

Motor Vehicle Fleet Procedure

Section 1 - Purpose

(1) This procedure establishes the framework to effectively manage and control all motor vehicles owned, leased, rented and operated by Charles Sturt University (the University).

(2) The use of motor vehicles is to support business travel and service delivery requirements of the University.

(3) The university fleet of vehicles is managed to achieve vehicle efficiency, maximise the safety of drivers and environmental performance, and minimise life cycle costs for each vehicle.

Scope

(4) This procedure applies to all motor vehicles owned, leased, rented and operated by the University, including:

- passenger light vehicles, such as sedans, SUVs, minibuses and utilities
- buses that seat more than 12 adults (including driver)
- commercial vehicles, such as vans and trucks.

(5) This procedure does not apply to:

- motor vehicle arrangements for staff covered by the [Executive Remuneration and Appointment Policy](#)
- specialised farm vehicles such as tractors, golf carts and similar farm vehicles
- plant vehicles such as forklifts.

Section 2 - Policy

(6) This procedure supports the [Finance Management Policy](#) and [Travel Policy](#).

Section 3 - Procedure

Responsibilities

(7) The Manager, Fleet & Logistics is responsible for the administration and management of the University's vehicle fleet. This also covers managing lease partner relationships for all leased vehicles registered for road use.

(8) Vehicle allocation is subject to the approval of the Chief Financial Officer (CFO).

Overview

(9) The following procedures relating to the purchase/lease of all motor vehicles operated by the University are to be followed without exception.

(10) A university tool of trade (ToT) vehicle will be provided to an individual where the duties and/or position require the use of a vehicle. Allocation of the category of vehicle will be based primarily on the functional requirements of the vehicle and on the responsibility of the position.

Pool fleet vehicles

(11) University pool fleet vehicles are available for business travel only, as arranged by Charles Sturt Travel and Expense and/or Fleet and Logistics (Fleet).

(12) Out of courtesy for the next driver, pool fleet vehicles are to be returned:

- a. fully fuelled, and
- b. in a reasonably cleaned state. This includes:
 - i. removal of all personal items, food items and general rubbish from the interior
 - ii. cleaning up any coffee spills, food spills or mud on floor surfaces
 - iii. for heavily soiled exteriors, washing the vehicle prior to return and submitting an expense claim to Fleet for reimbursement.

(13) Any allocated vehicle that becomes surplus to requirements for any reason is to be considered a pool fleet vehicle prior to reallocation or disposal consideration.

(14) If a vehicle becomes surplus to requirements and cannot be reallocated within the faculty or division to a person of the same classification, the vehicle details should be provided to the Manager, Fleet & Logistics who will attempt to reallocate the vehicle elsewhere within the University or dispose of the vehicle.

(15) All pool fleet vehicles are not available for private use.

(16) On the occasion that a pool vehicle is assigned to a custodian, they will be *prima-facie* responsible for all actions under this procedure. This custodian will also be responsible for all infringement notices, unless they can prove otherwise as per the relevant state/territory government regulations.

Rental vehicles

(17) Rental vehicles are to be used for business travel if university pool fleet vehicles are not available.

(18) The University has negotiated special rates for rental vehicles under the [Travel Policy](#) and these can be sourced through Travel and Expense through their booking process.

(19) In the event of a motor vehicle accident and/or incident involving the use of a rental vehicle, refer to the vehicle rental company's procedure and contact the Manager, Fleet & Logistics.

Use of University owned and leased vehicles

(20) For insurance purposes and to update university fleet records, Fleet requires employees' and/or students' driver licence details prior to operating a university owned or leased vehicle.

(21) University owned and leased vehicles must not be used to take part in motorsport including, without limitation, rallying, speed trials, time trials or similar activity. University owned and leased vehicles must not be used for any purpose other than for which it was designed.

(22) It is the responsibility of every driver to drive and behave in a safe manner and display a level of courtesy to other drivers that will enhance the University's image in a positive way.

(23) University owned and leased vehicles must be serviced in accordance with the manufacturer's service handbook and specifications, as well as any unscheduled maintenance requirements.

