



**ON  
THE**

# move

82

SEPTEMBER 2023 THE OFFICIAL PUBLICATION OF THE AUSTRALIAN FURNITURE REMOVERS ASSOCIATION

CONFERENCE HIGHLIGHTS  
THE AFRA AWARD WINNERS  
GOLF DAY WINNERS  
ALL THE PICS FROM THE EVENT!

**30** CELEBRATING  
30 YEARS OF  
EXCELLENCE



Australia's car carrying specialist,  
are proud to support the  
publication of *ON THE MOVE*.  
[www.cevacarcarrying.com.au](http://www.cevacarcarrying.com.au)

**IN THIS ISSUE**  
COUNCIL MEMBER PROFILE – PHILIP GORDON  
PSYCHOSOCIAL HAZARDS IN THE WORKPLACE  
IMPORTANCE OF DAILY VEHICLE CHECKLISTS  
GUEST EDITORIAL: ONEXFORT



For all AFRA  
Members we've  
got **everything**  
**you need** for this  
season...**and more!**



**BUBBLE CUSHION**



**ADHESIVE TAPES**



**MOVING PADS**



**BOXES & CORRUGATED**

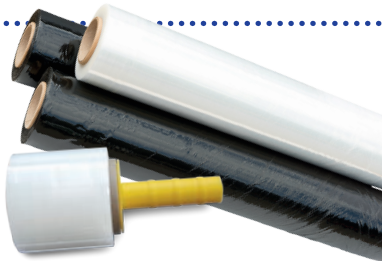


Stock arriving soon

**TROLLEYS**



**FURNITURE COVERS**



**BUNDLING & STRETCH**

Due to the busy peak  
fast approaching,  
remember to

**place your  
orders now**

Call your nearest Visy Boxes & More  
representative on **1800 622 626**.

[boxesandmore.com.au](http://boxesandmore.com.au)

**VISY BOXES &  
MORE**

## EDITOR

**Simone Hill** Executive Director  
Australian Furniture Removers Association  
admin@afra.com.au

## EDITORIAL SUBMISSIONS

admin@afra.com.au

## ADVERTISING

admin@afra.com.au

## CONTRIBUTORS

Catherine Kuipers, Simone Hill,  
Josephine Lazzaro, Gillian Bristow,  
Paul Murray

## EDITORIAL DESIGN

**Keely Goodall**  
keely@itsallgood.net.au

## PRINTING

MBE Parramatta  
www.mbe.com.au

## PUBLISHED BY



Australian Furniture  
Removers Association  
PO Box 7104  
Baulkham Hills  
Business Centre  
NSW 2153

Ph: 1800 671 806  
(02) 9659 5300  
Fax: (02) 9659 5311

[www.afra.com.au](http://www.afra.com.au)

Contributions are welcomed  
and acknowledged. For further  
details call the Executive Director.

No part of this publication may be reproduced, stored  
in a retrieval system or transmitted in any form or by  
any means, electronic, mechanical, photocopying,  
recording, internet, or otherwise, without the prior  
written permission of the publishers. While every  
effort has been made to ensure the accuracy of the  
information in this publication, the publishers accept  
no responsibility or liability for any errors, omissions  
or resultant consequences including any loss or  
damage arising from reliance on information in this  
publication. The views expressed in this publication  
are not necessarily endorsed by the editor, publisher  
or AFRA.



12



18

Philip Gordon's  
truck cake for Conroy  
50th Anniversary.



19

## CONTENTS

- 4 PRESIDENT'S REPORT**  
Catherine Kuipers
- 6 EXECUTIVE DIRECTOR'S REPORT**  
Simone Hill
- 7 TRAINING OFFICER'S REPORT**  
Josephine Lazzaro
- 8 GUEST EDITORIAL**  
Onexfort
- 9 BRISTOW LEGAL**  
High Court winds back  
extent of vicarious liability  
of employers
- AFRA CONFERENCE**
- 10 GOLF DAY**
- 11 CONFERENCE REPORT**
- 12 IN PICTURES**
- 14 AFRA AWARDS**  
The winners
- 15 IR UPDATE**  
Psychosocial hazards  
in the Workplace
- 16 AFRA RESOURCES**  
Why do I need to complete a  
daily vehicle checklist form?
- 18 COUNCIL MEMBER PROFILE**  
Philip Gordon
- 19 THE FERRET**

## COWDEN

THE INSURANCE BROKERS

ABN 66 008 889 450 AFS Licence No: 245658

Level 18, 60 Albert Rd, South Melbourne 3205  
PO Box 33044, Melbourne VIC 3004  
Telephone: 03 9686 6500

[www.cowden.com.au](http://www.cowden.com.au)



BY CATHERINE KUIPERS

## PRESIDENT'S REPORT

I find myself writing this as I sit at the airport on Hamilton Island waiting to fly home, after spending 5 fantastic nights here with family and colleagues.

Conference this year certainly lived up to expectations. It would have been hard not to have had a wonderful time, with endless days of glorious sunshine, whales frolicking in the ocean, delicious food and great company to enjoy it all with.

This year's conference was even more special as we celebrated 30 years since AFRA was founded. It was wonderful to have two of the founding members Bob Nuss and Tim Peken with us for conference and to be able to acknowledge where we came from and celebrate where we are today.

I am not sure what they expected our industry to look like 30 years ago but I suspect they are very proud to see how far both the association and the removalists industry has progressed.

Who would have thought some 30 years ago that in 2023, all the key roles in AFRA would be held by women! This is testament to how progressive and inclusive our industry has become.

