SUPPLEMENTARY QUESTIONS

STAYSAFE INQUIRY INTO DRIVER EDUCATION, TRAINING AND ROAD SAFETY

Subject area	Response provided by:
1. Log book audits	RMS
2. Crash statistics	CRS
3. Graduated Licensing Scheme	CRS
4. Aged driver assessment	CRS
5. Road safety officer programs	CRS
6. Test fails	RMS
7. Dementia reporting	RMS
8. Safer Driver Course	CRS
9. Driver licensing access program	The NSW Government has been advised by staysafe that it is not required to answer this question.
10. NDIS	RMS & CRS
11. Periodic assessment	CRS
12. Communication with professional driver trainers	RMS

1. Log book audits

Question

How often are learner log books audited? What percentage of log books is audited? What do these audits reveal about the integrity of log books and of the 3-for-1 discount for professional training? Have the audit results translated into feedback to professional trainers or any sanctions of professional and volunteer trainers or learners?

Response

Learner log books for light vehicle licenses are not currently "audited". The log books are checked by the Testing Officer at the time that the learner sits the driving test. The testing officer confirms that the learner has completed the required hours and the declaration by the supervising driver has been completed. The declaration page is then removed from the log book and the log book is returned to the learner driver.

The Learner log book for a car licence is not a "compliance" tool but a tool to support supervising drivers. The log book is held by the learner while the learner completes the required hours and is then returned to the learner immediately following completion of the driving test.

Log books completed by applicants for heavy vehicle licences under the Heavy Vehicle Competency Based Assessment program are retained by the Registered Training Organisation (RTO) and audited by Roads and Maritime as a component of an audit of an RTO or an Assessor. These audits are an important tool in assessing the integrity of the training provided. When undertaking an audit the information in the Student Log books is checked against data in the Heavy Vehicle Competency Online Reporting System (HVCORS) data and other records such as in-cabin camera recordings.

2. Crash statistics

Question

Has TfNSW considered collecting and reporting crash statistics on the following?

- Unlicensed drivers
- Overseas-trained drivers
- Crashes on unsealed roads
- Crashes which generate an insurance claim, a medical report, or some form of community feedback, but not a police report?

What value would the reporting of these incidents have to better understanding the causes of crashes?

Response

Accurate, readily accessible data is fundamental to an evidence-based safe system approach to road safety. Road safety data is critical to understanding the causes of crashes, developing appropriate countermeasures, and evaluating the effectiveness of road safety initiatives and strategies.

- **Unlicensed drivers**
  TfNSW does report licence status for motor vehicle controllers involved in casualty crashes, most recently in "ROAD TRAFFIC CASUALTY CRASHES IN NEW SOUTH WALES, Statistical Statement for the year ended 31 December 2015, Table 22: Motor vehicle controllers involved, road user class, licence status, degree of crash" document available on the CRS website (reported annually)

- **Overseas-trained drivers**
  The TfNSW crash database does contain details on whether a motor vehicle controller involved in a crash held an overseas / international licence or was an overseas resident at the time of the crash. However, information on overseas trained NSW licence holders or residents involved in crashes is not recorded in the crash database.
- **Crashes on unsealed roads**
  The TfNSW crash database does contain details of road surface –over the period 1996 to 2016 4.3 per cent of fatal crashes and 2.9 per cent of injury crashes on NSW occurred on unsealed roads
- **Crashes which generate an insurance claim, a medical report, or some form of community feedback, but not a police report?**
  NSW has recently undertaken a data linkage project using Police crash data, NSW Health and SIRA insurance claims. This resulted in improvements in the quality of the NSW crash data – this linkage project is now a routine procedure and considered to be best practice in Australia. The document "ROAD TRAFFIC CASUALTY CRASHES IN NEW SOUTH WALES, Statistical Statement for the year ended 31 December 2015" contains several tables detailing the results and trends for crashes and casualties derived from the data linkage project.

