

May 2003

Driver

Reviver
Site Operation Manual

Every 2 hours
stop, revive, survive.

Driver Reviver

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In New South Wales, the success of Driver Reviver is attributed to the efforts of the volunteer groups, together with support from local organisations, the Roads and Traffic Authority (RTA), and the major national sponsor, Bushells Tea.

In June 1998, a Working Party was established to involve volunteers and other key stakeholders in identifying the factors critical to the continued success of Driver Reviver, and to revise the Driver Reviver Guidelines.

The members of the Working Party were representatives of: State Emergency Service, Volunteer Rescue Association, Lions Clubs International, NSW Police Service, NRMA Ltd, McCormac Cooper & Associates (on behalf of the sponsor) and the RTA. An independent facilitator guided the process. Four meetings were held during June (2), July and August.

The Working Party addressed the following key issues:

- Criteria for site selection.
- Hours of operation.
- Safety auditing.
- Evaluation.
- Marketing.
- Site management.
- Overall coordination.

The expectations of volunteers and motorists were central to all discussion.

The Driver Reviver Guidelines developed by the Working Party form the basis for the future operation of Driver Reviver in New South Wales.

The Working Party recognised the need for practical and consistent guidance for individual Driver Reviver sites. The establishment of the Driver Reviver State Coordination Committee, State Coordinator and RTA Regional Driver Reviver Coordinators will provide an ongoing framework for the operation of Driver Reviver sites.

This Manual will assist individual site managers by providing a ready source of relevant information and support.

Management of individual sites is vested in the Site Manager.

The management of a Driver Reviver site requires particular attention to three main areas:

- The purpose of the Driver Reviver site.
- The role of the volunteers at the site.
- The safety of motorists and volunteers at the site.

The purpose of the Driver Reviver site is to provide a safe rest area where motorists can break their journey. Appropriate opening times and effective signage are two of the most important considerations for motorists who choose to stop at a Driver Reviver site.

The role of the volunteers at the Driver Reviver site should be more than merely providing light refreshments. Clear communication of the key aspects of the role of volunteers coupled with friendly supervision, is important in providing the best service and in retaining the commitment of volunteers. Road safety information should be made available to motorists stopping at the Driver Reviver site.

Driver Reviver is fundamentally a community based initiative to combat driver fatigue in order to reduce road trauma. Every aspect of the Driver Reviver site must be considered from a safety perspective including access, ample and safe parking, pedestrian movements, overhanging trees, lighting, generators, directional signs, hazardous potholes, shelter and canteen fixtures including stoves, ovens and hot water urns.

Each Driver Reviver site should have consistent and predictable opening times during peak holiday periods. Decisions about opening times should focus on the potential to reduce driver fatigue in passing motorists.

Each site should consider where the majority of passing long distance motorists travel from, and when the main peaks in traffic occur. For example, if a particular Driver Reviver site is on the Pacific Highway, then the travelling times from Sydney and Brisbane would be an important consideration in the planning of opening times. The start and finish of school holiday periods and long weekends in New South Wales should remain the focus, however, the holiday periods in other states as well as seasonal increases in traffic flow may be relevant to some sites.

The opening times of Driver Reviver sites should be coordinated to meet the expectations of the travelling public. Site Managers and / or RTA Regional Driver Reviver Coordinators should liaise with adjoining sites to coordinate opening times. This is particularly important where volunteer numbers may be insufficient to open the Driver Reviver site for the entire peak traffic period. Rather than all adjacent sites being open at the same time and shut at the same time, some staggering of opening and closing times will increase the opportunities for motorists to take a break. Site Managers should communicate changes to all sites within a four-hour driving radius. Motorists should have access to accurate information about the anticipated opening times of the other Driver Reviver sites.

Volunteers have a right to expect that they will be rostered on duty at times when the Driver Reviver site is most likely to make a useful contribution to the reduction of driver fatigue. Therefore, decisions on operating hours should take account of available research and crash statistics, and local knowledge. The regional office of the RTA can provide research and crash statistics. Local Police, members of the emergency services, and long-term Driver Reviver volunteers may have useful anecdotal information that should be considered. Driver Reviver volunteers should be encouraged to seek comment from motorists about opening times and to record these comments. An exercise book with the label 'Suggestions' should be readily available for volunteers to record, sign and date any ideas or suggestions. This book should capture all ideas and suggestions, not just those relating to opening times.

Core opening hours should not be promoted in a manner that might convey the message fatigue only occurs in those hours. Driver fatigue can occur at any time in a journey and also can occur on short journeys.