A big congratulations to all our award winners, lots of worthy recipients again this year and to Dell Pedemont for her successful bid for Tony Oro's vintage AFRA fleece in this year's charity auction. Thank you Tony Oro for your donation.

There were some great learnings to be had from the great line-up of speakers. Leading demographer Simon Kuestenmacher, saw a positive road ahead for the removals industry. With continued movement of people to be expected as families

move to the fringes to get more space for their growing families, and for those of us that won't be retiring before the 2040's, we should see a moving boom, as the next generation come into new wealth after the last of the baby boomers have passed on.

This will result in an influx of family homes in inner suburban areas coming on to the market, allowing people to move back from the fringes and allow further housing development.

With the reality of the loss of the baby boomer generation in the next 20 years our next speaker Suzy Munt shared with us some tips on preparing our business continuity plans.

Whether you plan to pass the business down to the next generation or sell, as the saying goes "If you fail to plan, you plan to fail". Even if you have no idea what's next, it's always good practice to have your business sale ready, to ensure you are ready for any and all eventualities.

For those of you operating Family businesses I highly recommend you reach out to Family Business Australia. They have great resources and access to advisors, who specialise in supporting family business to create their estate and continuity plans.

Our day ended with the memorable words from Sean Purcell, who was saved by a group of strangers in 2014, after being clinically dead for 45 minutes, and chose to use his second shot at life to live a life of purpose. It is a needed reminder that life is precious and for most of us we "only die once".

His message, each of us is capable to overcome adversity, and able to

capitalise on our skills in order to cultivate meaning and truly live a life of purpose.

For me however, the most poignant moment of conference was hearing Phil Gordon talk about the loss of an employee in a forklift accident. Whilst his story had the whole room in tears, the message and the learnings from this tragedy were clear.

Being prepared is key. When something like this happens, everything moves very fast and you need to consider so many factors all whilst in a heightened emotional state.

Having plans and processes in place allow you and your people to go through the statutory obligations and ensure that nothing is missed.

This is certainly a situation that most of us will thankfully never face, but I am sure that Phil thought that too. I know my team have already sat down this week to set the cogs in motion of creating our own plan and I would encourage every member to do the same.

I'd like to thank everyone that took time away from their businesses this year to come to conference. Whilst we certainly get plenty of time for fun, the time away allows each of us to work **on** our business instead of being bogged down with the daily responsibilities of working **in** our businesses.

I look forward to seeing everyone in the beautiful Barossa next year and I hope those that didn't make this year will lock the dates for next year in their diaries now.

As winter now draws to an end, we look forward to the warmer months giving a welcomed boost to the housing market and I wish everyone a prosperous years end. ●



# A classic car



## demands classic service

When a car is not *just* a car, it deserves the best quality transport. We have a fleet of fully enclosed car carriers to move classic and prestige vehicles.



We've set the industry standard with our door to door vehicle moving solutions. From a tiny hatchback to a monster truck, we can take care of it.

[relocations@cevalogistics.com](mailto:relocations@cevalogistics.com)  
[CevaCarCarrying.com.au](http://CevaCarCarrying.com.au)



BY SIMONE HILL

## EXECUTIVE DIRECTOR'S REPORT

**T**his year AFRA celebrates its 30<sup>th</sup> year.

Our recent conference on Hamilton Island was a great opportunity to acknowledge the efforts of the Foundation Members and Life Members who contributed to the building of AFRA.

We were privileged to have in attendance four life members – Tim Peken, Bob Nuss, Andrew Garrety and Craig Jones – with Tim and Bob also being founding members. Life members were awarded a special 30<sup>th</sup> year AFRA Life Member pin and were given a standing ovation at the Gala Dinner. It was wonderful that we were able to personally acknowledge their significant contribution to AFRA.

The success of a conference ultimately comes down to the people who attend. A huge part of the success of the 2023 conference was the recording breaking attendance numbers, with some 181 people attending the Gala dinner.

This year also saw an increase in the number of members who brought their families, with the kids (and teens) all hanging out together. It felt like we were both honoring the foundations of AFRA by celebrating our life members, but also glimpsing the future through the attendance of these 'mini' removals industry members.

We have announced that next year's conference will be held in the Barossa, August 15-17. We will open up for accommodation and registration bookings in due course. It would be fantastic to see the healthy attendee numbers we enjoyed on Hamilton Island repeated for our 2024 conference.

Outside of conference, the AFRA office continues to be a hive of activity. According to Rose

“AFRA has also just learned that it was successful in its application for a training grant from the NHVR. With a funding pool of \$1.7 million being ultimately granted, AFRA is very proud to have had granted 100% of the funding amount applied for.”

(who books in the audits and is a meticulous record keeper) in the past 12 months I have undertaken 79 audits across every state and territory. Audits are not only a great opportunity to see how well our members are meeting the high standards AFRA sets, but also provides direct contact between members and the executive team.

I appreciate the feedback I get from members during these visits, and some conversations give rise to changes at AFRA. For example, because of member feedback, Jo has put significant effort into writing a variety of Toolbox Talks for members to use in their businesses.

AFRA has also just learned that it was successful in its application for a training grant from the NHVR. This competitive grant application was submitted in May, and received more than 20 applications totaling \$4.6 Million. With a funding pool of \$1.7 million being ultimately granted, AFRA is very proud to have had granted 100% of the funding amount applied for.

