8. Bringing it all together

SMS Webinar Series for heavy vehicle operations.

SMS Webinar Series

1. Introduction to SMS – what is it, and what does it mean
2. Leadership & Commitment
3. Risk Management – Hazards, Risks and Controls
4. Risk Management – Ongoing Risk Review Incident Management
5. Assurance, Monitoring & Continuous Improvement
6. People
7. Safety Systems
8. **Tying it all together with ACAs, MAP and PSOE**

SMS Webinar Series

Two-tiered accreditation model

General Safety Accreditation (GSA) – Foundation level

Purpose

Establishes the minimum safety capability required for an operator to enter the HVA scheme.

Highlights the importance of all safety-critical transport activities across the operation.

Requirements

Successful audit demonstrating compliance with the Safety Management System (SMS) Standard.

Risk-based safety management for maintenance | fatigue | mass

General Safety Accreditation – Maintenance Assurance Program

Purpose

Provides additional assurance in relation to vehicle maintenance and mechanical safety (in applicable jurisdictions).

Requirements

- Must already hold GSA.
- Demonstrate compliance with Schedule 2 of the SMS Standard.

Alternative Compliance Accreditation – Fatigue

Purpose

Brings a risk management approach to managing heavy vehicle driver fatigue.

Requirements

- Must already hold GSA
- Demonstrate compliance with Schedule 1 of the SMS Standard.

Alternative Compliance Accreditation – Mass

Purpose

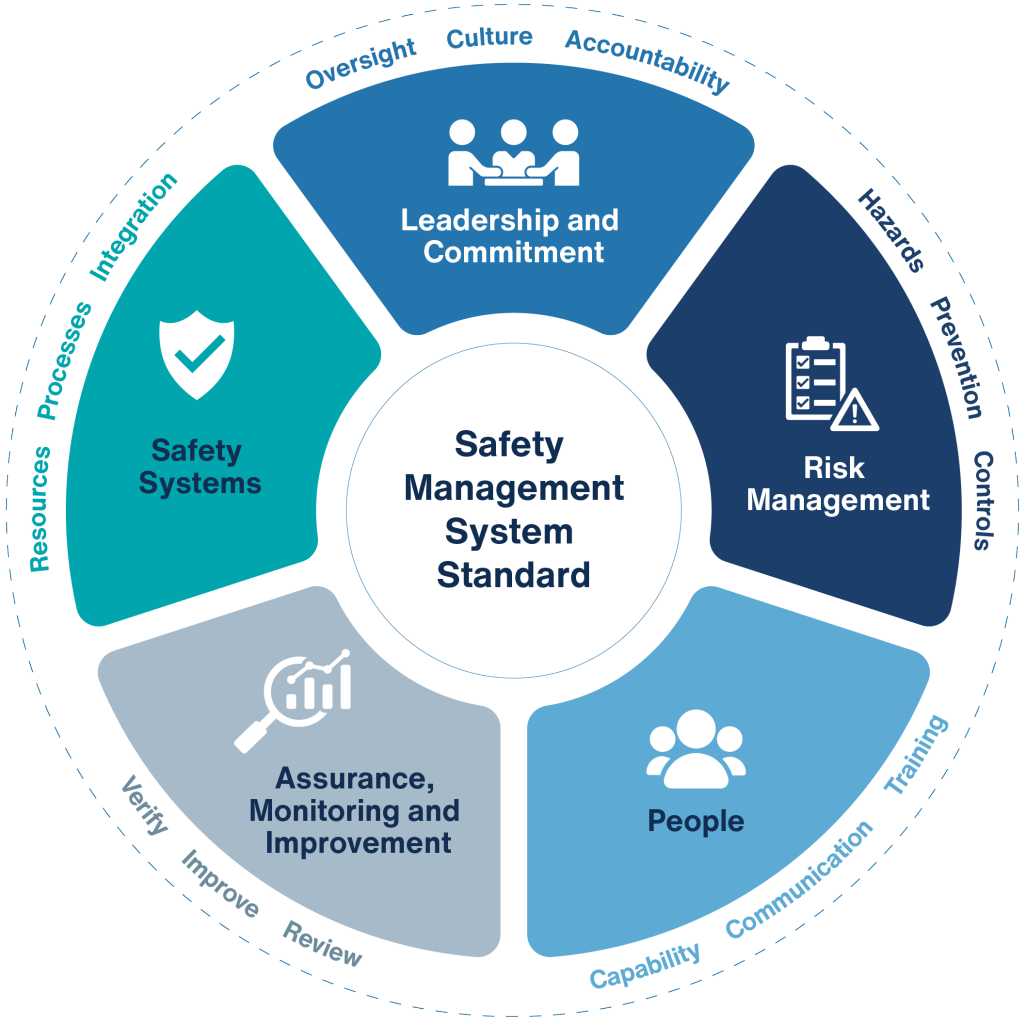
Provides additional assurance that responsibilities and activities in relation to mass (loading and operation) are effectively managed.