(24) The motor vehicle usage report (logsheet) is to be completed and submitted to Fleet at the end of each calendar month. This is a detailed record-keeping of the vehicle's usage and assists Fleet in tracking utilisation and service schedules.

(25) University owned or leased vehicles are generally not to be used to transport passengers other than university employees and/or students. Certain circumstances may require transport of third-party passengers, e.g. family, contractors, stakeholders, or guides, who should be covered under the University's vehicle compulsory third party (CTP) insurance policy and would therefore be approved for passenger transport.

(26) Any planned driving of a university owned or leased vehicle by non-university staff or students is to be disclosed to the Manager, Fleet & Logistics for review. At least five business days notice should be given prior to that travel commencing. The University's CTP insurance does not cover any person who does not have university permission to be driving a university owned or leased vehicle.

(27) The [prohibition of smoking on University premises](#) extends to and includes any University owned and Leased vehicle. Smoking in any university owned and leased vehicles is prohibited at all times.

(28) Animals (other than assistance animals) are not permitted in university owned or leased passenger vehicles. Exceptions apply to farm vehicles (e.g., tray-back utes) where farm dogs are essential for operational purposes, or vehicles designated for the transport of deceased animals. Other university owned or leased vehicle models may only be used for animal transport with prior approval from the Manager, Fleet & Logistics. In all cases, animals (other than assistance animals) must not travel within the cabin of any vehicle.

(29) Any changes to existing vehicle allocations (such as driver name, vehicle location and cost centre) must be emailed to the Manager, Fleet & Logistics for updating.

(30) University vehicles are maintained by Fleet to a high standard. However, drivers are still responsible for ensuring that any university owned or leased vehicle is in a roadworthy condition prior to use. Any issues, defects, or damage must be reported to the Manager, Fleet & Logistics prior to departure or immediately upon return of the vehicle. At a minimum, a visual inspection (walk-around) must be conducted to check the following:

- a. Tyres: Ensure adequate inflation and a minimum tread depth of 1.5 mm.
- b. Glass and light lenses: Confirm all windows, mirrors, and light lenses are intact and clean.
- c. Body panels: Check for any visible damage or defects.

(31) Any incident or accident damage to a university owned or leased vehicle must be reported to the Manager, Fleet & Logistics within 24 hours, or as soon as is reasonably practicable, of the incident or accident occurring.

(32) University owned and leased vehicles must not be used for any employment outside the organisation or for private use.

Commercial, light commercial and job facility ToT vehicles

(33) Commercial, light commercial and job facility vehicles are considered tool of trade (ToT) vehicles (including some passenger vehicles) and are allocated on a job-specific basis. They must only be driven by university employees or students.

- a. Private use of these vehicles is prohibited.
- b. The only exception is in cases of sudden ill health when a relation of an employee with such vehicle may drive

the vehicle to the intended destination or to the place of work.

(34) Commercial vehicles are to be decaled in the University brand in accordance with the [Brand Guidelines](#) as determined by Brand and Performance Marketing.

(35) University owned or leased vehicles will be used wherever there is continuous need for vehicles such as a ToT vehicle. ToT applications must be endorsed by the Manager, Fleet & Logistics, for approval of the Chief Financial Officer (CFO).

Driver licence

(36) A disqualified or unlicensed driver may not operate a university owned or leased vehicle at any time. Learner drivers are also not permitted to drive university owned or leased vehicles.

(37) All drivers of university owned and leased vehicle drivers, and any authorised driver, must hold a current and relevant licence for the vehicle category under their control. If an employee's driver licence is noted with any endorsements, is suspended, or cancelled, their supervisor and the Manager, Fleet & Logistics must be informed immediately.

Traffic related offences

(38) A university employee or student in possession of a university owned or leased vehicle is responsible for the payment of any traffic fines or penalties arising from infringements incurred while they were responsible for the vehicle.

(39) Any third party drivers permitted to drive a university owned or leased vehicle are responsible for the payment of any traffic fines or penalties arising from infringements incurred while they were in possession of the vehicle.