Over the next 9 months AFRA will be rewriting the CoR training program, with a focus on video based practical learning. Members have reported to us that many staff

have limited reading and writing skills, and struggle to understand the current reading-heavy CoR course. This results in staff not understanding their role in CoR, which in turn puts everyone at risk.

AFRA is excited to have been granted the resources to write and produce a new, more user friendly CoR course that will help everyone who works with heavy vehicles understand their safety role, and ultimately help protect all road users.

As the peak industry body, AFRA is the voice not just of our own members but the greater removals industry. We continue to work with the ATA on important industry wide issues, including the pending 'Fair Contracts' legislation, increased regulation of 'employee like' contractors, and the proposed expansion of the powers of the Fair Work Ombudsman.

Seeing all this written on one page reminds me of how busy we have been over the past three months. I want to acknowledge the enormous effort that Rose, Jo and Max put into their roles. We are a tiny team, and punch well above our weight in terms of productive output.

Go team AFRA! ●



# TRAINING OFFICER'S REPORT

**F**irst, a big thank you to all our members who attended the Hamilton Island 2023 AFRA conference, it was great catching up with everyone and meeting new members.

At this year's conference, Max and I presented a session on training. We both feel it is very important for your business to invest in your employees' training. To have a well-run business, as a business owner/operator you must ensure you that you meet all your mandatory obligations both relating to government regulations as well as the safety and well-being of all your employees, including your contractors.

It is important that you and all your employees are trained in Workplace Health & Safety plus Chain of Responsibility, remembering that the employees' completion of the online training is a part of your AFRA compliance audit.

Max's presentation was based on his face-to-face training experience, and he talked about the common issues he found when training members' employees. Max spoke on what was management responsibilities and commitment, workplace safety, and the importance of conducting risk hazard assessment.

At the end of Max's presentation, he emphasised:

"Please give your employees the respect they deserve and train them to the minimum standard of professionalism required by the removals industry and the company."

## THE FACE OF YOUR COMPANY!

Your employees need to understand why policies, procedures and regulations are put in place, not only for their safety but also for their fellow workmates. When your employees are well trained, they are more

productive, efficient, and may end up becoming long-term employees. If you think about it, training is not that expensive in the long run.

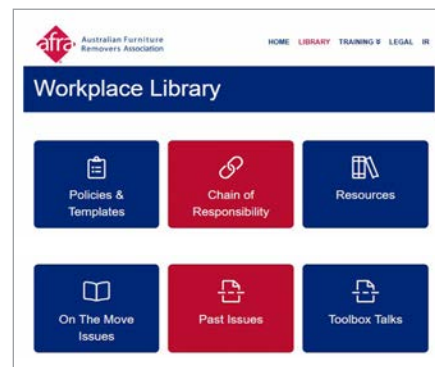
Those of you who attended the conference would have listened to Phil Gordon presentation on "Workplace Tragedy – Responding to a Critical Event", where he talked about what happens when WorkCover investigate a forklift accident. If an employee is involved in a serious accident at your workplace one of the documents that WorkCover will request is the person's training records.

My presentation was about what is available on AFRA members' website, including resources that you may not be aware of.

Many of the documents and forms that are asked for when we conduct our AFRA audits are in the Workplace Library. Find the time to visit our website, look at the policies and procedures. Why create the forms you need when they are available on the website for you to use?

If you go into each of the menus you will find the following information:

- **Policies & Templates:** Workplace Health & Safety, Employment Templates, WHS Systems, Drivers, Vehicle & Equipment Maintenance, Training, Contractors/Sub-Contractors Contractors.
- **Chain of Responsibility:** Everything relevant to Speed, Fatigue, Mass, Load & Dimensions, Maintenance, Risk Assessment and other relevant documents.
- **Resources:** Minimum Award Rates, AFRA Conditions of Contract, Transport Service Agreement, Member Direct, AFRA Constitution, Warehouse Liens, State Meeting Presentations, Council Members.



- **On the Move**  
All issues of OTM magazines.
- **Past Issues**  
Specific relevant articles that were in issues of OTM.
- **Toolbox Talks (New)**  
Toolbox talks you can use for your employees.  
The other AFRA menus that are useful are the Legal and Industrial Relations sections, which you can explore yourself.  
A reminder to all the authorised people who book their company's employees into aXcelerate training you now must setup a Multi-Factor Authenticator (MFA). aXcelerate have set this up a security measure. You would have received emails with these instructions, but you can find instructions on the AFRA members website under training in the How to use aXcelerate menu. ●

## WHY ARE YOU ASKED FOR ELECTRICAL OPERATIONAL CERTIFICATE WHEN AUDITED?

All testing and tagging of electrical equipment, including RCD's (safety switch) must be undertaken by a competent person at least every 12 months.

A register of electrical equipment showing records of testing being undertaken should be kept as a record.

This information is from SafeWork Australia and more in depth information can be found listed under each SafeWork Australia state/territory website.