Requirements

- Must already hold GSA.
- Demonstrate compliance with Schedule 3 of the SMS Standard.

GSA

- Requires an SMS that complies with the SMS Standard:
  - Leadership and Commitment
  - Risk Management
  - People
  - Assurance, monitoring and improvement
  - Safety systems
- Foundation for all Tier 2 accreditations
- Applies proportionately
- Assessment is outcomes-focused and proportionate to the operator's size, nature, complexity, and risk profile



ACA-Fatigue

Work under alternative compliance hours

ACA–Fatigue requirements listed in Schedule 1 of the SMS Standard

- Responsibility & Accountability
- Scheduling & Rostering Controls
- Operating Limits Controls
- Technology-Enabled Controls
- Fitness for Duty, Health and Wellbeing Controls
- Workplace and Vehicle Conditions
- Training & Competence
- Review & Continuous Improvement
- Evidence

Training:

- Drivers operating under ACA - FatigueTLIF0030 - Apply a fatigue risk management system (Equivalent units include TLIF0005, TLIF1007C, TLIF2010A, TLIF2010 accepted)
- Schedulers who schedule drivers under ACA - Fatigue, or managers who supervise drivers and/or schedulersTLIF0031 - Administer a fatigue risk management system (Equivalent units include TLIF0006, TLIF6307A, TLIF3063A, TLIF3063)
- 12 month teach-out period to enable transition to TLIF0030 / TLIF0031

GSA-MAP

Exemption to the annual inspection requirements for registration in QLD and NSW

GSA-MAP requirements listed in Schedule 2 of the SMS Standard

- Responsibility & Accountability
- Daily Check Controls
- Fault Recording & Reporting Controls
- Fault Repair Controls
- Maintenance Schedules & Methods Controls
- Training & Competence
- Review & Continuous Improvement
- Evidence

ACA-Mass

Access to higher mass limits

GSA-Mass requirements listed in Schedule 3 of the SMS Standard

- Responsibility & Accountability
- Vehicle Identification & Capability Controls
- Vehicle Use Controls
- Suspension Maintenance Controls
- Verification Controls
- Training & Competence
- Review & Continuous Improvement
- Evidence

Daily Check

Business Rules & Standards

An operator would need to demonstrate the following:

(1) A documented instruction exists that details when the check is carried out, who carries it out and how the check is recorded.

(2) The Daily Check covers, as a minimum, the inspection of:

a) Wheels and tyres: tyres for pressure (visual check) and tread integrity wheels security.

b) Lights and reflectors: all lights, including clearance lights (where applicable) are fitted and operating all reflectors and lenses.

c) Windows, mirrors and wipers: windows and mirrors for security, damage and grime windscreen wipers and washers operate effectively ensuring clear forward vision.

d) Structure and bodywork: all panels and readily visible structural members are secure and free from cracks fluid or air leaks (For example, oil, fuel, water, refrigerant/coolant, hydraulic fluid, brake fluid or other).

e) Brakes: brake failure indicators pressure/vacuum gauges drain air tanks.

f) Tow couplings and drawbars: tow couplings and drawbars to be visually inspected for security and integrity.

g) NHVAS label and Intercept report book: fitted not obscured free of damage Intercept report book is kept with the vehicle.

h) On-Road Vehicle Fault Report: Any faults found during the Daily Check are to be recorded within the On-Road Vehicle Fault Report.

