

# NATROAD

## Truckie First Aid – online training in multiple languages



### Heavy Vehicle Safety Initiative

Final Report

Project Number HVSI 931

January 2026

NATIONAL  
ROAD TRANSPORT  
ASSOCIATION



# Contents

<b>01</b>	<b>Acknowledgements</b>	
<b>02</b>	<b>Grant purpose &amp; objectives</b>	
	Project objectives .....	2
	Expected outcomes .....	2
<b>03</b>	<b>Summary of project activities</b>	
	Completed activities .....	3
<b>05</b>	<b>Truckie First Aid resources</b>	
	Training and education packages .....	5
	Industry communications and awareness materials .....	5
	Safety training technology .....	5
	Evaluation resources .....	5
	Industry engagement tools .....	5
	Trade advertising and promotional material ..	6
<b>07</b>	<b>Program management</b>	
	Overall .....	7
	Risk management .....	7
	Stakeholder management .....	7
	Issues .....	7
<b>08</b>	<b>Project evaluation</b>	
	What was achieved .....	8
	Overall participation .....	8
<b>09</b>	<b>Research survey</b>	
	Organic feedback .....	10
	Social impact .....	10
	Lessons learned .....	10
<b>11</b>	<b>Sustainability &amp; future plans</b>	
	Sustainability .....	11
	Next steps .....	11
	Industry first aid training requirements .....	11
<b>12</b>	<b>Appendices</b>	
	Appendix 1: Stollznow – NatRoad Truckie First Aid research report .....	13
	Appendix 2: Stollznow – Interview Feedback: qualitative research, 2025 .....	14



# NATROAD

## Acknowledgements

NatRoad would like to acknowledge the valuable contributions of the organisations and individuals who played a key role in the success of Truckie First Aid, our online, multi-language first-aid training program. Our sincere thanks go to St John Ambulance for their ongoing partnership; their expertise in developing the training platform and support in delivering it have been central to the program's success. A particular thank you goes to Fairlie Tucker from St John, whose exceptional and ongoing support has made this project seamless.

We also extend our appreciation to 2M and Language Loop for ensuring the language translations were accurate and delivered on time.

Finally, a big thank you to Prime Creative for providing complimentary print advertising space to help us reach as many drivers as possible.



# Grant purpose & objectives

In September 2023, NatRoad together with St John Ambulance launched Truckie First Aid, a free, online first aid training course developed for heavy vehicle drivers. Following the success of the original project, NatRoad applied for HVSI project grant funding to support the translation and delivery of Truckie First Aid in multiple languages.

The 'Truckie First Aid – Online Training in Several Languages' project aim was to remove language barriers for heavy vehicle drivers from culturally and linguistically diverse (CALD) backgrounds by translating the existing Truckie First Aid online program into a number of languages.

After securing the grant, NatRoad worked closely with St John to develop, translate, and deliver accessible first aid training in multiple languages, which drivers can complete anywhere, without needing to take time away from work.

A multilingual training platform was built, and promoted through tailored communication and marketing resources, and a large-scale outreach program including major events such as the 2025 Brisbane Truck Show.

This grant funding enabled NatRoad to reach more truck drivers and improve drivers' confidence in emergency response regardless of their native language. It has strengthened drivers' ability to support other road users in accidents and contributed to a safer and more sustainable heavy vehicle workforce.

## Project objectives

The following project objectives were identified as central to the success of the project.



Support a skilled workforce by providing training in truck drivers' first language, to improve health outcomes and information retention.



Build truck driver confidence to act in a medical emergency and save a life. Drivers are likely to need First Aid skills during their career (67.3% truck drivers as first responders).\*



Improve the mental health outcomes for drivers who experience a 'first responder' scenario



Contribute to improved road safety – and genuine safety benefits for all road users

## Expected outcomes

The 'Truckie First Aid – Online Training in Several Languages' project expected to deliver significant safety, accessibility, and workforce-readiness benefits across the heavy vehicle industry. By equipping drivers with the essential skills to respond to roadside incidents and engage effectively in third-party interactions where other road users may be involved in accidents, the project expected to contribute to broader road-user safety across Australia.

Translating the Truckie First Aid program into multiple languages and making it available online, aimed to remove key language barriers limiting culturally and linguistically diverse (CALD) heavy vehicle drivers' access to lifesaving first aid training. Translating the training into alternative languages was expected to lead to greater information retention, increased confidence in emergency situations, and improved health outcomes for CALD drivers.

The delivery of training in an accessible, online format was intended to enable drivers to complete the course without disrupting their workday or requiring leave from work, supporting a more sustainable and productive workforce. Providing the course at no cost to the participant was expected to significantly contribute to optimal access to the program

\*NT Road Transport Association Truck Drivers - First Responders, Final Report, 21 July 2021, L.Bilato

# Summary of project activities

## Completed activities

Across the project timeline, NatRoad delivered all staged activities outlined and required as part of the grant agreement.

### STAGE 1

#### Project planning (April 2025)

- > Assembled the project team with NatRoad and St John Ambulance representatives.
- > Identified and confirmed priority languages for translation.
- > Developed the project plan, evaluation plan, communications plan and launch execution strategy for the 2025 Truck Show.

### STAGE 2

#### Translation of training materials (April–September 2025)

This stage involved the complete translation and cultural adaptation of Truckie First Aid training content. This included full quality assurance and cultural review conducted on all translated modules. The translation of survey tools and marketing materials.

Translations completed and delivered:

- > Mandarin and Punjabi (May 2025)
- > Hindi and Arabic (September 2025)

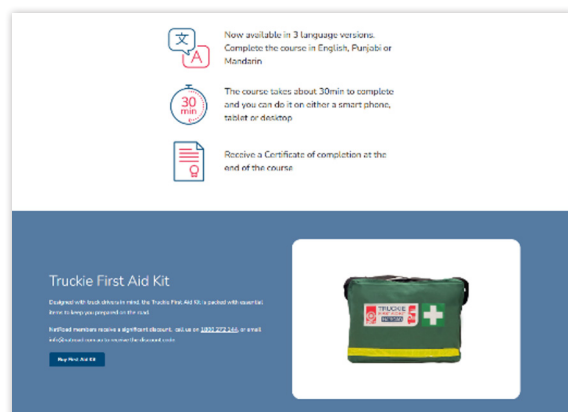
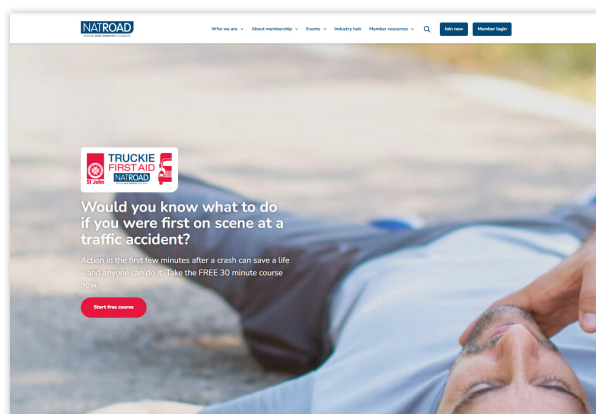


### STAGE 3

#### Technical development of platform (April–September 2025)

During this phase St John Ambulance undertook:

- > Creation of multilingual eLearning platform versions for Mandarin, Punjabi, Hindi, and Arabic.
- > Development of landing pages with user language selection.
- > Platform testing to ensure accuracy and usability.



## STAGE 4

### Communications, marketing and launch activities (May–September 2025)

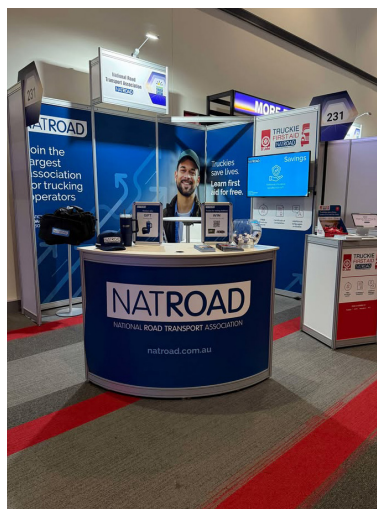
#### Brisbane Truck Show launch – May 2025

Official launch of Mandarin and Punjabi versions took place at the Brisbane Truck Show (15–18 May). Activities included:

- > Full exhibition presence at Brisbane Truck Show 2025.
- > Digital screens showcasing Truckie First Aid training.
- > CPR face-shield giveaways with QR codes linking to the training.
- > First Aid quizzes and pledge sign-ups.
- > Media and PR engagement campaign, activities and competition incentives.

Marketing and promotion:

- > Print advertising in *Owner Driver*, *Big Rigs*, *Deals on Wheels* road transport trade media publications.
- > Radio advertising on Australian Truck Radio.
- > Paid and organic social media campaigns on Facebook and Instagram.
- > Three new promotional videos produced and distributed.
- > Major PR coverage including mainstream and multicultural media outlets.
- > NatRoad Connect 25 conference exhibition including language launch of Hindi and Arabic.
- > NatRoad member communications including newsletter articles and membership collateral in new member welcome packs.



## STAGE 5

### Program evaluation (commenced October 2025)

- > Engaged research organisation Stollznow.
- > Post-training survey questions finalised.
- > Drivers recruited for evaluation interviews.
- > Evaluation activities completed as scheduled (MS6 – 1 October 2025).

# Truckie First Aid resources

All versions of the Truckie First Aid training were made publicly available, nationally and free-of-charge.

## Training and education packages

Multilingual Truckie First Aid eLearning modules, including:

- > Mandarin
- > Punjabi
- > Hindi
- > Arabic

Each package includes:

- > Full narrated voiceover translations
- > Interactive learning modules
- > Language-appropriate assessments

## Industry communications and awareness materials

- > Marketing assets (ads, flyers, social tiles, voiceovers).
- > Three professionally produced promotional videos for social media.
- > Print advertisements placed across major transport publications.
- > Public relations content and media collateral.
- > Dedicated website landing pages.

## Safety training technology

A multilingual eLearning platform built and hosted by St John, including:

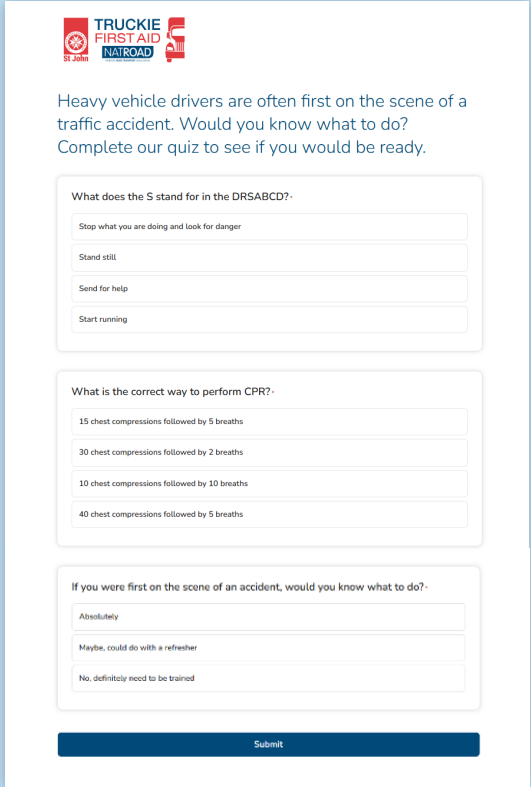
- > Dedicated landing page with language selector.
- > Fully digitised training modules accessible on desktop/tablet/mobile.
- > QA-tested cultural and linguistic accuracy.

## Evaluation resources

- > Post-training survey tools translated into multiple languages.
- > Interview guides for participant evaluation.

