| Activity | Controls | Notes |
| --- | --- | --- |
| **11 – Recruiting and employing heavy vehicle drivers** | 11.1 - Provide incentives to attract and retain the best drivers. |  |
| 11.2 - Offer employment terms conducive to safety. |  |
| 11.3 - Foster a respectful and inclusive work environment that actively promotes psychological safety and prevents bullying and harassment. |  |
| 11.4 - Plan career pathways and transition options to retain drivers long term, to keep their knowledge and experience within the business. |  |
| 11.5 - Recruit for non-technical skills and personal traits as well as driving skills. |  |
| 11.6 - Verify experience, skills, licenses and accreditation during the recruitment or on-boarding processes. |  |
| 11.7 - Include contract terms preventing or limiting secondary employment. |  |
| 11.8 - If secondary employment is to be permitted, include contract terms requiring the driver to inform the employer of any other employment undertaken by the driver. |  |
| 11.9 - Include contract terms requiring a driver to notify the employer of any criminal history, driving offence, infringement, loss of points, or changes to condition of any licence or authorisation immediately once the driver becomes aware of them. |  |
| 11.10 - Maintain records of each driver’s traffic history and license throughout the course of their employment. Verify its accuracy at regular intervals. |  |
|  |
| **12 – Managing driver health** | 12.1 - Understand the limitations of driver licencing medical assessments. |  |
| 12.2 - Require a medical fitness to drive assessment in accordance with Austroads Assessing Fitness to Drive (AFTD) Standards as part of the recruitment process. |  |
| 12.3 - Include contract terms requiring a driver to notify their employer if they are not fit to drive. |  |
| 12.4 - Include contract terms requiring a driver to undergo periodic or triggered fitness to drive medical assessments by a medical practitioner nominated by the employer. |  |
| 12.5 - Identify an appropriate medical practitioner to undertake fitness to drive medical assessments. |  |
| 12.6 - Include contract terms requiring a driver to provide written authority for their employer to obtain information from their medical practitioner(s) about how to manage the driver’s conditions or ailments in the workplace which were identified through fitness to drive assessments. |  |
| 12.7 - Include contract terms requiring employers to implement policies and procedures, training and resources about managing driver health and to ensure the privacy of employees’ medical and other records. |  |
| 12.8 - Ensure that time is afforded to manage a driver’s health and wellbeing on an ongoing basis. |  |
|  |
| **13 – Managing driver fatigue** | 13.1 - Assess the operational capacity of the business before committing to undertake an activity. |  |
| 13.2 - Maintain a register of relief drivers who can replace a driver impaired by fatigue. |  |
| 13.3 - Choose business partners who implement measures to minimise delays and improve drivers’ opportunity to rest. |  |
| 13.4 - Provide training for all employees about the risks of driver fatigue impairment and the importance of procedures and systems to eliminate or reduce fatigue. |  |
| 13.5 - Provide training for all employees about non-work factors that cause fatigue impairment. |  |
| 13.6 - Provide training for all employees about how to identify signs of fatigue impairment and steps to take at any time when a driver is assessed as impaired by fatigue, by themselves or another. |  |
| 13.7 - Adopt a zero-tolerance approach to psychosocial hazards in the workplace, including bullying, harassment, discrimination and aggression. |  |
| 13.8 - Implement rosters that provide drivers with consistent and predictable work and rest schedules/patterns. |  |
| 13.9 - Ensure the driver’s schedule allows sufficient opportunities for rest including long rest breaks. |  |
| 13.10 - Implement a system for drivers to be alerted to delays enroute or at destinations, about schedule changes, or when it is their turn in a queue. |  |
| 13.11 - Identify non-driving work that may contribute to a driver’s level of fatigue. |  |
| 13.12 - Identify other work for the business that may contribute to a driver’s risk of fatigue. |  |
| 13.13 - Identify non-work activities that may contribute to a driver’s risk of fatigue. |  |
| 13.14 - Identify features of the transport task that contribute to a driver’s risks of fatigue. |  |
| 13.15 - Consider all relevant factors that contribute to fatigue risk and implement suitable controls. |  |
| 13.16 - Where possible, avoid rostering driving between midnight and dawn. |  |
| 13.17 - Where possible, avoid rostering drivers with split shifts. |  |
| 13.18 - Where circumstances increase overall risk, implement extra fatigue risk management controls. |  |
| 13.19 - Develop and implement a process to assess a driver’s fatigue level. |  |
| 13.20 - Enlist business partners to monitor and immediately report a driver who is suspected to be impaired by fatigue. |  |
| 13.21 - Install Fatigue and Distraction Detection Technologies (FDDT) into vehicles and integrate their reporting and data outputs into the broader business. |  |
| 13.22 - Empower a driver who feels fatigued to stop driving and rest immediately. |  |
| 13.23 - Ensure a driver who is assessed as impaired by fatigue or assesses themselves as impaired by fatigue, does not drive a vehicle. |  |
| 13.24 - Have a procedure in place for taking practical actions to support a fatigue impaired driver to rest immediately. |  |
| 13.25 - Assess the circumstances of the driver’s impairment and determine whether fatigue controls need to be adjusted, or other changes made. |  |
| 13.26 - Regularly monitor the fatigue impairment risk of all drivers, using and comparing all available information, and adjust control measures where appropriate. |  |
| 13.27 - Use a staged approach or allow an extended interval between shifts if it is necessary to change a driver’s work pattern. |  |
| 13.28 - Manage drivers’ readjustment to shift work after periods of leave. |  |
|  |
| **14 – Managing distraction and inattention** | 14.1 - Consider the number of driver aides, audio and visual devices in the cabin of each vehicle and remove those not necessary for the driving or transport task. |  |