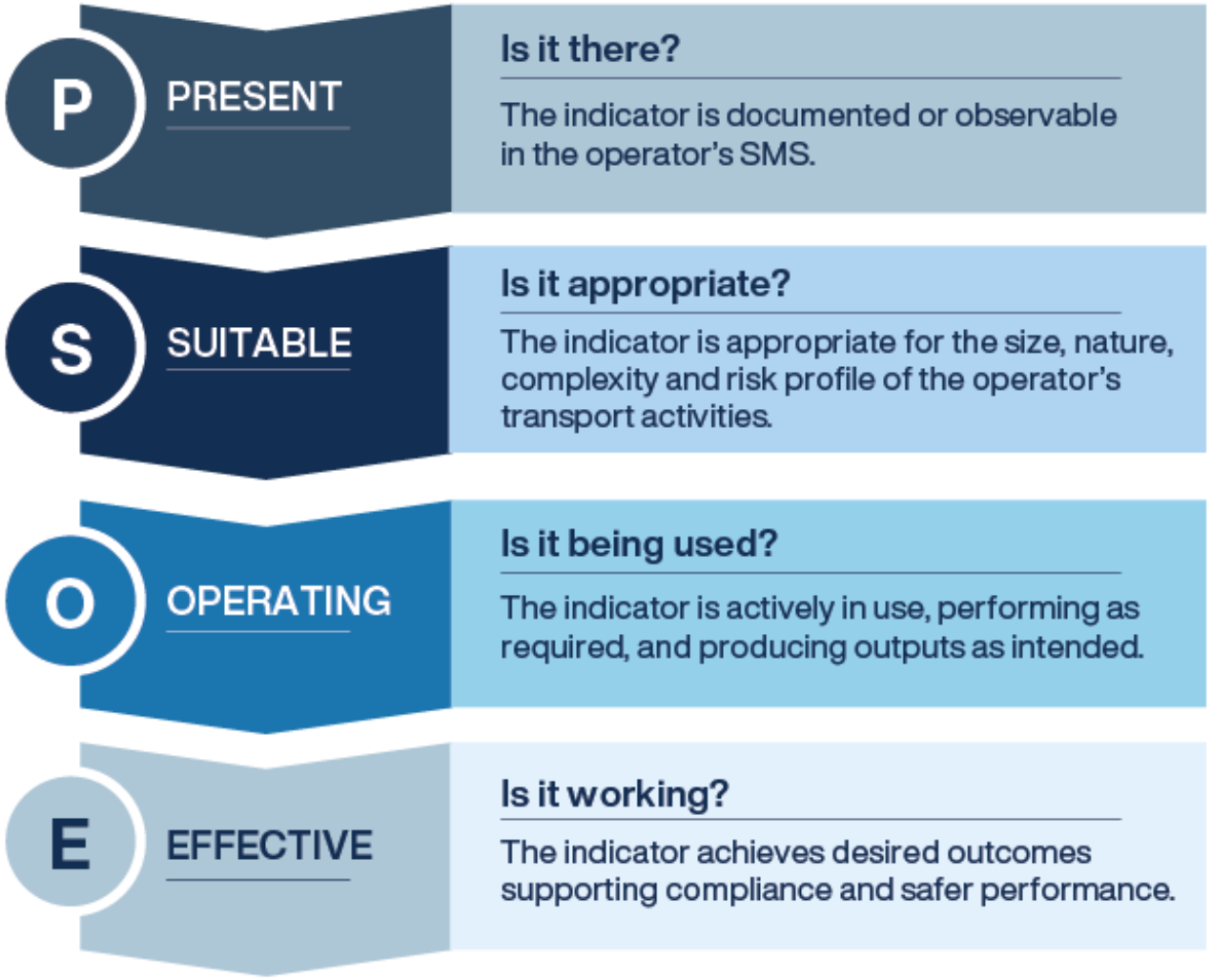
(3) That the individual(s) who carried out the check understands they are certifying that the vehicle is safe to the limits of the inspection prior to the vehicle being used on a road.

SMS Standard

- The operator can demonstrate that a Daily Check is conducted for each vehicle when it is in use;
- The timing, responsibility, and method of recording the Daily Check are clearly defined and consistently applied;
- The scope of the Daily Check addresses safety-critical components (e.g. brakes, couplings, and tyre pressure/ integrity) to a degree sufficient to identify obvious defects before use;
- There is evidence that faults identified during the Daily Check are recorded and escalated through the fault reporting system; and
- Individuals performing the Daily Check understand they are confirming vehicle safety to the limits of the inspection prior to road use.

