



ON THE **move**

86

SEPTEMBER 2024 THE OFFICIAL PUBLICATION OF THE AUSTRALIAN FURNITURE REMOVERS ASSOCIATION

AFRA CONFERENCE
AWARD WINNERS, PHOTOS &
HIGHLIGHTS FROM THE EVENT

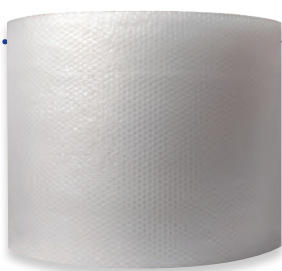
REUSE
RELOVE
RELOCATE



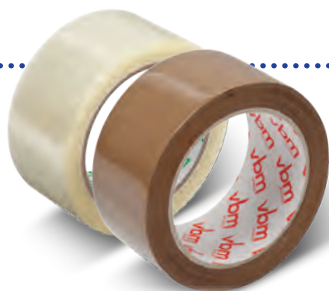
Australia's car carrying specialist,
are proud to support the
publication of *ON THE MOVE*.
www.cevacarcarrying.com.au

IN THIS ISSUE
COUNCIL MEMBER PROFILE – TONY ORO
TOOLBOX TALKS – LOAD RESTRAINTS
AUSTRALIAN CONSUMER LAW (ACL)
TRAFFIC MANAGEMENT

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



BUBBLE CUSHION



ADHESIVE TAPES



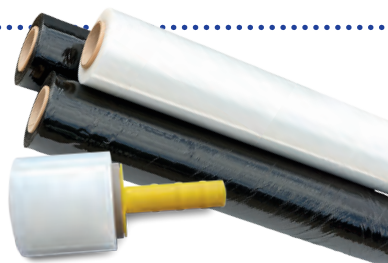
MOVING PADS



BOXES & CORRUGATED



FURNITURE COVERS



BUNDLING & STRETCH

BUSY SEASON APPROACHING

To avoid delays in
your BUSY season
Oct, Nov, Dec and Jan
- please ensure you
place your forecast
orders for boxes and
consumables no later
than 15th September.

PLACE YOUR
BUSY
ORDERS
NOW

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

boxesandmore.com.au

**VISY BOXES &
MORE**

ON THE move

The Official publication of
the Australian Furniture
Removers Association

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,
Madeleine Vumbaca, Josephine Lazzaro,
Gillian Bristow – Bristow Legal,
Colin Chang – Ai Group

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

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.



CONTENTS

- 4 PRESIDENT'S REPORT**
Catherine Kuipers
- 5 EXECUTIVE DIRECTOR'S REPORT**
Simone Hill
- 6 TRAINING OFFICER'S REPORT**
Josephine Lazzaro
- 7 MARKETING & MEMBER SERVICES OFFICE REPORT**
Madeleine Vumbaca
- 8 TOOLBOX TALKS**
Load restraints
- 10 BRISTOW LEGAL**
The Australian Consumer Law and misleading and deceptive conduct
- 11 AFRA EVENTS**
AFRA Conference
Award winners, photos & highlights from the event
- 14 IR UPDATE**
Significant changes to the *Fair Work Act 2009* (Cth) commence 26 August 2024
- 16 AFRA RESOURCES**
What is a traffic management plan
- 18 COUNCIL MEMBER PROFILE**
Tony Oro
- 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



BY CATHERINE KUIPERS

PRESIDENT'S REPORT

I can't believe that I am writing my last report as your President. The last two years have been a truly humbling and rewarding experience, that I shall always be incredibly thankful for. My years on council have allowed me to learn from some of the best leaders in the industry and given me an opportunity to grow and develop as both a person and an industry advocate. Being on council has allowed me a voice to be able to be a voice for our industry

I am super proud of the achievements council have made during my tenure, with the highlights being invited to Parliament House in Canberra, but more significantly the establishment of the AFRA Charitable Foundation. I am really excited to see this grow over the coming years and bring much needed support to the people in our industry.

It is not lost on me how important it was for Women as a whole that I was the first female president of our association since its inception 30 years ago.

I can still recall the first time I walked into an AFRA conference some ten years ago now. It was a pretty daunting experience walking into what could only be described as the quintessential "boys club". Women were outnumbered at least ten to one. For a newbie like myself it certainly took me some time to find my feet.

Fast forward to now, and the experience for any newbies is certainly a different one and is testament to how far our industry has come in such a short period of time. A female Executive Director, Female Council President and Vice President. The removals industry, which has naturally been a sector traditionally dominated by men,



is experiencing a significant shift as more women enter and excel in various roles.

Women are no longer in the shadows of their husbands, providing key supporting roles. Women are increasingly becoming more visible and integral to the field. Women bring a diverse range of skills that are crucial for a successful removals business. Long gone are the days where women were only considered for clerical roles. Many women are not just participating in the removals industry but are increasingly taking on managerial and executive roles and even establishing their own companies.

Our industry is facing a huge staffing shortage in the coming years as our experienced drivers are aging out of the industry and we fail to attract new younger male replacements. Immigration numbers are continually being reduced, putting further stress on our labour

“ Could part of the solution be making our industry even more attractive to women? ”

force. The question needs to be asked, “Could part of the solution be making our industry even more attractive to women?”.

With proper training now readily available and the use of modern equipment, our industry is more accommodating for female removalists. The same progression paths we as an industry are promoting to young men, could be considered for women on working holidays, young women who wish to take a non traditional path and looking for a more trade based employment path, early school leavers that want a career path that can take them from the field to the office to management. Hey and lets be honest I bet female drivers would be kinder on the gears!

I am really proud to be a part of an association that has actively played a part in breaking down barriers and setting new standards for excellence. Look at the now highly contested Women of the Year Category at Conference every year

As I close this chapter in my life I am thrilled to hand over the baton to the amazing Nicki French. I look forward to working with her and the rest of council to serve our industry and members for many years to come. ●



BY SIMONE HILL

EXECUTIVE DIRECTOR'S REPORT AGM 2024

Having just returned from conference my report this edition is an edited version of my report at the AGM.