## Industry engagement tools

- > QR-enabled Resuscitation First Aid keyrings.
- > First Aid quizzes and sign-up forms used during Brisbane Truck Show and events.



**TRUCKIE FIRST AID**  
NARROAD

Heavy vehicle drivers are often first on the scene of a traffic accident. Would you know what to do? Complete our quiz to see if you would be ready.

What does the S stand for in the DRSABCD?:

- Stop what you are doing and look for danger
- Stand still
- Send for help
- Start running

What is the correct way to perform CPR?:

- 15 chest compressions followed by 5 breaths
- 30 chest compressions followed by 2 breaths
- 10 chest compressions followed by 10 breaths
- 40 chest compressions followed by 5 breaths

If you were first on the scene of an accident, would you know what to do?:

- Absolutely
- Maybe, could do with a refresher
- No, definitely need to be trained

Submit

First Aid quiz

## Trade advertising and promotional material

17 full page ads across *Big Rigs*, *Owner Driver* and *Power Torque*

Business card

Paid social campaign

Editorial, 2 columns in *Big Rigs* and *Owner Driver*

Radio commercials (30 seconds) on *Australian Truck Radio* during May, June, August and September

Magazine insert 25,000 in *Owner Driver*

A5 flyer

Promotional video  
[youtube.com/shorts/8AA8V\\_jAngE](https://youtube.com/shorts/8AA8V_jAngE)

# Program management

## Overall

The Truckie First Aid – Online Training in Multiple Languages project was managed by NatRoad, in partnership with St John Ambulance. Translation providers, 2M and Language Loop and PR and Digital Marketing agency: Flex PR provided special support. The project review and evaluation was undertaken by Stollznow.

## Risk management

A key risk identified was the potential to over-invest in language translations that may not achieve sufficient industry reach to justify the cost. Following industry consultation and discussions with the HVSI team, the project scope was refined, and translations proceeded in four languages instead of the originally planned seven. This ensured funding was targeted to the languages with the greatest uptake and impact.

A second risk was the potential for inaccuracies within the translated materials. To mitigate this, NatRoad engaged a secondary translation provider to conduct a community review. This involved a non-accredited native speaker to independently review the original translations and provide detailed feedback to ensure accuracy and cultural appropriateness.

## Stakeholder management

St John was a key stakeholder throughout the project, providing critical technical expertise to support the development of the eLearning platform, as well as specialist first aid guidance as required. Regular project meetings were held, supported by ongoing communication via email and telephone, to ensure strong collaboration, timely decision-making, and the successful delivery of project outcomes.

Stollznow was engaged to undertake the independent review and evaluation of the project. NatRoad worked closely with the Stollznow team over a number of months to ensure the project was thoroughly assessed, with a strong focus on outcomes, delivery and impact. This collaborative approach allowed for in-depth analysis, robust discussion and the identification of key learnings, which have informed both the evaluation findings and recommendations for future program development and delivery.

## Issues

Securing truck drivers to review the translated content within the project timeframe was a key challenge. To address this, a second translation provider supplied a community reviewer with lived language and cultural in delivering practical, accurate and fit-for-purpose translations.

Isolating participation data for the translated versions from overall course figures was a second key challenge of the project. The separation of this data was only able to commence in October, which limited the ability to accurately assess the effectiveness of early marketing activity and its distribution across language cohorts.



# Project evaluation

## What was achieved

The project delivered a substantial increase in Truckie First Aid training participation, driven by the availability of the new language versions and a corresponding uplift in marketing and communications activity. Targeted communications to reach drivers from culturally and linguistically diverse (CALD) backgrounds significantly expanded the program's reach and accessibility.

## Overall participation

The initial target of 500 participants from the program launch at the Brisbane Truck Show through to the end of 2025 was significantly exceeded, with more than 1,200 drivers completing the training during this period.

The project originally aimed for 30% of participants to complete one of the translated versions of the course. However, due to limitations in the tracking and reporting of language-specific participation, this target cannot be accurately measured.

Based on the data available, we estimate that uptake of the translated versions is approximately 10 per cent.

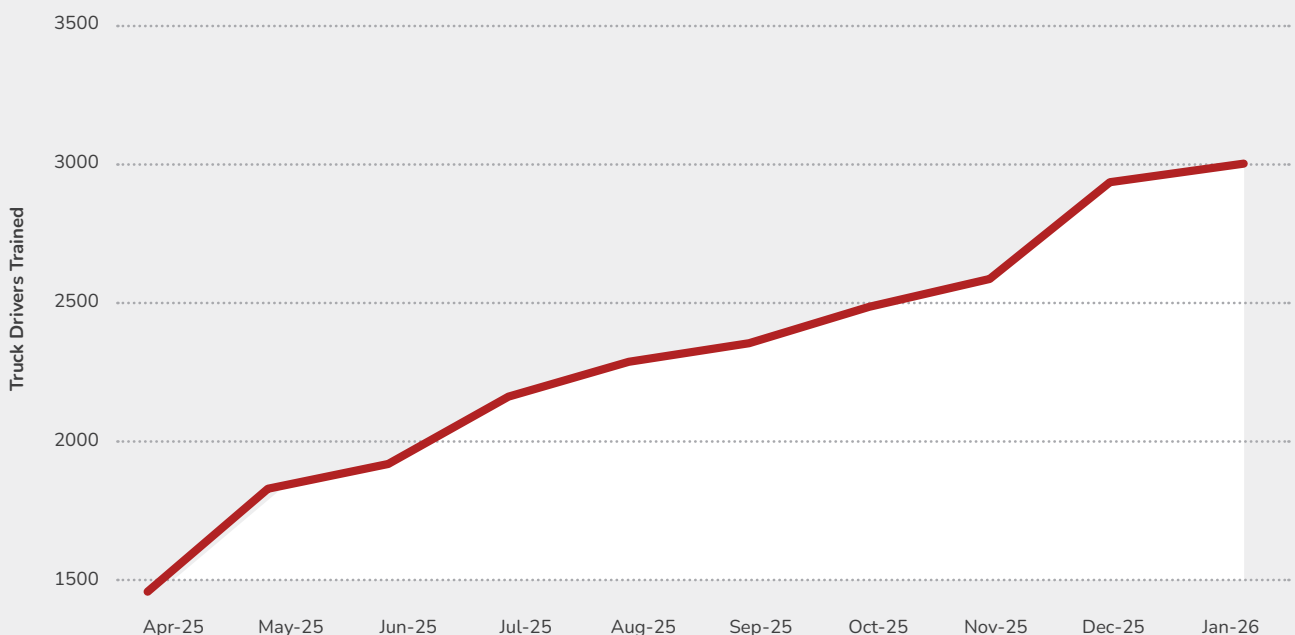
Early uptake has been lower than anticipated, and targeted promotion of the translated training will continue to improve reach and participation.

**500** Target participation  
May to December 2025

**1,200** Actual participation  
↑ 240% of target

**3,000+** Total truck drivers now trained in Truckie First Aid  
(as at January 2026)

Truckie First Aid Participation Growth



# Research survey

Stollznow was engaged to conduct a survey of participants on key aspects of the online training.

Participants consistently highlighted the course length, the clear and practical delivery of information, and the high level of accessibility as key strengths.

Importantly, the content is tailored to real-world truck driver experiences, helping to ensure the training is relatable, engaging and directly applicable to situations drivers may encounter on the road.

This approach has supported strong engagement and reinforced the relevance of first aid training within the heavy vehicle sector.

## 159

Total research survey respondents

### Likelihood of providing first aid

# 86%

likely to need to provide **first aid** throughout their career  
(20% already have)



### First Aid Action Plan

# 99%

agreed they now have a **better action plan** to provide first aid since completing the training



### Training satisfaction

# 97%

satisfied or very satisfied with the training



### Confidence in providing first aid

# 35%

confident **before** doing training



# 76%

confident **after** doing training

### Training accessibility

# 33%

completed training on their **phone**



# 33%

found out about the training from **employer**



# 29%

found out about the training from **social media**

### Translated training

# 95%

believe the **translations** were 'very good' or 'good'



# 95%

agreed it was easier to understand in their **first language**

### Driver type



# 73%

Long haul or local/regional drivers

Refer to Appendix 1 and 2 for the full Stollznow reports.

## Organic feedback

Hi guys

Can I just say thank you for the free truckies first aid course you provide online. I'm a truck driver & my workplace sent a link out to your course to which I completed straight away. I have a level 2 first aid but long expired however your course was an excellent refresher.

Exactly 4 weeks after completing the course I had an accident where another vehicle ran into the back of my B Double. At high speed.

It was on a freeway & no other vehicles stopped. Although it was heart stopping wondering what I was about to see when I ran back down the fwy, the scenario I was confronted with was exactly like your training clips. Driver slumped forward with chin on his chest.

I just sat him back in his seat with the objective of opening his airways & he just sprung back to life 😊

Job done, apart from comfort him whilst waiting for the ambulance I did nothing more but I just think it was amazing that only 4 weeks later I remembered & used what was in your free course.

It does sadden me that not one passing car stopped to help me & both lanes of the freeway were blocked with debris, they just navigated around

Cheers

**Michelle**



**Rachel Thomas**

Great initiative 🙌



**Christina Lou**

I done mine it was really good to do.



**Michelle Heeb**

Just did mine. Thank you.



**Dave Carter**

May be the most important 30 minutes of your life.



**Dion Wanar**

Awesome 👍



**Mark Matheson**

been first there 3 times

## Social impact

Truckie First Aid training has been very well received across the industry. A key social impact of the project was the peer encouragement that emerged across the industry. Drivers proactively motivated one-another to complete the training.

While there is broad recognition within the road transport industry that first aid training is essential, access has traditionally been a major barrier, particularly due to time constraints faced by drivers. This program addressed that challenge by providing a no-cost, concise and highly accessible training option that drivers could reasonably complete around their schedules.

The project also created an opportunity for drivers to share their personal experiences as first responders on the road, including reflections on whether they felt equipped with the skills and confidence to provide first aid in real-life situations. These shared stories helped normalise the conversation about emergency responses and reinforced the value of practical first aid knowledge. As a result, a strong sense of community emerged, with participants supporting one another, learning from shared experiences, and collectively reinforcing a culture of safety and care across the industry.

NatRoad also received an enquiry from a large trucking organisation, Lindsay Australia, which requested permission to incorporate the training into its own eLearning platform. We also received communication from representatives from other industries (for example: bus transport and waste management) interested in making the training available to workers in their sector. As the course is free and delivered online, it is easily shared and adopted by companies both within and outside of the road transport sector. Broadening access in this way supports wider uptake of first aid skills and contributes to safer roads for everyone.



**Scott Buckmaster**

Truck drivers are not medics.....



**DonNat Coleman**

**Scott Buckmaster** No, but knowing first aid is an invaluable skill. In some countries you can't even get a driver's licence without a first aid certificate. We should introduce that here.

## Lessons learned

The evaluation identified challenges in effectively targeting advertising and marketing to reach the specific language groups for which the course has been translated. Engaging these audiences has proven more complex than anticipated, and we continue to refine our approach by testing different channels, messaging and culturally appropriate language to improve reach and participation within these communities.

Social media to be a highly effective channel for engagement in the program. Significant investment in paid social advertising delivered the strongest increase in participation, with completion numbers rising noticeably during campaign periods. Based on these results, we will continue to prioritise this channel and refine our targeting to ensure we are effectively engaging the most relevant audiences.

# Sustainability & future plans

## Sustainability

NatRoad and St John will continue to promote Truckie First Aid through ongoing advertising, marketing and public relations activity to reach more drivers and grow participation nationwide. Learnings from the project to date will be used to refine messaging, optimise campaign channels and improve engagement with hard-to-reach driver cohorts.

