

Waka Ora Health Shuttle

Advanced Driving Assessment Preparation Guide

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Introduction

Welcome

Nau mai, haere mai, and welcome to your Hato Hone St John Advanced Driving Assessment (ADA)!

This Health Shuttle ADA preparation guide will provide you with important information and will guide you on your ongoing journey as a Health Shuttle Driver. Please review this information and reach out to your Health Shuttle Administrator or Team Leader if you have any questions about the ADA process.

Introduction to Hato Hone St John Advanced Driving Assessments

Within Hato Hone St John (HHSJ), driving has been identified as one of the most significant risks for our members, our clients, and members of our wider community. All HHSJ personnel who drive a St John vehicle as part of their role must complete an Advanced Driving Assessment (ADA) every three years.

HHSJ members undertake their ADAs alongside a HHSJ Driving Instructor – or an approved New Zealand Transport Agency (NZTA) Driving Instructor. HHSJ Driving Instructors hold a NZTA Driving Instructor endorsement.

The main aim of the ADA process is for the Driver to demonstrate to the Driving Instructor that they are a safe, capable driver and that they can follow the New Zealand Road Rules. It is also a great opportunity to remind personnel of HHSJ driving policy and procedures. Completing the ADA may also help to improve the drivers' personal driving. A Health Shuttle ADA takes place within the service delivery area of the drivers' local Health Shuttle Service. ADAs will occur when a Driving Instructor is in geographic area of the Health Shuttle Service. Ideally, Health Shuttle members are assessed when they first commence their Health Shuttle role at HHSJ and then on a three-yearly basis.

The ADA will be conducted in the type of vehicle that Health Shuttle members normally drive while undertaking their Health Shuttle role. If your Health Shuttle service has a variety of makes and models of vehicles, the ADA will occur in the vehicle type that poses the greatest risk.

Advanced Driver Training

Vehicle considerations

This section highlights the key things you need to know when sitting your Advanced Driving Assessment.

Differences between large shuttles and standard cars

If this is your first time driving a Shuttle, there are a few differences between a car and a shuttle you may need to be aware of. Below are several points that highlight these differences:

Shuttles:

- do not operate the same as standard cars.
- are not as manoeuvrable as standard cars.
- may not have enough room to stop in an unexpected traffic situation.
- are slower at accelerating than standard cars.
- take more time and space to come to a stop than standard cars.
- take up much more space on the road than a standard car.
- have large blind spots.
- need room to make wide turns.

Height clearance

You need to be aware of the height of the Shuttle. This includes the clearance required between the top of the Shuttle and tree branches, tunnels, and overhangs – such as business/house awnings.

Ground clearance

You need to be aware of the ground clearance relating to the Shuttle. This includes an awareness of the distance between the Shuttle and the ground when driving and when exiting the Shuttle.

Reversing

Before driving, you will need to familiarise yourself with the equipment on board the Shuttle that you will be using. All HHSJ Health Shuttles are equipped with reversing cameras, and some may also be fitted with sensors. You will need to use these resources competently and confidently when you are out on the road.

Blind spots

A blind spot in a Shuttle is the area around the Shuttle that the driver cannot directly observe while they are at the controls. Blind spots may occur in the front of the driver when the windshield pillar, side-view mirror, and/or interior rear-view mirror blocks your view of the road. A no-zone is one of several areas around a large Shuttle that the volunteer driver cannot see. It would be best to be confident in where these zones are and continuously watch out for the blind spots or the No-Zone around the Shuttle.

Mirrors

The use of mirrors within the Shuttle can minimise the negative impact of blind spots around the Shuttle. Before driving, you will need to check the positioning of the mirrors to minimise or eliminate the presence of blind spots. This may mean that you need to adjust the mirrors for your unique requirements. When you drive, check your blind spots over your shoulder, this will help minimise the risk.



Electronic blind-spot monitoring is common in late-model vehicles. If the Health Shuttle has this feature, an orange triangle may appear on the side mirror. Drivers should be mindful of this feature and check their blind spots accordingly. It is also important to note that 'lane assist' is now a common feature in late model vehicles. Drivers need to be mindful of the presence of this feature when driving.