What value would the reporting of these incidents have to better understanding the causes of crashes?
TfNSW's focus is on achieving the reductions in fatalities and serious injuries outlined in the NSW Road Safety Strategy 2012 to 2021. Whilst many data sources (such as the NSW Health admitted patient data) add to our understanding of the nature and mechanisms of serious trauma) some data sources (such as general insurance claims arising from non tow away crashes) are too inaccurate / incomplete / inconsistent to be useful for analysis purposes.

3. Graduated Licensing Scheme

Question
Given the distinctions between licensing conditions and road rules between states, to what extent can the GLS be described as universal? Is it the goal of the GLS for all road rules and licensing conditions to be harmonised nationally? Does NSW advocate for the adoption of NSW arrangements in national forums? Does NSW contemplate strengthening or relaxing NSW conditions to achieve harmonisation? What are the road safety advantages in maintaining cross-border differences even while individual drivers report confusion?

Response
Given the distinctions between licensing conditions and road rules between states, to what extent can the GLS be described as universal?
The Australian GLS (AGLS) policy framework was approved by the Transport Infrastructure Council in November 2014 for adoption as best practice by all jurisdictions and outlines the fundamental components to guide (rather than prescribe) the implementation of increasingly effective GLS approaches across Australia.

The AGLS outlines an evidence based best practice approach that includes three levels: a 'Standard GLS', an 'Enhanced GLS' and an 'Exemplar GLS'. This approach recognises that each jurisdiction has a different starting point, and that improvements to existing GLS systems may be incremental. The intent of the AGLS is for all jurisdictions to adopt as many of the 'exemplar' elements as feasible to promote national consistency around a stronger licensing model.

Is it the goal of the GLS for all road rules and licensing conditions to be harmonised nationally?
It is intended that jurisdictions will use the AGLS policy framework to improve their GLS arrangements in the short, medium and longer to enable them to move to a GLS that reflects the enhanced or exemplar model.

Does NSW advocate for the adoption of NSW arrangements in national forums?
Jurisdictions have already agreed to work towards implementing the elements outlined in the AGLS policy framework. Arrangements adopted by NSW conform to a nationally consistent model. Given the policy framework acknowledges that each jurisdiction has a different starting point it is expected that each jurisdiction will work towards adopting the key AGLS elements over time in accordance with circumstances in their jurisdiction.

NSW participates in a number of national forums chaired by Austroads such as the Registration and Licensing Task Force and Safety Task Force. Both forums enable NSW, and other jurisdictions, to share experiences and evaluation outcomes relating to licensing and road safety activities in their jurisdiction.

Does NSW contemplate strengthening or relaxing NSW conditions to achieve harmonisation?
The NSW GLS already has in place most of the features of the AGLS exemplar model. In 2016 the NSW Government approved further enhancements to the GLS which will come into effect on 20 November 2017. These enhancements will further align the NSW GLS more closely with the exemplar model.

What are the road safety advantages in maintaining cross-border differences even while individual drivers report confusion?
The elements of good GLS policy are present to varying degrees in the graduated licensing systems currently operating in all jurisdictions. Differences in the conditions of licences can be a particular issue in border areas. While greater consistency across jurisdictions would assist with enforcement, cross border differences are addressed to a substantial extent in consensus that conditions in the licensing home state determine conditions to be enforced.

4. Aged driver assessments

Question
How do NSW aged driver crash statistics compare with other states? Does NSW advocate for national harmonisation of aged driver assessment based on the NSW assessment regime?

Response
How do NSW aged driver crash statistics compare with other states?
NSW compares favourably with other Australian jurisdictions on crash statistics for older drivers. The table below shows the fatality rate per head of population aggregated over the period 2010 to 2016.

Elderly Driver Fatalities per 100,000 Population, 2010 to 2016p					
Age Group, Selected Australian Jurisdictions					
Source - BITRE Fatality Database, ABS Population Estimates					
	NSW	Victoria	Queensland	Other Jurisdictions	Australia
75 Years and Over	4.21	4.50	4.89	5.41	4.67
85 Years and Over	4.98	5.19	4.71	5.98	5.20

For drivers aged 75 years or more, NSW experiences 4.21 fatalities per 100,000 population, better than the rates for Victoria (4.50), Queensland (4.89) and the Rest of Australia (5.41).

