LBRCA

LIVESTOCK, BULK AND RURAL CARRIERS

NSW

HVSI ROUND 4 PROJECT FINAL REPORT

CHAIN OF RESPONSIBILITY (COR) AND SAFETY MANAGEMENT SYSTEM (SMS) TRAINING

EXECUTIVE SUMMARY

The purpose of this Final Report is to outline the effectiveness of the Chain of Responsibility (COR) and Safety Management Systems (SMS) training carried out for the heavy vehicle livestock and bulk freight industry and focal points arising from the training.

Overall, the LBRCA training sessions were well received by participants who rated the experience as either very good or excellent. All participants said they would recommend this training to their industry colleagues. Participants reported an increased awareness regarding Safety Management Systems and their role in the Chain of Responsibility.

Out of the initial target audience of 180 participants, 227 registrations were received and 146 (81%) were trained. The motivation for this training was high however participation was impacted by an unprecedented drought, bushfire, and a world-pandemic (Covid-19). Participant feedback, like "our industry needs more of this sort of training", identifies that there is further demand for this training.

The female to male ratio was 36% female and 64% male with a median age of 48 years. Of the total participants, 49% identified as compliance/administration employees, 27% were owners or directors of transport companies, 18% were professional heavy vehicle drivers and 6% identified as other including a Junior Stock and Station Agent.

The training sessions were inclusive and accessible. Three participants identified as having a disability including 2 hearing impaired and the other a physical impairment. 47% of participants had previously engaged in vocational education and 11% had obtained a degree. 31% of participants did not finish secondary school (e.g., Year 10). Each participant has successfully completed [TLIF0009 Ensure the Safety of Transport Activities (Chain of Responsibility)](#) that is a nationally recognised training competency.

Acquisition of knowledge and skills and an increase in level of confidence (99%) were reported post-training. This is a significant increase with only 27% assessing their knowledge and understanding of COR and the Heavy Vehicle National Law (HVNL) as very good or excellent prior to training.

Most participants expressed that equipping industry with Safety Management Systems is a greater priority than developing industry Codes of Practice.

Participants indicated a need for additional post-training support with the set-up of new, or refining of existing, Safety Management Systems.

Based on participant feedback, future training initiatives and support to the heavy vehicle freight industry should focus on four main areas:

1. Implementation of Safety Management Systems
2. Preventing heavy vehicle rollovers
3. Understanding vehicle mass
4. Identifying and managing HVNL breaches

1.   INTRODUCTION

This report provides background information on the LBRCA training initiative and a summary of the learning elements. It also provides the socio-demographics of participants and an overview of the findings and conclusions obtained from participant's feedback.

Finally, the report outlines recommendations regarding the COR and SMS training rollout implementation, evaluation, and general recommendations, as well as key focus areas to move forward.

2.   BACKGROUND

The purpose of the training initiative was to strengthen the shared commitment toward compliance with the Heavy Vehicle National Law and for industry to understand and meet their responsibilities with regards to Chain of Responsibility (COR).

With National Heavy Vehicle Regulator (NHVR) funding support, over two years, LBRCA set out to extend knowledge and compliance of COR to new audiences that were difficult to reach due to location, size (mum and dad operators) and/or type of operations.

Further it was our aim to add to the professionalism of our industry by skilling our workforce. To do this, LBRCA engaged a Registered Training Organisation (RTO) to deliver TLIF0009 Ensure the Safety of Transport Activities (Chain of Responsibilities), a nationally recognised training competency.

Twelve sessions of training were conducted from November 2019 to March 2021 in Bega, Nowra, Goulburn, Wagga Wagga, Dubbo, Walgett, Moree, Tamworth, Deniliquin, Griffith, Forbes, and Cobar.

By providing accredited training participants gained a relevant qualification as well as the confidence to work as an industry to tackle identified issues by encouraging and assisting with the implementation of an SMS.

3.   LEARNING ELEMENTS

TLIF0009 Ensure the Safety of Transport Activities (Chain of Responsibility) requires that participants be assessed against the skills and knowledge required to ensure the safety of transport activities.