Alcohol and drugs

(40) Any university employee, student or nominated third party driver who, having consumed alcohol or having taken or had drugs administered which impair coordination or perception, must not at any time drive a university owned or leased vehicle. It is illegal to drive while under the influence of alcohol or drugs, including over the counter and prescription medicines. They significantly affect your driving skills and increase your crash risk. Read the label on drugs and other products to check that they do not contain alcohol (also known as ethanol) or contain a warning about possible effects on your driving ability. Where a driver is uncertain of the effect, they should consult their healthcare professional prior to driving.

Care of University owned and leased vehicles

(41) The authorised driver must maintain the vehicle exterior and interior in a clean and roadworthy condition at the University's expense. This can be undertaken using a university travel card or by submitting an out of pocket expense claim through the the University's expense management platform.

(42) Vehicles are expected to be washed every two to three weeks, but more often (weekly) if the vehicle is driven daily or operated in harsh conditions (e.g. farm environments). Cleaning includes the exterior, interior, glass and floor.

Inspection of University owned and/or leased vehicles

(43) All university owned and leased vehicles are to be available for inspection by management upon request at any time. Vehicle audits will review and confirm:

- a. physical inventory

- b. care and maintenance
- c. compliance with this procedure and approved capital expenditure.

Parking

(44) University owned or leased vehicles are to remain parked on Charles Sturt campus grounds.

(45) In the case where a university owned or leased vehicle is to be parked off campus, where possible, the vehicle should be parked off the street, garaging preferred.

Theft/loss of property from a University owned or leased vehicle

(46) The University and lessor accept no responsibility for the loss of personal property from a vehicle and will not reimburse an employee for the replacement of personal effects stolen from a vehicle. It is the responsibility of the employee to safely secure and/or insure their private property.

Interstate travel

(47) University owned or leased vehicles may only be driven interstate for normal business travel as part of an approved travel plan.

Roadside service associations

(48) All university owned and leased vehicles are supplied with Nationwide Roadside Assistance Service, which comprises a 24 hour a day, 365 days a year telephone advisory and assistance service. Instructions to access this service are available in the vehicle folder, kept inside each vehicle.

Vehicle maintenance and servicing

(49) University owned and leased vehicles must be serviced in accordance with the manufacturer's service handbook and specifications as well as any unscheduled maintenance requirements.

(50) Any employee who fails to service a university owned or leased vehicle in accordance with the manufacturer's service instructions may cause a cancellation of warranty conditions. In addition, any failure to duly service a vehicle which leads to a motor vehicle accident may be considered a breach of an employee's workplace health and safety responsibilities.

(51) Servicing of all university owned and leased vehicles is managed by Fleet and they must only be serviced and maintained at the relevant authorised service centres. Vehicle servicing is also authorised to be carried out at the University Fleet Workshops in Bathurst and Wagga Wagga.

(52) Many existing leased vehicles in use by the University are under a non-maintained operating lease (NMOL) arrangement, with a predictable monthly payment schedule. The University is responsible for all ongoing maintenance, servicing and running costs. In most cases the leased vehicle will be returned at the end of the lease term.

(53) All new leased vehicles will adopt fully maintained operating lease (FMOL) arrangements, also with a predictable monthly payment schedule. The lessor is responsible for all ongoing maintenance and servicing costs. The University is responsible for all running costs. In most cases the leased vehicle will also be returned at the end of the lease term.

(54) Exceptions may be granted in geographically remote sites where authorised service centres are not readily available. In such cases, the Manager, Fleet & Logistics will manage services for university owned vehicles and will arrange servicing authority for leased vehicles via the lease provider. This process also applies to any ad hoc or unscheduled repairs required.

Tyre replacement

(55) University owned and leased vehicles that require replacement or repair to tyres may be presented to any tyre dealer who is an authorised outlet. For clarification, contact the Manager, Fleet & Logistics. In emergencies or geographically remote sites, alternative tyre outlets may be used.

