Audits and are conducted annually.

An additional audit (Triggered Compliance Audit) may be required if, for instance, it seems that the operator is not fully meeting the management standards. However, Main Roads may also initiate a triggered audit as a random assessment of the performance of auditors and of the industry. Main Roads will meet the audit costs of triggered audits.

Accreditation is valid for three (3) years unless a Compliance Audit recommends it be terminated sooner.

Main Roads' approved auditors must carry out all Entry and Compliance Audits. It is up to the operator to arrange and pay for these audits. To maintain Accreditation, Compliance Audits must occur before the end of the current Accreditation period.

Operators can obtain a list of approved auditors from the Main Roads website at [www.mainroads.wa.gov.au](http://www.mainroads.wa.gov.au) by selecting the heavy vehicles page. Alternatively, operators can contact Main Roads' Heavy Vehicle Operations on 08 9311 8493 or 08 9311 8450.

## THINGS THAT MUST BE DONE TO SET UP A SYSTEM

|  |  |
|--|--|
| <b><i>Maintenance Policy</i></b>   | Modify it to meet specific requirements if necessary and sign it.  |
| <b><i>Fatigue Management Policy</i></b>                                  | Modify it to meet specific requirements if necessary and sign it.  |
| <b><i>Daily Vehicle Check List</i></b>                                   | Add any additional items considered necessary for the vehicles.  |
| <b><i>Vehicle Register</i></b>   | Complete the details on the Vehicle Register for all the vehicles to be included in your Accreditation.  |
| <b><i>Roadworthiness</i></b>   | <p>Ensure vehicles are certified roadworthy by an appropriately qualified or competent person or company experienced in the inspection of heavy vehicles in accordance with the National Roadworthiness Guidelines (Vehicle Standards) and the Australian Design Rules. The certification must not be more than six (6) months old for Accreditation entry.</p> <p>Enter the date of the roadworthiness inspection on the Vehicle Maintenance Record.</p> <p>If someone else's vehicles (trailers and dollies) are being used, check for proof of Accreditation.</p> |
| <b><i>List of Suppliers</i></b>  | Prepare a list of suitably qualified, competent or experienced suppliers to complete any maintenance or repair tasks or to do so under suitable supervision.   |
| <b><i>Table of Tolerances based on Manufacturer's Specifications</i></b> | Enter wear limits and specifications on the Table of Tolerances for the vehicles. The tolerances should not be greater than the tolerances based on the National Roadworthiness Guidelines unless specifically recommended by the manufacturer for roadworthiness checks and 'C' services.   |
| <b><i>Maintenance Schedules</i></b>                                      | Review the proposed vehicle maintenance schedules. Modify these to meet vehicle requirements. Set the intervals for services to suit based on time interval (week, month, annual)/ distance or hours of use as appropriate.  |
| <b><i>Maintenance Methods</i></b>  | If an operator undertakes the maintenance on vehicles, ensure that written copies of the manufacturers' approved methods are available that describe the maintenance required. If others carry out the maintenance, make sure they have access to written copies of the manufacturers' approved methods. It is also important that details of maintenance work carried out on the vehicles or trailers are kept.   |

### ***Responsibilities***

If the operator is the only person responsible for all aspects of the Maintenance Management and Fatigue Management systems, they must sign the Responsibility Statement. If other persons are involved in any aspect of the management of Maintenance or Fatigue, such as trip scheduling, the responsibilities allocated to the operator and any other person must be identified and recorded on a Responsibility Statement.

Ensure that if others are involved, they have a written copy of their responsibilities and understand these responsibilities.

### ***Training and Education***

The operator is responsible for ensuring that they and any other person involved in the operation of the Maintenance Management and Fatigue Management systems receives appropriate training. As a minimum, the operator will require training in Maintenance Management and Fatigue Management. When the necessary training has been received, record each person's the training on the Training and Education Record. Store copies of any training certificates or records of completion in the record system. The Internet training course for Fatigue provided in the Education and Training Section at [www.safetlyline.wa.gov.au/fatigue](http://www.safetlyline.wa.gov.au/fatigue) is acceptable training.