LBRCA developed training materials and high-quality presentation material that provided each participant with knowledge of the following learning elements:

1. **Identify chain of responsibility features in the HVNL or applicable state/territory law and regulations.**
    a) Transport activities and parties in the chain of responsibility are identified.
    b) Principle of shared responsibility obligations within chain of responsibility in the HVNL or applicable state/territory law and regulations are identified.

c) Primary duty of each party in the chain of responsibility as outlined in the HVNL or applicable state/territory law and regulations are explained.

d) So far as reasonably practicable or reasonable steps, compliance with chain of responsibility as outlined in the HVNL or applicable state/territory law and regulations are explained.

e) Breaches and penalties for failure to comply with chain of responsibility as identified in the HVNL or applicable state/territory law and regulations are explained.

2. **Apply chain of responsibility obligations in the HVNL or applicable state/territory law and regulations.**
   a) Workplace policies, procedures, and other documents relevant to transport activities as they apply to own job function are identified and explained.
   b) Methods and requirements to facilitate and ensure management of speed and fatigue are explained in accordance with job function and workplace procedures.
   c) Methods to assess vehicle dimension and mass limits are explained in accordance with job function.
   d) Methods to ensure loads are secured are explained in accordance with workplace procedures.
   e) Heavy vehicles safety standards are identified in accordance with job function and workplace procedures.
   f) Transport activities risks are identified, assessed and risk control measures implemented in accordance with workplace procedures.
   g) Workplace procedures and industry practices for reporting transport activities risks are identified and followed.
   h) Workplace documents relating to chain of responsibility are completed and processed to workplace requirements.

4. KNOWLEDGE AND UNDERSTANDING OF COR AND THE HVNL

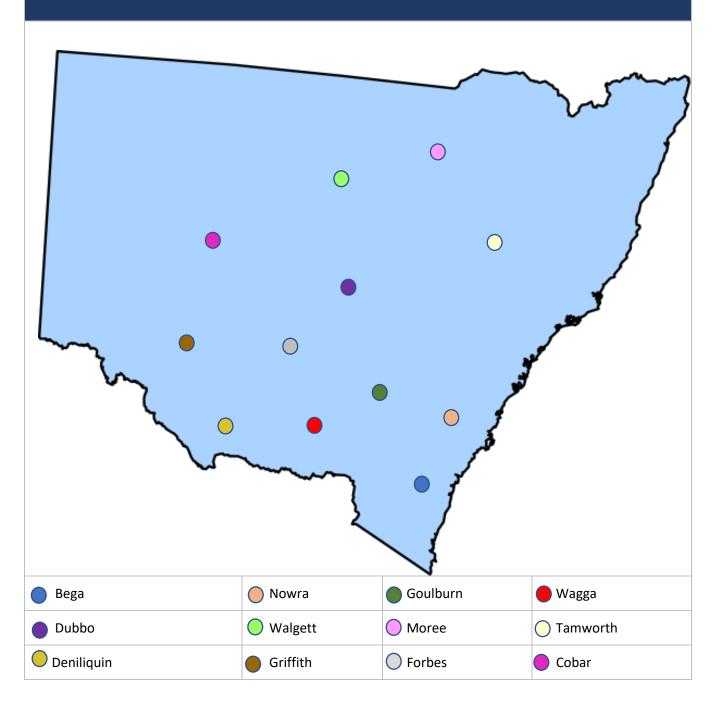| Pre-Training	Post-Training
▪ 3% of participants assessed their knowledge and understanding of COR and the HVNL as 'excellent' followed by 24% who assessed themselves as 'very good'. ▪ Most participants – or 46% - rated their knowledge and understanding of COR and the HVNL prior to training as 'average'. ▪ 28% of participants identified that their current knowledge and understanding of COR and the HVNL was 'below average' (22%) or 'poor' (6%) prior to training.	▪ 80% of participants assessed their knowledge and understanding of COR and the HVNL as 'excellent' followed by 19% who assessed themselves as 'very good'. ▪ Only 1% of participants assessed their knowledge and understanding of COR and the HVNL as 'average'. ▪ NO participants assessing themselves as 'below average' or 'poor'. ▪ Knowledge and understanding of COR and the HVNL increased significantly post-training.