(56) Drivers usually would not pay the merchant for the tyres or repairs. However, for emergencies or geographically remote sites, use of a corporate card or an out of pocket expense, to be reimbursed, may be required.

Windscreens

(57) Motor vehicle windscreens must only be repaired or replaced at authorised windscreen outlets. Contact Fleet prior to windscreen replacement as replacement may already be covered under the University's comprehensive insurance policy.

(58) If not covered under insurance, the outlet will charge the University and/or the lease provider this expense. For leased vehicles, this expense will be on-charged to the faculty or division at cost.

Fuel

(59) Fuel must be purchased with fuel cards issued by AMPOL or BP. The established Wagga campus refuelling depot can also be used. For fleet management fuel reporting purposes, the employee must provide an accurate odometer reading each time they purchase fuel. No other purchases are to be made with the fuel card. For regional or geographically remote sites where AMPOL or BP fuel stations are not available, use of a corporate card or an out of pocket expense, to be reimbursed, may be required.

(60) During normal working hours, if a fuel card is damaged, lost or stolen, or cannot be read at a service station, the employee must immediately contact the Manager, Fleet & Logistics to notify them of the issue. The Manager, Fleet & Logistics will place an order for a replacement card and cancel the current card. A fuel card will take approximately one week to receive and will be mailed to the Manager, Fleet & Logistics' work address and then distributed accordingly.

(61) After normal working hours, if a fuel card is damaged, lost or stolen, an out of pocket expense for fuel is to be made and a claim for reimbursement submitted. As soon as is reasonably possible, the Manager, Fleet & Logistics is to be contacted.

(62) All queries regarding fuel cards are to be directed to the Manager, Fleet & Logistics.

Fair wear and tear

(63) Refer to the [Australian Fleet Management Association Fair Wear and Tear Guide](#) for example vehicle damage diagram.

(64) All university owned and leased vehicles, upon return, must meet an agreed standard of fair wear and tear. This should be no different than is expected from any of the University's fleet vehicles prior to issue or leasing arrangements.

(65) Any damage or uncleanliness, internal or external of the vehicle, which exceeds the agreed parameters of fair wear and tear, may require rectification work to return the vehicle to an acceptable condition.

(66) Unacceptable fair wear and tear will be identified, recorded and cost quoted and submitted to the Manager, Fleet & Logistics. This cost may be on-charged to the relevant faculty or division.

Accidents and accident procedures

Motor vehicle insurance

Coverage	Comprehensive
Contact	via Manager, Fleet & Logistics
Excess	University excess arrangements

(67) University owned and leased vehicles are insured for all damage caused by our driver ("at fault") or where an unknown cause of damage has been sustained. It is important to take extra care when operating the vehicles as the University pays to rectify such damage. Report and repair all damage in line with university accident procedures.

(68) For all glass damage, contact Manager, Fleet & Logistics.

Driver responsibility for accident damage

(69) Every motor vehicle accident or incident, regardless of how minor the damage may seem, must be reported to Fleet via fleet@csu.edu.au and an accident or incident report form completed.

(70) The [vehicle accident or incident report form](#) is to be completed within 24 hours of an accident or incident and a copy provided to Fleet via fleet@csu.edu.au. Fleet will then take the appropriate action regarding accident and report to the insurer, if necessary.

(71) An [Incident and Risk Management System](#) report must also be submitted for accidents or incidents that result in injury or damages. See the [Incident Reporting and Investigation Procedure](#).

Procedure in the event of an accident

(72) As soon as is reasonably practicable, or within 24 hours, any driver involved in a motor vehicle accident must advise Fleet via fleet@csu.edu.au of the vehicle accident details, including a police report where necessary.

(73) If required, Fleet will contact the University's insurer for an accident claim number which will be referred to along with the vehicle registration number in any subsequent conversation or correspondence.

(74) Fleet will coordinate the vehicle for repairs at any of the approved insurer's authorised repairers.