The past 12 months have been a busy and productive time here at AFRA. Through Madeleine's diligent work, members will have noticed the increased promotion of AFRA via social media platforms. We have seen an increase in membership enquiries with 156 membership applications sent out in the past financial year – no doubt related to our increased marketing presence.

AFRA continues to grow, with 18 new members joining us since July 2023 – an 80% increase on our previous year. We are also delighted to welcome new Associate member Kika, and welcome back Aurizon and home pack provider Ubecco.

Face to face and online training continue to be well used AFRA resources. With the support of Max, Jo and I have begun the process of updating a number of the training offerings, including redeveloping the Estimators Course to run as online training and hence available to all members regardless of geographic location.

Jo has been devoted to overhauling the COR course during the first half of 2024. At the time of writing we await final approval from the HVNR before moving to the script writing phase of this project, then on to video production. The finished project is intended to be delivered the first half of 2025. I acknowledge the hard work Jo has put into this important project.

In other training news, AFRA has also been working with Industry Skills Australia to get Furniture Removals back on the books with RTOs around the country. We thank ISA for working with us on this important project.

“ The establishment of two charities – AFRA Foundation and AFRA Support Fund – formalises the philanthropic work AFRA has done over the past three decades. ”

The establishment of two designated charities in 2024 – AFRA Foundation and AFRA Support Fund – formalises the philanthropic work AFRA has done over the past three decades. I thank Tim Peken and Tony Pedemont for their generosity in joining me as foundation directors and look forward to putting into action the vision the AFRA Council has for this important project. We raised substantial donations at conference for the AFRA Foundation, and were delighted to make a generous donation to local Adelaide charity RufUS.

AFRA has been busy undertaking advocacy work, with a successful meeting with Senator Glenn Sterle at Parliament House in May. We also acknowledge the excellent work the ATA does for us in the regulatory space, particularly in response to the significant changes to employment and contractor laws. The ATA continues to be a crucial advocate for AFRA and its members, and we thank them for their professional support.

AFRA ran statistical surveys of members over the past two years with poor response rates. Industry statics are vital when lobbying for our industry and when encouraging marketing or media interest. To ensure AFRA remains a relevant industry voice, we will be making the previously optional member survey compulsory in 2025. AFRA and the AFRA Council also recognise that the

manner in which modern removals companies operate is very different to the way they did when the Association was established. We will be using this survey information to undertake a review of the current fee structure and services provided under membership. The survey will be distributed along with membership invoices and will be a compulsory membership requirement.

I take the opportunity to thank our hard working Council members. Council members are unpaid, and give up time in their own businesses to help guide AFRA and drive forward our vision for this fantastic association. I particularly thank Catherine Kuipers for her work as President over the past two years and who stepped down at our AGM. Catherine has been a willing ear and sage advisor to me personally, and has given her all for AFRA in her role as President. Thank you Catherine. I welcome Nicki French as our incoming President, and look forward to working with her over the next two years.

Finally, many thanks to members, associate members and invitees who attended our recent conference. Madeleine's report in this OTM gives a glimpse of the fun we all had, whilst also working hard - of course! Thank you to Maddy who helped make this event so successful.

Until next time. ●



BY JOSEPHINE LAZZARO

TRAINING OFFICER'S REPORT

In this OTM issue the focus will be on audits, training and toolbox talks.

In addition, we are pleased to be part of the Industry Skills Australia Committee with some of our AFRA members who will be working on getting the following courses recognised as part of accredited certificates:

- Handle furniture and effects
- Pack and unpack cartons during a removal
- Assess removal load
- Pack and unpack furniture and effects
- Co-ordinator furniture removals
- Estimate furniture removals jobs.

Your four-year audits are very important, not only Simone's site visit but the paperwork required to complete and pass your AFRA compliance audit.

How can you be prepared and stress free when the time comes. What can you do to be prepared?

Create an AFRA Audit folder either in the cloud or on your computer to store all these documents. Here are some examples of individual folders and the types of content you might include:

- Policies and procedures – Chain of Responsibility
- Completed forms – annual fire drill, site inspections
- Reports & Invoices – pest, electrical, fire extinguishers service
- Risk Management – SWMS, JSA, accident and incident
- Employees – heavy vehicle licences, police checks, toolbox talks
- Insurances, as they are renewed save a copy into this folder
- Maintenance – regular vehicle service, daily checklists
- Contractors – contractor inductions, agreements etc.

“ This issue's toolbox talk article provides a general overview of Load Restraints. You will find two toolbox talks on this subject on the AFRA members area of the website. ”

Also, please check that you are using the latest Terms & Conditions, the latest T&Cs are dated October 2023. A copy of these is available on the AFRA members area of the website under Library >Resources >AFRA Conditions of Contract (Terms & Conditions).

Remember: Workplace Health & Safety and Chain of Responsibility training for all employees is a condition of AFRA membership - see Code 4 (c) AFRA Code of Conduct, so this must be completed by all employees as part of the audit.

Additionally, your audit will require you to submit a Traffic Management Procedure (TMP). In this edition of OTM is an article on TMP, this will assist you with this part of your audit.

Are you or your staff selling Cowden's Financial Services? Has everyone selling insurance completed the new 2023 updated FSRA course. If not, please be aware that you cannot sell Cowden's insurance unless you have completed the new course. It is essential that all individuals involved in selling insurance have completed the course; otherwise, they may be in breach of financial services reform compliance regulations.

Max, our face-to-face training has completed four training sessions in July and August. Pack & Unpack and Furniture & Effects in both Sydney and South Australia. If you have a group of 8 to 10 employees in your

business that you want to have trained in either or both courses or you would like to be a co-host a training session at your site, please contact training@afra.com.au or the AFRA office for further information on how to organise this.

We are still working with the HNVR on the updated Chain of Responsibility (CoR) course which will be available next year. The updated Estimators course is in the process of being finalised and will be available soon.

This issue's toolbox talk article provides a general overview of Load Restraints. You will find two toolbox talks on this subject on the AFRA members area of the website. Part 1 offers a general overview covering the causes and consequences of loads not being restrained correctly, performance standards and legal obligations. Part 2 focuses on the correct methods for restraining and loading pantechincons and containers. These two toolbox talks, along with other new toolbox resources, are all accessible in the AFRA members' area of the website for your use. ●

If you have a toolbox talk that you believe would benefit other members or have a specific topic you would like us to cover, please share your suggestions by emailing training@afra.com.au.