## Next steps

NatRoad will continue to drive participation in the Truckie First Aid online training through ongoing activity.

This includes:

- > PR and member communications highlighting key milestones (e.g. reaching 4,000 participants)
- > Consistent organic social media content
- > Targeted paid social campaigns to extend reach and engagement.

The participant evaluation interviews also highlighted opportunities to further support safety on the road. Two key ideas have emerged for potential future activity:

- > **Refresher courses:** Short, bite-sized modules reinforcing critical first aid steps and key learnings
- > **In-cab reference tool:** A practical, easy-to-use DRSABCD reference designed for use inside the truck.

## Industry first aid training requirements

NatRoad plans to continue to work with St John to monitor the first aid training needs of the road transport industry, using industry feedback, participation data and emerging safety trends to consider future program development with the aim of ensuring the Truckie First Aid program remains relevant, practical and fit for purpose, adapting to the changing operating environment and supporting drivers with training solutions that reflect real-world conditions on the road.



## NATROAD

### About NatRoad

The National Road Transport Association (NatRoad) is Australia's largest and only national association for road freight operators. Founded in 1948, today NatRoad represents thousands of members, from sole traders to national fleets, with expertise, business savings, and strong advocacy.

As a not-for-profit, member-governed organisation, NatRoad works closely with governments, regulators and industry partners to improve the operating environment of road freight operators and help members run safer, smarter and more sustainable businesses.

NATIONAL  
ROAD TRANSPORT  
ASSOCIATION



1800 272 144



info@natroad.com.au

[natroad.com.au](https://natroad.com.au)

# Truckie First Aid Report

JANUARY 2026



[www.stollznov.com.au](http://www.stollznov.com.au)

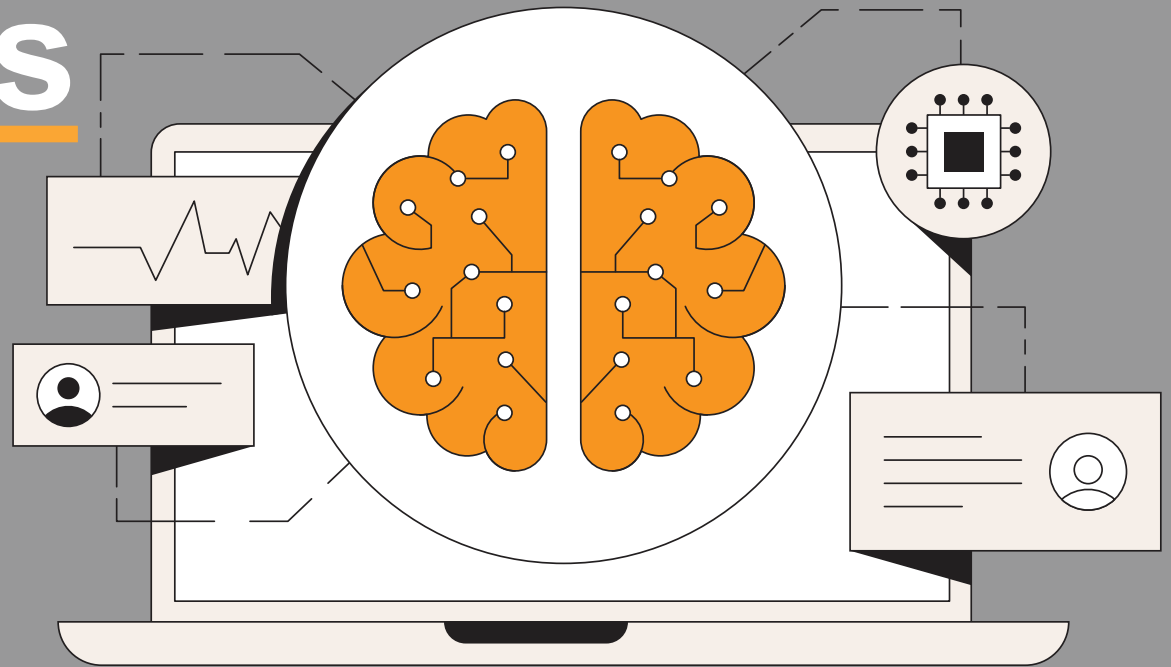
stollznov

# Truckie First Aid Report

JANUARY 2026



# 1 Objectives



# Research objectives

## Good projects come from clear objectives

The objectives for this project are:

- Support a skilled workforce by providing training in truck drivers' first language to improve health outcomes and information retention
- Build truck driver confidence to act in a medical emergency and save a life
- Improve mental health outcomes for drivers who experience a 'first responder's' scenario
- Contribute to improved road safety and genuine safety benefits for all road users
- Evaluate the eLearning Portal
  - Is it the best or correct way to provide training
  - Easy to use
  - Accessibility
- Evaluate the success of the translations
  - Accuracy of translations
- Chosen languages support the maximum number of drivers

# 3

## Executive summary

---

# Executive summary

## Truckie First Aid is successful in meeting core objectives

This research evaluated the NatRoad Truckie First Aid course, focusing on its impact on first aid confidence, preparedness to respond in a medical emergency, and the suitability of the eLearning delivery model, including translated content.

The findings show that the course is performing strongly against its core objectives. Overall satisfaction among research participants is very high, and almost all report feeling better prepared to provide first aid after completing the course. Confidence in providing first aid increased substantially, with the proportion of research participants who felt very or extremely confident more than doubling after completing the course.

The eLearning delivery model is working well for research participants. Most found the course easy to complete at their own pace and accessed it across a range of devices, most commonly phones and laptops. These findings support the use of online delivery for a workforce that is time poor and often mobile.

Course content is seen as relevant and useful, particularly the practical first aid guidance and accident scenarios. Engagement with the course is generally positive. Recall of the DRSABCD steps is comparatively lower, indicating an opportunity to reinforce these steps through supporting materials or reminders, rather than changes to the core course content.

The course is contributing to improved preparedness and road safety outcomes. Many research participants have already encountered situations requiring first aid, and most expect that this is likely to occur as part of their work. Almost all report having a clearer plan of action and feeling better prepared to respond in a medical situation from completing the course.

Use of translated versions of the course was limited, with almost all research participants completing the course in English. As a result, findings relating to translation quality, ease of understanding and motivation to act have not been reported, as the base size is too small for reliable analysis.

The results also show that some research participants reported first languages that were not included in the eLearning translation set. This reflects the diversity of languages spoken in multicultural Australia, where a wide range of non-English languages may be a person's first language.

Overall, the findings indicate that the Truckie First Aid course is delivering clear benefits in confidence, preparedness and perceived ability to respond to emergencies for research participants, and that the current delivery model is appropriate for the target audience.

# Key findings

## More confident in providing first aid

Research participants were asked their level of confidence in providing first aid on a 5-point scale before and after the course. The figures at the right are for 'extremely' + 'very' confident (Top 2 Box). There has been a 41-percentage point increase in confidence because of completing the course.

## Much better prepared

After completing the course 99% agree (strongly agree + agree) they are better prepared and have a plan for providing first aid. (Same results for both questions).

## A real need for first aid

One-in-five (20%) have been in a situation where first aid was required while they were driving.

## Most useful

Over half (57%) found the step-by-step guide for providing first aid most useful.



**35%**

**confident in providing first aid before course**



**76%**

**confident in providing first aid after course**



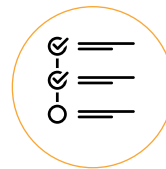
**99%**

**clear plan and better prepared**



**20%**

**have already been in a situation where they needed to provide first aid**



**57%**

**value the step-by-step guide for providing first aid**

# Key findings

## Satisfaction with content

Almost three-quarters (72%) 'strongly agree' that they like completing the course at their own pace. Agreement was lower for remembering the steps of DRSABCD (44% strongly agree). Recommendation is to create materials for in-truck reminders.

## Two thirds completed on mobile and laptop

The need for the course to work on a mobile device is supported by 33% using this method to complete the course. A further 33% completed using a laptop. The course needs to work in both mobile and PC platforms.

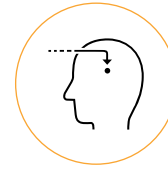
## Finding out about the course

One-third (33%) found out about the course from their employer and 29% from social media. These two ways of finding out account for 61% of awareness. This figure allows for people who found out from both sources.



**72%**

**strongly agree they like completing the course at their own pace**



**44%**

**strongly agree they can remember the DRSABCD steps**



**33%**

**completed on a phone**



**33%**

**completed on a laptop**



**33%**

**found out about course from employer**

# 4

## Course content, satisfaction & skills

---

# Likelihood of providing first aid

## An expectation for most

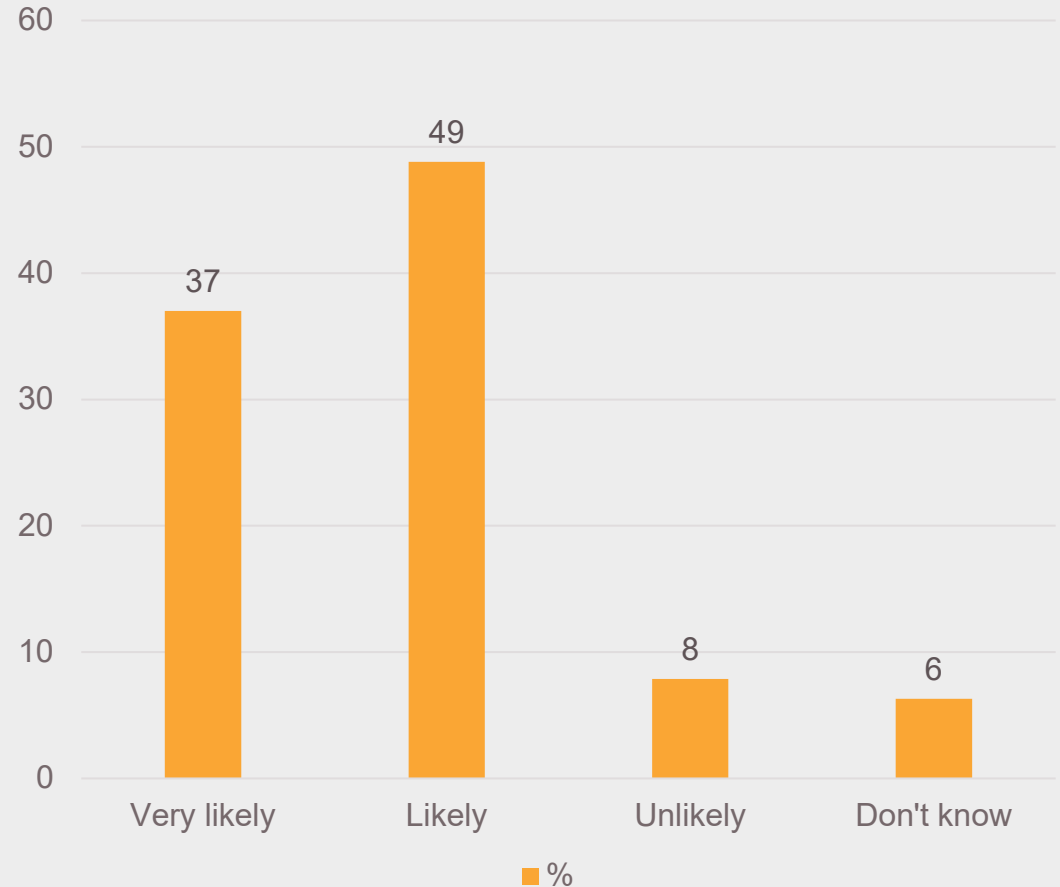
Research participants were asked to assess how likely they were to encounter someone needing first aid while driving. This question included an option for 'already been in this situation'.

