

Breakdown Safety

What to do if you break down

- Find an emergency breakdown area/bay.
- Park the vehicle as far to the left-hand side as possible.
- Activate your hazard lights
- Activate your parking lights if it is dark, raining or foggy.
- Leave the vehicle if it is safe to do so. When exiting the vehicle, ensure that you;
 - Check for traffic
 - Leave from the passenger side if possible
 - Take your passengers with you
 - Stand clear of the road and behind the roadside barrier (if safe to do so)
- If you remain in the vehicle, seatbelts should be fastened and, where possible, sit in the seats furthest from the traffic
- Call for assistance on your mobile phone, or use a road side emergency phone if available.
- Avoid crossing the road
- **Do not work on the vehicle yourself** – wait for roadside assistance.
- Follow roadside assistance instructions.
- In tunnels ensure you have your radio switched on – you will be given directions on what to do.

All UQ vehicles are covered nationally for breakdown

and roadside assistance by RACQ Fleet Care.

QLD: In all cases of breakdown off campus the RACQ

is to be advised in the first instance. Contact

information can be found on the key tag attached to

the booklet.

RACQ FLEET CARE

ACROSS AUSTRALIA 1800 648 058

SERVICE NUMBER 0015095191

Vehicle Custodian

All UQ vehicles have a staff member appointed as a vehicle custodian for the purpose of being a contact for vehicle service, registration, fuel cards and parking & traffic infringements. Fleet Services will notify the custodian when a Vehicle Service is due as reported in the Fleet Management software –Archibus. Should vehicles be serviced without reference to Fleet Services, paid invoice copies should be sent to vehicles@pf.uq.edu.au for collation of service records to the Fleet Management system.

Registrations are paid on a common due date system to QLD Transport 01/11 annually.

Parking or traffic infringements are processed by Fleet Services, these are sent to the vehicle custodian for the purpose of driver identification and are then returned to QLD Police for direction to the driver as an infringement to an individual. If the driver is not identified the University remains liable for the full amount of the infringement, this cost will be passed on to the custodian's faculty.

THIS DOCUMENT SHOULD NOT BE

REMOVED FROM THE VEHICLE

Fleet Contacts

Fleet Services can be contacted as follows:

Registration, Fuel cards, Pool Vehicle Hire and Service

Vehicle Purchase and Sale: vehicles@pf.uq.edu.au

Fleet Services : 3365 3316

: 3365 2736

Fleet Services Website : <https://staff.uq.edu.au/information-and-services/facilities-services-maps/fleet-vehicles>

AFTER HOURS

Security: Emergencies (07) 3365 3333

Other (07) 3365 1234

What not to do

We recommend motorists do not stop on the shoulder of high-speed road for non-essential reasons such as:

- Using a mobile phone
- Going to the toilet
- Attending to children
- Checking maps/entering GPS settings
- Exercising pets
- Stretching legs/getting fresh air
- Eating/drinking
- Resting

If you need to stop look for somewhere safe away from the flow of fast moving traffic such as a side road or car park.

If you see a breakdown

- Slow down to well below the speed limit.
- Change lanes if it is safe to do so to provide the broken down vehicle more room.
- If you are forced to stop because of a breakdown or another emergency, the most important thing is to ensure the safety of yourself, your passengers and other road users.

Remember at road works

- Speeds are reduced for a reason
- You are driving through someone's workplace.

What to do in a Traffic Crash

WHAT TO DO IN A TRAFFIC CRASH

To help reduce danger to road users and minimise traffic congestion, from January 1, 2015 you may no longer have to wait for police at a crash site in Queensland.

Follow the chart below to find out what to do.

ENSURE YOU ARE IN A SAFE LOCATION AWAY FROM THE TRAFFIC

Is anyone trapped or injured? **Yes** → Call **Triple Zero (000)**. Stop and give assistance to anyone who is injured if it is safe to do so.

No

Are police needed to direct traffic or deal with hazards?
OR
Do any drivers appear affected by alcohol or drugs?
OR
Has anyone involved failed to exchange details?

Yes → Call **Policelink 131 444**.

No

Police do not need to attend the crash site

Does your vehicle require towing?

Yes

- Contact your insurer or a towing company of your choice to **arrange for your vehicle to be towed** (if required)
If you cannot arrange a tow and exhaust all other options call Policelink 131 444.
- Exchange details and **leave the crash site**.
- After leaving the crash site **report the crash within 24 hours**.
- Report your crash to Policelink either online, via the smart phone app, or calling 131 444. You will be provided with a report number to assist with any insurance claims.

No

- Exchange details and **leave the crash site**.
- You are not required to report the crash to police.**
If you still wish to report the crash, you can by following step 4.

To avoid being stuck on the roadside

- Check your, oil, water and tyre pressures (including the spare tyre) before a long journey
- Plan your route – the RACQ trip Planner at racq.com/tripplanner can help with this
- Check the traffic conditions and road closures – contact the Department of Transport & Main Roads on 13 19 40 or visit 131940.qld.gov.au
- Be prepared for wild weather and always drive to the conditions. Visit tmr.qld.gov.au/greenlighttogo for tips to help you prepare.
- Have a least a 15-minute break for every two hours of driving

Making an Insurance Claim

CGU offers a 24hr response to initiate lodgement of your claim.

Please be advised that your Faculty may be required to pay an excess.

Phone CGU's **toll free number 132 480** from anywhere in Australia. You will need to provide the policy number which is **24F2628625**.

A CGU claims officer will take all details of the incident (takes approximately 10 to 15 minutes).

All insurance matters should be referred to:

Insurance Services, Governance and Risk

The University of Queensland

Phone: 07 3365 3075

Email: insuranceclaims@uq.edu.au