MARKETING & MEMBER SERVICES OFFICE REPORT

Thank you to all our members who attended the 2024 AFRA Conference in the Barossa Valley. It was wonderful to meet everyone and finally match faces with names. This was my first experience of an AFRA Conference as well as my first time organising a conference. Although a challenging task, it was made easier by the support of the AFRA team and the welcoming and kind nature of our members.

At conference, I hosted a panel discussion on 'Marketing in Removals' with Chris Cervera from Holloway Removals and Storage, and Jake Piper from Two Men and a Truck. They both spoke on their respective brands and marketing choices in the digital world as well as traditional means of advertising.

On social media, experimenting to see what lands with the audience and garners attention is important in increasing brand awareness. The content does not have to be based on removals, it can be following a trend completely unrelated to the industry, but if people pay attention, it will improve your brand recognition. Brand awareness and recognition is important even if the consumer is not a current customer. When this consumer needs a removalist, your company will come to mind if you have good brand awareness.

Out of home advertising is just as important as social media marketing. This is the signwriting on your trucks, your employees wearing the company uniform with pride, or billboards. For Two Men and a Truck, they have billboards at the Manly Warringah Sea Eagles home ground, 4 Pines Park. This also acts as a business partnership with the NRL, aligning the brand with the family, fun values of the footy, but also reaching the target local demographic of the Northern Beaches.

In an industry where customer loyalty is less prevalent, it is important to encourage the spread of positive word of mouth through post-service marketing. Satisfied customers are more likely to tell their friends and family about their experience, which will lead to more customers, as word-of-mouth is more trusted than advertising. Additionally, by asking for a review post-service proves your reliability and trustworthiness to future customers, making them more inclined to hire you.

It is important to set goals in your marketing. What is your aim? Who do you want to reach? Holloway



Removals and Storage even use marketing to attract new employees by demonstrating a fun workplace and that they are hiring. Having that clear goal makes content creation for marketing more successful by having a direction, measurable success and evaluation.

Next year, the annual AFRA Conference will be in Melbourne at The Hotel Windsor. I look forward to organising the next conference, taking into account the feedback from this year. With such a grand and beautiful location, the AFRA Conference 2025 is bound to be a great one! ●



Introducing the UBEECO™ Group

As a member of AFRA, Ubeeco Packaging Solutions has a growing list of innovative products to offer members. We understand that storage customers want more varied storage options and storage owners need to cater for those changing market demands. Technical Packaging Specialist, Sean Clark said, "you can enhance your ability to service customer needs, give yourself a real point of difference from your competition – and increase revenue."



Portable / Stackable Storage Solutions

Portable / stackable timber storage units provide a real space-saving alternative. Strong, compact and durable – each module can hold 1.44 tonne and can be stacked up to 4 units high (see top right). Sean Clark said "Facilities need every option to optimize the airspace of properties without costly mezzanine floors and large steel units. The smaller lockable / stackable units provide flexibility allowing operators to make the best use of available space and provide options to their customers at a competitive pricepoint."



Collapsible Plywood Storage Solutions

User Friendly, lightweight, durable European design provides excellent stacking capability. With boxes available in flat-pack form, they become a superior solution to cardboard for long term storage of heavy, sensitive or expensive goods. Just like cardboard they can be printed or company branded for a smarter looking finished product. The units are easily assembled by staff or client. Ideal for fine art moving and storage or as a timber tea chest.



www.ubeeco.com.au

Email: salesqd@ubeeco.com.au, Ph: 07 3848 9290

Email: sean.clark@ubeeco.com.au, Ph: 0403 466 346

TOOLBOX TALKS

LOAD RESTRAINTS

Securing your load is crucial, as unsecured or improperly loaded vehicles can lead to accidents such as loss of vehicle control, rollovers, collision, posing risks to road users resulting in injuries, loss of life, damage to property, and infrastructure.

This is normally caused by:

- Objects falling off the truck onto other vehicles or pedestrians
- Drivers swerve to miss objects falling from trucks
- Load shifting during transportation
- Load shifts during emergency braking leading to heavy vehicle crashes and damage to vehicles, infrastructure, pedestrians, etc
- Reduced vehicle stability whilst driving
- Heavy vehicles tipping over due to load shifts during sudden braking or cornering

Consequently, this results in:

- Increased traffic accidents
- Damage to load
- Road hazards for other vehicles
- Penalties for non-compliance
- Legal responsibilities resulting from traffic incident or accident
- Traffic disruptions
- Road blockages

What are performance standards?

Performance standards when applied in regulations, they offer a flexible approach. By specifying the minimum standards that need to be met, there is room for flexibility in achieving the desired outcome, if the chosen method meets or surpasses the performance criteria. This allows individuals or businesses to select an approach that aligns with their specific requirements that best meets their needs. For example, braking performance is determined by the stopping distance or the rate

at which the vehicle must be slowed, rather than by the size, type, or design of the brakes

Why are performance standards important?

Performance standards provide a flexible approach to your specific requirements, allowing you to tailor a load restraint system that best meets your business needs. The performance standards offer industry and regulators clear guidelines on what is deemed safe and compliant.

WHY DO I NEED TO RESTRAIN MY LOAD?

To be safe

Loads that are not restrained properly can injure or kill and can cause significant property damage.

- If the load falls off, it endangers the lives of other road users through a direct collision or by causing other drivers to swerve to avoid it
- If the load moves forwards it can pierce the cabin and injure or kill the driver or passenger
- If the load makes the vehicle unstable it can cause an incident, especially when taking corners

It's good for business

Your corporate reputation and your financial position can suffer if you're involved in a load restraint incident due to:

- adverse publicity
- loss of contracts due to damaged goods
- insurance excess payments
- increase in insurance premiums

Unrestrained loads may move

- Forces from changes in speed, direction or slope may cause a load to shift.
- These forces result from normal driving conditions including braking, accelerating, cornering, road surfaces and air flow. The

weight of a load is not enough to hold it in place.