One-in-five (20%) of research participants have had this experience. There is no statistically significant difference by driver type.

Of those without this experience 37% feel this situation is 'very likely' and 49% 'likely' for a combined 86% of 'likely'.

Many drivers have already needed to provide first aid, and the remainder have first aid as an expectation in their work.

Likelihood of needing to provide first aid



**20%**

Already been in this situation

**86%**

Who have not already needed to provide first aid think it is likely

# First aid confidence

## Big improvement after course

Research participants were asked their level of confidence in providing first aid before the course and after completing the course. The questionnaire was completed after the course, allowing it to measure participants' real understanding of first aid requirements

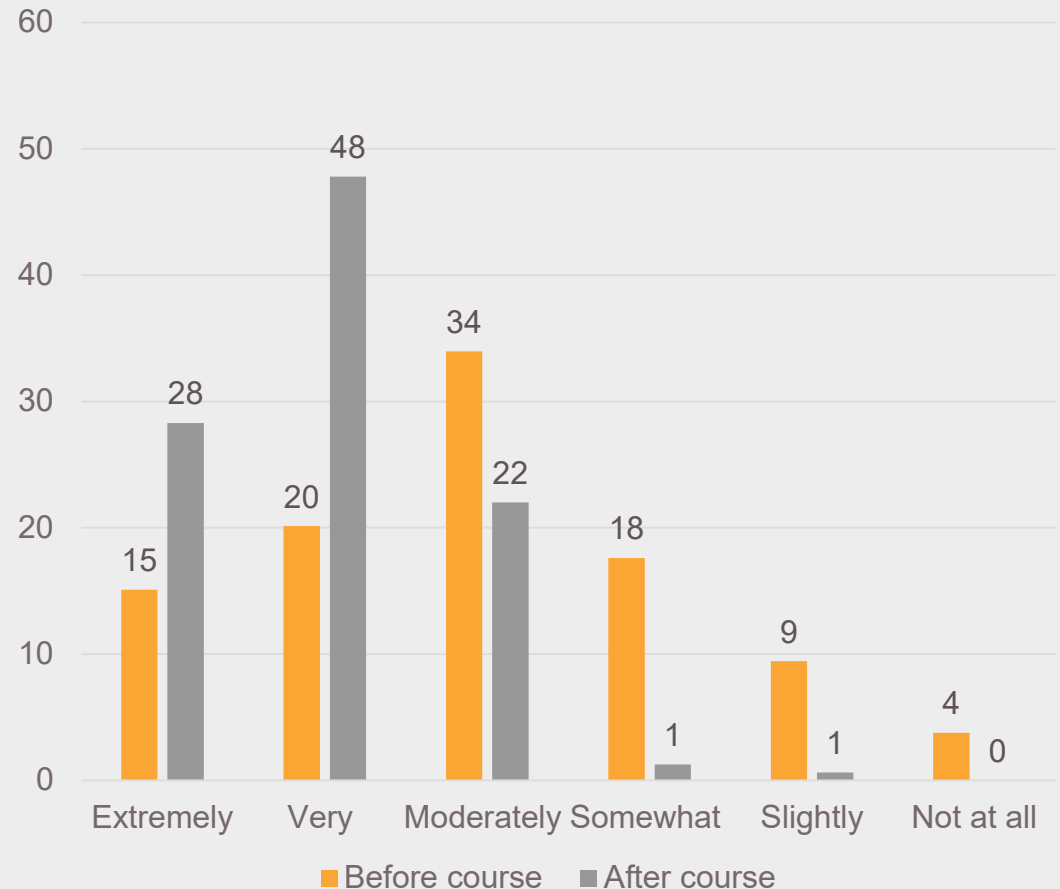
The improvement is dramatic with a Top 2 Box (extremely + very confident) of only 35% prior to the course and an increase to 76% following the course.

Participants employed by large transport companies were the only group to report higher confidence prior to the course, with a pre-course Top 2 Box score of 43%, increasing to 76% post-course.

This suggests that some large organisations are active in conducting first aid training.

The Truckie First Aid course has led to a marked improvement in participants' confidence in providing first aid.

Confidence in providing first aid before and after the course



**35%**

Top 2 Box before course

**76%**

Top 2 Box after course

Q8 Before doing this course, how confident did you feel about providing first aid on the road?  
Q9 After doing this course, how confident do you feel about providing first aid on the road?

# Content satisfaction

## DRSABCD can be improved

This question was asked of all research participants, but the data shown is only for those who completed the full course.

The results are positive for strongly agree for:

- Completing the course at own pace – 72%
- Language clear and easy to understand – 68%

It is below average for:

- Keeping them interested and engaged – 48%
- Remembering the DRSABCD steps – 46%

Long haul drivers were more likely to strongly agree that the language was clear and easy to understand (78%) and relevant to their work (67%).

It should be noted that almost no participants disagreed with any of the statements. Recall of the DRSABCD steps remains an area for improvement. Qualitative findings suggest that truck drivers would benefit from supportive visual reminders, such as in-cab reference materials, to reinforce recall of DRSABCD.

In emergency situations, clear reminders of each step could provide valuable support.

### Content satisfaction

Row %	Strongly agree	Agree	Disagree	Strongly disagree
I liked being able to complete the course at my own pace	72	28	0	1
The language used was clear and easy to understand	68	32	0	0
The course content was relevant to my work as a truck driver	52	45	2	1
The course kept me interested and engaged	48	49	3	0
I can remember the main steps of DRSABCD	46	52	2	0

# 72%

Strongly agree that liked completing at their own pace

# 46%

Strongly agree they can remember DRSABCD

# Plan of action and prepared

## Both improved

Almost all research participants felt that they now have a better plan of action in providing first aid and are better prepared to administer first aid following completion of the course. Both have a Top 2 Box (strongly agree + agree) of 99%.

Improvements for having a plan of action and being better prepared after completing the course are almost identical. In the survey these were asked as two separate questions.

There is no difference by any of the analysed groups.

Plan of action and preparation in providing first aid

Row %	Strongly agree	Agree	Disagree	Strongly disagree
That you would have a plan of action for providing first aid	42	57	1	0
That you are better prepared in providing first aid	43	55	1	0

# 99%

Top 2 Box for plan of action and better prepared

Improvements for having a plan of action and being better prepared after completing the course are almost identical.

# Overall satisfaction

## Very high satisfaction

Satisfaction with the course is very high with 61% 'very satisfied' and 36% 'satisfied' for total satisfaction of 97%.

There is no difference by any of the analysed groups.



60%

Very satisfied

97%

Total satisfaction (very satisfied + satisfied)

# Useful parts of course

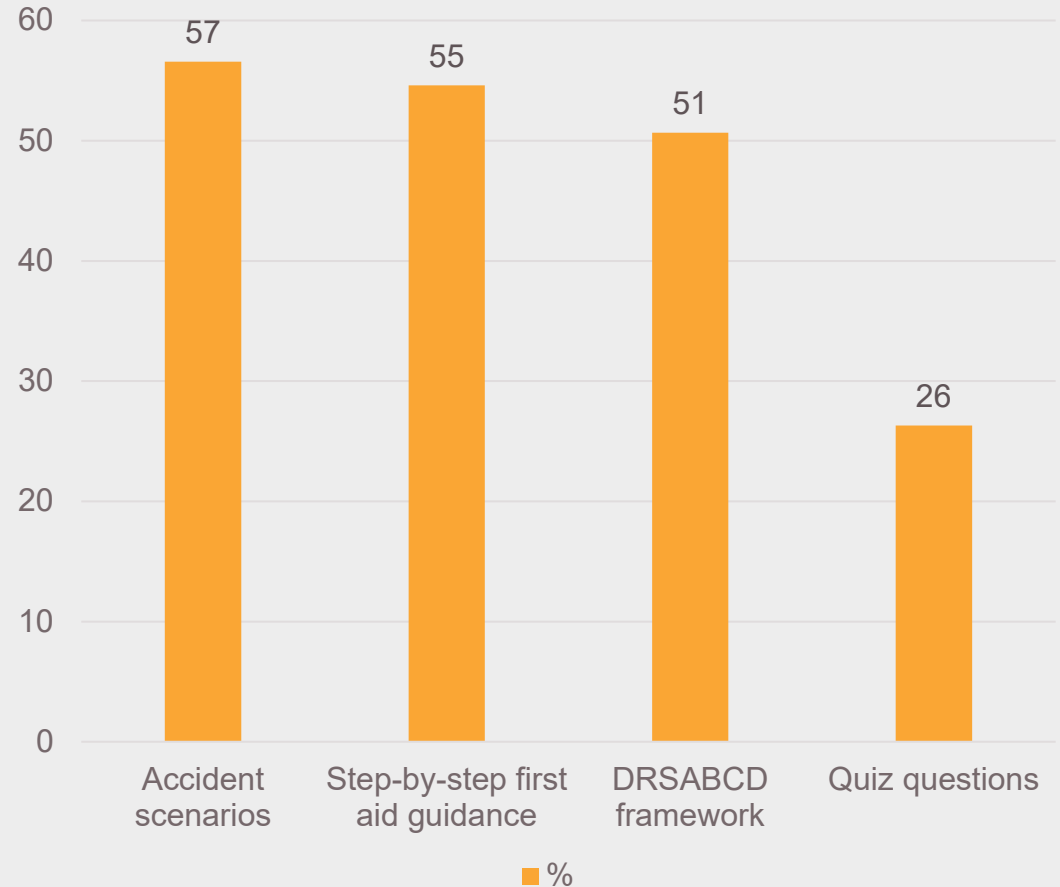
## First aid guidance & accident scenarios

Research participants who completed the full course found all the modules useful. In this question they could select more than one response.

The only module with lower perceived usefulness was the quiz questions (26%). This likely reflects the training methodology rather than dissatisfaction with course content.

Long haul drivers were more likely to find the step-by-step guidance more useful (65%) and local/regional drivers the DRSABCD framework (64%).