Top Tip: When completing urban driving, make sure that you can always see the back tyres of the car in front of you. If you need to undertake a safety manoeuvre, this technique will provide you with the space to complete the action in a safe manner.

What happens at the start of the Advanced Driver Training Assessment?

At the start of the ADA, the Driving Instructor:

- will greet the Health Shuttle member and introduce themselves.
- will ask to view the Health Shuttle member's Driver's Licence and note the Driver's Licence Number and expiry date on the ADA results sheet.
- will start the ADA by talking through the ADA process with the Driver and asking the Driver a series of oral questions. The oral questions will include questions about vehicle familiarisation and knowledge, as well as some organisation-specific questions (such as, key aspects of driving-related organisational policies).

It is a legal requirement to carry your driver's licence during your test and can be beneficial to bring your St John ID along as well.

What happens during the practical component of the ADA?

After completing the oral question section of the ADA, the Driving Instructor will invite the Health Shuttle member to undertake the practical component of the assessment.

During this section of the assessment:

- the Driver will be asked to complete a drive of 30-45 minutes in duration.
- The Driving Instructor will ask the Driver to complete a variety of driving tasks.

During the drive

During the drive, the Driving Instructor:

- Will direct the Driver to take a desired route.
- May ask the Driver to provide a commentary on how they identify and deal with hazards.
- At a roundabout, may instruct the Driver to take the appropriate exit off the roundabout For example, "Please use the third exit to exit the roundabout"- rather than asking the Driver to turn right.

It may be beneficial for the Driver to practice these skills in the lead-up to their assessment.

What's included

A Health Shuttle ADA should include the following elements (if these elements are present in the Health Shuttle delivery area):

- Driving the Health Shuttle in a variable speed zone within suburban areas with exposure to all or most of the following:
 - o left and right turns at an intersection,
 - o traffic lights,
 - o stop sign,
 - o give way sign,
 - o roundabouts,
 - o marked and unmarked roads,
 - o railway crossing
- Highway, motorway, and residential driving
- Demonstrating slow speed manoeuvres in the Health Shuttle such as,
 - o 3-point turns
 - o U-turn
 - End-on-end parking
 - Reverse parking

• Hill starts (if appropriate)

Please note: Drivers will not be required to parallel park between two vehicles during their Health Shuttle ADA.

How is driving assessed and rated?

Observation of your driving habits

During the ADA, the Driving Instructor will be looking to ensure the Driver is able to display acceptable driving habits. They will also be checking that the Driver does not demonstrate any illegal or unsafe driving actions.

Assessment sheet

The Driving Instructor will be using a HHSJ ADA results sheet to record what occurs during the drive. This results sheet is based on industry accepted standards and best practice methods. The ADA assessment criteria/results sheet can be obtained from your Health Shuttle Administrator/Team Leader. The Driver can request a copy of their results sheet by emailing their Community Transport Manager.

Monitoring for illegal or unsafe driving actions

To identify illegal or unsafe driving actions, the Driving Instructor will use the list of critical errors and immediate failure errors compiled by the NZTA for Class 1 full licence driver testing.

During the ADA, the Driving Instructor will allow the Driver to demonstrate a few critical errors to occur. However, the presence of an observed immediate failure error will result in a failed result for the ADA due to the unsafe nature of these driving actions.

What are critical errors and immediate failure errors?

Below are examples of critical errors and immediate failure errors. It is recommended that Drivers reflect on whether these driving actions are part of their driving, and if so, the Driver correct these driving actions prior to sitting the Health Shuttle ADA.

Critical errors

Critical errors include breaches in good driver behaviour - such as:

- Driving too fast
- Driving too slowly (persistently and without good reason)
- Failing to look
- Failing to signal
- Blocking a pedestrian crossing
- Mounting a kerb
- Stalling the vehicle
- Any illegal action

Immediate failure errors

Immediate failure errors include any dangerous action - such as:

- At fault collision
- Excessive speed
- Failing to give way
- Stopping in a dangerous position
- Failing to stop at STOP sign

What happens at the conclusion of my ADA?