(75) The following instructions should be followed in the event of an accident:

- a. Stop immediately. If you do not stop you could lose your licence and/or face legal charges.
- b. Do not attempt to drive an un-road worthy vehicle from the scene of the accident. This is illegal, could cause more damage to the vehicle and could invalidate insurance coverage.
- c. Make the accident scene highly visible – with hazard lights and headlights - to make sure another accident does not occur.
- d. Give assistance to anyone who is injured
- e. Call police and ambulance if anyone is injured.
- f. Do not admit liability, promise payment for damage, engage in accusations with other parties, or make any statement except to police.
- g. You should assist others to safety.
- h. Obtain the name, address, home and work telephone numbers, licence number, registration number, vehicle make, and model of the vehicle/vehicles involved in the accident and the name of their insurance company or employer. Also obtain details from any independent witnesses. You may also provide these details to the other

people involved in the accident.

- i. If no one is injured, you may still need to report the accident to the police, for example, if it is suspected persons are under the influence of alcohol or drugs. If police are at the accident scene, abide by their reporting procedures and obtain the relevant officer's name, number and station details.
- j. Wherever possible draw a sketch of the accident area before leaving the scene. This information may be invaluable when reporting to police or completing an accident claim form.

Rental vehicle

(76) At the time of vehicle rental, the vehicle is covered for motor vehicle insurance in the daily rental rate. In the event of an at fault accident, the excess will be invoiced to the university faculty or division renting the vehicle.

(77) The driver of a rental vehicle should physically inspect the vehicle for any damage both at time of vehicle pick up and again at vehicle return.

(78) In the event that there is any damage to the vehicle at vehicle pick up, the employee must ensure that the rental car supplier is alerted to the damage and documented evidence of prior damage captured (e.g. photo with date or check sheet signed by supplier).

(79) If the vehicle sustains any damage during the period of rental, the employee must action per the conditions of the rental car agreement, then contact Travel and Expense.

(80) If you require further information regarding motor vehicle rental and the rental agreement, refer to Charles Sturt [Travel and Expense](#).

Retention

(81) The University's vehicle retention policies are as follows:

- a. For passenger vehicles: Change over at 90,000 km or 3 years, conditional on utilisation and budgeting available.
- b. For 4WD, utes and ToT light commercial vehicles: Change over at 100,000 km or 5 years, conditional on utilisation and budgeting available.
- c. For light trucks and specialised courier vehicles: Change over at 250,000 km or 8 years, conditional on utilisation and budgeting available.
- d. For heavy duty commercial vehicles, trucks and truck derivatives, the vehicle must exceed 250,000 km travel before a replacement is considered.

(82) If a leased vehicle is identified as a high kilometre vehicle then the lease period may be adjusted to suit. The same applies to low kilometre vehicles. The Manager, Fleet & Logistics will assist with vehicle lease term determination. These lease terms may be altered to reflect actual vehicle use which may result in an increase or decrease in lease charges. This is primarily driven by kilometre use and vehicle residual values. The change-over policy will be monitored by the Manager, Fleet & Logistics and recommendations for change submitted to the Chief Financial Officer.

Operating expenses

(83) Fleet vehicle management reporting can be provided to vehicle administrators within each faculty or division upon request. Reports can record, by date, the monthly cost, odometer reading, fuel expenses, repairs and maintenance, tyre replacements and tyre repairs, and any other approved expense where applicable.

(84) To ensure vehicle costs are directed to the correct business unit every vehicle reassigned internally within the

faculty or division is to be reported to the Manager, Fleet & Logistics.

Vehicle categories

(85) The University reserves the right to modify the vehicle category lists and or car groupings from time to time, based on market practice and/or business needs. It is entirely at the discretion of the University which car models are provided within each grouping. Equally, it is entirely within the University's discretion to decide which positions fall within or outside of car groupings.

Vehicle accessories

(86) Many of the new vehicles purchased for university operations come factory fitted with various driver comfort and safety features which include air conditioning, passive systems (e.g. airbags for crash protection) and active driver assistance systems that help prevent accidents (e.g. automatic emergency braking, lane departure warning, blind spot monitoring, electronic stability control, adaptive cruise control, reversing camera and parking sensors). Depending on the vehicle models available at the time, it is the intention of the University to purchase vehicles (replacement or additional) with all or most of these safety systems fitted. This will help enhance our drivers' awareness and vehicle control, and help ensure occupant safety.