| 14.2 - Arrange phone calls to drivers for times when they are not driving, and not on a scheduled rest break. |  |
| 14.3 - Restrict the use of mobile phones during driving and install phone mounting equipment for drivers to receive calls while driving. |  |
| 14.4 - Educate drivers to stop at a safe place before making mobile phone calls. |  |
| 14.5 - Make time to debrief with drivers at the end of each shift, so their experiences and frustrations about the shift can be resolved or addressed before their next shift. |  |
| 14.6 - Install compartments, boxes or holders in vehicle cabins to restrain items that could move during travel. Instruct drivers to secure all loose items in the cabin, before starting to drive. |  |
| 14.7 - Provide training to drivers about the safe use of driver assist technologies, to reduce their cognitive load while driving. |  |
| 14.8 - At the start of a journey, remind drivers about hazards on the route to bring them to the driver’s attention. |  |
| 14.9 - Use visual prompts inside the cabin to remind drivers to pay attention to hazards, places or times on the route. |  |
| 14.10 - Check in on drivers throughout longer journeys or use in-vehicle monitoring systems to gauge their attention throughout the day. |  |
| 14.11 - Use GPS geo-fencing to set alerts at key parts of a journey, to remind drivers of hazards ahead. |  |
| 14.12 - For complex or hazardous journeys, allocate a person to accompany the driver and help them navigate the route and its hazards. |  |
| 14.13 - Provide training to drivers about dealing with stress or provide access to a confidential counselling service. |  |
|  |
| **15 – Training drivers** | 15.1 - Allocate appropriate time and resources for driver training. |  |
| 15.2 - Assess the competency of drivers to operate each vehicle before permitting them to drive it. |  |
| 15.3 - Supervise inexperienced workers. |  |
| 15.4 - Induct drivers into new or different vehicles. |  |
| 15.5 - Maintain a register of regular drivers and their skills and experience. |  |
| 15.6 - Periodically reassess the competency of drivers. |  |
| 15.7 - Periodically provide refresher training. |  |
| 15.8 - Ensure drivers have appropriate training for general and specialised driving tasks they may perform. |  |
| 15.9 - Ensure drivers have appropriate training or information for using equipment or systems at loading premises. |  |
| 15.10 - Provide training to drivers about fatigue management and compliance. |  |
| 15.11 - Provide training to drivers about loading and load restraint. |  |
| 15.12 - Provide training to drivers about compliance with dimension requirements. |  |
| 15.13 - Provide training to drivers about compliance with mass requirements. |  |
| 15.14 - Provide training to drivers to identify hazards before they start driving. |  |
| 15.15 - Empower and support drivers to refuse to drive a vehicle if it is unsafe. |  |
| 15.16 - Provide training to drivers about the risks of driving, loading or unloading near overhead electrical infrastructure and safe clearances to be maintained. |  |
| 15.17 - Provide training to drivers to always apply the park brake when stationary at a loading or unloading facility and about the vehicle roll-away system fitted to the vehicle. |  |
| 15.18 - Provide training to drivers about how to respond in an emergency. |  |
| 15.19 - Create a process for drivers to follow when transporting un-weighed goods. |  |
| 15.20 - Provide training to drivers about checking loads for the presence of invasive pests such as fire ants, particularly when transporting soil, landscaping products, earth moving machinery etc. |  |
| 15.21 - Provide training to drivers to immediately submit defect notices and use existing procedures that alert maintenance staff of the issue. (See Control 19.11) |  |
| 15.22 - Require drivers to provide feedback and ensure it receives a response. |  |
|  |
| **16 - Equipping drivers** | 16.1 - Provide drivers who work in remote areas with communications equipment, such as satellite radios, emergency position indicating radio beacons (EPIRBS), or fall alerts. |  |
| 16.2 - Provide drivers who work at night with lighting equipment they can carry or fit to their person. |  |
| 16.3 - Provide drivers who carry loads of variable dimensions with measuring devices such as height sticks, lasers and tape measures. |  |
| 16.4 - Provide all drivers with suitable personal protective equipment (PPE) and other equipment required to work outside the vehicle. |  |
| 16.5 - Ensure drivers carry medical aids or equipment required to manage health. |  |
|  |
| **17 – Using monitoring devices and safety systems** | 17.1 - Provide information and engage with drivers, their representatives, and other employees about the decision to introduce or use monitoring devices or safety systems. |  |
| 17.2 - Implement systems and adjust processes to integrate monitoring devices into the business. |  |
| 17.3 - Provide support and training to drivers and other employees about the use of new monitoring devices and safety systems. |  |
| 17.4 - Develop procedures and training about interference, tampering or disengaging systems and immediately address if detected. |  |
| 17.5 - Debrief with drivers following events detected by monitoring devices. |  |
| 17.6 - Make use of monitoring device data to identify gaps in safety, and to inform training and processes. Combine data sets to generate new insights. |  |
| 17.7 - Conduct regular safety meetings to discuss events and trends identified from the data and implement learnings to improve safety. |  |
| 17.8 - Systematically review the effectiveness of the monitoring devices and the relevant policies and procedures used by the business to ensure they remain effective. |  |

**For more information:**

Visit: [www.nhvr.gov.au](http://www.nhvr.gov.au)  
Subscribe: [www.nhvr.gov.au/subscribe](http://www.nhvr.gov.au/subscribe)  
Email: [info@nhvr.gov.au](mailto:info@nhvr.gov.au)  
Phone: 13 NHVR (13 64 87)\*

\*Standard 13 call charges apply. Please check with your phone provider.

© Copyright National Heavy Vehicle Regulator 2026, creativecommons.org/licenses/by/4.0

Disclaimer: This information is only a guide and should not be relied upon as legal advice.