Most useful parts of the course



57%

Step-by-step first aid guidance

25%

Quiz questions

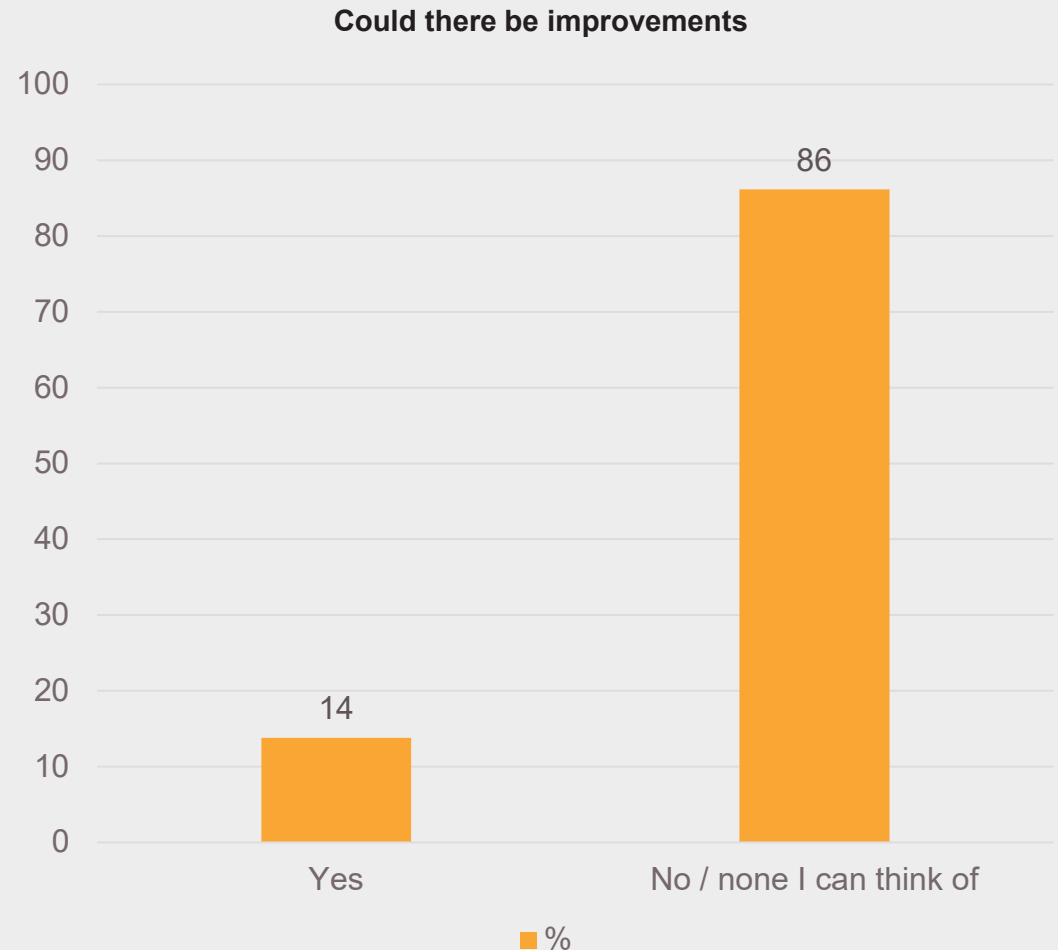
# Improvements

## No specific areas

Just over one-in-ten (14%) said there could be improvements but there is no specific area for improvement that the findings show.

Individual responses for improvement include:

- Captions for the deaf
- CPR component
- More information on stemming blood flow
- Include buses and not focus on trucks
- What should be in a truck first aid kit
- More interaction
- Aid for chemical spill
- More practical
- More videos
- Information too basic



# 13%

Believe there are areas that can be improved

No consistent areas were mentioned that could be a focus for improvement

# 5

## Completing the course

---

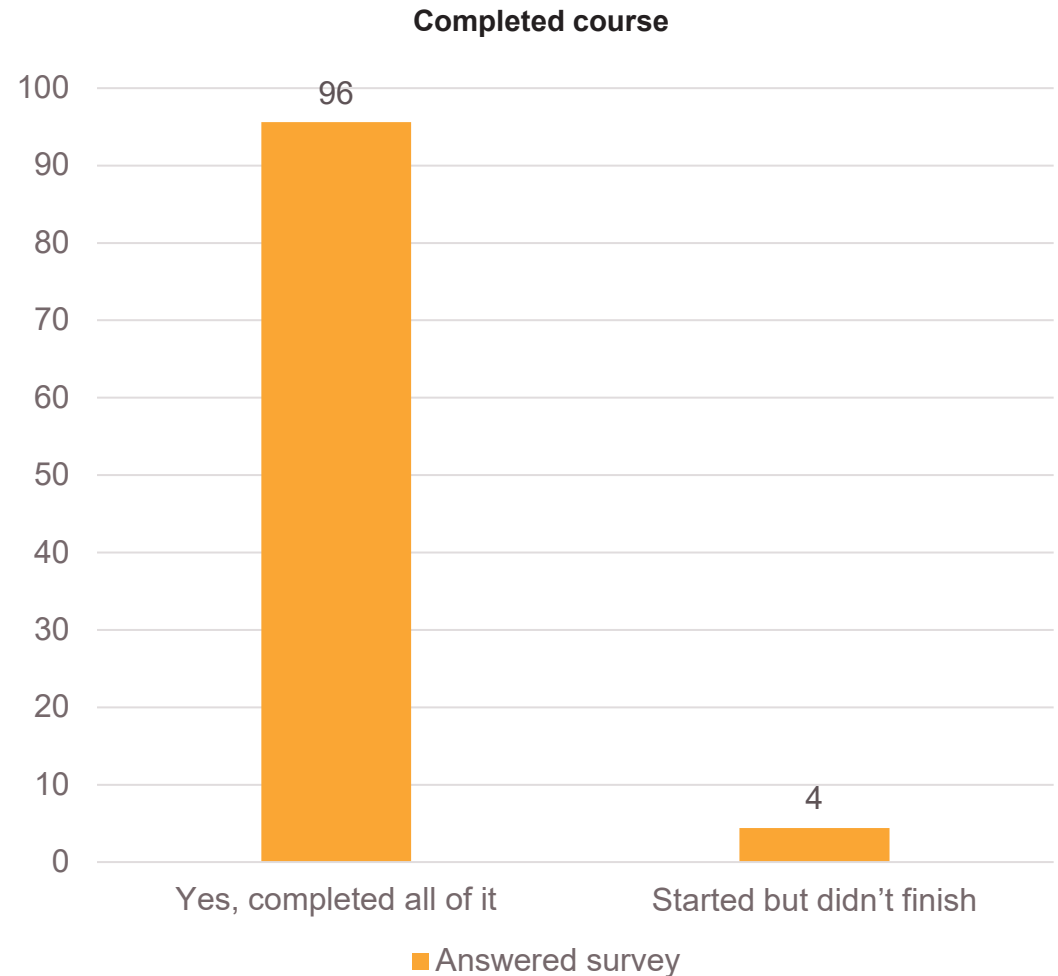
# Completed the course

11%

Screen out due to not completing course

To complete the survey research participants needed to have completed or at least commenced the Truckie First Aid course. Of all those who commenced the survey 11% were screened out because they had not commenced the course.

Of those who had commenced the survey 96% had completed the full course and 4% had started but not completed the full course.



# When course completed

## Almost half in the last few months

Almost half (46%) completed the course in the 'last few months'.

Drivers who cover 'local / regional' areas are more likely to have completed the course in the last few months (67%).



# Device used to complete course

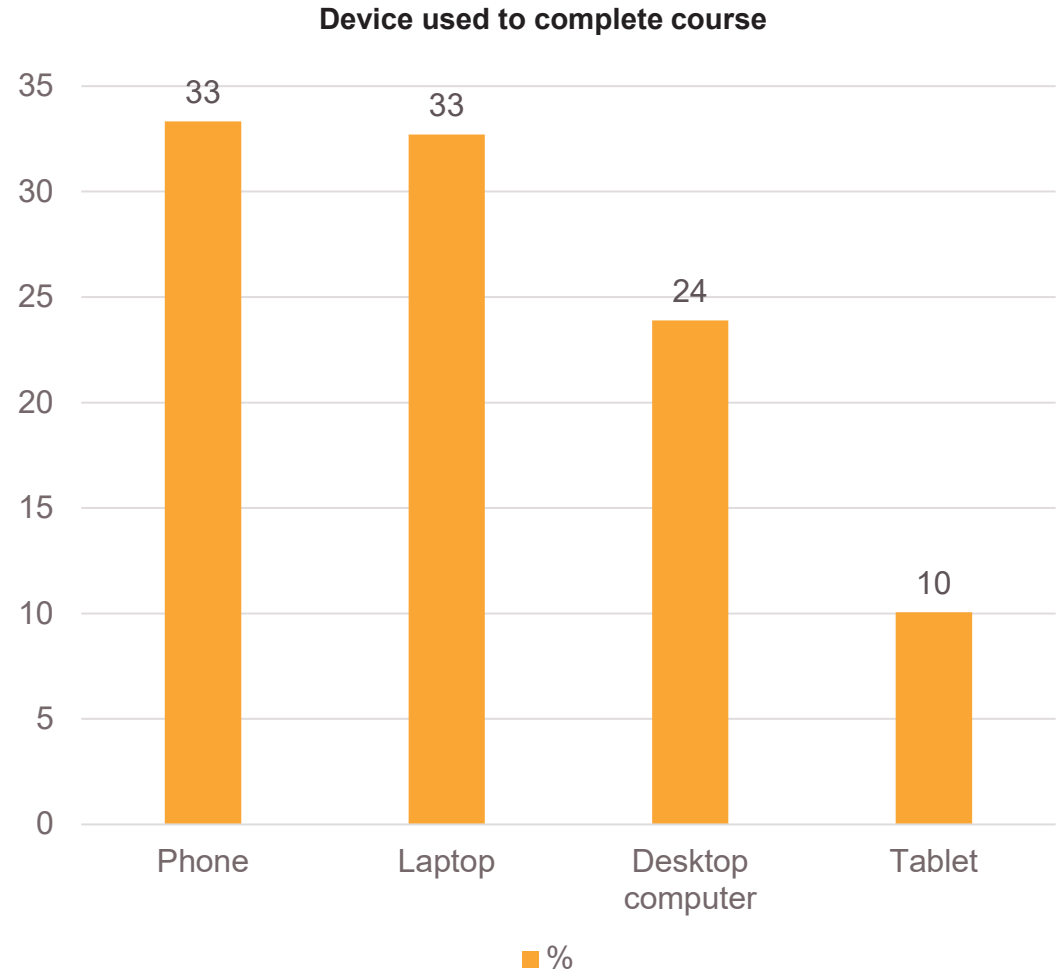
## Phone and laptop

One-third (33%) completed the course using a phone and the same number (33%) used a laptop.

Just under one-quarter (24%) used a desktop computer.

By 'driver type' those who are a fleet manager / supervisor are more likely to have used a desktop computer (43%).

Long distance and local / regional drivers tend to be higher users of phones and laptops.



# Information source about course

## Employer and social media

Research participants were asked how they found out about the course. They could select multiple ways of finding out.

One-third (33%) found out from their employer and 29% from social media.

Of those who work for 'a large transport organisation' almost half (47%) found out from their employer.

The findings show that while there are multiple ways of finding out about the course employer led discovery and social media are the most common methods.