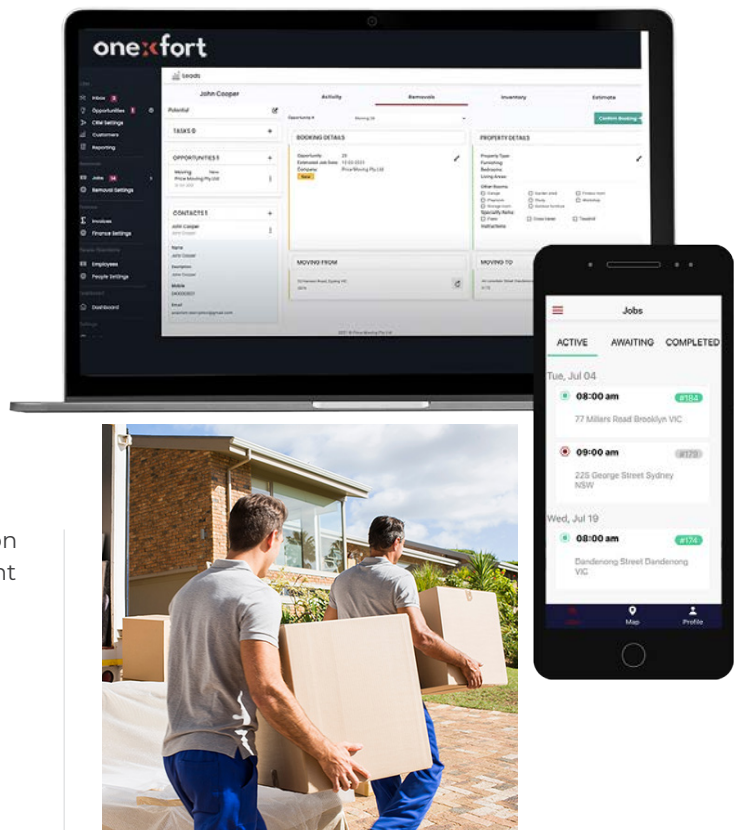
# REVOLUTIONISING THE MOVING INDUSTRY WITH ONEXFORT

The furniture removalist industry in Australia is on the cusp of transformative change. At the recent Australian Furniture Removalists Association (AFRA) conference, Onexfort unveiled a next generation cloud-based software solution that address industry challenges.

## THE DOMINO EFFECT

Navigating the complex terrain of diverse lead management, removalist businesses with fragmented systems and the absence of a centralised approach end up with inefficiencies and missed opportunities.

This lack of coherence then extends to lack of automation in follow-ups, absence of sequenced



messaging, and disjointed communications – all impacting job outcomes and contributing to cumbersome manual processes.

## BRIDGING THE GAP

In today's fast-paced environment, real-time estimation, inventory challenges, and administrative burdens of invoice management are hurdles for growth. The operational efficiency of your business needs a unified system that transcends dispatch dilemmas, information access, and payment challenges.

## EMBRACE THE FUTURE WITH ONEXFORT

Onexfort is committed to offering a platform that keeps pace with technological change. Our cloud-based software provides seamless integration for all businesses servicing the removalist industry, including pioneering comprehensive relocation services.

From job management to quoting and invoicing, streamlined job dispatching and integrated inventory lists to email communications – Onexfort is a complete solution.

## STREAMLINE YOUR BUSINESS

Join us on the journey to innovation. Let us partner with you to streamline your operations, enhance your service offering, and secure your place in the future of the removalist industry.

Sign up for a 30-day Free Trial at [onexfort.com](http://onexfort.com) and experience the difference Onexfort can make in your business. Don't wait, the future is here. Embrace it with Onexfort. ●

**Jetpets**  
the pet travel people

Proud to help  
raise **\$3,000** at  
The AFRA Charity  
Auction Night

corporate@jetpets.com.au 1300 668 309 jetpets.com.au





# HIGH COURT WINDS BACK EXTENT OF VICARIOUS LIABILITY OF EMPLOYERS

**A** High Court decision on 2 August 2023 helped clarify when employers are responsible for the actions of their employees.

## VICARIOUS LIABILITY

An employer can be liable for an employee's actions (vicarious liability) when the employee is acting 'in the course or scope of their employment'. This means if an employee is negligent in how they carry out their work, action can be taken against the employer. Historically, this has excluded circumstances where the employee was engaging in their own activities, but the line has been difficult to draw and some recent court decisions had left employers uncertain regarding how broad the circumstances might be.

## BACKGROUND

Two employees, Mr Schokman and Mr Hewett, shared accommodation while working onsite on Daydream Island. Their employment contracts required them to live in the employer-supplied shared accommodation.

Mr Schokman had pre-existing conditions of narcolepsy and cataplexy, which were well managed but could be triggered by experiencing strong emotions.

Mr Hewett had been drinking at the staff bar and returned to their shared accommodation intoxicated. Mr Schokman woke to find Mr Hewett urinating on him. This caused him to have a cataplectic attack, and later to develop Post Traumatic Stress Disorder. He took legal action against his employer.

## LEGAL FINDINGS

The judge who originally heard the matter found that there was a connection to employment on the grounds that the employer provided the accommodation and required the employees to share that accommodation. However, he said that there must also be a connection between the employment and the wrongdoing sufficient to impose liability on the employer. He went on to say that, because there was no previous history of intoxicated behaviour by Mr Hewett, the employer couldn't expect him to be any more likely to engage in such 'bizarre conduct' than any other person. He found the employer not liable.

On appeal, the Queensland Court of Appeal ruled that the first judge had misapplied the test. The Court of Appeal said the key question is whether the wrongdoing was

an act of a 'stranger' in relation to employment. In other words, was the employee acting as an employee or as just another member of the public? In this case they decided there was enough connection between Mr Hewett's employment and his actions. He wasn't occupying the room as a 'stranger' but in fact his employment contract required him to live there.