Grading your driving

Drivers are assessed by the Driving Instructor using the assessment schedule. The Driving Instructor will grade the Drivers in accordance with the following rating scale:

Grade	Standard	Result	Notes
4	Driving was demonstrated at the Standard consistently.	Pass	
3	Driving was demonstrated at the Standard most of the time	Pass	Verbal reminders required to improve consistency.
2	Driving was demonstrated at the Standard sometimes.	Pass not yet achieved	Additional practice required to meet standards.
1	Driving not at standard and unsafe practice or behaviour observed	Pass not yet achieved	Additional training required to meet standards.

Giving feedback

The Driving Instructor will provide the Driver with feedback at the end of their drive. They will also advise the Driver of their ADA outcome. If the Driver obtains a 'Pass' result, the Driver will be able to drive a HHSJ vehicle to transport clients.

Remedial action plans

If a Driver obtains a rating of a 1 or a 2 in their ADA, an individualised Remedial Action Plan (RAP) will be developed by the Driving Instructor. The RAP will summarise the observations made by the Driving Instructor during the ADA and outline specific actions that the driver is required to complete to address the identified issue(s). The RAP will also suggest a timeframe for reassessment.

The Community Transport Manager will support the Driver through the RAP. A rating of 1 or 2 will result in the Driver being restricted from driving with clients on board the vehicle. The Driver will be permitted to drive a HHSJ vehicle for the purposes of completing their RAP. When practicing the desired driving skills outlined in the RAP, the Driver will always be accompanied by a HHSJ member that has been pre-approved by the Community Transport Manager.

Frequently asked questions

When can I anticipate sitting my ADA?

Your Health Shuttle Administrator will know in advance when a Driving Instructor is available in your area. The Driving Instructors will work with your Community Transport Manager to determine the best approach to completing ADAs in your area – this may be from a HHSJ Station or from a central location.

Where possible, ADAs will be conducted during business hours within the working week. The availability and scheduling of ADAs will be coordinated by the Clinical Development team to ensure that the Driving Instructors can see as many HHSJ members as possible when they are in the geographic area.

What are the assessment criteria and what are the expected standards?

A copy of the ADA assessment criteria and an example of the results sheet can be obtained from your Health Shuttle Administrator/Team Leader. The ADA is based on the practical assessment requirements of the full class 1 license test along with some oral questions about vehicle familiarisation and HHSJ driving-related policy.

What vehicle will I drive?

The ADA will be conducted in the type of vehicle that Health Shuttle members normally drive while undertaking their Health Shuttle role. If your Health Shuttle service has a variety of Makes and Models of vehicles, the ADA will occur in the vehicle type that poses the greatest risk.

What route and conditions will the ADA be performed?

In each geographic area, the Driving Instructor will guide the Drivers through a route that allows for the demonstration of driving skills against the pre-determined criteria and standards. Due to local requirements, there may be slight alterations or variances to Health Shuttle ADAs between Health Shuttle services. However, it is anticipated that the approximate route will be the same for each Driver from a local Health Shuttle Service. Drivers are expected to drive to the weather and road conditions.

How long does the assessment take?

The ADA will take approximately 45 minutes to complete. During this time, the following tasks will be undertaken:

- The Driving Instructor to introduce themselves to the Driver.
- The Driving Instructor to explain the layout and contents of the ADA.
- The theoretical component (oral questions) of the ADA will be undertaken.
- The practical component (driving) of the ADA will be undertaken.
- The Driving Instructor and Driver will debrief and discuss the result of the ADA.

How often will I have to complete an ADA?

Ideally, Health Shuttle members are assessed when they first commence their Health Shuttle role at HHSJ and then on a three-yearly basis.

Will I be told my result straight away?

Yes. The Driving Instructor will tell you of the outcome of your ADA at the end of your assessment. If you have any questions or concerns about your result, please discuss this with your CTM.

What happens if I don't pass my ADA?

If you obtain a 'Pass' result following your ADA, you will be able to drive a HHSJ vehicle to transport clients. If you do not initially obtain a 'Pass' result from undertaking your ADA, restrictions will be applied to your ability to drive a HHSJ

vehicle. If this occurs, the Driving Instructor will make immediate contact with your Community Transport Manager. Your Community Transport Manager will work with you to support you through a performance improvement process.

Where are my results recorded and who sees them?

Your results will be recorded in a Mysitrep. The only other people with access to view your results sheet are the Clinical Development Team and members of the Community Transport team. You can request a copy of your results sheet by emailing your Community Transport Manager.

