



HEAVY VEHICLE INDUSTRY SAFETY SURVEY

Results Summary
2024



INTRODUCTION






The Heavy Vehicle Industry Safety Survey has been conducted biennially since 2018, providing the NHVR with valuable insights into how the heavy vehicle industry is managing its safety responsibilities. Feedback from the survey assists the NHVR in determining how best to support industry through future information, education and safety initiatives, feeding directly into the NHVR's safety initiatives.




The survey was delivered online by Insync, an independent survey company. The 2024 survey was open for six weeks, from May 7 to 18 June, coinciding with National Road Safety Week. A targeted communication campaign, including social media posts and direct communication with stakeholders was conducted to maximise the number of responses. A total of 8,883 responses were captured.



DEMOGRAPHIC PROFILE

Respondents to the survey consisted primarily of two main cohorts Drivers (63%) and Management (26%). Drivers were further classified by whether they were employed by a business, owned and drive their own vehicle or contracted by a business.

		2022	2024
		% of respondents	% of respondents
ROLE 	Driver	42%	63%
	Management	43%	26%
	Administration	10%	6%
	Coordinator	3%	3%
	Loader	0.3%	1%
	Scheduler	1%	1%
DRIVERS 	Driver – own and drive their own vehicle	70%	29%
	Driver – employed by a business	20%	65%
	Driver – sub-contract for a business	9%	6%
BASED IN 	NSW	20%	27%
	VIC	50%	32%
	QLD	15%	19%
	SA	7%	9%
	WA	1%	4%
	ACT	1%	1%
	TAS	2%	2%
	Multiple/National	5%	5%
BUSINESS SIZE – NUMBER OF VEHICLES 	1	15%	7%
	2-10	43%	31%
	11-20	12%	13%
	21-50	12%	14%
	51-100	6%	9%
	101-200	4%	7%
	200+	6%	14%
	Unsure	2%	4%
LENGTH OF TIME WORKING IN THE HEAVY VEHICLE INDUSTRY 	Less than a year	3%	3%
	1-5 years	14%	14%
	6-9 years	9%	10%
	10-14 years	12%	12%
	15-19 years	10%	10%
	20+ years	53%	51%

		2022	2024
		% of respondents	% of respondents
BUSINESS SIZE - NUMBER OF PEOPLE 	1* (this option was only included in 2024)	n/a	12%
	2-10	61%	30%
	11-20	9%	11%
	21-50	9%	13%
	51-100	6%	8%
	101-200	4%	7%
	201-300	2%	3%
	301-400	1%	2%
	401-500	1%	1%
	500+	3%	9%
	Unsure	4%	4%
TRANSPORTING 	Local	59%	56%
	Interstate	21%	22%
	Intrastate	20%	22%
PRIMARY INDUSTRY SECTOR 	Buses	2%	16%
	Car/equipment carrier	3%	2%
	Construction/landscape products	18%	12%
	Containers	2%	3%
	Crane	2%	1%
	Dangerous goods	3%	4%
	General freight	20%	22%
	Government including local government	1%	2%
	Livestock	4%	2%
	Logging	2%	2%
	Mining	3%	3%
	Oversize	3%	3%
	Primary production/farming	20%	13%
	Steel	2%	2%
	Waste	2%	3%
	Other	12%	10%

SAFETY MANAGEMENT

A Safety Management System (SMS) is a systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures. An SMS will cover the four major components: safety policy and documentation, safety risk management, safety assurance and, safety promotion and training. Questions in the first section of the survey are based on these four components.

SAFETY POLICY AND DOCUMENTATION

The questions in this section were designed to assess management commitment and employee involvement in managing safety within the business.

	Overall	Driver	Management	Loader*	Schedular*	Coordinator*	Administration*
A workplace where management are visible and demonstrate an interest in safety	78%	68%	93%	67%	92%	80%	92%
Regular meetings are held to discuss safety issues	63%	50%	81%	65%	73%	75%	78%
The business has dedicated key safety personnel	67%	59%	78%	67%	73%	81%	79%
The business' safety policy is clear and known to everybody	75%	66%	88%	71%	81%	77%	88%
Employees have an understanding of what is required to fulfill safety responsibilities	80%	73%	91%	69%	85%	81%	89%
Safety roles, responsibilities and processes for managing safety are reviewed	56%	43%	72%	41%	63%	62%	71%
Review business safety objectives and targets	55%	41%	71%	47%	59%	62%	71%
Vehicle safety technology features are considered when purchasing new vehicles	68%	59%	79%	58%	81%	75%	83%
Safety is an important part of business activity and decision making	80%	70%	93%	71%	93%	87%	92%
Employee safety performance is reviewed	54%	42%	70%	44%	60%	54%	65%
Work is scheduled in a way to reduce time pressure	70%	56%	88%	58%	88%	74%	87%
People feel safe at work	78%	67%	94%	71%	90%	90%	93%
Key safety personnel attend safety meetings or events	54%	42%	68%	44%	63%	63%	65%

% of respondents who agreed or strongly agreed

*Total response numbers from these roles are lower than those in a driver or management role and therefore may not be readily generalisable to a larger population
Administration n = 510 (6%) Coordinator n = 253 (3%) Scheduler n = 117 (1%) Loader n = 90 (1%)

SAFETY RISK MANAGEMENT

A core component of an SMS conducting robust risk management activities to help eliminate or minimise safety hazards and risks.