(87) Our approved standard colour and minimal fitment of accessories to university fleet vehicles for work, health and safety purposes are as follows:

- a. Passenger vehicles: White in colour, fitted with tinted windows and generally carpeted floor mats.
- b. Commercial vehicles: Preferably white in colour, fitted with tinted windows, all weather rubber floor mats and canvas seat covers. Fit for purpose vehicles specifically designed for field operations may require first aid and/or self-recovery kits.

Note: Cargo barriers or dividers will be a standard fitment in vans. Additional comfort essentials, like sunshades, can be considered.

(88) Roof racks, canopies, reversing alarms and tow bars may only be fitted when deemed necessary to perform normal work activities. Bull bars/nudge bars, front and rear may not be fitted to any vehicle unless exclusively operated in a rural environment. Bull bars/nudge bars are a potential safety hazard to the public, to other vehicles, and in some cases may interfere with vehicle design crash efficiency. Bull bar fitment will only be genuine manufacturers design approved, not after-market non-genuine. Fitment in such applications requires CFO approval.

(89) Fitment of additional or non-standard accessories requires operating unit manager and Manager, Fleet & Logistics endorsement with CFO approval.

(90) Any major vehicle accessory fitment or upgrade must be carried out at the time of vehicle manufacture or at or through the authorised delivering dealership so as to not potentially void any vehicle manufacturer's warranty. Some vehicle accessories and upgrades will not be permitted.

(91) Most vehicle accessories fitted must remain as part of the vehicle and may not be removed by the employee at time of vehicle disposal (e.g. tow bar, bull bars).

Vehicle induction

(92) The purpose of a driver vehicle induction is to ensure a driver understands all the features of a vehicle. This includes passive, active and maintenance features.

(93) Passive features include items such as:

- a. seat and headrest adjustments
- b. seat belt shoulder adjustment
- c. rear vision mirror and side mirrors.

(94) Active features may include a vast array of advanced driver assist features, for example:

- a. autonomous emergency braking
- b. lane support systems
- c. speed assist systems
- d. adaptive cruise control
- e. blind spot warning
- f. attention assist (fatigue detection)
- g. reverse collision avoidance
- h. maintenance feature items include how to:
 - i. refuel the vehicle
 - ii. check engine oil level
 - iii. refill windscreen washer water.

(95) Driver vehicle induction can be conducted by either the delivering dealer and/or Charles Sturt Fleet staff with the driver. When drivers are moved into existing vehicles or when there are pool vehicles where multiple people have access to the vehicle, drivers must review the vehicle manual which is in the glove box.

(96) Automotive dealers will assist but it is important to note, the vehicle manual is a document for drivers to read as it is important for drivers to familiarise themselves with how the various features work.

(97) Drivers are to also make themselves familiar with the [Driver Safety Guidelines](#).

Section 4 - Guidelines

(98) Nil.

Section 5 - Glossary

(99) For the purposes of this procedure:

- a. Accident – means any incident in which a vehicle is involved (whether in motion, temporarily stopped, parked or being unloaded or loaded) that results in personal injury and/or property damage, regardless of who was hurt, what property was damaged or who was responsible.
- b. Custodian – means the person in charge of and responsible for taking care of the vehicle.
- c. Motor vehicle usage report (logsheet) – means the resource used to record vehicle usage.
- d. Prima-facie responsible – means the vehicle custodian who will be the person responsible for all actions applicable to that vehicle use.
- e. Tool of trade (TOT) vehicle – a vehicle that has been customised to carry out a specific work task and is integral to performing the day to day functions of a role. For example, a service vehicle or a utility for farm work or field research.

Status and Details

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Unit Head	Michelle Moore Chief Financial Officer
Author	Darren Rapana Manager, Fleet & Logistics
Enquiries Contact	Fleet and Logistics