## HIGH COURT DECISION

The employer appealed to the High Court. The High Court agreed that the accommodation was provided by the employer and the employees were required to use it, but ruled that the incident itself wasn't connected with work. The drunken act wasn't connected with anything Mr Hewett was required to do as part of his employment. The High Court said the provision of accommodation might have created enough 'physical proximity' to make the incident possible, but Mr Hewett's behaviour was not itself sufficiently related to his employment. Nothing about the drunken act was authorised, required by or incidental to his employment.

This decision should be good news for employers generally. It also means AFRA members are less at risk with respect to incidents involving employees staying in accommodation provided for them on an overnight trip, or even for incidents occurring on a customer's property provided the connection with work is tenuous.

If you would like to discuss any aspect of this decision, please don't hesitate to contact the AFRA helpline. ●

“ This decision means AFRA members are less at risk with respect to incidents involving employees staying in provided accommodation provided for them on an overnight trip. ”

## 2023 GOLF DAY WINNERS

A big thank you to our Associate Members, Visy Boxes & More, Royal Wolf, CEVA Logistics, Dogtainers, Moveware and Jetpets, who sponsored the AFRA 2023 Golf Day, which was held on Dent Island Golf Club.

---

### ROYAL WOLF 1ST PLACE

TREVOR HITCHEN,  
CRAIG BAKER, CHRIS SHERIDAN,  
BRYAN MOFFAT

---

### DOGTAINERS 2ND PLACE

BOB WRAY, CHRIS FARLEY,  
PETER DAWSON,  
MATT SIMMONS

---

### AFRA 3RD PLACE

GUILL RIBEIRO, SCOTT HAMLIN,  
MICHAEL CRAIG,  
ROBERT KUMAR

---

### CEVA LOGISTICS NEAREST TO THE PIN

PETER DAWSON (4TH),  
DWAYNE MINNS (14TH)

---

### MOVEWARE LONGEST DRIVE

MICHAEL CRAIG

---

### VISY BOXES & MORE NAGA

TONY ORO, PHILIP GORDON,  
ANDY HOLLOWAY,  
NICKI FRENCH

---

### JETPETS SHORTEST DRIVE

GUILL RIBEIRO

---

### 1ST TIMER WITH DIFFICULT GROUP

NICKI FRENCH

---





# CONFERENCE REPORT & LIFE MEMBERS

A record breaking AFRA Conference, made possible by our amazing sponsors.

**H**amilton Island was chosen for conference this year as 2023 marks AFRA's 30th birthday. A 'milestone' birthday deserved a special venue. Hamilton Island boasts beautiful weather, lots of accommodation options and a general holiday vibe – with bonus golf buggies!

Many attendees took advantage of the location and extended their stay beyond the core conference dates. With 181 attendees for the Gala Dinner, attendance was record breaking. Thank you to everyone who attended and helped make this a successful conference.

**Thank you to the following sponsors. Without your help AFRA could not continue to offer this successful annual event.**

GOLF DAY  
ROYAL WOLF  
CEVA LOGISTICS  
VISY BOXES & MORE  
JETPETS  
MOVEWARE  
DOGTAINERS

OPENING NIGHT  
COCKTAIL PARTY  
ROYAL WOLF

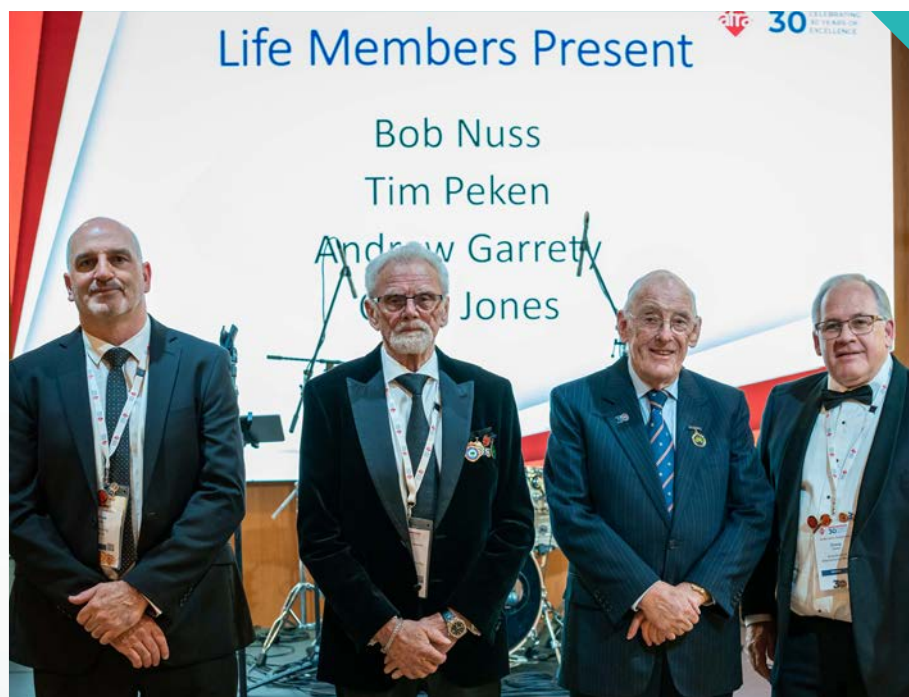
BUGSHIFTERS' DINNER  
VISY BOXES & MORE

POLO SHORTS AND  
THE COFFEE CART  
DOGTAINERS

BREAKFAST DAY ONE,  
WITH EGG AND BACON ROLLS  
COWDEN

MORNING TEA DAY ONE  
JETPETS

LUNCH DAY ONE  
CEVA LOGISTICS



Next edition of OTM – we will run a special feature on the Charity Auction.