### ***Internal Review Plan***

The operation of Maintenance Management and Fatigue Management systems must be audited annually to ensure that it is working properly. It is also necessary that each of the written policies and procedures is reviewed to ensure that they truly represent what is happening. This is called an Internal Review. The Internal Review should be carried out by a person who is independent of the process being reviewed. This could be by a relative or trade colleague not involved in this aspect of operation. To ensure that the operation is under control and reviewed prior to its external compliance audit, it is necessary to prepare an Internal Review Plan showing when a review of each procedure is proposed. Complete the Internal Review Plan to achieve this.

### ***Work Place Conditions***

The Occupational Safety and Health regulations, under 3.130, "**driver fatigue management plan**" requires the establishment and maintenance of appropriate workplace conditions.

The relevant Australian Design Rule ADR 42 should be used as a guide to the design of acceptable sleeping accommodation in the vehicle cabin.

## **MAINTENANCE MANAGEMENT POLICY STATEMENT**

In order to provide a safe, reliable transport service, I understand, and am committed to, the need to maintain a safe, reliable and roadworthy vehicle through a properly planned and executed maintenance program in accordance with *Western Australian Heavy Vehicle Accreditation*.

When operating under permit, I will only use vehicles that are covered by a Maintenance Management system meeting *Western Australian Heavy Vehicle Accreditation* requirements.

This Maintenance Management program is structured on, and adheres to, the requirements of *Western Australian Heavy Vehicle Accreditation*, and includes daily vehicle checks, scheduled vehicle servicing, effective fault reporting, identifying priorities and repair of faults.

The procedures outlined in this manual are a true account of my Maintenance Management practices.

## **FATIGUE MANAGEMENT POLICY STATEMENT**

I, as the owner of this company, am committed to ensuring a safe and healthy work environment. I will not use or be under the influence of alcohol or drugs at any time while I am in charge of, or operating, any equipment owned or operated by myself, or any company. I accept, and will only operate in accordance with, the Occupational Safety and Health Act.

To ensure that I meet this policy in all respects, I will voluntarily and periodically monitor my fitness for duty prior to commencement of work. I will comply with the 10 fatigue management standards: scheduling, rostering, fitness for work, health, workplace conditions, training and education, responsibilities, documentation and records, management of incidents and internal review.

The procedures outlined in this manual are a true account of my Fatigue Management practices.

## **STATEMENT OF RESPONSIBILITIES**

I am solely responsible for the management and operation of my Maintenance Management and Fatigue Management systems that have been installed to meet the requirements of *Western Australian Heavy Vehicle Accreditation*.

All tasks required by the systems will be undertaken by me, and I have a thorough and clear understanding of the requirements for Maintenance Management and Fatigue Management as stated in the Maintenance Management Module Standards and the Fatigue Management Module Standards of *Western Australian Heavy Vehicle Accreditation*.

## **THINGS THAT MUST BE DONE DAILY (DAILY PROCEDURES)**

### ***Daily Vehicle Check***

- Carry out the Daily Vehicle Check at the beginning of the day prior to starting a trip.
- Mark the Daily Trip Recording Sheet to confirm the Daily Vehicle Check has been completed.

### ***Fault Recording***

- Record any faults identified during the Daily Vehicle Check or during on-road operations on the Fault Record and Repair Register. Where appropriate, pass this on to whoever is responsible for the repair.

### ***Fault Repair***

- Review the Fault Repair Register.
- Prioritise and set condition limits for any new faults that have been identified.
- Monitor existing faults and review priorities for repair work.
- Decisions to monitor or defer repairs must be recorded with the name of the person making the decision.
- Carry out all serious or urgent repairs **BEFORE DRIVING THE VEHICLE**.
- At the completion of the repair and any testing required, complete the Fault Repair Register.