For drivers aged 85 years or more, NSW experiences 4.98 fatalities per 100,000 population, just behind Queensland (4.71) but ahead of Victoria (5.19) and the Rest of Australia (5.98).

Does NSW advocate for national harmonisation of aged driver assessment based on the NSW assessment regime?

The NSW Government has adopted a vision of zero deaths and serious injuries on NSW roads. A key challenge in achieving this vision is that safety outcomes for the older road user segment are not improving at the same rate as younger age groups. While there was a decrease of 16% in the number of drivers of all ages involved in casualty crashes from 2011 - 2015, the number of drivers aged 75 and over fell by only 11% in this time frame.

Increasing frailty is also an important factor in older road user trauma outcomes. Around 2.0 per cent of younger drivers aged less than 60 years involved in a serious casualty crash are killed but this percentage increases with age. For 60 to 74 year old drivers it is 2.7 per cent, 75 to 84 year old drivers it is 3.9 per cent and for 85 plus years it is 6.2 per cent – more than three times the fatality risk for a driver aged less than 60 years.

In 2011, the NSW Government established the Older Driver Taskforce to determine if the licensing rules for drivers over 75 should be revised. After an extensive look at crash and medical evidence, the Taskforce found that the current approach to licensing strikes the right balance between mobility for older drivers and safety for all road users and recommended that testing be retained.

The Taskforce acknowledged that other Australian and international jurisdictions have taken a different approach to older driver licensing. While many jurisdictions have some form of medical assessment for older drivers, NSW is the only Australian jurisdiction that requires a regular on-road driving assessment to retain an unrestricted licence and offers the option for a modified licence which does not require an on-road driving assessment.

An independent evaluation of changes made to older driver licensing in 2008 is currently being finalised. The evaluation included a survey and focus groups older drivers and a survey of family and carers to obtain a broad understanding of the effects of changes to the licensing system. Stakeholder interviews, including health experts and key associations were also conducted.

– Overall, older drivers and families/carers surveyed were comfortable with the current system. The majority of older drivers agreed medical assessment was fair and likely to result in safety benefits.

– A minority of older drivers reported negative experiences with the licensing system, such as anxiety around the on-road test, perceptions of unfairness or reduced mobility, but overall 90 per cent agreed a practical test from 85 years of age was fair and 80 per cent agreed it was likely to result in safety benefits for all.

– The preliminary evaluation findings also reinforce the important role of a licence (or rather, the mobility and connection it enables) in older people's lives. There was a high degree of support (over 70 per cent) for modified licences as a step towards retirement from driving.

Importantly, licensing requirements are only one way to improve older driver safety. Opportunities to enhance the current system include improved information and education, improved access to alternative transport modes and a holistic approach to retirement from driving. Consistent with the Safe System approach safer road and intersection design, speed limits which reflect survivable

impact speeds, mobility support programs and ensuring older drivers have access to the safest cars they can afford, will all continue to be critical to reducing trauma.

5. Road Safety Officer program

Question

Is there a formal reporting process for local government road safety officers to give feedback to RMS and TfNSW about their community engagement and other activities? How does the NSW Government use this feedback to plan education campaigns?

Response

Is there a formal reporting process for local government road safety officers to give feedback to RMS and TfNSW about their community engagement and other activities?

TfNSW and RMS have recently implemented a new Road Safety Officer System, which is being used to deliver Road Safety Officer (RSO) projects across NSW from this financial year. It is an online tool where Council RSOs enter their projects and they are approved by RMS for delivery.

The on-line tool requires information to show objective and strategy setting against specific local road safety issues, regular milestone reporting, and evaluation against specified objectives. This approach helps the Local Government Road Safety Program to continuously develop and improve its road safety projects to deliver effective outcomes.

TfNSW, RMS and Council RSOs also work closely with each other to ensure that best practice, successful projects and strategies are shared across the regions.

How does the NSW Government use this feedback to plan education campaigns?

Road safety insights gathered from regional and local project delivery are fed back to TfNSW for consideration as state-wide campaigns are developed.

