



## 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 [f.redsell@pf.uq.edu.au](mailto:f.redsell@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

Vehicle related enquiries Fleet Services/Garage Section can be contacted as follow:

Vehicle Service St. Lucia [f.redsell@pf.uq.edu.au](mailto:f.redsell@pf.uq.edu.au) (07) 3365 3317

Vehicle Service Gatton [a.kraatz@pf.uq.edu.au](mailto:a.kraatz@pf.uq.edu.au) (07) 54601708

### Registration, Fuel cards, Pool vehicle hire:

#### Fleet Officers:

P&F Fleet Services (St Lucia) [FleetServices-StLucia@pf.uq.edu.au](mailto:FleetServices-StLucia@pf.uq.edu.au) (07) 3365 3316

P&F Fleet Services (Gatton) [FleetServices-Gatton@pf.uq.edu.au](mailto:FleetServices-Gatton@pf.uq.edu.au) (07) 3365 7399

Vehicle Purchase and Sale : [vehicles@pf.uq.edu.au](mailto:vehicles@pf.uq.edu.au)

Fleet Services Website : <http://www.pf.uq.edu.au/fleet.html>

#### 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.

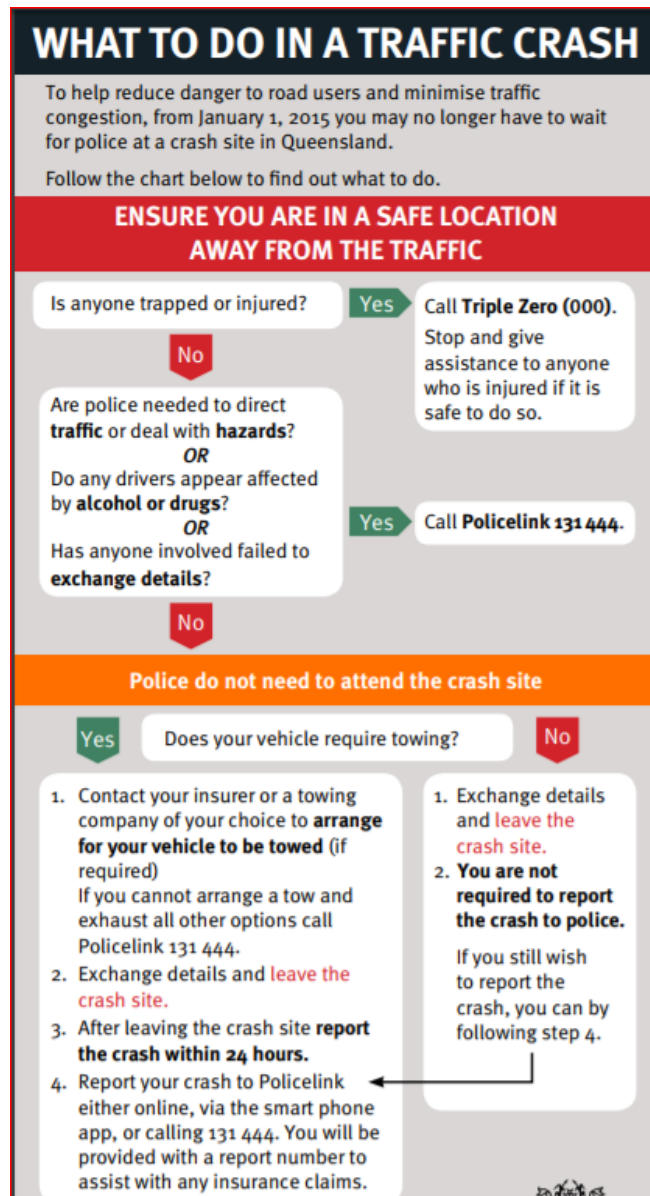
If you see a breakdown

- 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



### 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](http://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](http://131940.qld.gov.au)
- Be prepared for wild weather and always drive to the conditions. Visit [tmr.qld.gov.au/greenlighttogo](http://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](mailto:insuranceclaims@uq.edu.au)