AFRA would also like to acknowledge the four life members in attendance: Tim Peken, Bob Nuss, Craig Jones and Andrew Garrety. It was a privilege to have these gentlemen at our Gala dinner, and a wonderful opportunity for members to offer their thanks with a standing ovation.

**Below: The future of AFRA.**





## AFRA CONFERENCE







<https://aframembers.com.au/events/2023-conference-photos/>



# AFRA AWARD WINNERS

Congratulations to  
all of our winners!



**VISY BOXES & MORE**  
**TRAINEE OF THE YEAR 2023**  
MICHAEL BEIN

**ROYAL WOLF**  
**FURNITURE REMOVALIST OF THE YEAR 2023**  
TONY WYKE

**AFRA**  
**WOMAN OF THE YEAR 2023**  
JANET BYRNE

**AFRA**  
**WOMAN OF THE YEAR 2023**  
LAURA MUNDY

**CEVA LOGISTICS**  
**EMPLOYEE OF THE YEAR 2023**  
JACQUI GLEESON

**CEVA LOGISTICS**  
**EMPLOYEE OF THE YEAR 2023**  
FADIA HAMAL

**AFRA**  
**REMOVAL FLEET AWARD 2023**  
DUELLS FURNITURE REMOVALS

**AFRA**  
**CONTRIBUTION TO INDUSTRY AWARD 2023**  
SONJA BECKE





## IR UPDATE

### PSYCHOSOCIAL HAZARDS IN THE WORKPLACE

**M**ost Australian jurisdictions now have a code of practice for managing psychosocial hazards. Whether your jurisdiction has one or not, you are obliged, if you are a Person Conducting a Business or Undertaking (PCBU) or an officer or director of a PCBU, to comply with your duty of care or duty of due diligence. This will mean ensuring the provision of a safe working environment, safe plant and structures, safe systems of work, and ensuring that all of the other work health and safety obligations are met, so far as is reasonably practicable. This will include dealing with psychosocial hazards.

What counts as reasonably practicable will vary according to your circumstances. This will include:

- How likely it is a hazard or risk might occur.
- How much harm the hazard or risk might cause.
- What is known about the hazard or risk, and how to minimise or eliminate it.
- The availability of suitable ways to do so.
- The cost, including whether it is disproportionate to the risk.

Codes of practice (compliance codes in Victoria) provide guidance on what counts as 'reasonably practicable' for your workplace and are designed to help you to work out what steps you can take to meet those obligations. Rather than present a series of rules to comply with, they aim to help you work out for yourself what needs to be done in your workplace. They include useful resources such as examples of hazards and corresponding control measures, templates for anti-

bullying policies and a risk register, as well as worked examples including a small transport business.

#### WHAT ARE PSYCHOSOCIAL HAZARDS?

A psychosocial hazard is a hazard that arises from or relates to design or management of work, the work environment or plant, or interactions at work, that could cause psychological harm. That is a very broad definition. Some examples of psychosocial harms are: depression, anxiety, burnout, PTSD, suicide, but also cardiovascular disorders and even musculoskeletal disorders.

Fortunately, the codes give specific examples of psychosocial hazards. There are codes of practice for these hazards for most of the jurisdictions in Australia and they all identify the same types of risks. These include:

- high / low job demands
- low job control
- poor job support or role clarity
- poor workplace relationships
- poor organisational change management
- poor organisational justice
- low recognition and reward
- remote and isolated work
- poor environmental conditions
- bullying, harassment, workplace violence
- violent or traumatic events

#### WHAT STEPS SHOULD YOU TAKE?

These are almost all areas that good managers will be concerned with addressing anyway, as good practice. Now that codes of practice are widely available, it would be prudent to ensure that any management efforts that deal with such matters consciously incorporate WHS

**” You should incorporate psychosocial hazards in your WHS assessments and reviews. ”**

concerns when they do so. That means applying the standard risk assessment steps: identify, assess, control, and review. Indeed, the codes expressly break their guidance down into these steps to follow that approach. There is also the usual WHS duty to consult at every stage and, again, the codes acknowledge and incorporate that.

#### RESOURCES

Check with your local regulator for additional resources. There are risk assessment surveys available, for example. Regulators in other States may also have useful information.

#### KEY TAKEAWAYS

If you don't already include psychosocial hazards in your WHS assessments and reviews, you should incorporate them as soon as possible. If you are working on any other processes (for example evaluating whether your business complies with the Respect@Work reforms or reviewing related policies), you should ensure managers are familiar with the code of practice for your jurisdiction. Further assistance can also be provided by contacting the AFRA helpline. ●

# WHY DO I NEED TO COMPLETE A DAILY VEHICLE CHECKLIST FORM?

**A**s a driver you should be able to identify vehicle defects. Using the Daily Vehicle Checklist as a guide will flag potential problems or items requiring maintenance prior to leaving the depot.

A daily walkaround only takes 5 minutes and can make a difference in respect to breakdowns, delays, and safety. Not undertaking a proper check can often lead to major repair and maintenance costs and the vehicle off the road for a longer period.

## Check process:

1. Undertake the vehicle inspection.
2. Submit the results of the inspection as follows:

- No issue – hand checklist to supervisor.
- Major Issue – report it immediately to arrange proper repairs.
- Confirm repairs have been completed.