- A heavy load is just as likely to fall off as a light load because the heavier the load, the higher the forces it experiences

To comply with the law

If you're involved in packing, loading, moving or unloading a vehicle, you are responsible for complying with load restraint laws.

Causes of load movement

Just like any unrestrained person in a vehicle, loads can move forwards, backward, sideways and upwards:

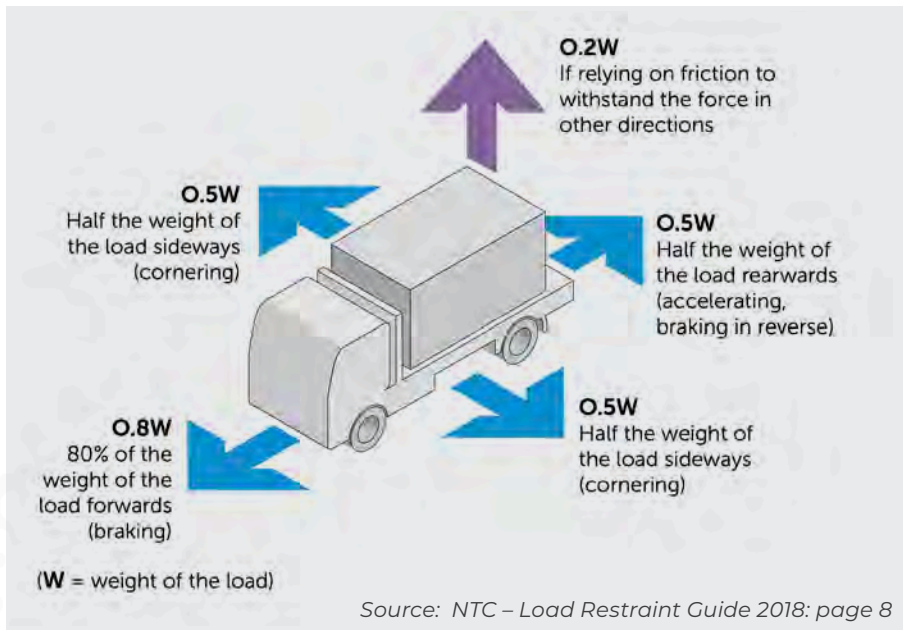
- Forward shifts are caused by braking while driving forward, accelerating in reverse, downhill slopes
- Backward shifts are caused by braking in reverse, accelerating forward, uphill slopes
- Sideways shifts are caused by cornering, cambered roads
- Upward shifts are caused by uneven road surface

YOUR LEGAL OBLIGATIONS

Rules on load restraint

You are legally responsible for restraining your load so that:

- It does not come off your vehicle under normal driving conditions, including heavy braking and minor collisions. If it comes off, this is evidence you have breached the law
- It does not negatively affect the stability of the vehicle, which can cause the vehicle to roll over or swerve uncontrollably and cause an accident
- It does not stick out of the vehicle in a way that could injure people, damage property or obstruct others' paths
- You must pick up any fallen load if it is safe to do so or arrange for someone to retrieve it.



You can choose how to restrain your load to meet these standards

The Performance Standards define what is required but not how to do it. This guide provides general information to help you choose a load restraint system suitable for your load.

You can use alternative load restraint methods provided you can show that they meet the Performance Standards. The best way to do this is to get your restraint system certified by a qualified engineer (Certification).

Everyone shares the responsibility for compliance. Employers and workers have a duty of care to ensure the work environment is safe. ●

Source: NTC – Load Restraint Guide 2018: p4 & p7 – Performance Standard

The law sets out performance Standards for load restraint

The Performance Standards set out the minimum amount of force a restraint system must be able to withstand in each direction. For heavy vehicles, these forces

are shown in the diagram. If a load is restrained to meet these Performance Standards it will not fall off or affect the stability of the vehicle under expected driving conditions. This includes emergency braking and minor collisions.



KEEP IT SAFE.

10ft High Cube Containers



KEEP IT SECURE.

20ft High Cube Pallet Wide Containers



KEEP IT STORED.

40ft High Cube Pallet Wide Containers

Royal Wolf container provide secure, weatherproof storage, ensuring your items are kept in premium conditions. Being a portable storage solution, you can also relocate your container whenever you need to.

HIRE • BUY • MODIFY 1300 651 700 | ROYALWOLF.COM.AU



A United Rentals Company

ROYAL0041 - L1 - 08/2024



BY GILLIAN BRISTOW

The Australian Consumer Law and misleading and deceptive conduct

What is misleading and deceptive conduct?

Under the Australian Consumer Law (the ACL), it is an offence to engage in conduct that is misleading or deceptive or is likely to mislead or deceive. Though an honest business owner might think this easy to avoid without further thought, this is not always the case.

Both 'conduct' and the requirement that it 'mislead or deceive' have relatively broad meanings:

- 'conduct' can include actions, statements, representations made by a person, advertisements, or even silence, such as when failing to disclose certain information; and
- 'misleading or deceptive conduct' generally considers the overall impression created by the conduct, including about the price, value or quality of goods or services.

You can breach the law even if you did not mean to mislead or deceive, and whether or not the customer actually concluded any transaction with you. Both small and large businesses have been prosecuted by the Australian Competition and Consumer Commission (the ACCC), which means that businesses of all sizes have a lot at stake in ensuring they don't breach these sections of the ACL.

What are the possible consequences for breach?

Breaching the ACL through misleading and deceptive conduct can result in a variety of consequences, including significant fines.

The fines for breach have been increased in recent years, with the maximum financial penalties for corporations being the greater of:

- \$50 million; or

“ Breaching the ACL can result in a variety of consequences, including fines. ”

- three times the value derived from the relevant breach; or (if this value cannot be determined)
- 30 per cent of the company's turnover during the period it engaged in the conduct.

For an individual, the maximum penalty has been increased to \$2.5 million.