How found out about course

	%
From your employer	33
Social media	29
Email from NatRoad	14
Big Rigs magazine	13
From another truck driver	8
Owner Driver magazine	6
In new logbook	4
At the truck show	3
Other	3
Don't recall	1

# 6

## English & other languages

---

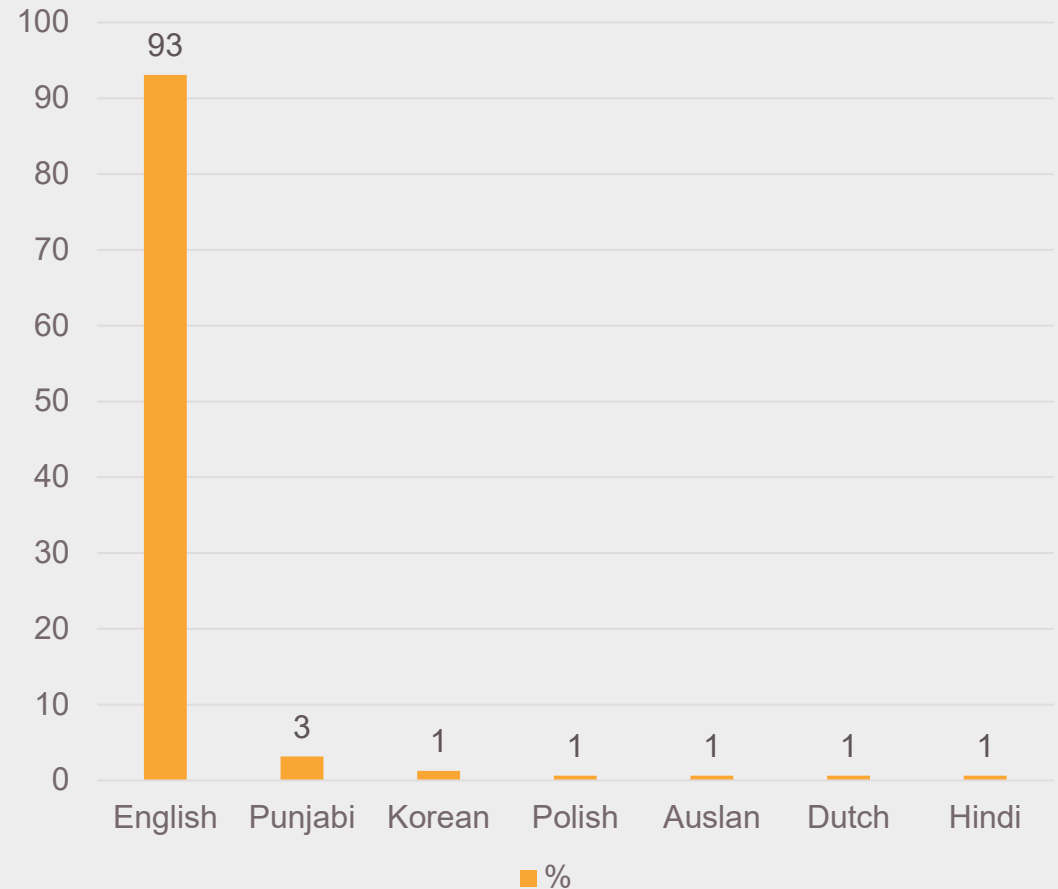
# First language

## Mostly English but a range of other languages

An issue for any Australian information that is translated is what languages should be used. The findings show that first languages include Punjabi, Korean, Polish, AUSLAN, Dutch and Hindi.

Most (93%) speak English at home.

First language (CODED)



93%

First language is English

3%

Punjabi

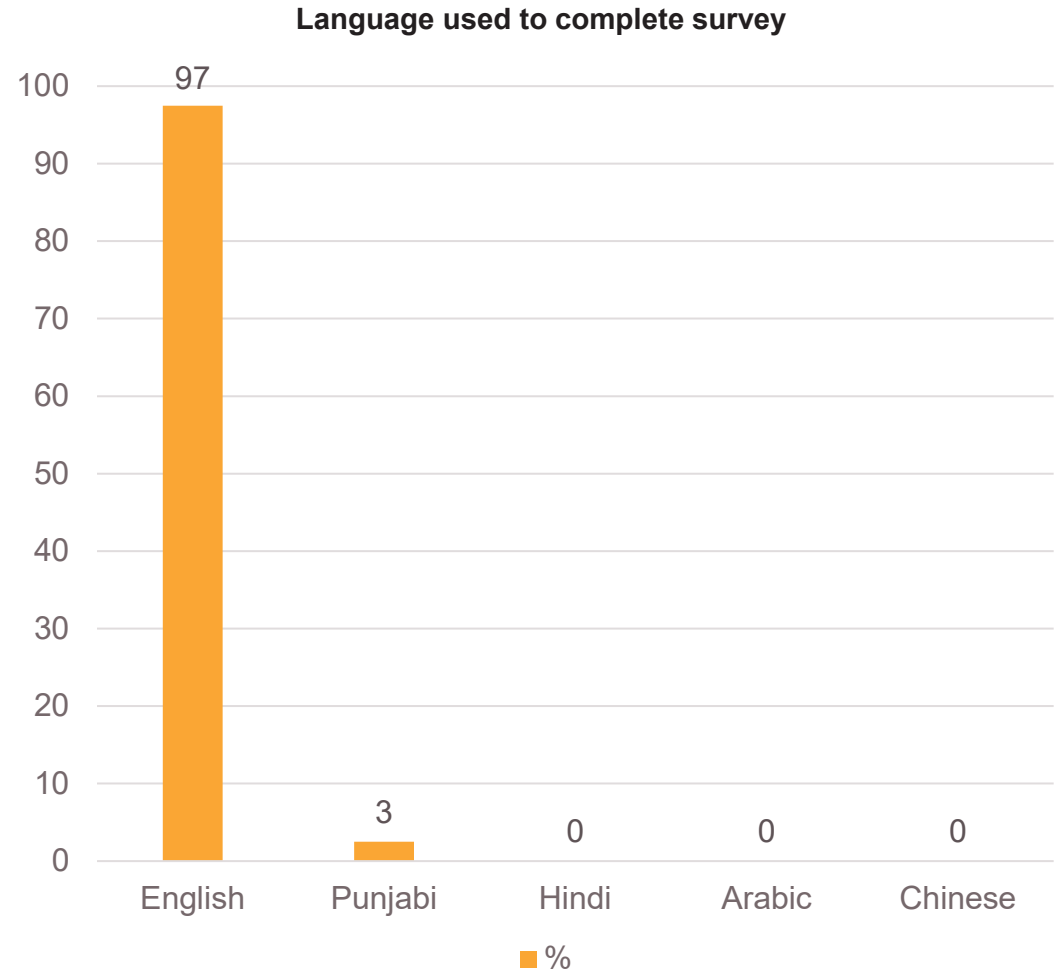
# Language used to complete survey

## Almost all answered in English

**97%** English

The questionnaire was translated into Punjabi, Hindi, Arabic and Simplified Chinese.

Despite Hindi being the first language for at least one research participant there was no use of this language.



# Course language

## Few non-English

The Truckie First Aid course was also translated into Punjabi, Arabic, Hindi and Chinese. Of these languages, only Punjabi and Arabic were used. No respondents reported Arabic as their language spoken at home, which may indicate a response error.

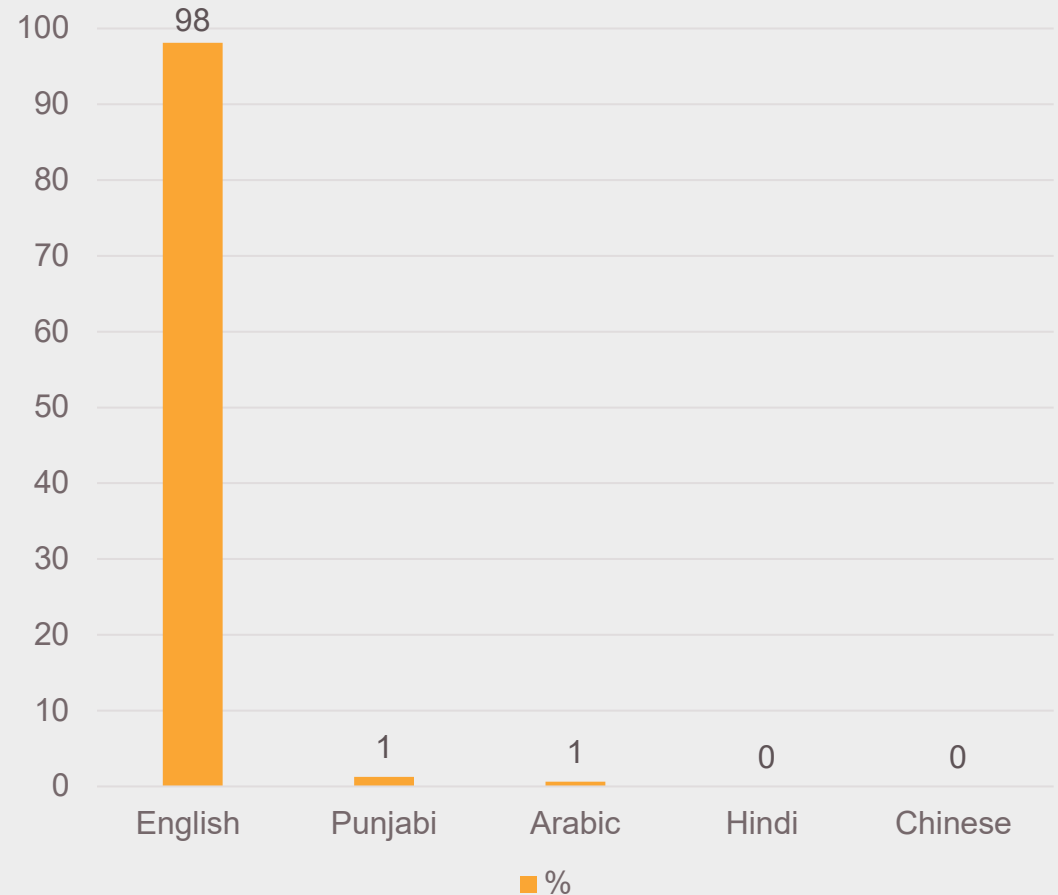
Of the 3 languages, the 3% of those whose first language is Punjabi 60% completed the course in English and 40% in Punjabi.

We asked three following questions about:

- Quality of translation
- Ease of understanding of translation
- Motivation and preparation to act as a result of the translation

As only  $n=3$  answered in another language these findings have not been included in the report as they cannot be taken as valid due to the small base size.

Language used to complete course



98%

Completed the course in English

2%

Other languages

# 7

# Demographics

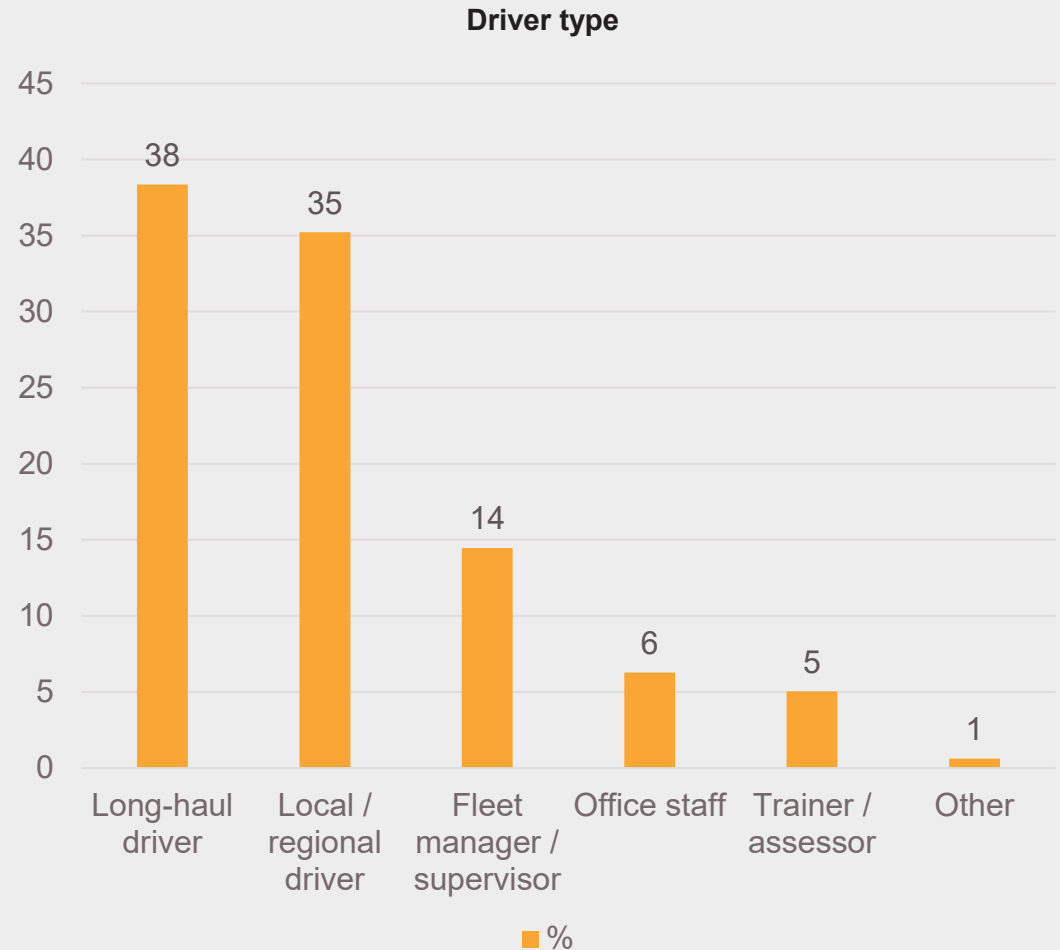
---

# Type of driver

## Both long-haul and local

Just under three quarters of research participants (74%) were either long haul drivers (38%) or local / regional drivers (35%).