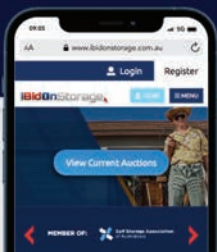
## Things that should be checked on your truck are:

- Lights – check internal (eg: dashboard) and external lights (eg: headlights, blinkers, indicators, brake lights and warning lights are working.
- Horn and steering movement.
- Hand and foot brakes are working properly.
- Window wipers are working, blades are not worn and the washer fluid is topped up.
- Mirrors are properly aligned and not damaged.
- Mirrors and windows are clean.
- Seats are secure and seatbelts are not damaged and are operational.
- Check truck battery – look for leaks and they are connected correctly and there are no loose fittings.
- Tyres and wheels have the legal minimum tread 1.6mm depth and are safe, especially to handle wet weather and safe braking. Tyres has the correct pressure and wheel nuts are secure plus have no tears, cuts or damage. Spare tyre is in good condition.
- Fluids, fuel and oil are all checked and there are no leaks under the vehicle. Leaks can also be tested if

iBidOnStorage

## DO YOU HAVE CUSTOMERS NOT PAYING RENT?

Join the 1500+ Storage Locations that have already held **29,000** auctions on [www.iBidOnStorage.com.au](http://www.iBidOnStorage.com.au)



FOR MORE INFORMATION CALL **02 4302 0605**





you run the engine. Make sure you have a full tank of fuel to complete the trip, and fuel cap is securely fitted.

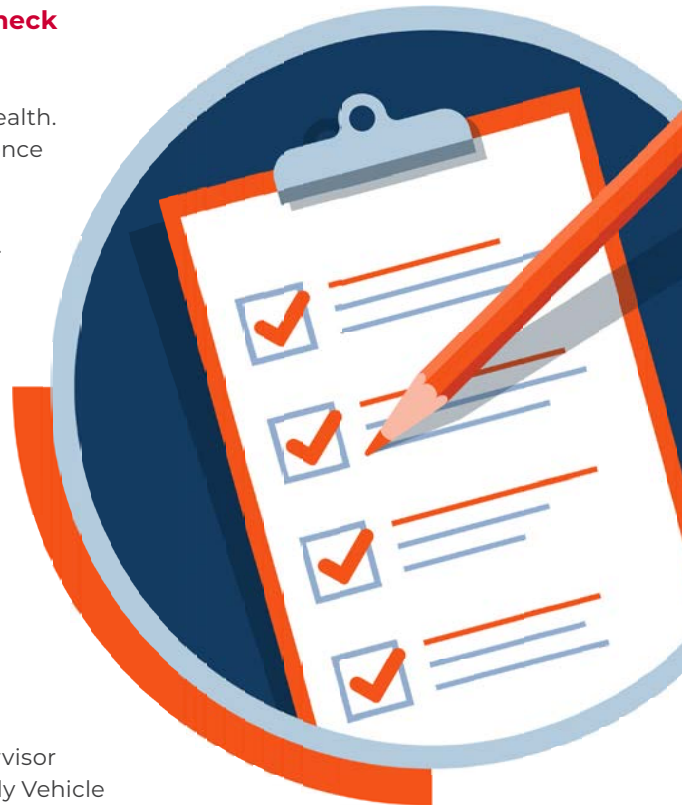
- Check bodywork and doors, making sure there are not damage, doors and body panels are secure.
- Truck fitted with tail lift are working properly and there is no damage.
- Trucks with doors, eg: Pantech, must sure the doors open and close properly and door locks work effectively.
- Exhaust has no visible signs of blockages and does not emit excessive amounts of smoke.
- Emergency equipment, first aid kit, safety sign/triangle and emergency contact numbers list are kept in the vehicle in the event of a breakdown.
- All the equipment required for the removals are loaded in the truck, eg: pads, straps, trolleys, tools etc.

### Personal assessment check

Before you leave the depot, ask yourself:

- Am I alert and in good health.
- I am not under the influence of alcohol.
- I am not under the influence of illegal drugs.
- I am not affected by prescription medications.
- I do not have a backlog of sleep deprivation.
- Trip has been discussed with a supervisor.
- National Work Diary (if applicable) is up to date and accurate.
- I have not had any traffic infringements since my last report.

Finally, the driver and supervisor must sign and date the Daily Vehicle Checklist form. ●



**Dogtainers™**

[dogtainers.au.com](http://dogtainers.au.com)

With **50+** years experience, it's hard to have firsts, but...

## See **Dogtainers** in action on **Animals Aboard**

Dogtainers is proud to be the premier pet transport partner on Channel 7's newest TV series, *Animals Aboard*.

Explore the fascinating stories of animals in transit, and just what it takes to make it happen.

We are committed to bringing transparency to the animal transportation industry, highlighting the live pet transport process and showcasing our dedication and care for each and every animal.

From dogs and cats to giraffes and turtles, our expertise knows no bounds.

We fly, drive, and ship animals all across the globe and just down the road, ensuring their safe and comfortable journey, every step of the way.

**Discover Dogtainers,**  
where logistics and care meet.



**FLIGHT CENTRE**

**AIR NEW ZEALAND**

**Australian Government**  
Department of Agriculture,  
Water and the Environment

**QANTAS**

**Emirates**

**IPATA**

**PRECISE**

**QANTAS**

[chris.dash@dogtainers.com.au](mailto:chris.dash@dogtainers.com.au)

0438 158 874

**Chris Dash**





## 5 MINUTES WITH..

AFRA's Council comprises up to sixteen council members – two from each state and territory – plus the president and the immediate past president. Council members represent you at AFRA Council meetings, and in each edition of *On The Move* we spend five minutes getting to know a board member. This month we chat with...