Examples in action

Business fined for misleading store credit promotions

The ACCC has brought proceedings against the Good Guys, an appliance store, for alleged misleading and deceptive conduct. The Good Guys advertised that customers could receive store credit if they spent a certain amount of money on qualifying products. However, the ACCC alleges that the conditions associated with this promotion were inadequately communicated, as consumers also had to opt in to receiving marketing communications and the credit expired usually within 7-10 days; furthermore, it is alleged that the Good Guys failed to provide the store credit to some eligible customers.

This case is a reminder to all businesses that any conditions on deals or marketing schemes need to be prominently disclosed; your business may not be able to rely on

disclaimers buried in small print to show that it did not mislead or deceive.

Business fined \$10 million for misleading description of goods

Grays, an Australia-wide online auction business, will pay \$10 million in penalties following prosecution by the ACCC for misleading descriptions of cars for sale on their website.

The descriptions included incorrect information about the cars, such as incorrect manufacturing years, listing features that the car did not have, and failing to disclose obvious faults. At least 750 car descriptions featured these errors.

This case is an example of where silence – here, a failure to disclose relevant facts about the goods or services to the customer – was a breach of the ACL. In addition, whether Grays meant to include incorrect information was irrelevant, further to the idea that you can breach the law even if you did not mean to mislead or deceive.

Moving forward

To avoid breaching the ACL with respect to misleading and deceptive conduct, removalists need to be proactive and diligent in ensuring their advertisements and any representations in the course of business are transparent and won't mislead potential customers into possibly engaging their services when they otherwise wouldn't have. If not, they are vulnerable to large fines and other penalties, as well as the stress of legal proceedings. ●

If you have any questions or concerns, please get in touch with Gillian Bristow at gillian@bristowlegal.com.au or email the AFRA helpline at afrahelpline@bristowlegal.com.au.



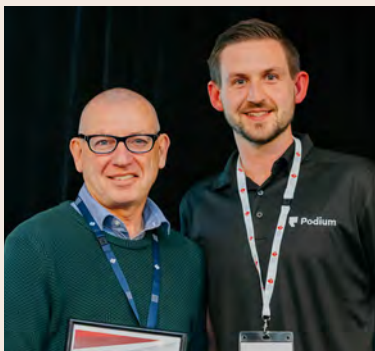
AFRA CONFERENCE 2024

AFRA AWARD WINNERS

Thank you to those who took the time to make a nomination and to our award sponsors. Congratulations to the winners!



Visy Boxes & More
Trainee of the Year 2024
Junior Aukuso, Ready Movers



Podium
Furniture Removalist of the Year 2024
Paul King,
Holloway Removals and Storage



Aurizon
Woman of the Year 2024
Olga Tkatchenko, Robina Removals



CEVA Logistics
Employee of the Year 2024
Jake Piper, Two Men and a Truck



AFRA
Removal Fleet Award 2024
Ready Movers



AFRA
Small Removal Fleet Award 2024
Manning Valley, Removals & Storage



AFRA
Life Member Award
Tony Pedemont, Pedemonts

The Barossa Valley was chosen as the 2024 conference location as AFRA has not had a conference in South Australia since 1998. That was the 6th annual conference, so to say we were due to go back for a visit is an understatement!

The AFRA Foundation was launched at the 2024 Conference – this new charity is an initiative to continue AFRA’s donations to various charities. To kickstart the AFRA Foundation, we made a \$10,000 donation to RufUs, a local Adelaide organisation whose mission is “to provide essential household items to the homeless and victims of domestic violence as they go from a disrupted life into their newly provided housing accommodation.” RufUs is run completely by volunteers who were over the moon and full of gratitude for AFRA and our support.

Due to the sheer generosity of our members, we raised well over \$30k throughout the conference. To those who voted in AFRA’s Got Talent, won an auction item, or got fined – thank you very much for this amazing effort.



The theme of this years’ conference was the title of our recent campaign, ‘Reuse, Relove, Relocate’. This slogan represents AFRA’s internal sustainable efforts as well as our advocacy for prioritising a greener future.

At this conference, AFRA presented Tony Pedemont with a Life Member Award for his extraordinary service and contribution to the removals industry and to our association. Tony was congratulated with a standing ovation from our members. There were four other life members in attendance at this conference; Andrew Garrety, Bob Nuss, Craig Jones, and Nick D’Adamo. Thank you to these life members for coming to the conference, it was a privilege to have you all there.



AFRA CONFERENCE



Thank you to these sponsors whose support to AFRA is indispensable for running this successful conference.

GOLF DAY

Visy Boxes & More /
CEVA Logistics
RJKM / Jetpets / Moveware

BUGSHIFTERS' DINNER

Visy Boxes & More

COFFEE CART

Jetpets

TOTE BAGS

Australian Trucking
Association

SPEAKER – BERNARD SALT

Australian Trucking
Association

DAY ONE BREAKFAST

Cowden

MORNING TEA

Aurizon / EROAD

LUNCH

CEVA Logistics

AFTERNOON TEA

Podium





GOLF DAY WINNERS

Thank you to those associate members who sponsored the 2024 AFRA Golf Day held at Tanunda Pines Golf Club. Visy Boxes & More, CEVA Logistics, Moveware, RJKM, and Jetpets – your ongoing support is very appreciated.



RJKM CHAMPIONS

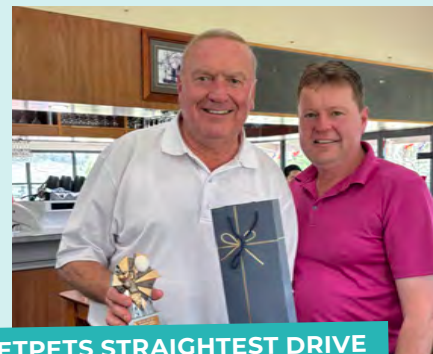
RJKM Champions
Brad Granger
Edilson De Deus Souza
Sean Clark

AFRA Runners Up
Adam Woods
Sam Johnston
Shane McGarry
Steven Oldland



AFRA 3rd Place
Chris Brimble
Richard Sykes
Tony Oro

CEVA LOGISTICS Nearest to Pin
Denise Dries
Janet Byrne
Mark Ward
Steven Odland



JETPETS STRAIGHTEST DRIVE

JETPETS Straightest Drive
Craig Baker
Robert Wray

MOVEWARE Longest Drive
Chris Farley
Sam Johnston



VISY BOXES & MORE NAGA

VISY BOXES & MORE NAGA
Brian Wright
Chris Farley
David Sims
Philip Gordon



THE FUTURE OF AFRA



IR UPDATE

SIGNIFICANT CHANGES TO THE *FAIR WORK ACT 2009* (Cth) COMMENCE 26 AUGUST 2024

Overview

The *Fair Work Legislation Amendment (Closing Loopholes No. 2) Bill 2024* passed both Houses of Parliament on 12 February 2024 and received Royal Assent on 26 February 2024 (Act).