An important consideration in deciding opening times is the possible impact a Driver Reviver site might have on local businesses. This issue should not be the key determinant of opening times. However, opening only in normal business hours when there is a local retailer selling drinks and food, could be seen as an inefficient use of volunteers. This could cause friction in the community and has the potential to cause financial loss to local businesses. It is important to maintain the broad support of the local community, in order to attract sufficient volunteers and to retain local sponsorships.

The responsibility for the installation of Driver Reviver signs or any road signs within the site remains with the road authority. Consideration should be given to placement of signs on the left-hand side of the road approaching the entrance. The entrance must be clearly signposted. Signs directing motorists to make right-hand turns are to be discouraged unless right-hand turn traffic facilities are in position. Signage should be standard throughout the State in order to maintain a consistent image to the travelling motorist throughout New South Wales.

Site Requirements

One of the most important routine tasks for each Site Manager is to ensure that signs are displayed only when the site is open. The efforts of volunteers can be seriously undermined if signs are left open when the site is closed or if signs are not displayed when the site is open.

Reasonable care should be taken when opening signs and as a minimal requirement, a safety vest is to be worn.

All signage within the site should be readily visible and unambiguous. This is particularly important for parking and other traffic directions. The major volunteer group(s) responsible for the site should be identified on a suitable sign or banner within the site. The placement of signs and banners should not pose a safety problem.

Motorists should be able to enter the site with minimal disturbance to the flow of other passing traffic and should be encouraged to slow down when entering the site.

Volunteers may have a variety of reasons for giving their time to assist with the operation of the Driver Reviver site. All volunteers should feel that they are making a worthwhile contribution. In order for volunteers to feel this way, they need adequate training and supervision as well as opportunities to contribute information and ideas.

Volunteers should be aware of the following requirements for the efficient and effective operation of the site and it is recommended that:

- Every volunteer is familiar with the key procedures for dealing with:
 - Site safety matters.
 - Providing adequate lighting for the site.
 - Providing suitable shelter for the volunteers.
 - Provisions relating to child care and children at the site.
 - Specifying minimum numbers to be present at anyone time.
- Ensuring communication facilities are available to contact police, emergency services etc. Every volunteer is aware of the health and safety requirements stated on Page 7, relevant to their site.
- Every volunteer is familiar with the layout of the site and the use of all resource associated with the site, including information about other Driver Reviver sites, travelling times and road conditions.
- Every volunteer is committed to making their contribution to the team at the site, in a friendly and visitor/motorist focussed manner.
- Provision of a record being kept noting the names of volunteers at the site, their arrival and departure times.
- Location of and access to a basic first aid kit.

The Site Manager is to ensure that volunteers understand their role in the safe operation of their Driver Reviver site.

Site Managers are encouraged to hold a short briefing session with volunteers before opening the site and a short debriefing session before closing the site. If this is impractical, an alternative meeting process should be developed. The purpose of these meetings is to provide a formal opportunity for two-way communication of issues regarding the management of the site and to discuss feedback from motorists. The site manager should keep a record of these meetings, which can be referred to during preparation for subsequent openings of the site.

The Volunteer Group Representative must ensure, and have written confirmation, that the following insurance coverages are in place for all sites under the control of members from their organisation:

- Public liability insurance.
- Material damage insurance covering the property of the organisation against fire extraneous perils, burglary, theft etc.
- Workers compensation insurance or equivalent personal accident insurance coverage for the volunteers.
- Third party property insurance for any motor vehicle used in conjunction with Driver Reviver.

Volunteer groups, not affiliated with Lions Clubs International, Volunteer Rescue Association or State Emergency Service, who are unclear about their insurance requirements should contact the State Coordinator for advice on (02) 9218 6642.

Public safety checks are to be conducted before and during each operational period, by the Site Manager or their nominated representative. The potential training needs of volunteers should be addressed during each public safety check.

Site Managers are required to document any adverse activities, which could affect road safety and traffic management. This information should be reported to the RTA Regional Driver Reviver Coordinator as soon as possible.

Site managers should consider the following criteria as a guide to the safe operation of their specific site.