6. Test fails

Question

Does the NSW Government record how many people fail tests at the various points in the GLS where tests or assessments must be undertaken e.g. Learner Knowledge Test, Learner Driver Test, Provisional Hazard Test, Aged Driver Assessment, etc? Are multiple fails recorded? What proportion of all tests and assessments taken are failed?

Response

Yes, Roads and Maritime Services records the results of all tests for each customer at the points in the graduate licencing scheme where assessments are undertaken. The failure rate for each test in 2016 is:

- C Knowledge Test 40%

- Hazard Perception Test 39%

- Driver Qualification Test 9%

- C Aged Driving Assessment 17%

7. Dementia reporting

Question
How many people voluntarily report to RMS each year that they have been diagnosed with dementia? What percentage are voluntary reports of the total number of people diagnosed in NSW with dementia annually, and of the total number of people whose license is removed for dementia following assessment?

Response
It is unusual that a person with dementia voluntarily reports their medical condition at a motor registry or Service NSW branch. In most cases, medical conditions are reported by carers, medical practitioners or family members. Cancellation reasons are captured by Roads and Maritime at a high level and the cancellation of a licence belonging to person who has been diagnosed with dementia would be recorded as 'cancelled due to medical reasons'. At June 2017 over 27,500 licences have been cancelled due to medical reasons since 2012 and 49% of those were voluntarily surrendered. 'Cancelled due to medical reasons' covers all other medical reasons for cancellation of a licence.

Operators do occasionally record an additional reason for cancellation in a free text field and in 555 cases 'dementia' has also been recorded when the licence is recorded as "cancelled due to medical reasons". This is not a reliable indicator of the frequency of cancellation of a licence due to a diagnosis of dementia as the field is not mandatory.

8. Safer Drivers Course

Question
How does TfNSW measure the success of the Safer Drivers Course? Will TfNSW publish the results of the course evaluation it is currently undertaking? Will this evaluation compare course outcomes of learners trained by parents and volunteers with those of learners trained by professional trainers?

Response
How does TfNSW measure the success of the Safer Drivers Course?
The SDC governance framework establishes the monitoring and evaluation framework to maximise road safety benefits by detailing the processes for ensuring program integrity and quality improvement through auditing, quality assurance and evaluation processes.

The evaluation of the Safer Drivers Course is being conducted in two parts, a process and outcomes evaluation. The process evaluation will inform the refinement of course elements and business rules for continuous improvement purposes.

The outcome evaluation will measure the success of the Course by assessing the road safety impacts of the Course and assessing the extent to which the Course has achieved its intended objectives of assisting young learners to:

− Improve their capabilities to drive safely by reducing and managing their road safety risks, and,
− Acquire additional safe driving skills, knowledge and insights into their driving vulnerabilities to complement their on-road driving experience within the context of the log book driving requirement.

The scope of the outcomes evaluation is yet to be determined, however is likely to examine SDC participant attitudes, self-reported behaviour, crash data and police-recorded offence data to assess the road safety impacts of the Course.

Will TfNSW publish the results of the course evaluation it is currently undertaking?
The process evaluation commenced in 2014 and is currently being finalised. As the scope of the process evaluation includes commercial in confidence information it is not intended for publication. The process evaluation findings will be shared with Course Providers and stakeholders as it relates to them.

To ensure there is sufficient data (a minimum of 5 years of crash data) available to reliably assess the road safety benefits of the SDC, the outcomes evaluation will not commence until 2018.

Key findings of the SDC outcomes evaluation will be published.

Will this evaluation compare course outcomes of learners trained by parents and volunteers with those of learners trained by professional trainers?
The scope of the outcomes evaluation of the Safer Drivers Course has not yet been determined. However, it is intended that SDC participant crash data will be compared against crash data of learners trained by parents and volunteers (i.e. did not undertake professional driving lessons) and with learners trained by professional trainers.