SMS COMPONENT (Where it fits in the SMS)	GENERAL SAFETY ACCREDITATION (GSA) (Applies to all)	FATIGUE (ACA-Fatigue)	MAINTENANCE (GSA-MAP)	MASS (ACA-Mass)
1. LEADERSHIP & COMMITMENT Sets direction, defines responsibilities and provides resources.	✓ Responsibilities ✓ Procedures ✓ Resources ✓ Culture	• Fatigue responsibilities Procedures / tools / systems for: • Scheduling & rostering • Operating limits & fitness for duty • Technology & health • Workplace conditions	• Maintenance responsibilities Procedures / tools / systems for: • Daily checks • Fault management procedures • Maintenance schedules • Maintenance resources	• Mass responsibilities Procedures / tools / systems for: • Vehicle identification & capability • Vehicle use controls • Suspension maintenance • Verification
2. RISK MANAGEMENT Manages risk through a systematic process.	✓ Hazards identified ✓ Risk assessment ✓ Controls implemented ✓ Incident management ✓ Ongoing risk management	• Scheduling & rostering • Technology • Fitness for duty & health • Training • Incident management • Workplace & vehicle condition	• Daily checks • Fault recording & reporting • Fault repair • Maintenance schedules • Incident management	• Vehicle identification & capability • Vehicle use • Suspension maintenance
3. PEOPLE Builds capability and ensures competence.	✓ Fitness to Drive ✓ Training ✓ Communication	• TLIF0030 – Manage Fatigue (drivers) • TLIF0031 – Manage Fatigue (schedulers/managers)	• Maintenance-related competency & training	• Mass-related competency & training
4. ASSURANCE, MONITORING & IMPROVEMENT Checks performance and drives improvement.	✓ Monitor effectiveness ✓ Review performance ✓ Investigate incidents ✓ Retain evidence ✓ Regular improvement	• Fatigue data monitoring • Review & analysis • Investigate fatigue incidents • Quarterly compliance statements & annual review • Records	• Maintenance compliance monitoring • Records, review & analysis • Investigate maintenance incidents • Quarterly compliance statements & annual review	• Mass compliance monitoring • Review & analysis • Investigate mass incidents • Quarterly compliance statements & annual review • Records
5. SAFETY SYSTEMS (ENABLERS) Supports the SMS with systems and information.	✓ Information flows ✓ Document control ✓ Records management ✓ Integration with operational processes	Uses and expands on existing SMS systems and information (e.g. rostering systems, telematics, HR systems)	Uses and expands on existing SMS systems and information (e.g. maintenance systems, inspection records)	Uses and expands on existing SMS systems and information (e.g. load planning, weigh data, verification records)

PSOE


P
PRESENT
Is it there?
The indicator is documented or observable in the operator's SMS.
S
SUITABLE
Is it appropriate?
The indicator is appropriate for the size, nature, complexity and risk profile of the operator's transport activities.
O
OPERATING
Is it being used?
The indicator is actively in use, performing as required, and producing outputs as intended.
E
EFFECTIVE
Is it working?
The indicator achieves desired outcomes supporting compliance and safer performance.

Present

P

PRESENT

Is it there?

SMS components are:

✓Established

✓Documented

Present

All components of the SMS Standard:

✓ Aligned to nature, size & complexity

Risk register is suited to the operations

Fatigue procedure is suited to the operations

FATIGUE PROCEDURE EXCERPT

LONG / NIGHT WORK

REQUIREMENT	PROCEDURE
Driving time limits	• Max 9hrs driving in any 24 hours period • Max 12 hours work time in any 24-hr period
Minimum rest breaks	• Minimum 7 continuous hours rest in any 24-hr period • 24 hours continuous rest in 7-day period • 4 x night rest breaks, including 2 taken on consecutive days
Night work management	• No more than 3 continuous night shifts • 10-hour break between shifts
Fatigue self-assessment	• Complete fatigue self-assessment before and after each shift • Do not drive if fatigued – inform dispatcher
Monitoring & support	• Telematics monitoring • Regular check-ins with dispatcher • Access to rest facilities