When conducting a public safety check, the following should be considered:

- Traffic entering the site is not adversely affected by traffic that may be leaving the site at the same time. Vehicle access should be of a sufficient width to allow two vehicles to pass.
- Separation of traffic and people is effective. Parking is clearly signposted and confines vehicles to a particular area. (Shared Zone or 10 km/h signs may be placed within the site as determined by the RTA.) When logs are used for this purpose they should be high enough to be seen and/or clearly painted. Tape barriers may be used. Safe access to the site is available.
- Pedestrian traffic in the parking area is not likely to create a road safety hazard.
- Traffic leaving the site has a clear view of all other traffic.
- All permanent and temporary structures at the site are adequately secured and likely to resist wind or storms.
- Pedestrian walkways have been cleared of objects which could cause a fall or injury.
- The site surface is clear of any holes or loose stones that may present a danger to vehicles and pedestrians. The road authority should be notified before using the site should this not be the case.
- All trees at the site have been checked for dangerous branches. Split, broken or overhanging branches should be reported to the road authority.
- Dangerous areas are fenced off i.e. water holes, creeks or cliffs.
- Lighting is sufficient to ensure good visibility of vehicles, pedestrians and stationary objects at night.
- All power leads have a safety inspection tag and are properly secured and out of the way of pedestrians.
- Fire extinguishers and any other fire fighting equipment are readily accessible.
- The First Aid kit has been checked and replenished. Access to a trained First Aid person is desirable. Volunteers are mostly under cover, if possible, away from direct exposure to the sun. Hats and sun protection should be strongly encouraged.
- A communications system has been checked and is capable of contacting medical help, Ambulance and Police as well as other emergency services if necessary eg. volunteers encouraged to bring their mobile telephones.
- All volunteers should participate in a volunteer orientation course to ensure their safety and the safety of others at the site.

- All food and utensils are stored, handled or maintained in a hygienic manner.
- The drinking water is considered safe.
- All toilet facilities are clean.
- Volunteers have suitable clothing and are readily identifiable as part of the volunteer team at the site.
- Children of volunteers under the age of ten years should not be brought to the site by volunteers or as stipulated by the volunteer organisation's Code of Conduct.
- The minimum number of volunteers required to operate the site safely is present at all times.
- Children of motorists are catered for in regard to safe movements within the site.
- Volunteers, under all circumstances, are to abide by the Code of Conduct as stipulated by their lead volunteer organisation.
- If the site is shared by several volunteer organisations, an agreed Site Manager is to be appointed.

FIRST AID

It is inevitable that from time to time there will be injuries or health emergencies affecting volunteers or motorists while they are visiting the site. Injuries could include scalds, insect bites, snake bites, sprained ankles, cuts and abrasions or health events such as a suspected heart attack.

The Site Manager is to ensure that the contact details for medical assistance are correct and readily accessible for all volunteers at the site. A First Aid kit must be available on site at all times.

It is desirable to have a trained First Aid person on site at all times. Alternatively, ready access to such a person is recommended.

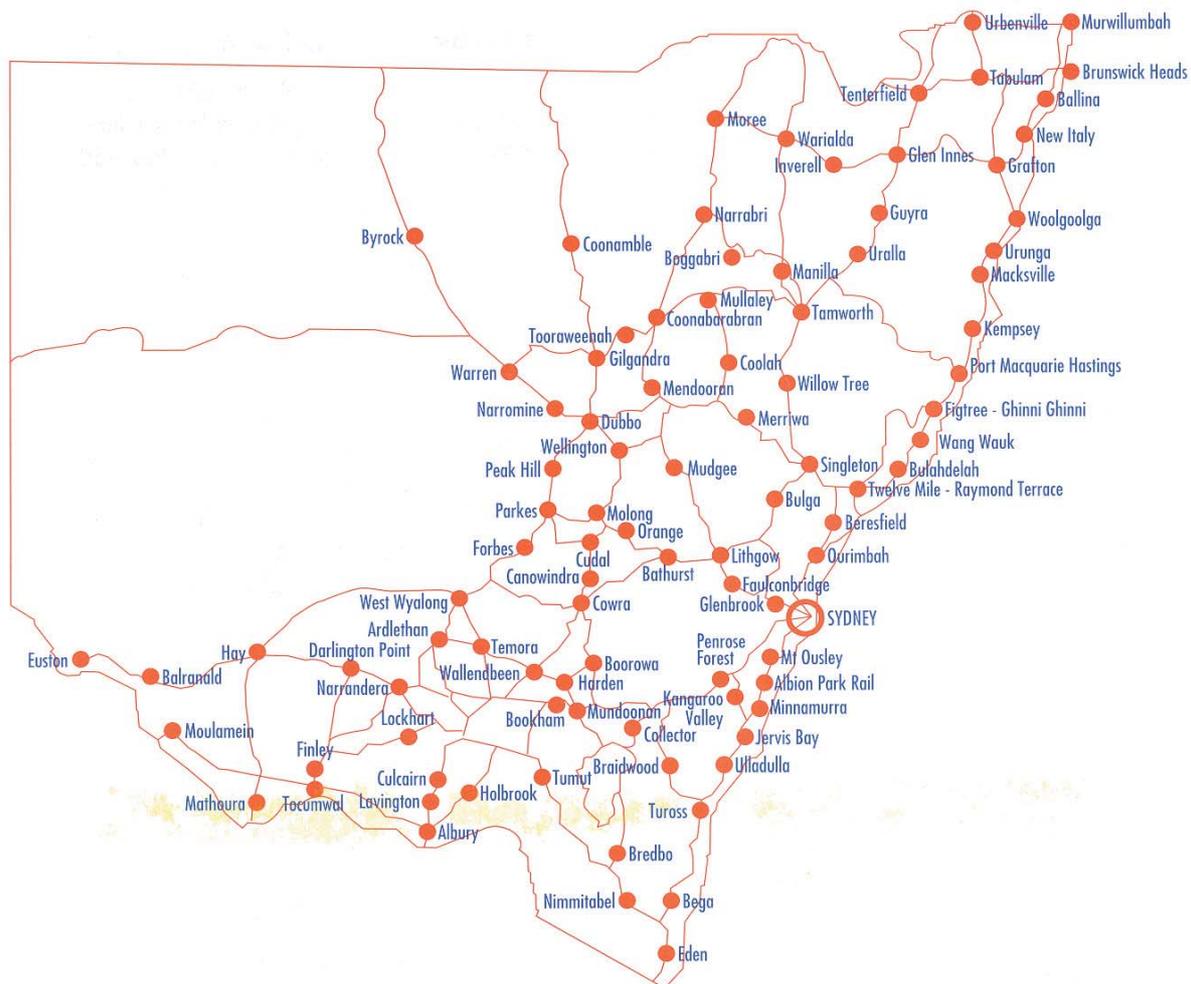
Site Managers should make regular efforts in:

- Ensuring the safety of volunteers, motorists and others at the site in accordance with the Driver Reviver Guidelines and Site Operation Manual.
- Maintaining regular contact with the RTA Regional Driver Reviver Coordinator and, where nominated, the Zone Coordinator.
- Ensuring that all volunteers have sufficient preparation for their role.
- Managing the operation of the site in a manner which enhances the public perception of Driver Reviver.
- Managing and operating the site in a manner consistent with the contents of this manual.
- Ensuring sufficient and appropriate supplies of site equipment are in readiness and Bushells Tea products have been ordered in a timely manner prior to the commencement of each operational period.

RTA Regions



Roads and Traffic Authority - 131 782
 Driver Reviver State Coordinator - 9218 6642
 Bushells Tea-McCormac Cooper & Associates - 9999 6200



Map as at March 2002

Driver Reviver State Coordination Committee
 Volunteer Group Representatives
 Lions Clubs International - Keith Kent - 9605 2543
 State Emergency Service - Bob Allen - 6742 4545
 and Mike Alborough - 6882 2222
 Volunteer Rescue Association - Harvey Black - 6792 1334

Since 1990, McCormac Cooper & Associates (MCA) has been coordinating sponsorship of Driver Reviver and acts on behalf of the major sponsor Bushells Tea.

Site Managers are required to complete all sections of the sponsor's Site Report at the completion of each operating period, or at other times as may be requested by MCA and mail or fax it to the address shown on the Site Report. The completed Site Report is to be lodged by the date requested to ensure delivery of supplies for the next operating period. This will usually be six weeks prior to the commencement of operation. All telephone orders must be confirmed by a Site Report.

Supplies are despatched to volunteers approximately ten days before the first day of the Driver Reviver operating period. The following documents will be mailed to the Site Manager prior to despatch of supplies:

- Letter advising anticipated date of despatch and other pertinent information including the closing date for the next order.
- Order Despatch Advice itemising product despatched.
- Blank Site Report.
- Reply Paid envelope for returning the Site Report, press clippings etc.

If supplies are not received within a week of receipt of the Order Despatch Advice' contact the MCA office immediately. Where there are any shortages against the Order Despatch Advice an enquiry should be made with the 10callPEC carrier or contractor, quoting the consignment note number where possible. If the items are not received within the next two days contact the MCA office and provide the consignment note number and full details of items received and items missing.

Site Managers should advise MCA of any changes in contact details including names, postal and delivery addresses, telephone numbers and site location.

Site Managers are requested to assist in maintaining national sponsorship by ensuring Bushells Tea is presented and displayed as the major national sponsor.

PROUDLY SUPPORTED BY

Volunteer Rescue Association

State Emergency Service

Lions Clubs International

Bushells Tea

Roads and Traffic Authority