The Act amends the *Fair Work Act 2009* (Cth) (FW Act) and related legislation. It is the final element of the Government's controversial 'third tranche' of changes to workplace relations laws. The legislation adds to changes already made to the FW Act by the *Fair Work Legislation Amendment (Secure Jobs, better Pay) Act 2022* (Cth), *Fair Work Legislation Amendment (Protecting Worker Entitlements) Act 2023* (Cth) and *Fair Work Legislation Amendment (Closing Loopholes) Act 2023* (Cth).

Some elements of the Act have delayed commencement dates. This article summarises the significant changes to the FW Act which start on 26 August 2024.

The commencement dates for the key changes brought about by these recent tranches of legislative changes are summarised in Appendix.

What changes commence on 26 August 2024?

The following changes to the FW Act commence on 26 August 2024:

- the right to disconnect in the FW Act and a new modern award term (except for small business employers, where the commencement is delayed until 26 August 2025);
- changes to casual employment, including:
 - a new definition;
 - a single employee choice pathway which replaces the 'old' casual conversion process, subject to transitional provisions;
 - a broadening of the small claims jurisdiction to hear disputes about employee choice and casual conversion;

- a new sham arrangements prohibition;
- changes to when the Casual Employment Information Statement must be provided; and
- a new Fair Work Commission (FWC) jurisdiction for disputes related to employee choice notifications;
- a new meaning of 'employee' and 'employer' under the FW Act and the narrowing of the defence to a sham contracting claim which involves the mischaracterisation of employees as independent contractors;
- a new jurisdiction for regulated workers (employee-like workers and regulated road transport contractors) which provides for the making of minimum standards orders (binding) and guidelines (non-binding), unfair deactivation/termination remedies, consent collective agreements and powers for the FWC to impose obligations on contractual chain participants in the road transport industry;
- the introduction of delegates' rights for regulated workers (noting that delegates' rights for employees have already commenced on 15 December 2023); and
- a new unfair contracts jurisdiction in the FWC and changes to the *Independent Contractors Act 2006* (Cth).

What else is relevant?

The Government has prescribed the contractor high income threshold as \$175,000. This will be revised annually, effective 1 July.

The contractor high income threshold is relevant to:

- determining whether a person is eligible to opt-out of the new definitions of 'employee' and 'employer' under s.15AA of the FW Act;
- calculating the compensation cap for the purposes of an unfair termination claim brought by a regulated road transport contractor;
- determining whether a person is eligible to make an application for an unfair deactivation or an unfair termination remedy; and
- determining whether a person is eligible to make an application for an unfair contract term remedy in the FWC, or if they are alternatively eligible to apply to the Federal Court of Australia or the Federal Circuit and Family Court of Australia for remedies under the *Independent Contractors Act 2006* (Cth).

On 20 August 2024, the Government also registered the *Fair Work Legislation Amendment (Closing Loopholes) Regulations 2024* (Cth) (Closing Loopholes Regulations), which amend the *Fair Work Regulations 2009* (Cth), *Independent Contractors Regulation 2016* (Cth) and *Fair Work (Registered Organisations) Regulations 2009* (Cth). The key changes made include the following:

- carving out the livestock industry from the definitions of 'in a road transport contractual chain' and 'road transport industry' under the FW Act;
- carving out two pieces of state legislation from the content that is permitted to be included in a road transport minimum standards order and a road transport contractual chain order;
- extending the definition of 'serious misconduct' to regulated workers (this is relevant to the new unfair deactivation jurisdiction for employee-like workers and the unfair termination jurisdiction for regulated road transport contractors);

26 August 2024

Changes to casual employment (definition, application of fixed term limitations, employee choice, sham arrangements, anti-avoidance and small claims proceedings).

The right to disconnect (except for small business employers).

The meaning of 'employee' and 'employer' under the FW Act, and changes to the sham arrangements provision.

The regulated worker (employee-like and road transport) provisions.

Unfair contract terms.

Workplace delegates' rights for regulated workers.

1 November 2024

Regulated labour hire arrangement orders can commence operation.

1 January 2025

Wage theft provisions apply (or, if later, the day after the Minister declares a Voluntary Small Business Wage Compliance Code) and alternative civil remedy penalty calculations.

26 February 2025, or the date of proclamation if earlier

Model terms in enterprise agreements.

26 August 2025

Right to disconnect for small business employers.

- a number of procedural amendments to the regulated workers jurisdiction including prescribing a schedule of costs, setting the application fee and limiting the number of claims that can be brought by a person in relation to the same matter;
- amendments to the *Independent Contractors Regulation 2016* (Cth) to not exclude additional state laws from operation; and
- amendments to the *Fair Work (Registered Organisations) Regulations 2009* (Cth) to make consequential amendments associated with related changes made by the Act.

What next?

There are several changes to the FW Act which are still outstanding, including:

- on 1 November 2024, regulated labour hire arrangement orders can commence operation;
- on 1 January 2025 (or, if later, the day after the Minister declares a

Voluntary Small Business Wage Compliance Code), criminal wage theft provisions and option of maximum civil penalties being up to 3 x the value of an underpayment for corporate employers;

- on 26 February 2025 (or by proclamation), model terms in enterprise agreements; and
- on 26 August 2025, the right to disconnect for small business employers (i.e., with less than 15 employees).

Summary of commencement dates from 26 August 2024 and beyond

The table above summarises changes to the FW Act from 26 August 2024. Detailed guides setting out each of these changes are available upon request.

More assistance required?