Additional information

HHSJ Driving related policies

Below are two HHSJ policies that you should be aware of when driving a Health Shuttle.

Reporting a vehicle fault within HHSJ Health Shuttle:

In the event of hazards, breakdowns, accidents, incidents (including near misses), and any minor damage, notify your Health Shuttle Administrator immediately.

The Health Shuttle Administrator will file a report in ReportALL at the earliest opportunity.

Faults should be advised to the Health Shuttle Administrator.

HHSJ Reversing Policy

As per OMP 7.2, the key features of the HHSJ Reversing Policy include:

When reversing a Health Shuttle, the following applies:

- The non-driving HHSJ member must guide the driver from a safe position outside of the Shuttle during the reversing manoeuvre.
- Depending on the circumstances, this can be from the front or back of the Shuttle.
- The person guiding must be visible to the driver at all times but never directly between the Health Shuttle and another object such as another vehicle or loading bay.
- The driver's window must be down to hear any audible warnings.
- If the Shuttle is single-crewed, the Shuttle may be reversed without a guide.

• We must be mindful of hazards - such as children, wheelchairs, pets, bicycles etc.

When supporting guided reversing, the non-driving member should use the following hand signals:



Back Up

Extend both arms out in front of your body and bend arms towards your chest. Doing this in a consistent, slow fashion will help the driver understand what to do while assisting to keep them reversing at a reduced, steady rate.



Stop

Cross both arms above the head. This is a universal sign to 'stop'. Completing this signal overhead ensures visibility.



Go Left

Point left with your left arm fully extended and wave your right hand over your shoulder toward the left. Pointing in the direction that you want the driver to go while motioning helps to clear up any confusion.



Go Right

Similar to the 'left' hand signal, point right with your right arm fully extended and wave your right hand over your shoulder toward the right.

St John Medical Standards

HHSJ cares for the health and wellbeing of its members. The relationship between work and health is bi-directional - HHSJ and its members need to work collaboratively to ensure, as much as we can, that our people are not harmed by their work in any way.

Together, we also need to ensure that members' health does not impact on their ability to undertake their work and we need to ensure that we minimise any risk that impairment could put on the wellbeing of the member or a third party.

HHSJ have a responsibility to ensure that the Health Shuttle volunteers are medically fit to drive the Health Shuttles. If a current or new volunteer has any of the medical conditions listed in the HHSJ Medical Standards, they will be required to disclose this to HHSJ to establish whether they are fit to drive.

The HHSJ Medical Standards examines conditions associated with neurological, cardiovascular, diabetes, locomotor, visual, hearing, and mental conditions, respiratory conditions, severe allergies and skin conditions, cancer, and serious injuries. It also examines the side effects of medications, drugs and abuse of substances, surgeries, and temporary driving impairments. If a Health Shuttle member has been diagnosed with any of the conditions listed above, their fitness to drive will be assessed on a case-by-case basis.

It is important to note that **any medical information disclosed to HHSJ will remain confidential**, and only be used when assessing the members' ability to drive.

Work time (Driver) Logbooks

Each Health Shuttle Driver is issued with their own work time logbook. There are restrictions placed on how long the driver of a small passenger service vehicle may work before taking a rest. Restricting work time helps reduce the risk of fatigue. Logbooks are mandatory and the entries in the logbook must be true, accurate, and complete. Drivers are responsible for ensuring work time rules are being complied with. If an enforcement officer requests to view the logbook, the logbook must be provided. Drivers can only maintain one logbook at a time and completed logbooks must be kept for 12 months after the date of the last entry.

Health Shuttle drivers may not exceed 5.5 hours of continuous work time without taking a 30-minute rest break.