### ***Maintenance Schedule***

- Review the Maintenance Record for all vehicles.
- Arrange maintenance services including any repairs in accordance with the Maintenance Record, Fault Repair Register and the Vehicle Service Schedules.
- Sign the Maintenance Record when the service has been completed in accordance with the Service Schedule and the set methods.
- Schedule the next service on the Maintenance Record.

### ***Trip Scheduling***

- Schedule trips using the Trip Plan Sheet to meet the Fatigue Management Standard's minimum requirement for Scheduling and Rostering.
- At the completion of the day's work, complete the Weekly Trip Sheet for that day including the vehicle's odometer reading.

### ***Health***

- Ensure the Medical Certificate is current and in accordance with the standard's requirement.
- Make arrangements for a Medical Assessment if the current certificate renewal date is approaching. See the age related conditions in the standard.
- If the current medical certificate is out of date, **DO NOT DRIVE**.
- Keep a copy of the current Medical Certificate in the manual.

## DAILY VEHICLE CHECK LIST

1. Check fuel level.
2. Check that oil/fuel/water is not leaking.
3. Check engine oil level.
4. Check load is restrained.
5. Visually inspect wheels for security, and tyres for tread and inflation.
6. Note any obvious structure or body work faults.
7. Ensure spare wheel is fitted and secure and inflated.
8. Check air couplings and note any air leaks, and report these if excessive.
9. Drain condensation from air tanks.
10. Visually inspect, note and report any broken springs.
11. Visual check of turntable to note any abnormalities.
12. Check turntables correctly hooked up and locked in.
13. Check ring feeder and towing eye are engaged.
14. Check all lights, and reflectors for damage and operation. This includes headlights, clearance and tail lights, indicators and brake lights.
15. Check that instruments appear operational, gauges working, lights working (including brake fail indicator or gauges).
16. Check horn.
17. Check that windscreen wipers and washers work.
18. Check and clean windscreen. Report excessive windscreen cracks or abnormalities.
19. Ensure rear view mirrors are in good order, adjusted correctly and clean.
20. Check registration label is visible and current.
21. After starting engine listen for loose belts (belt squeal indicates loose belts).
22. When commencing driving, apply brakes at low speed as soon after take off as possible to ensure operation.

### Additional items:

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**The daily trip recording sheet must be ticked to confirm that the Vehicle Checklist has been completed. By doing so, the vehicle is certified as safe to the limits of the inspection.**

**Faults are to be reported and recorded on the Fault Register.**

**Note:** *This is not a tick the box type check list, but a list of checks that are routinely done.*

## FITNESS FOR WORK DAILY CHECK LIST

Has the driver:

|  |
|--|
| <ul style="list-style-type: none"> <li>• Had a seven hour minimum continuous sleep break in the last 24 hours with at least a minimum uninterrupted six hours of sleep (longer is better)?</li> </ul> <p>If not, their risk of fatigue has increased significantly and they should not be driving.</p> |
| <ul style="list-style-type: none"> <li>• Had more than 27 hours, non-work time (rest) in the last 72 hours?</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Averaged more than 14 hours work a day?</li> </ul> <p>Drivers can work up to 16 hours but not more than two days in a row.</p>  |
| <ul style="list-style-type: none"> <li>• Scheduled at least 20 minutes rest for each five hours of work - at least 10 minutes of which must be taken during each five hours? Rest should not be stored until the end of the trip.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Had two days (48 hours) off work in 14 days?</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Presented fit for work, without impairment from over the counter medication, alcohol and illegal drugs or accumulated sleep loss?</li> </ul>  |
| <ul style="list-style-type: none"> <li>• An appropriate (sleeper berth) truck for the journey?</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Been medically assessed?</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Exceeded 168 hours work time in 12 days?</li> </ul> <p>If yes, do not undertake the journey.</p>  |
| <ul style="list-style-type: none"> <li>• A valid current licence for this class of vehicle?</li> </ul>   |