FATIGUE PROCEDURE EXCERPT

LOCAL WORK

REQUIREMENT	PROCEDURE
Driving time limits	• Max 5hrs driving in any 24 hours period • Max 10 hours work time in any 24-hr period
Minimum rest breaks	• Minimum 10 consecutive hours rest in any 24-hr period • Rest must include time between 10pm and 8am the next day
Roster management	• No more than 5 consecutive work days • Max 72-hrs work time in a 7-day period
Fatigue self-assessment	• Complete fatigue self-assessment before and after each shift • Do not drive if fatigued – inform dispatcher
Support & awareness	• Managers check for signs of fatigue • Encourage regular breaks and hydration

The procedures shown are from fictitious transport companies and are provided for demonstration purposes only to illustrate different approaches to solo driving hours.

Training register is suited to the operations

TRAINING REGISTER
BY VEHICLE TYPE

VEHICLE TYPE	REQUIRED TRAINING	RECORD REFERENCE
HEAVY RIGID (TRUCK)	• Safe Driving • Load Restraint • Fatigue Management • Vehicle Checks	TR-001
HEAVY ARTICULATED (COMBINATION)	• Safe Driving • Load Restraint • Fatigue Management • Coupling / Uncoupling • Vehicle checks	TR-002
LIGHT VEHICLE (UTE / VAN)	• Safe Driving • Load Securing • Fatigue Management • Vehicle checks	TR-003
BUS / COACH	• Safe Driving • Passenger Safety • Fatigue Management • Vehicle checks	TR-004
FORKLIFT	• Safe Operation • Daily Checks • Load Handling • Vehicle checks	TR-005

Operating

O

OPERATING

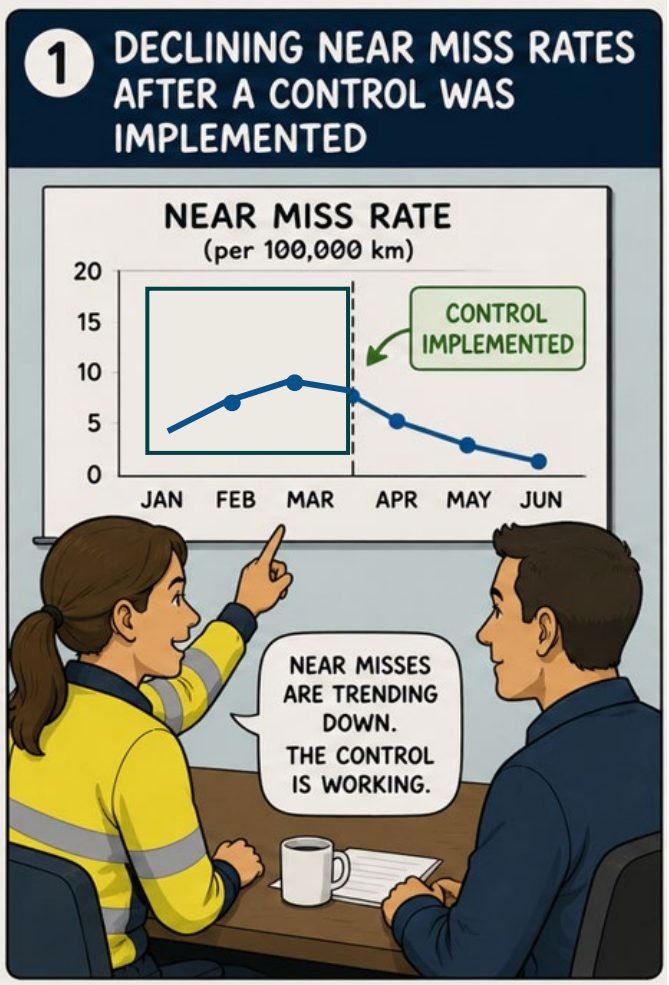
Is it being used?