9. Driver licensing access program

Question
The Committee was advised that 14 providers deliver the driver licensing access program in more than 50 locations. The Centre for Road Safety website lists only 8 providers. Can you provide the full list? What percentage of enrolments in the program is granted a driver licence? How many indigenous applicants have been unable to complete the program and gain a driver licence due to inability to obtain relevant identification documents?

Response
CRS has been advised by Staysafe that a response is no longer required to this question.

10. NDIS

Question
How is the NSW Government working with stakeholders to ensure that the NDIS will provide for higher numbers of people with disabilities to gain and retain driver licences than currently? What improvements does the NSW Government contemplate to ensure greater access to information, vehicle modification and driving assessment? Will the NSW Government make lessons from a disability driving instructor eligible under the NDIS?

Response
If a person has a physical disability, they are given an opportunity to demonstrate their driving ability in a standard driving test. If required, a person with a disability also has the opportunity to take a disability driving test, which takes into account their capabilities and any aids or vehicle modifications they need to drive. Roads and Maritime Services issues and manages licences with disability conditions (the conditions are printed on the licence), conducts disability driving tests through Service NSW and manages the Vehicle Safety Compliance Certification Scheme (VSCCS) for people wishing to modify vehicles to enable operation by people with physical disabilities.

At May 2017 there are 1,822 current NSW driver licences with a licence condition that may indicate the driver has a disability. This represents 0.03% of all NSW driver licences.

What improvements does the NSW Government contemplate to ensure greater access to information, vehicle modification and driving assessment?

A key priority for the NSW Government is the development of the Driver Licence Modernisation project. It is a customer centric modernisation of the novice driver pathway which will include updates to educational materials and the way we communicate with novice drivers, parents and supervisors. This program of work will also consider people with disabilities. While the current program focuses on novice drivers it is anticipated that it will be expanded to communication and information sharing across the whole of life driving experience for people with disabilities.

11. Periodic assessment

Question

Is there evidence to support the value of some form of periodic intervention, say at licence renewal, which requires drivers to undertake an online or in-registry knowledge or perception test, without leading to a pass or fail, as a means of updating driver knowledge and measuring the effectiveness of public campaigns which promote safe driving, changed road rules, etc?

Response

Studies have shown that periodic re-testing of all drivers is not an effective method for influencing driver performance. (Elvik, Hoye, Vaa & Sorenson, 2009). Research indicates that for the general driving population, factors such as attitude and risk-taking play a much larger role than deficits in driving ability.

This is also supported by CRS crash data which demonstrates that driver behaviours, such as speeding, drink and drug driving and driving tired are clear challenges on NSW roads. These behaviours are not necessarily related to lack of driving skill or proper vehicle control, but to underlying motivations, over confidence, social norms, lack of consequences for unsafe behaviour and beliefs about safe driving practices.

The current system takes a more targeted approach by directly addressing unsafe behaviour, and supporting more at risk drivers. It balances managing the road safety risk of drivers exhibiting risky behaviour with not imposing additional licensing requirements on the general population.

Knowledge regarding new or amended road rules is promoted through educational campaigns. Re-testing can be required for licence holders that are considered high risk. These drivers will have been disqualified from driving for one or, possibly a number of offences. The re-test provides an opportunity to ensure the driver understands the road rules, the risks of unsafe driving and recognises how to change their behaviour.

Drivers who have had their licence disqualified for more than 12 months must re-sit their Driver Knowledge Test. In addition, drivers who have had their licence disqualified for more than 2 years will also need to re-take their driving test. Drivers who have exceeded their demerit points twice or more within five years are required to pass the Driver Knowledge Test and attend the Traffic Offenders Intervention Program. Examples of re-education programs for high-risk licence holders in NSW are:

– Traffic Offenders Intervention Program
– Mandatory Alcohol Interlock Program
– Sober Driver Program

13.Communication with professional driver trainers

Question

How do TfNSW and RMS communicate with professional driver trainers about professional standards, changed road rules, or any other matter?

Response

Roads and Maritime Services communicates with professional driver trainers through industry bodies, Registered Training Organisations providing Heavy Vehicle Competency Based Assessment (HVCBA) training, and providers of Rider Training (which employ and manage Motorcycle Riding Instructors).