## FATIGUE OPERATING STANDARDS

| <b>Operating Standard for Solo Drivers</b>  | <b>Time Spent in the Activity</b> |
|---|-----------------------------------|
| <ul style="list-style-type: none"> <li>Maximum continuous <i>Active Work Time</i> (driving and non-driving work time) before a break must be taken.</li> </ul>            | 5 hours                           |
| <ul style="list-style-type: none"> <li>Minimum <i>Short Break Time</i> a schedule must allow for each five hours of work time.</li> </ul>                                 | 20 minutes                        |
| <ul style="list-style-type: none"> <li>Minimum amount of short break time to be taken during or after five hours work time.</li> </ul>                                    | 10 minutes                        |
| <ul style="list-style-type: none"> <li>Time period after which a short break is considered to be non-working time.</li> </ul>   | 30 minutes                        |
| <ul style="list-style-type: none"> <li>Maximum active work time in any 14 days.</li> </ul>  | 168 hours                         |
| <ul style="list-style-type: none"> <li>Minimum continuous rest break during a 24 hour period.</li> </ul>  | 7 hours                           |
| <ul style="list-style-type: none"> <li>Minimum total time not working in 72 hours.</li> </ul>   | 27 hours                          |
| <ul style="list-style-type: none"> <li>Maximum time between major rest breaks (seven hours or longer).</li> </ul>   | 17 hours                          |
| <ul style="list-style-type: none"> <li>Minimum days off (24 hours continuous period) where work time has exceeded 144 hours in any 14 days.</li> </ul>                    | 2 days                            |
| <ul style="list-style-type: none"> <li>Minimum days off (24 hours continuous period) during any 28 days where work time is less than 144 hours in any 14 days.</li> </ul> | 4 days                            |
| <b>Operating Standard for Two-Up Drivers</b>  | <b>Time Spent in the Activity</b> |
| <ul style="list-style-type: none"> <li>Minimum non-work time in a 24 hour period (does not have to be continuous).</li> </ul>   | 7 hours                           |
| <ul style="list-style-type: none"> <li>Minimum continuous non-work time in a stationary vehicle or away from the vehicle in 48 hours.</li> </ul>                          | 7 hours                           |
| <b>OR</b>   |                                   |
| <ul style="list-style-type: none"> <li>Minimum continuous non-work time away from vehicle in seven days.</li> </ul>   | 48 hours                          |

# **SCHEDULING AND ROSTERING REQUIREMENTS**

## **(Basic Principles)**

### **Scheduling and Rostering**

- Driver must be given at least 24 hours notice to prepare for Working Time of 14 hours or more.
- A solo driver should have the opportunity for at least seven hours continuous sleep in a 24 hour period.
- In nightshift operations, hours of Active Work should be reduced to reflect the higher crash rate from fatigue between 1am and 6 am.
- Continuous periods of Active Work must not exceed five hours.
- Flexible schedules permitting Short Break Time or discretionary sleep.
- A solo driver should have the opportunity for at least seven hours of continuous sleep in 24 hours and preferably between the hours of 10pm and 8am.
- Driver does not exceed 168 hours Working Time in 12 days.
- Driver has at least one day on Non Working Time in seven days, or two in 14 days.
- Minimise irregular or unfamiliar work rosters.
- Minimise schedules and rosters which depart from day time operations when drivers return from leave.
- Total Non Working Time is at least seven hours in 24 and 27 hours in 72 hours.
- 24 hours of non-work time between shift changes (e.g. day to night shift).
- Minimum Short Break Time is 10 minutes to be taken during or after five hours work time.