Just over one-quarter (26%) are not regular truck drivers and come from other areas. This includes 'fleet manager / supervisor' (14%), office staff (6%) and 'trainer / assessor' (5%).



38%

Long haul drivers

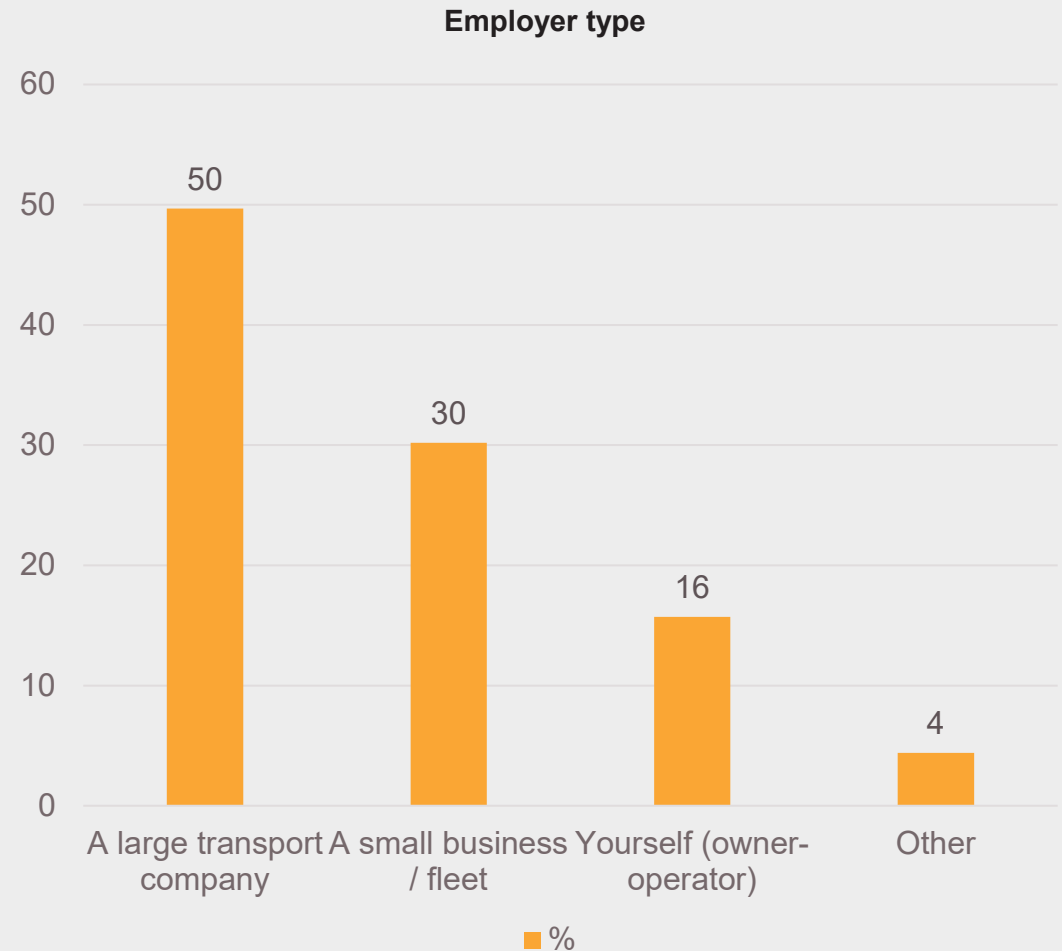
35%

Local / regional drivers

# Employer type

## Half work for large companies

Half (50%) of research participant work for large transport companies, 30% for a small business / fleet and 16% are owner operators.



**50%**

Work for a large transport company

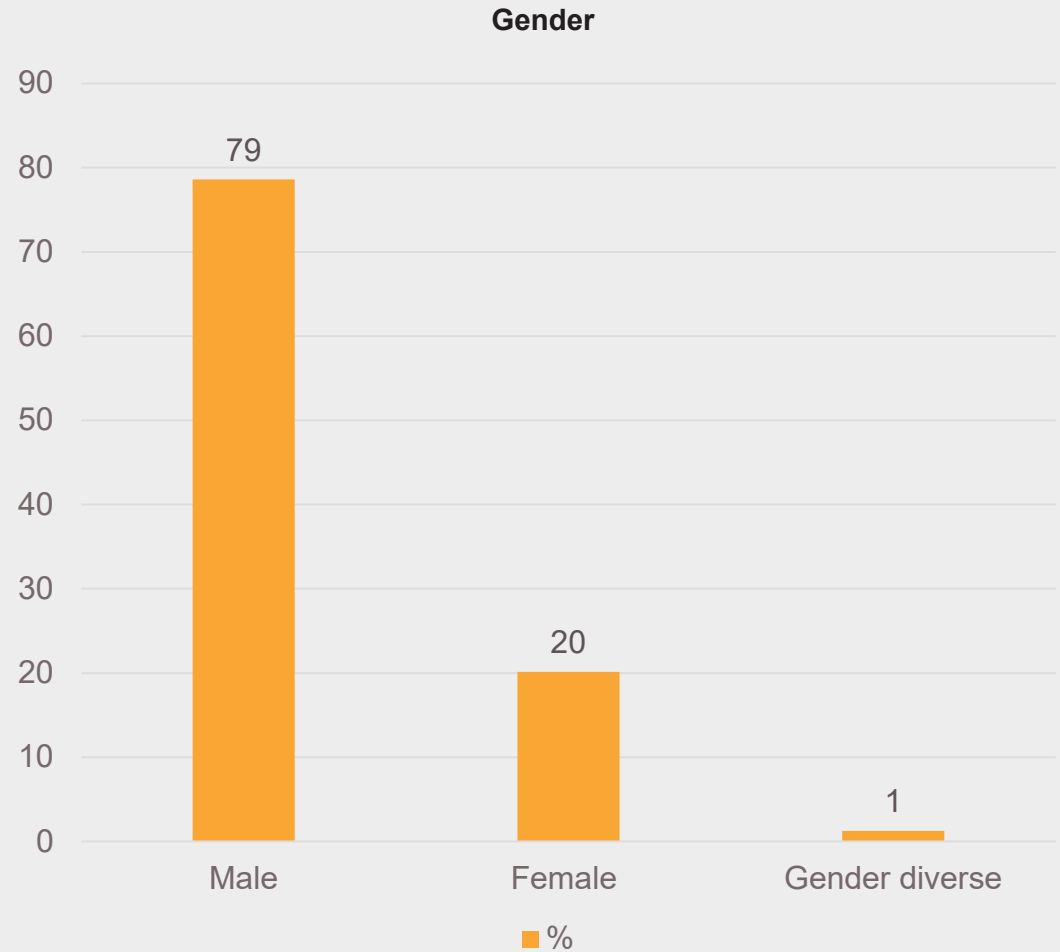
**30%**

Work for a small business / fleet

# Gender

Four-in-five are men

In a male dominated industry it is not surprising that 79% are male and 20% are female.



79%

Male

20%

Female

# Truckie First Aid

NOVEMBER 2025



© 2025 Stollznov

stollznov

# Truckie First Aid

NOVEMBER 2025



# Approach and methodology

## Who were the participants

### Participants

- 4 participants took place in this research
  - 3 men
  - 1 female

All participants drive or have driven trucks.

- One drives less these days but is responsible for drivers
- There was a mixture of long-haul and local routes

Natroad was responsible for recruiting the participants. Once recruited Stollznow contacted the participants and organised a time for the interview to be conducted.

- Interviews were conducted at a time suitable to the participant
- Participants were incentivised by Natroad

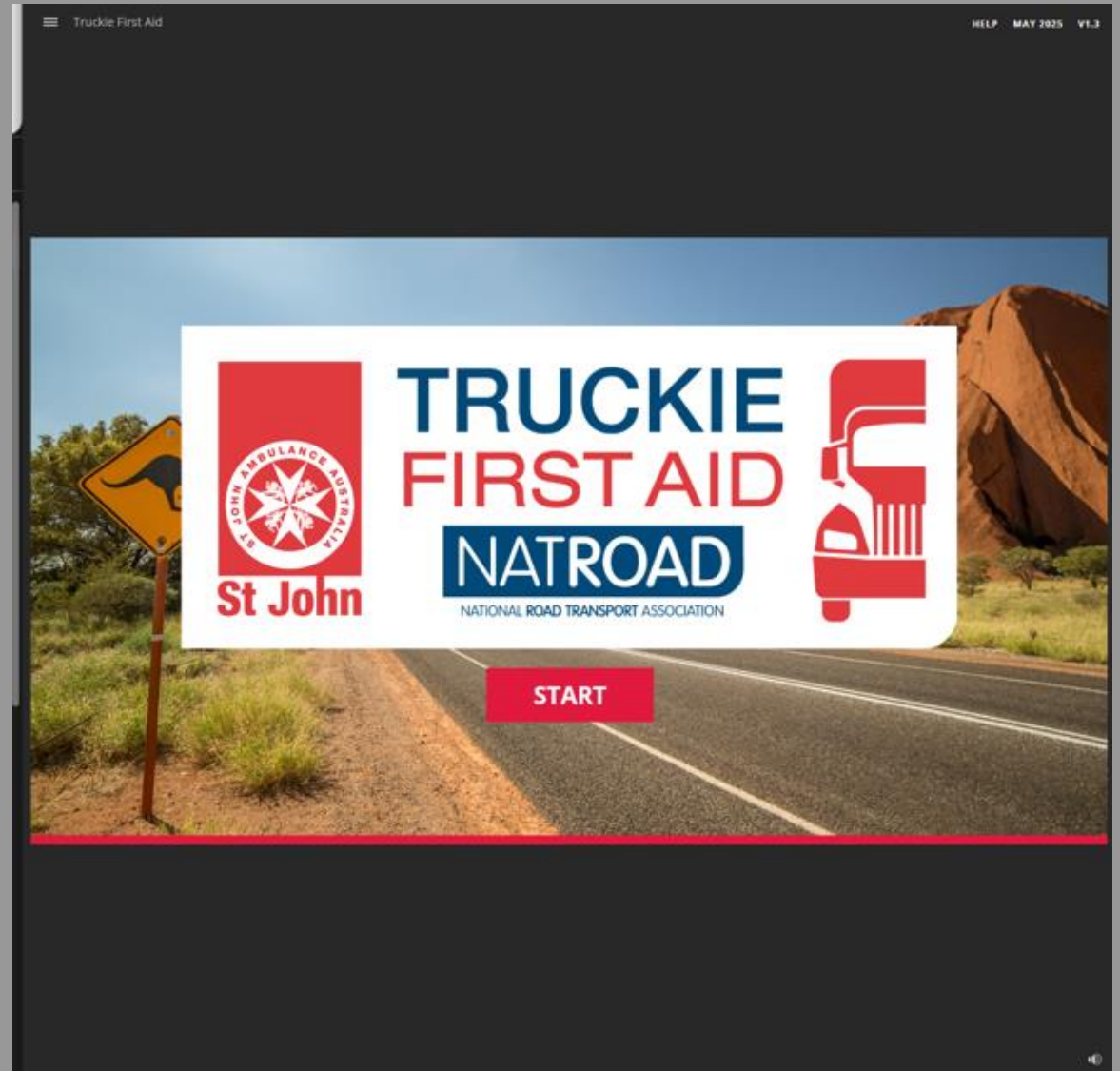
### Interviews

- The interviews were conducted via Zoom
- Interviews took between 35 and 50 minutes
- All interviews followed a discussion guide that was created between Stollznow and Natroad
- Snapshots of the course were used as stimulus to encourage participants to comment about the course
- All interviews were recorded
- All interviews were transcribed using CoLoop; this is an AI qualitative research tool