Work time

Work time is all time spent working:

- driving
- doing paperwork
- cleaning and checking vehicles
- any other work-related duty

Rest time

Rest time is all time that is not work time and at least 30 minutes in duration and not spent in a moving vehicle associated with work - you cannot:

- refuel your vehicle
- do paperwork
- manage bookings
- carry out any other work-related duty

Your logbook entries

On each logbook page, you must complete:

- ✓ Your name
- ✓ The date the logbook page starts
- ✓ The time of day your logbook page starts (midnight or noon)
- ✓ The registration number of each vehicle driven and the start and finish distance recorder readings (for vehicles subject to RUC)
- ✓ The start and finish times and location for all work time hours
- \checkmark The start and finish times for all your rest breaks and where you took them

Your logbook must:

- show your cumulative workday and cumulative work period
- record when your most recent 10-hour break was taken
- record the period back to (and including) your last 24-hour break
- be maintained until the next 24-hour break is taken at the end of that cumulative work period

Example logbook page

Driver name	Josep	h Blog	19s	Start Time Noon midnight	Date 05/1	2/2018
lours	Rest time	Work time	Location (of each cha Remarks	ange)	Registration Driven vehicle	Distance Record for vehicle subject to RUC
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GENERAL USE Logbook form

Introduction to EROAD

When starting the practical component of the ADA, the Driver should login to the EROAD Drive Buddy unit within the vehicle. In late 2018, HHSJ rolled out EROAD to improve the management of our fleet, reduce on-road costs such as road user charges, and better plan for scheduled maintenance. In addition, EROAD has been successful in fostering better driver behaviour, and reducing instances of excessive speed. Information about logging in and out of the EROAD unit can be found below:

Logging in

- 1. Turn the vehicle on.
- 2. Tap the EROAD screen to wake it.
- 3. Tap the "Not logged in" driver icon



4. If you have recently logged on to EROAD your member number will appear at the top of the list. Otherwise, use the UP / DOWN arrows or search button to find your member number, then tap it.

OB WAYNE	DENNIS KURT
HRIS NOEL	DOUG LUCAS
HIL KEITH	KURT TAMSEN

- 5. Before entering your PIN, you may wish to tap "Remember me today". This stores your login/PIN for the day so you don't need to re-enter it.
- 6. Enter your PIN.



7. That's it! You're ready to drive.



Logging out

EROAD may prompt you to log out, or you can log out manually.

- 1. If the screen is blank, tap the screen to wake it.
- 2. Tap your name at the top left of the screen.
- 3. Tap LOG OUT



NZ Road Code Rules

Pedestrian crossings



No raised island

Give way to pedestrians on any part of crossing



Raised island

Give way to pedestrians on your side of the road



Courtesy crossings

Be courteous to pedestrians using a courtesy crossing. (It provides a place for pedestrians to cross although not an official pedestrian crossing.)

Giving way

- Road users must stop or give way as necessary at Stop signs, Give Way signs and traffic signals.
- If you are turning, give way to vehicles not turning. Note: if you are leaving the path of a marked centre line, you are deemed to be turning and must give way to vehicles that are following the centre line.
- If you are turning right, give way to all vehicles coming towards you including those turning left. Note: this applies if both vehicles are facing no signs or signals or the same signs or signals.
- At a T-intersection or driveway, traffic on a terminating road or driveway (bottom of the T) must give way to all traffic on a continuing road (top of the T).
- In all other situations, give way to all vehicles coming from your right, e.g. at a crossroad controlled by traffic signals, when the signals have failed and all approaches have flashing yellow lights

Stop signs

At an intersection controlled by a Stop sign:

- come to a complete stop (do not just slow down)
- stop where you can see vehicles coming from all directions
- stay stopped until you have given way to all other vehicles (this includes cycles and motorcycles, etc)
- if you and another vehicle are both facing Stop signs, use the give way rules.
- you must not go until it is safe.

The word STOP and a single yellow line will be painted on the road.

Lane changing

- 1. Look ahead for hazards like traffic stopping or cyclists
- 2. Check your mirrors internal and side mirror
- 3. Signal at least 3 seconds
- 4. Check your blind spot by looking over your shoulder

Searching & scanning

As you drive continually scan the road ahead, to the sides and behind you. Look nearby and as far ahead as you can see for:

- Signage
- Road markings
- Hazards & potential hazards

Use the appropriate mirror:

- Internal mirror to check for traffic in your lane
- Right side mirror to check for traffic in the lane to your right, including the flush median
- Left side mirror to check for traffic in the lane to your left, including bikes lanes and the shoulder of the road

Check your blind spot by turning your head and looking over your shoulder – you can't see everything in your mirrors. A good plan to use while driving is:

- Identify the hazard
- Predict what may happen
- Decide on the safest plan of action
- Act

Speed limits

Some of our Health Shuttle fleet have a maximum speed limit of 90kmh where the vehicles' gross vehicle mass is over 3,500kg.