### Philip Gordon

**Business Name:** Conroy Removals

**Business Location:** Brisbane, Townsville, Sydney, Melbourne and Perth

**Do you have a nick name?** Nick name since high school is Flash (as in the movie that was so bad it is good)

**How long have you been in the removals industry?**

**How did you get into it?** My start in removals came when I returned from a year in Alaska. I went there at age 17 as a Rotary Exchange student.

When I got back, I wasn't really sure what I wanted to do and after a bit of nothing much my father told me to go and speak to David Conroy to see if he had a job for me.

David wasn't keen. He considered I was too intellectual and thought that if you had too many brains you would not stick at the job very long.

Couple of weeks went by and then they just needed people to do a large office move. I got a call up. I was on that job for seven days. Day one as a newbie and by day seven I was pretty much running that job.

From then on, I didn't really miss a day. I am ambitious so I wanted to learn more, drive bigger trucks and progress through the company. As time went on I went into management and then in 1999 we embarked on our expansion to Australia. I had wanted to do something for myself so a partnership with Conroy to come to Australia gave me the best of both worlds.

**What is the biggest change or challenge you have seen in the industry during your time?** As I have gone through the years in this industry, I have seen many challenges, changes and experiencing these has often led to opportunities. I think of my career as a game that I play, I enjoy it immensely, but I have not yet won, so I keep playing.

The industry is sometimes its own worst enemy. We have allowed others to dictate terms and rates to the detriment of our own wellbeing as they have controlled the tonnage and in doing so we have affected the viability of the industry as a whole. We have seen plenty of companies slip by the wayside including some that were absolute leaders in our industry not too many years ago.

By far the biggest challenge we are all facing at the moment is shortage of labour. This will affect our

businesses for years to come, so it is really important we work together to solve this issue.

**Coffee or Tea?** First up in the morning I love an Earl Grey tea. After that it is Cappuccino all day.

**Favourite holiday destination?** I don't really go on holiday, too busy playing the game but I have been very fortunate to travel the world with this career and I really enjoyed spending time in Greece learning about the history and seeing the birthplace of the Olympics.

**If you were ship wrecked on a desert island, what food or meal could you not live without?** If I was stranded on a desert island, I would be in a world of pain. I didn't get to the size I am by dodging too many feeds, so I don't really have favorites, just plenty of it.

**Do you play a musical instrument/play a sport/have a hobby?** From the age of 12 until about 24 I played in a brass band. I play trombone, euphonium and cornet. I did several dawn services with last post and reveille and then the street march for the morning parade. Yes, I was a nerd. This was never cool until I went to US and there playing in a band was cool.

**Do you play a musical instrument/play a sport/have a hobby?** As a hobby now I enjoy making cakes, I have done cakes for my kids wedding, for grandkids and also a truck cake for Conroy 50<sup>th</sup> Anniversary (see photo on contents page).

Obviously growing up in NZ I played a bit of rugby, when I went to Alaska I played Gridiron. This was a lot of fun and I was surprised by the level of support given to school sports there. It was normal for us to have 4000 spectators at a game in the snow and all other sports were supported in the same manner.

**When you were a kid, what did you want to be when you grew up?** Like many of you I didn't really intend to get into this business. I sort of fell into it and then fell in love with it. When I was young, I didn't really know what I wanted to do.

My philosophy is that you should not wait for your dream job, you should just do the best at what you are doing now. I think we do our younger people a disservice with the notion of a dream job, this means they are never really happy doing what they are doing and always looking over the fence for greener pastures.

Rather, if you work to love what you are doing now, you are much more likely to experience happiness in your work life. ●





Submissions for The Ferret can be sent to [admin@afra.com.au](mailto:admin@afra.com.au). The AFRA team will ensure all communications are handed on to The Ferret and kept confidential.

**M**any a long term reader of this newsletter will recall The Ferret. The Ferret was responsible for sniffing out potential gossip and other interesting titbits involving AFRA members. The identity of The Ferret was never disclosed. Anonymous, apparently all knowing, The Ferret knew all. But one day the Ferret just disappeared. One day the Ferret was around, the next, gone. No one has heard from The Ferret in many years...until now....

During the recent AFRA annual conference on Hamilton Island, a number of members turned to a life of crime. One AFRA member was caught stealing food from



animals. Apparently, not only is there honour amongst thieves there is also loyalty between cockatoos. Another member - rumoured to be an AIMA Freight Committee member- hotwired their neighbor's

golf cart in a rush to get to the Cowden breakfast and not miss out on the egg and bacon rolls. Wife of said member had to face angry neighbours alone and advise location of stolen buggy. Tisk. ●

## Scale your business with our fully integrated software solution.

### Streamline your business today

Manage sales, quotes, communication, emails, booking, dispatching and invoicing – all on one platform.

- ✓ **Job Management**  
A complete client history, all in one place.
- ✓ **Quoting & Invoicing**  
Simplified through Stripe and Xero integration.
- ✓ **Dispatch Jobs**  
Efficiently manage jobs via our mobile app.



## Get Started!

Sign up for a 30-day Free Trial: [onexfort.com](https://onexfort.com)

Scan the QR Code or  
Visit: [onexfort.com](https://onexfort.com)



# Leading Container Solution Specialists in Australasia

Get in contact today!

**1300 651 700 | ROYALWOLF.COM.AU**

**in** royalwolftrading

**f** royalwolftrading

**🐦** royalwolf\_ausnz