AFRA members who have any questions regarding the new legislative provisions or any other

workplace relations issue can call Ai Group's Workplace Advice Line on 1300 55 66 77.

Alternatively, if you would like to discuss this article or require further assistance from Ai Group's national team of workplace relations lawyers by emailing Colin Chang, at Ai Group, via colin.chang@aigroup.com.au.

As a registered employer association, Ai Group's team of workplace relations lawyers have special rights to appear in any such proceedings before the Commission and can provide assistance to AFRA members if required. Lawyers engaged by a standard law firm can only appear in these kinds of proceedings if given permission by the Commission.

For more information regarding the changes introduced by the Closing Loopholes No.2 Act and the earlier Closing Loopholes No.1 Act, advices and detailed guides on the changes are available on AFRA's industrial relations webpage. ●

WHAT IS A TRAFFIC MANAGEMENT PLAN

A Traffic Management Plan (TMP) is a detailed plan that outlines the traffic movement patterns on your site, it is used to maximise safety and efficient traffic flow. It identifies the placement of signage such as speed limits, forklift zones, restricted access areas, parking zones, pedestrian walkways and plans for managing traffic and operational activities within the site.

Effective management of traffic is crucial for maintaining a safe work environment, regardless of the site's size. Depots where vehicles engage in activities such as reversing, loading, and unloading, are often associated with incidents and accidents that can result in harm to employees, visitors, equipment, and other vehicles. When developing a

traffic management plan, considered all potential hazards including minor issues than lead to disruptions if not properly addressed.

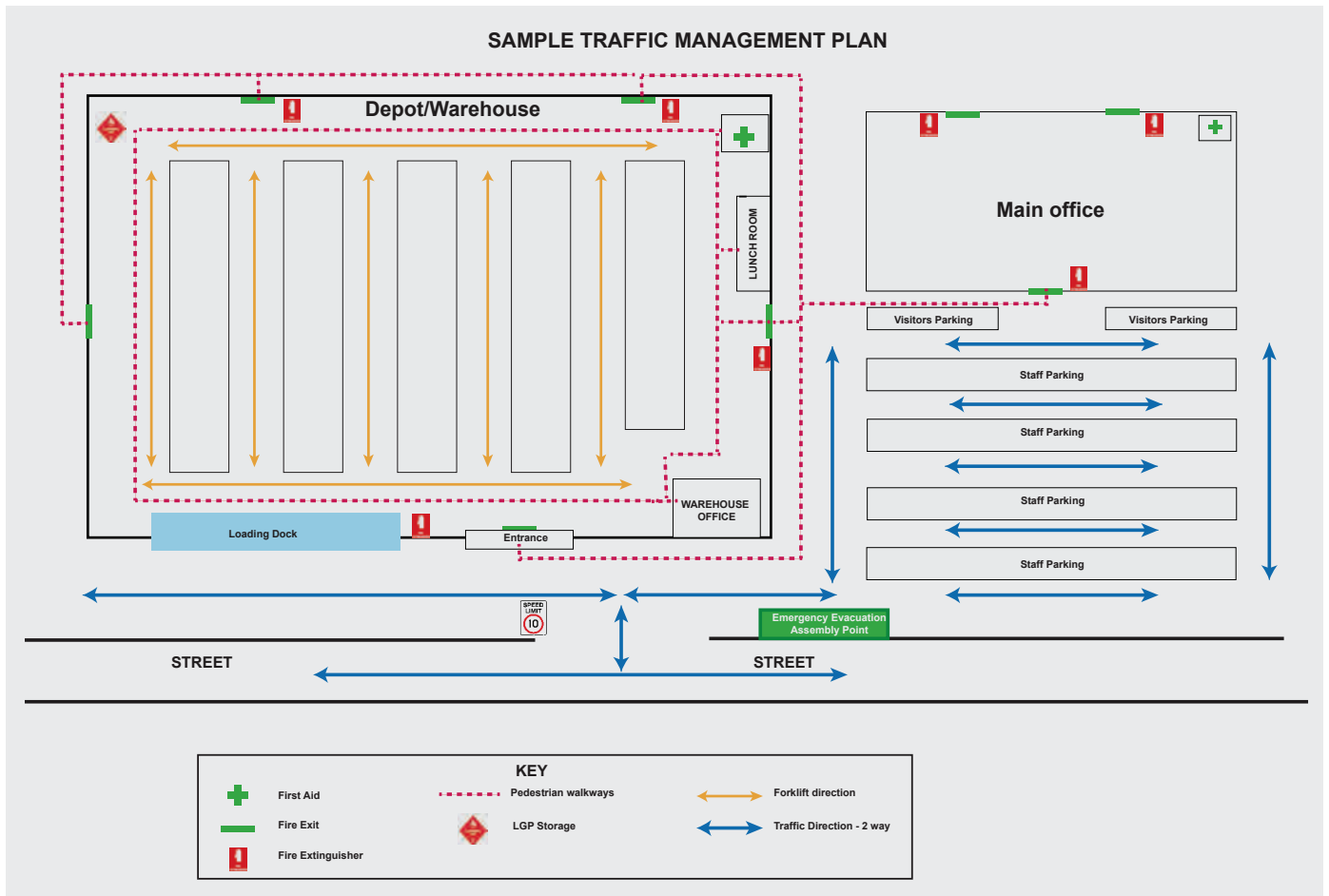
A basic Traffic Management Plan for a transport depot should include the following:

- Site layout and traffic flow design
- Identification of pedestrian walkways and crossings
- Designated parking areas for employees, contractors and visitors
- Signage and markings for clear traffic guidance, eg: pedestrian walkways
- Speed limits and traffic calming measures, eg: speed bumps, lane dividers, give way signs
- Loading and unloading zones
- Emergency vehicle access routes
- Procedures for managing delivery vehicle and truck traffic

- Training requirements for employees on traffic safety
 - Regular maintenance and review processes for the TMP, eg: Risk Management Process
- Each item should have instructions, along with any necessary diagrams or photographs for visual clarification.