Passing a crash site

The speed limit if passing an accident sign until you are past the crash site is 20kmh



Passing a school bus

The speed limit if passing a school bus that has stopped to pick up or drop off children is 20kmh. This applies regardless of which side of the road the school bus is on.



Important

Speed limit changes take effect at the signpost. Before reaching the speed-limit sign make sure you:

- reduce your speed if the sign indicates a lower speed
- do not increase your speed until you pass the sign, if the sign indicates a higher speed.

Railway crossings

There are around 3000 railway level crossings in New Zealand, some on public land and some on private land. Drivers should approach the level crossing at the posted speed limit for the section of road. Drivers are required to scan both ways prior to crossing over any railway crossing. If the railway crossing is governed by a stop sign, the driver must stop the vehicle and scan both ways to ascertain whether it is safe to cross the crossing. In Aotearoa, we have several types of railway crossings:

Level crossings

A railway level crossing is where the tracks cross over the road at the same level, i.e. road users must drive across the tracks. These can be uncontrolled (give way or stop sign) or controlled (lights, sirens and/or barrier arms).

Warning signs



As you approach the railway track, you will see warning signs usually around 200m before the track that indicate a crossing is ahead. These are usually a yellow sign with a train pointing either left or right and/or a crossbuck (two crossed planks of metal or their graphical equivalent that say Railway Crossing).

When you see these signs, you should slow down and be ready to stop. As you approach the railway crossing you should scan up and down the line for approaching trains, even if the barrier arms, lights or bells (if present) aren't working. Trains can travel at high speed, so be careful. Cross only if you can make it all the way across the crossing without other vehicles blocking your path, and if you are sure there are no trains coming.

Barrier arms and/or lights and sirens



The safest crossings are those controlled by barriers. There will also be flashing lights, and often bells or another type of audible warning. Although, these often do not operate in the middle of the night if in an urban area to avoid disturbing residents. The sign under the lights will show you how many lines you have to cross, e.g., 2 tracks.

If the lights are flashing, the bells are ringing and/or the barrier arm has started to lower, then you must stop. If you are already crossing the tracks as the barrier arm starts to lower, complete your crossing – do not stop on the tracks. You must stay where you are until the barrier arm has lifted and the lights and bells have stopped. Check each way up the track before you proceed just in case there is still a train coming.

Please note:

- Do not zig-zag around barrier arms that are down.
- If a train passes and the barrier arms stay down, the lights keep flashing, and the bells continue to sound there may be another train coming.

Uncontrolled level crossings



Uncontrolled crossings will have either a stop sign or give way sign which you must obey. As you approach the crossing make sure you can see in both directions along the railway line. If there's a stop sign, then there will usually be one or two yellow lines painted on the road before the crossing that show you where is the safest to stop. If there are no trains coming, then you can cross the railway line.

If you see a train coming, do not try to race it across the line. Trains can be moving at 80kph or more and will bear down on your vehicle very quickly.

Roundabouts

There are clear rules in place for how you must signal and use lanes at roundabouts.

- ✓ Before entering a roundabout, you must indicate if you are intending to exit left or right (if going straight ahead, don't indicate on entry).
- ✓ You must give way to all traffic that will cross your path from your right as you enter the roundabout.
- ✓ You then need to signal left as you pass the exit before the one you intend taking.
- ✓ At multi-lane roundabouts, you need to approach and enter the roundabout in the correct lane for where you intend to exit.

If you're going left at the first exit

Use the left-hand lane (or any other lane marked for that purpose) and signal a left turn before entering. Continue to indicate left as you exit the roundabout.



If you're going straight ahead at the roundabout (e.g. halfway around)

You need to use any lane which is marked for that purpose. You must signal a left turn as you pass the exit before the one you intend to take.



If you are going more than halfway around a multi-lane roundabout

You must approach in the right-hand lane (or any other lane marked for that purpose). You must also signal a right turn when entering the roundabout, then a left turn as you pass the exit before the one that you intend to take.ne



NZ Road Code Rules