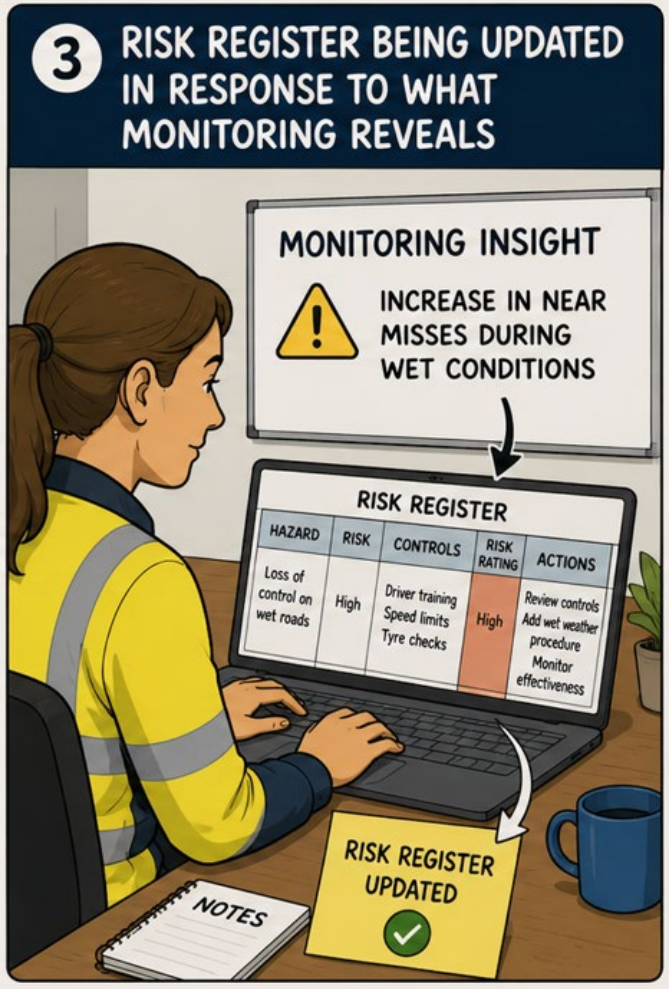
Processes are actively implemented and functioning as intended

Effective

The system consistently achieves the desired outcomes

Effectiveness is evidence over time





PSOE – Pre-starts

Documents exist:
- ✓ Pre-start tool
- ✓ Pre-start procedure

- ✓ Tool and procedure matches fleet and load type

- ✓ Drivers are using the tool
- ✓ Drivers understand the procedure

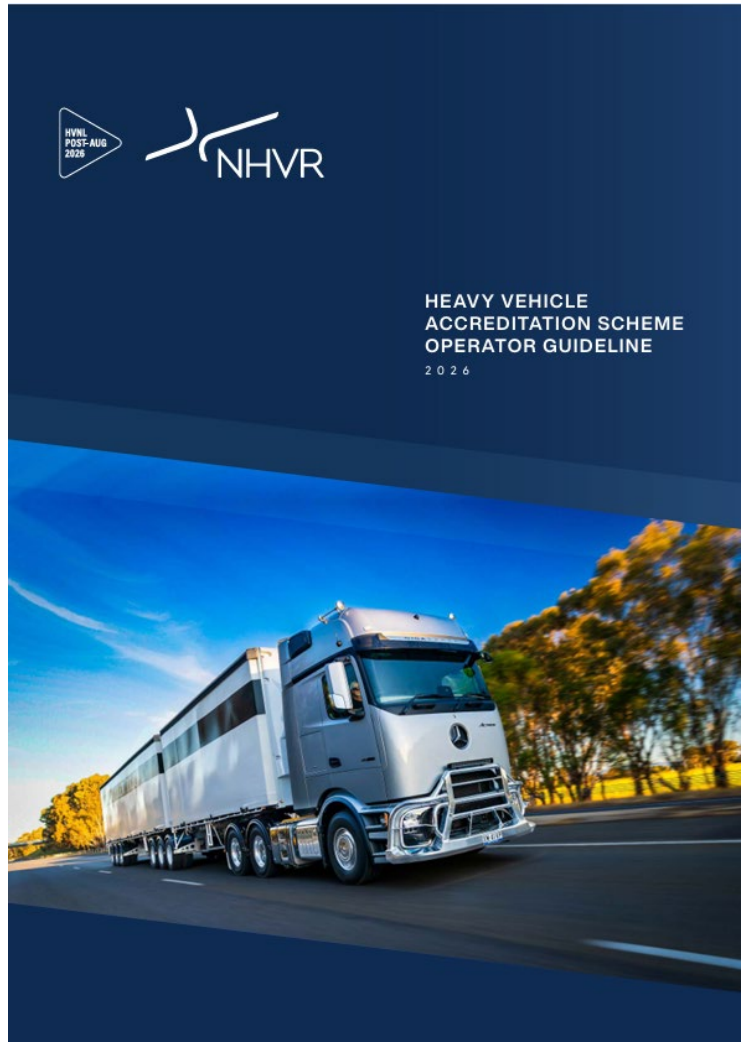
- ✓ Faults are being reported and promptly rectified by the operator
- ✓ Inadequate driver inspection practices are being identified and corrected

