

Hire and Rental Industry Association (HRIA) Final Report for NHVR Heavy Vehicle Safety Initiative

31 July 2021

Introduction and overview

The Hire and Rental Industry Association Ltd (HRIA) is a not-for-profit industry association representing Australia's hire companies. Our membership consists of the country's leading hire providers as well as small business. The majority of our members (80%) are small, often family-owned businesses and many of these are in regional locations.

The HRIA has an important role to play when it comes to transporting hire and rental equipment in a safe manner, so delivering the NHVR HVSI-funded Chain of Responsibility (CoR) courses made perfect sense.

The HRIA, through its partnership with Engistics, ran 30 courses to deliver training in CoR and Load Restraint to the hire industry and its stakeholders (sub-contracting transport companies).

The course content included –

- CoR legislation
- Loaded vehicle mass and dimension
- Driver Fatigue
- Evaluation of supply chain key party capabilities
- Load Restraint

Through its provision of training sessions, the HRIA focussed on a wide reach when it came to geographical area covered. Although some of the remote locations had lower number of participants, these attendees took their newly acquired knowledge back to their companies and sub-contracting transport companies, who were able to improve or implement new procedures addressing CoR legislation. In the metropolitan areas, we saw a higher demand and ran additional courses in several locations.

COVID-19 meant that delivery of courses had to be adjusted according to lockdowns and border restrictions. However, the HRIA was able to offer the course to every location identified in its proposal. If a change was required, the NHVR was advised, and the course was re-scheduled so that it could be delivered safely when restrictions were lifted. The fluid nature of lockdowns made for some challenging times, but the HRIA was able to deliver 3 additional courses on top of its approved schedule of 27 courses.

Session assessment and feedback

At the beginning at each session participants were asked to sign in and at the conclusion they were asked to complete a survey. This information captured the number of people who attended each session and whether the information presented during the session was informative. The survey was also able to identify whether people took away some key messages and how likely the themes that were covered would result in implementing change in their business. A copy of the raw data is available from the HRIA.

Summary of feedback from the 30 sessions that were delivered between December 2020 and May 2021.

Adelaide

Very helpful & common sense training

Have a better understanding, thank you

An area of confusion for everyone in the industry so it's important all operators know their responsibility

Good to know your obligations

Good content, improves awareness, leads to more vigilance

Great easy to understand presentation will be more confident in my role

Will be implementing new policies, training and discussions

Brisbane

This is a good course to alert the hire company management to their responsibilities under the act/regs

Excellent presentation, definitely a bonus to our business & safety of our customers & staff

Very enlightening, thought provoking

Will be watching more closely when our machinery is leaving the yard

Very relevant to the industry both for our own drivers and sub contractors

Well presented, easy to understand, excellent content. We will definitely be making changes

Tasmania

Will implement a lot more internal training.

Melbourne

Will definitely pay more attention to our drivers when loading and educate my staff about importance of COR.

Very helpful, everyone needs this training

Very good presentation, very worthwhile

Definitely a must for all hire companies!

Perth

Load restraint was insightful

Very clear and better understanding

Very informative and well presented training

Will look to develop a check sheet and inspection after this training

Absolute top to bottom coverage, excellent

Sydney

Very well presented

Very informative training

I understand COR better after this course and will make more informative decisions

Very good training

People need to know these consequences
Very helpful to understand what roles need to be taken
I will be double checking all trucks after this training
Everybody should be doing this training
Course was informative and reinforced my previous knowledge
If all hire organisations understood these laws, the roads/sites would be far safer



Review and next steps

Engagement from industry stakeholders was excellent and since the HRIA completed its course roll out, there have been several enquiries regarding the next available CoR training. The HRIA will look to partner with Engistics to put on more training and these costs will be met by course participants and the HRIA.

Feedback from hire companies and their transport providers was overwhelmingly positive, with many commenting that this tailored training delivery was exactly what they needed for their companies. Areas of concern regarding risks, control measures and CoR were all addressed in the course. As participants returned to their companies and provided positive feedback, demand for more course places grew.

Given that demand has been constant, and particularly high in the metropolitan areas, the HRIA has applied for further funding for online CoR course development and delivery. Moving to an online platform, if successful in its funding application, the HRIA will be able to reach a far greater number of people and the learnings will be available 24/7. Participants in remote communities will have the same ease of access as those in the nation's capital cities.

The HRIA looks forward to more work raising awareness of CoR, both in face-to-face course delivery as well as through online learning.