	Overall	Driver	Management	Loader*	Schedular*	Coordinator*	Administration*
Our business actively considers safety risks	80%	69%	95%	69%	90%	87%	92%
Hazards are reported	80%	72%	91%	65%	88%	83%	90%
Incidents are reported	83%	75%	93%	71%	92%	86%	93%
Process is used to report incidents	70%	56%	85%	71%	86%	78%	85%
Risks are assessed	76%	66%	91%	64%	87%	81%	90%
Risk controls are put into place to manage risk	76%	64%	92%	75%	83%	87%	89%
Risk controls are communicated to staff	75%	64%	91%	60%	83%	82%	90%
Risks controls are reviewed to ensure they are effective	70%	57%	87%	56%	77%	72%	87%

% of respondents who agreed or strongly agreed

SAFETY ASSURANCE

The safety assurance component of an SMS focuses on the ongoing reliability and performance of the SMS. .

	Overall	Driver	Management	Loader*	Schedular*	Coordinator*	Administration*
Employees feel that they are able to raise concerns about safety issues	81%	71%	95%	67%	93%	88%	94%
Employees are able to say no when asked to undertake an activity if they believe it is unsafe	80%	68%	94%	59%	90%	85%	92%
There is a process in place to investigate safety issues	77%	66%	91%	77%	89%	89%	92%
Safety investigations focus on improving safety rather than blaming an employee	71%	55%	90%	62%	83%	81%	89%
Safety investigation findings are communicated to employees	68%	54%	86%	62%	81%	72%	84%
Managers take responsibility for safety outcomes	68%	51%	90%	49%	86%	75%	85%
The business monitors safety performance	67%	55%	82%	56%	79%	74%	81%

% of respondents who agreed or strongly agreed

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SAFETY PROMOTION AND TRAINING

This component of an SMS helps ensure that everyone in the business is aware of the SMS and understands it. Safety related training ensures that employees know what is required of them and how to do it. Training programs should fit the needs and complexity of the business.

	Overall	Driver	Management	Loader*	Schedular*	Coordinator*	Administration*
Relevant safety training is provided to new staff at the time of induction	74%	60%	90%	56%	89%	81%	89%
Safety related information is communicated to all staff	76%	63%	92%	55%	87%	86%	90%
Communication from management about safety	63%	48%	81%	53%	71%	69%	76%
Relevant safety training is provided on an ongoing basis	65%	50%	83%	53%	76%	71%	84%
Records of safety training are kept and maintained	68%	55%	83%	66%	84%	79%	84%
Review of staff safety related training needs	56%	42%	72%	41%	65%	57%	73%
There is an ongoing program of safety promotion and communication	63%	50%	79%	61%	67%	72%	77%
Managers actively seek feedback from staff about safety issues	64%	49%	83%	50%	81%	68%	79%
Staff are recognised or rewarded for making safety improvements	48%	34%	66%	37%	64%	54%	60%

% of respondents who agreed or strongly agreed

SAFETY PRACTICES – DRIVERS

Drivers and managers of drivers were asked a set of questions that related specifically to drivers.

	Overall	Driver	Management
Use a safe driving plan	61%	57%	69%
Inspect the vehicle for potential safety defects prior to operating	94%	92%	96%
Report or record incidents	81%	76%	90%
Report or record near misses	61%	54%	74%
Attend safety training related to your/their role	49%	41%	68%
Keep yourself informed of industry safety issues information	63%	58%	73%
Have a personal health check up	65%	65%	66%
Feel safe at work	80%	73%	94%
Assess risks associated with the driving task	85%	82%	91%

% of respondents responding often/always

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Drivers who sub-contract for a business	
Safety standards/requirements are specified in your contract	70%
The business monitors and reviews your safety performance	63%
Drivers who sub-contract are included in the organisation's toolbox talks/safety information meetings	70%

TARGET SAFETY INITIATIVES

There are a number of Industry related resources on the NHVR website. Respondents were asked a series of questions to measure their awareness of these resources.

	Overall	Driver	Management	Loader*	Schedular*	Coordinator*	Administration*
Safety Management Systems (SMS) Materials							
Awareness of the SMS guidance material on the NHVR website	34%	27%	46%	12%	47%	42%	40%
Regulatory Advice Material							
Aware of Regulatory Advice Material	52%	41%	66%	45%	73%	62%	66%
If aware of the materials, have you used them	68%	63%	73%	50%	66%	73%	71%
Was it useful (only answered if they had answered yes to above)	93%	90%	95%	86%	96%	93%	95%
Industry Codes of Practice (CoP)							
Aware of Industry Codes of Practice	65%	41%	66%	45%	73%	62%	66%
If aware of the CoP, have you used them	66%	63%	72%	50%	63%	70%	71%
Was it useful (only answered if they had answered yes to above)	92%	91%	93%	92%	90%	93%	95%

	Good understanding	Some understanding	No/limited understanding
Chain of Responsibility (CoR)			
Level of understanding of the Chain of Responsibility	75%	17%	8%

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