### Analysis

- Analysis of the interviews was done by reviewing the interviews, manually sorting and then using ChatGPT to interrogate the data; mostly this was used to make sure all key points had been included

# Main Findings



# Value and relevance

## Many boxes ticked for connecting with drivers

### Value

#### First responder

- Participants know they are likely at some point in their career to be a first responder
  - One participant has been in this situation twice

#### Knowledge and gaps

- All had done a first aid course
  - Some a long time ago
  - Many drivers have not done a course

#### Gap filler

- Significance of this course: it's an important 'gap filler'
  - Enough information for those untrained
  - A good refresher for those who have had some training

### Importance

- Good knowledge for everyone to have
  - Important people in the community have this knowledge
  - The world can be a safer place

### Duty of care

- Promoted this concept
- Made them understand this is a highly valuable role
- Moral responsibility



# Semantics

## Great tone and scripting

### Words and delivery of message

#### Strong connection

- The course connected first aid to their workplace
  - Truck
  - Equipment they have in their cabin

#### Meaningful

#### Speaking tone

- No-nonsense
- Described what they had to do
- Direct



# Course design

## Simple, visual and situationally based

### Course positives

#### Course length

- This was not considered long
- Varied from 20 minutes to 60 minutes

#### Modules

- Enjoyed the short modules
- Each one covered a key area
- There was not too much information, so they did not feel overwhelmed
- Questions

#### Visually based

- The scenes were realistic enough they could envisage themselves being in this situation
- Real truck, real car, real accident scene, authentic truckie presenter

### Clear language

- Simple
- Dot points
- Accessible language to all

### Training style

- Could go at their own pace
- Could return to where they left off
- Could take their time, or go quickly



# Key takeaways

## What they remembered and learnt

### What was remembered

#### DRSABCD, or DRABCD

- Those who have done a St John's course know it as DRABCD

#### Strong memories

- Check for danger
- Gain consent before giving first aid
- Stay calm and avoid panic
- Follow a plan (DRSABCD)
- Do not move the casualty unless you have to
- Use the first aid kit in the cabin

#### Advantage of DRSABCD

- Provides a framework to operate within
- They can follow an established plan
- They can refer to this in a highly pressured situation

### Visual memories are stronger

- Visual memory has an impact
  - Can remember the situation
  - More likely to remember an image than the text
- Michelle's experience
  - Knew she had to move the driver so he could breathe

#### Introduction to First Aid

### Consent



Before you provide any first aid treatment, you must gain consent.

If unconscious or unresponsive:

- You can provide first aid as it is necessary.

If conscious:

- Gain consent from the injured person before administering first aid.
- When providing first aid, always be respectful of different cultural practices.



# Impact of the course

## Confidence and being prepared

### Participant's feelings after completing course

- All felt more confident
- They recognised having a clear action plan means they will not panic if they are a first responder
- They are less likely to 'freeze' or panic
- They feel it is important for public safety on the roads
- Reminded them to check their first aid kits
  - Some companies do this regularly
  - Others are not so diligent

#### Management of external bleeding

### STEP 5

#### Secure pad or bandage

- Once bleeding is controlled, secure the pad by bandaging firmly, ensuring the pad remains directly over the wound.
- If bleeding continues, leave the initial pad in place and apply a second pad. Secure with bandage.
- If bleeding continues through the second pad, replace second pad only and re bandage.



Step 1



Step 2



Step 3



Step 4



Step 5



Step 6



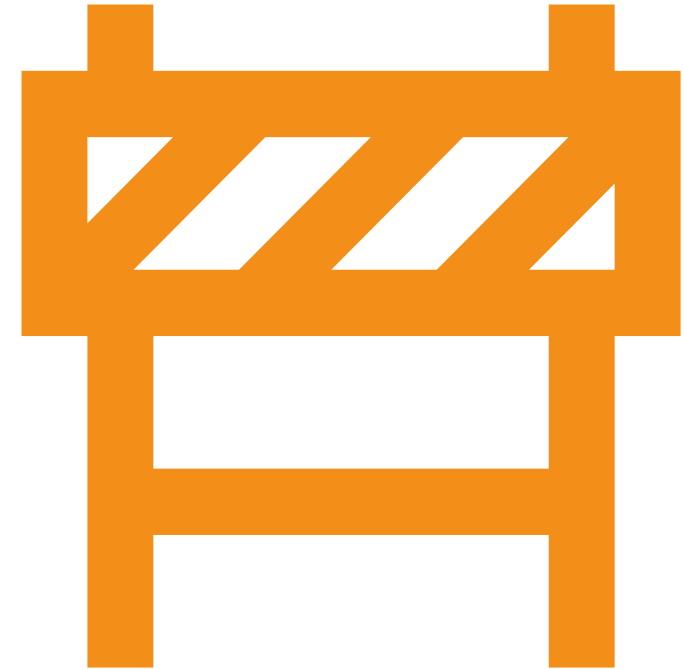
Step 7

# Barriers to completing the course

**Time, lack of incentive, I won't ever need this**

## Barriers to participating

- Time pressures
  - Work long hours
  - Limited downtime
  - Fatigue
- 'It won't happen to me'
  - It hasn't happened yet, so why would it?
- Lack of incentive
  - Can't be bothered
- Independent operators and small-fleet drivers are hard to reach



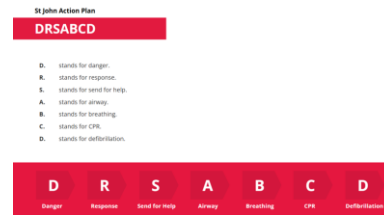
# Thoughts

## Possible ways to improve

### Suggestions

#### Refresher courses

- Content fades quickly
- Need refresher courses
- Suggestion: annually or every two years



#### Quick reference tools

- Quick access to information such as the DRSABCD
  - Laminated card
  - Information on front page of a logbook
  - First aid stickers that can aid recall
  - Key points of training course

#### Multiple languages

- Language accessibility for drivers whose first language is not English
  - Hindi, Punjabi, Filipino, Chinese

#### Ease of completion

- On phone
- During a break

#### Enjoyable

- Not a burden to complete

#### Incentives

- Vouchers
- Recognition certificates

#### Mandatory inclusion

- Embed into existing courses days
- Discussing a course can also help improve retention

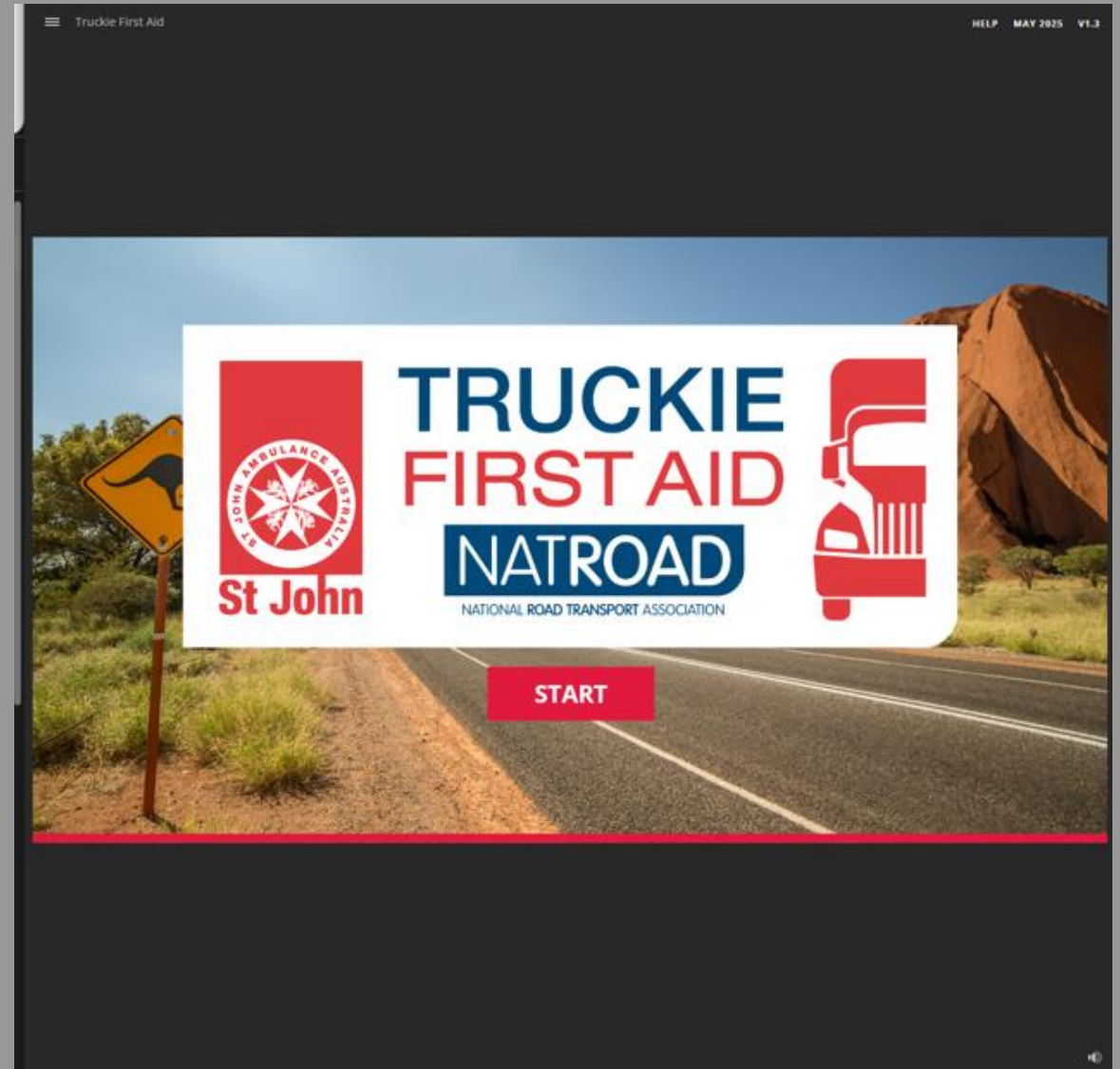
#### Promotional partnerships

- Work with large trucking companies to increase uptake such as Toll, Linfox, Finnemores to increase uptake

#### Duty of care

- Legal considerations
- Explanation

# Summary Highlights



# Overall impression

## Positive feedback

### Overall impressions

- Worthwhile
- Relevant to truck drivers
- Simple
- Practical
- On-point
- Not overly detailed
- Focus on the essential first steps first responders needs to know
- Designed for the world of truck driving
  - Realistic scenarios
  - Language a truckie can understand
  - Familiar settings made it realistic
- Moral responsibility
- Important contribution to road safety
- Mandatory
- Credible with link to St John

*“If it saves just one life, it’s worth it.”*

# Thank you