## OTHER THINGS THAT MUST BE DONE (DAILY PROCEDURES)

- Roadworthiness Certification*** All vehicles must be assessed for Roadworthiness.
- (Quarterly)*** All vehicle roadworthiness certification dates must be reviewed on a quarterly basis, and if appropriate, a roadworthiness assessment must be arranged.
- Management of Incidents*** All unsafe incidents must be reported on the Accident/Incident Form. Unsafe incidents include:
- Crashes;
  - Near misses;
  - Mechanical hazards.
- The completed Accident/Incident Form must clearly describe the incident and identify those involved. For all incidents, appropriate corrective action must be identified and a date set for its implementation. Any action to prevent recurrence and any necessary follow up must be included. Close out of the incident report occurs when the corrective action has been completed.
- Training and Education*** All training and education undertaken to support Accreditation must be recorded on the person's Training and Education Record. Refresher training and any other training must be undertaken by all appropriate personnel when non-compliances highlight the need for training to be part of the corrective action.
- Induction of Relief Drivers*** All relief drivers engaged and involved with the Maintenance Management and Fatigue Management systems must be provided with appropriate training to ensure their competency in operating the Maintenance Management and Fatigue Management systems, prior to them taking up their duties.
- Internal Review*** An Internal Review to verify that all results and activities comply with the system's policies, procedures and instructions must be conducted annually in accordance with the Internal Review Plan. The Internal Review will, if possible, be conducted by a person who is independent of the procedures being reviewed (a relative or trade colleague).
- The Internal Reviewer must review all processes to ensure they are being conducted in accordance with the written procedures. Where the written procedures are not being followed the Internal Reviewer is to issue a Non-Compliance Request on the appropriate form. The overall outcome of the Internal Review must be recorded on the Internal Review Matrix.

### ***Compliance Audits***

Compliance Audits undertaken by external auditors must be arranged by the owner/driver so that they can be conducted prior to the current Accreditation expiring.

All appropriate records must be made available to the external auditor to enable the audit to be conducted.

### ***Non-Compliance***

All non-compliances and improvements must be recorded on the Non-Compliance Form. Non-compliances and improvements may be identified by the external compliance auditor, the internal reviewer, the owner/driver, or any temporary personnel.

The owner/driver must identify the appropriate corrective action required to address the non-compliance or improvement and set a date for the implementation of the corrective action. Depending upon the seriousness of the non-compliance the corrective action must be implemented within one month of the non-compliance being identified or at such time as agreed between the owner/driver and the auditor. System improvements may be allocated a longer timeframe.

The owner/driver must identify and set a date for implementation of any action to prevent recurrence of the non-compliance. The external auditor or the internal reviewer will identify any appropriate follow up and finally close out the corrective action.

### ***Non-Compliance Register***

All non-compliances identified must be recorded on the Non-Compliance Register and the corrective action, action to prevent recurrence, follow up and close out must be tracked and recorded.

#### ***(Monthly)***

The Non-Compliance Register must be reviewed on a monthly basis to ensure that implementation of corrective actions are on schedule.

### ***Regular Compliance Statements***

Compliance Statements must be completed on a regular basis from the commencement of the system. The Statements must be reviewed to determine how the system is operating and if any corrective action is required.

### ***Storage of Records***

The manual and one month's records must be stored in the cab of the vehicle in a safe and secure place. Records older than one month are to be transferred to a secure long-term storage system (may be set up in the company's office).

All records must be stored for a minimum of three (3) years.

### ***Superseded Procedures***

Copies of all superseded procedures must be stored in the long-term storage system.

## **WHAT IS NEEDED TO BECOME ACCREDITED CHECK LIST**

Operators must provide Main Roads Heavy Vehicle Operations with the following to obtain Accreditation:

- Completed and signed “Application for Registration by an Operator” Form.
- Completed and signed “Auditor Declaration”.
- Copy of the Audit Report.
- \$225.00 administration fee (or annual instalments of \$75.00) payable to Main Roads. Payment by cash, cheque or money order is accepted. Alternatively, the Credit Card Debit Authority on the Auditor Declaration form can be completed. If using this option, an approved person must sign the authority.
- The payment must be attached to the Application Form.

## **CONTACT INFORMATION**

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