5. PARTICIPANT SOCIO-DEMOGRAPHICS

Average participant age	48	**Aboriginal/ATSI**	0
19 – 30 years	23	*31 – 40 years*	26
41 – 50 years	28	*51 – 60 years*	35
61 – 70 years	30	*71 – 85 years*	4
Youngest participant	19	**Eldest participant**	83
Female participants	53 (36%)	**Male participants**	93 (64%)
Highest school education level			
Year 12	61	*Year 11*	18
Year 10	51	*Year 9*	9
Year 8	10	*Did not finish*	9
Highest qualification received			
Cert II	19	*Cert III (or trade)*	22
Cert IV	12	*Diploma*	17
Degree	17		
Participants with a disability	3	**Disability**	Hearing, physical

6. TRAINING LOCATIONS AND ATTENDANCE

Location		# Participants		Location	# Participants
Bega	24	Dubbo	10	Griffith	17
Cobar	14	Forbes	7	Moree	3
Deniliquin	18	Goulburn	18	Nowra	6
Tamworth	8	Walgett	6	Wagga Wagga	15

7. TRAINING LOCATIONS

🔵 Bega	🟠 Nowra	🟢 Goulburn	🔴 Wagga
🟣 Dubbo	🟢 Walgett	🩷 Moree	⚪ Tamworth
🟡 Deniliquin	🟤 Griffith	⚪ Forbes	🩷 Cobar

8. TRAINING OBSERVATIONS AND FINDINGS FROM GROUP DISCUSSIONS

TOPIC	OBSERVATION
Heavy Vehicle National Law and Regulations Overview	- Participants generally took several notes during this topic and asked for links to the laws and regulations. - There were several comments during the breaks that Laws and Regulations had not been explained to them before and now that they understand how they work, it all seems much simpler and easy to follow.
Introduction to Chain of Responsibility	- The explanation of section 26A, 26B and 26C was of most interest. - Most participants took notes during this topic and classroom comments were that discussing the actual written law made understanding the COR concept easier.
Transport activities and duty holder workshop	- There were high levels of participation during this topic. There was a lot of conversation about how this can vary between each operation. - Generally, questions came from consignors and consignees.
Safety Management Systems	- This topic created significant interest and discussion. Typically, the larger companies said they had safety management systems in place. - Some smaller operators said they were probably doing what was required but it was not well documented or done in a systematic structured way. - Some participants expressed interest in implementing an existing off-the-shelf safety management system (e.g., TruckSafe). - Most participants liked the SMS 'take home' material published by the NHVR that was provided on the day and found it easy to follow. - There appeared to be a greater appetite to refine industry Safety Management Systems than developing Industry Codes of Practice.
Case Study and Mock Investigation	- Case studies of recent prosecutions by the NHVR were presented by the facilitators. These were backed up by a mock investigation that was designed to see how robust Safety Management Systems were or to identify gaps. - This session was well received. Conversations by the participants were that this session made the days content relevant.
General	- There was a lot of interest in conducting risk assessments, particularly identifying transport risks. - Training in actual high risks freight and activities was a major discussion point. Particularly around rollovers, load restraint, pre-start inspections and maintenance. - The trainers did a great job informing attendees about mass, dimension and loading and provided post training resources to each attendee. - The session on fatigue and work diaries was well very received and of benefit to most participants. - Participants were eager to learn and ask questions. Most participants identified that they had more knowledge of the NHVR website than before and many of them had a reasonable understanding of the NHVR Portal, although there were many comments about how hard the Portal is to navigate.

