

PROCEDURE 16

Vehicle collision, breakdown or transport delay

Purpose: Protect people at the roadside, keep dogs securely contained and prevent heat, escape and secondary collision.



SITE CUSTOMISATION REQUIRED. This national baseline must be adapted through a site risk assessment, worker consultation and advice from the relevant state or territory regulator, emergency services, council, insurer and veterinarian. Human life takes priority.

Business and site details

Business legal name		Trading name	
Site / branch		ABN	
Physical address		Emergency entry / cross street	
Site manager		Incident Controller	
Maximum dogs		Maximum people	
Operating hours		Main phone	

Document control

Issue date		Next review date	
Approved by		Position	

Activate this procedure when

- Collision, breakdown, tyre failure, vehicle fire, blocked route, driver illness, crate failure, HVAC fault or delay affecting welfare.

P Protect people	A Alert and activate	W Welfare and secure dogs	S Sign off accountability
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Step-by-step emergency response

- 1

Stop safely and call for help. Move out of traffic if safe, activate hazard lights, call 000 for injury, fire, traffic danger or trapped occupants, and state that dogs are onboard.
- 2

Do not open into danger. Keep dogs in intact crates/restraints unless remaining creates greater danger. Create a controlled secondary barrier before opening any vehicle door.
- 3

Account and triage. Check people first, then every dog without exposing anyone to traffic. Contact the emergency vet for injured dogs.
- 4

Manage temperature. If ventilation or cooling fails, deploy the safe backup immediately or transfer dogs into a secure shaded/ventilated vehicle or enclosure.
- 5

Activate transport backup. Call the nominated alternate driver/vehicle, insurer/roadside provider and destination. Record every transfer by dog, crate and vehicle.
- 6

Notify owners. Provide verified facts, welfare status and revised destination/arrival information through the nominated communicator.

Do not

STOP	Unload dogs onto an uncontained roadside.
STOP	Leave a loaded vehicle unattended.
STOP	Continue in a damaged or overheating vehicle because the destination is close.

After the immediate danger

- Quarantine damaged crates, restraints and vehicle systems.
- Preserve dashcam and transport records and complete road/WHS/insurer reporting.
- Review route, fatigue, loading, restraint and heat-contingency controls.

Assigned emergency roles

Incident Controller	Selects the safe action, liaises with emergency services and authorises recovery.	
People / Area Warden	Protects people, sweeps assigned areas if safe and reports status.	
Dog Movement / Canine FA	Secures, identifies, separates, triages and moves dogs within training.	
Communications / Recorder	Calls services and owners, maintains the time log and preserves records.	



Procedure readiness checklist

- ☐ Inspect the vehicle, tyres, restraints, crates, ventilation, fire extinguisher and first-aid kits.
- ☐ Secure every crate and maintain a dog-by-crate manifest, medications and destination details.
- ☐ Carry roadside safety equipment, communications, water and temperature monitoring.
- ☐ Provide safe backup ventilation and a time-based transfer trigger for heat or delay.
- ☐ Nominate an alternate vehicle, driver, roadside provider and receiving destination.
- ☐ Review route, fatigue, loading, restraint and emergency roadside risks before departure.

Site-specific arrangements

Alternate vehicle / driver	
Roadside provider	
Ventilation / temperature trigger	
Safe transfer location	

Emergency contacts and notifications

Triple Zero for injury, fire or traffic danger		Roadside provider / insurer	
Owners and receiving veterinarian		Primary / emergency vet	

Recommended drill: Simulate a roadside breakdown, keep dogs contained and activate the alternate vehicle without traffic exposure.

Drill, review and authorisation record

Last drill date		Participants	
Corrective action owner		Action due date	
Procedure authorised by		Authorisation date	
Gaps identified / corrective actions			

Sources and further guidance

[1] [Safe Work Australia - Emergency plans and procedures](#)
[5] [Triple Zero - Australia's emergency call service](#)
[10] [Queensland Government - Prepare pets for disasters](#)
[19] [Safe Work Australia - Incident notification](#)

Review date: source links and national emergency numbers were checked for the master manual on 31 August 2026. Confirm local numbers, warnings, laws, codes, licences and veterinary arrangements before issue and at every review.