Applying PSOE to audits

AUDIT TYPE	FREQUENCY
ENTRY AUDIT	Upon application (*desktop available)
INITIAL COMPLIANCE AUDIT	Between 6-7 months later Note: • internal compliance audit may be waived if PSOE is achieved at entry audit • waiving not available if the entry audit is conducted via desktop.
COMPLIANCE AUDIT	Conducted between 9 months and one month prior to accreditation expiry.

HVA Scheme Operator Guideline

- Benefits of accreditation
- Requirements operators must meet to apply for and maintain accreditation
- Links to tools and resources designed to help operators understand, apply for and manage their accreditation



Audit Tool

HVA Audit Matrix Summary

Key: Mandatory field | Requires user entry

Part A. Audit details

Operator		Audit type	Entry audit	Minimum standard of P&S	
Operator profile	OP1	GSA	Yes		
System development by		Fatigue		^ dropdown	
HVA number		Maintenance		^ dropdown	
Contact person		Mass		^ dropdown	

Auditor				^ Type
Auditor HVA number		HVA Expiry		^ Type
Location 1 | Date | No. of Attendees		05/06/2025		^ Type
Location 2 | Date | No. of Attendees		06/06/2025		
Location 3 | Date | No. of Attendees		07/06/2025		

*Add additional location and attendee information on the 'additional information' tab

Nature of business

Attendee Details

Name		Position	
Name		Position	
Name		Position	
Name		Position	
Name		Position	
Name		Position	

Part B. Audit assessment

Accreditation tier	Standard template relevance	Elements	Assessment level	Conformance rating	Total major CARs	Total minor CARs	OFIs*
GSA-SMS	5 (Standards 1 - 5)	19	P+S	Outstanding elements to be addressed	0 / 19	0 / 19	0 / 19
ACA-Fatigue							
GSA-MAP							
ACA-Mass							
				Totals:	0 / 19	0 / 19	0 / 19

^ drop down

[1] CAR - Corrective Actions Required [2] OFI - Opportunities for Improvement

PSOE

Effective	0
Operating	0
Suitable	0
Present	0

Conformance rating

Not assessed	0
Opportunity to improve	0
Major non-conformance	0
Minor non-conformance	0
Conforms	0

Part C. Audit summary

General standards accreditation (GSA) - Safety management system (SMS)

Accreditation tier	Schedule ref	Standard template	Standard	Element ref	Element	PSOE	Conformance rating	Major CARs	Minor CARs	OFIs
				1.1	Responsibility and accountability		<PSOE not applicable or not assessed			
				1.2	Development and implementation		<PSOE not applicable or not assessed			

Resources

Category	Links
SMS	These sessions Safety Management System Standard 2026 SMS Framework | NHVR SMS Introduction to Safety Management Systems in the Heavy Vehicle Industry SMS Checklist SMS Resources | NHVR Template – Safety Policy (DOCX, 43KB) Template – Responsibilities and Accountabilities (DOCX, 77KB)
Heavy Vehicle Accreditation Scheme	HVA scheme legislative structure | NHVR HVA scheme tiers | NHVR Heavy Vehicle Accreditation (HVA) Scheme Operator Guideline
Audits	HVA scheme audits | NHVR HVA Approved Auditors Audit Report
Risk Management	Risk Register Template Template - Incident Report Form (DOCX, 119KB) Template - Incident Investigation Report Form (DOCX, 82KB)

Questions?

Safety Management Systems (SMS) | NHVR