9. QUALITATIVE FEEDBACK

- Good day
- Good
- Reason for not giving excellent is that you would have nowhere to go for improvement
- Very helpful. Particularly finding out more about the tools to monitor compliance.
- Very well explained.
- Very enlightening.
- Very informative.
- More of this type of training would be beneficial to everyone.
- Clear, focussed and well presented.
- Easy to understand
- Well done.
- Great training, easy to understand and follow.
- Very useful.
- Brilliant training course, will recommend to other staff members.
- Our industry needs more of this sort of training.
- Enjoyed the real life case studies and stories to assist with application of COR using an SMS.
- Good knowledge of trainers.
- Very informative. Excellent course to reaffirm my knowledge of COR.
- Great information – love it – well done – thank you.
- Very informative presenters – great job!
- Could be extended to a full day.
- Another couple of hours would be good so it wasn't so rushed towards the end.
- Very informative.
- Should have been a full day, 6 hours not enough.
- Good and very helpful.
- Very informative – great discussion.
- Thorough training. Thank you.
- Good presentation.
- Interesting and informative.
- Excellent.
- Outstanding. I enjoyed the course.
- Great course, I learnt a lot!
- Real examples and experiences were fantastic – thank you.
- Easy to understand.
- Comprehensive.
- Easy to understand.
- Longer lunch break.

10. QUANTITATIVE FEEDBACK

	Excellent	Very Good	Average	Below Average	Poor
Your level of knowledge (pre-training)					
How do you rate your current level of knowledge with COR and the HVNL?	3%	24%	46%	22%	6%
How do you rate your current level of knowledge with SMS?	2%	23%	47%	23%	6%
Your level of knowledge (post-training)					
How do you rate your current level of knowledge with COR and the HVNL?	80%	19%	1%		
How do you rate your current level of knowledge with SMS?	80%	19%	1%		
Overall Feedback					
How would you rate the overall quality of the training?	83%	17%			
How would you rate the benefit of this training to your work?	82%	18%			
Would you recommend this training course to others in the industry?	100%				
Course Objectives and Materials					
The goals of the training were clearly defined	77%	23%			
The topics covered were relevant	79%	21%			
The course covered the material expected	80%	20%			
The course provided me with the skills to implement an SMS in my business	70%	20%	10%		
The time allocated to the training was adequate	79%	20%	1%		
The language used in the course was clear and easy to understand	81%	19%			
The course material was easy to understand	80%	20%			
The topics were easy to follow	80%	18%	2%		
Trainers					
The trainers were knowledgeable about the topics	89%	11%			
The trainers encouraged active participation	90%	10%			
The trainers answered questions in a complete and clear manner	88%	12%			
The trainers were respectful of the different skills and values presented by all	89%	11%			

11.   CONCLUSIONS

Overall, the LBRCA training sessions were well received by participants who rated the experience as either very good or excellent. All participants said they would recommend this training to their industry colleagues. Participants reported an increased awareness regarding Safety Management Systems and their role in the Chain of Responsibility.

It was clear from the results outlined in the feedback that one of the main "takeaways" for participants was increased understanding and knowledge of Chain of Responsibility and its application to their varying roles.

However, while the results of the feedback demonstrate progress with regards to an increased understanding of Chain of Responsibility the results show that more training and support to implement a robust Safety Management System is desired.

Information analysed from trainer observations and group discussions highlight that training in actual high risk freight activities was a major discussion point, particularly around rollovers, load restraint, pre-start inspections and maintenance.

12.   RECOMMENDATIONS

There was a recurring theme noted in the feedback provided. Participants thought more training time was needed as well as additional post-training support with the set-up of new, or refining existing, Safety Management Systems. This highlights the opportunity to better position the focus and agenda for future training sessions.

Based on participant feedback, future training initiatives and support to the heavy vehicle freight industry should focus on four main areas:

1. Preventing heavy vehicle rollovers
2. Implementation of Safety Management Systems
3. Understanding vehicle mass
4. Identifying and managing HVNL breaches

Taking into consideration the success of this training, LBRCA encourage the continuation of the training rollout in its current form.

BEGA, November 2019

GOULBURN, November 2019

WAGGA WAGGA, November 2019

WAGGA WAGGA, November 2019

TAMWORTH, March 2020

FORBES, March 2021

GRIFFITH, March 2021

GRIFFITH, March 2021

DENILIQUIN, March 2021

DENILIQUIN, March 2021

DENILIQUIN, March 2021