The site layout and traffic flow design are important it must include an index of any symbols used and identify any of the following this is located on your site:

- Traffic flow, how a vehicle entry and exits the site, wherever possible, preferably 'one-way' throughout the site as far as practicable
- Signage, eg: speed limits, forklift zone, loading zone, PPE required etc.





Effective management of traffic is crucial for maintaining a safe work environment, regardless of the site's size.

- Parking for trucks, employees, visitors and emergency vehicles
- Pedestrian entry and exit points and designated marked walkways
- Any interaction areas of vehicles and pedestrians
- Prohibited or exclusion zones, eg: chemical storage area
- Emergency assembly area
- Location of fire extinguishers
- First Aid room

On the site map, traffic flow can be indicated by arrows that show the direction in which vehicles are expected to move. An index with symbols can be used to

and reassessing risks utilising the risk management process, including hierarchy of controls, to help in updating or revising TMP documentation.

In addition, a TMP will include a site location overview that outlines operation hours, regulations for operating and driving vehicles, forklifts on the site, managing risks for loading/unloading vehicles, emergency details, PPE requirements as well as any control measures, eg: SWMS. It will also detail the roles and responsibilities of individuals involved, such as a

traffic controller responsible for guiding trucks whilst reversing into the loading dock and ensuring the safety of workers and pedestrians in the vicinity.

Ideally, the document should be effectively managed and controlled to ensure that procedures can easily identify revisions, publication date, document owner and review date. This way the TMP is reviewed regularly, especially following an incident or accident. ●

iBidOnStorage

DO YOU HAVE CUSTOMERS NOT PAYING RENT?

Join the 1750+ Storage Locations that have already held **35,000+** auctions on www.iBidOnStorage.com.au



FOR MORE INFORMATION CALL **02 4302 0605**



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. In each edition of *On The Move* we spend five minutes getting to know a board member. This month we chat with the member for the Northern Territory...

Tony Oro

Business Name:

Whybirds Removals,
A&R Removals and
Keffords Removals

Location:

Darwin, Ipswich, Cairns
Townsville and Mt Isa

Do you have a nick name?

Alf, named after the Orange Alien Alf that always said 'no worries'

How long have you been in the removals industry?

Since 1986 = 38 years

How did you get your start?

Drove trucks during my University Holidays and whenever I came back home to NQ. After a career in HR and Industrial Relations in Brisbane working at:

- Myer
- Tickles Wholesales Distributors (now known as Campbells Cash and Carry)
- Castlemaine Perkins XXXX
Majella and I came back home to Cairns for family reasons and because there were no similar job openings in Cairns for my career, we bought a small 'furniture Transport Business' called A&R Removals; this was because I knew how to drive trucks and I thought, 'yep I got this I can do it'. Started with two trucks (one Pantech and one with gates and tarpaulin; and a broken-down van. Went into overdraft on week one to pay the first wages bill of \$1,820.00.

What is the biggest change or challenge you have seen in the industry during your time?

The biggest change was going from promoting your business name via a service and recognition for



Government work (which we prided ourselves in) to tendering for that work via fax as a number. I took a long time to come to terms with it but the biggest lesson was to be reactive, adaptive and forward thinking in order to move ahead. The biggest challenge was and has been the loss of experience of the traditional 'furniture removalist'. In the early nineties the industry lost so many experienced drivers and offsiders to the FIFO machine and we have never recovered from this as an industry as we struggle today to get good drivers and offsiders like we used to.

Coffee or tea?

At least two double espressos to start the day.

Favorite holiday destination?

Always liked the Gold Coast but haven't had too many holidays in this business, maybe in retirement

If you were shipwrecked on a desert island, what food or meal could you not live without?

My favourite meal is a simple tomato pasta. Boil the tomatoes, skin them, then crush them, add salt pepper,

olive oil, oregano and finely chopped garlic, mix the al dente pasta and grated pecorino cheese. Yum.

Do you play a musical instrument/play a sport?

In the Brass Band at school, I played the trombone, then the euphonium, and then the Tuba (I was the only person that could carry it). I also played the piano accordion and guitar. I occasionally bring the squeeze box out or have a strum on the guitar. I love golf and play every Saturday if possible.

Finish this sentence: As a kid, when I grew up, I wanted to be a Pilot. Was asked the same question by our School Principal Br Roger when we were about to finish Grade 12 but wasn't able to qualify because I hadn't done Maths 2. I told him that I would then try to be an Air Traffic Controller and his response was 'Oro, you can't control yourself, let alone a \$20million aircraft, go and do Business Management!' I sat for an Air Traffic Control exam in protest where 800 applicants sat on the same exam Australia wide and 11, were accepted. I went on to Uni and studied Business Management! ●



GOT GOSSIP FOR THE FERRET?
Submit your photos, gossip and rumors to
The Ferret c/o ceo@afra.com.au.
All submission handled confidentially.

Incoming President lays down the law

Many a long term reader of this newsletter will recall *The Ferret*. *The Ferret* was responsible for sniffing out potential gossip and other interesting tidbits 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 had heard from *The Ferret* in many years... until now....

Incoming AFRA Council President and semi-professional knife thrower “The Great French” has revealed her management agenda at the recent AFRA conference. President French, who is understood to have honed her craft at the Gustavo Arcaris Academy, was heard to say “I am starting as I intend to go on”. Brandishing several knives, French was seen to pin AFRA’s Executive Director – Ringmaster Hill – to a wall to “discuss the future of AFRA”. Photos supplied by a member of the public appear to show French first threatening Hill with a knife, and then holding a knife to Hill’s throat.

Witnesses claim that French’s assistant – with whom it is rumored she has long been in a personal relationship, and some claim is the father of her two children – was seen exiting the Gala Dinner with a blade protruding from his skull and what appeared to be blood on his face.

One bystander reported that as French’s assistant passed Ringmaster Hill he frantically shared “Just do whatever she says! She might look like she’s all beer and skittles, but she has a dark side!” Onlookers report Hill looked shaken.

Regardless of potential danger, *The Ferret* will continue to investigate. ●



Thank You!

To the entire
AFRA Family
for your continued
**Support & Amazing
Conference!**

Happy Pets - Happy Customers - Happy People

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
CevaCarCarrying.com.au