NHVR Round 6 Heavy Vehicle Safety Initiative CoR Training
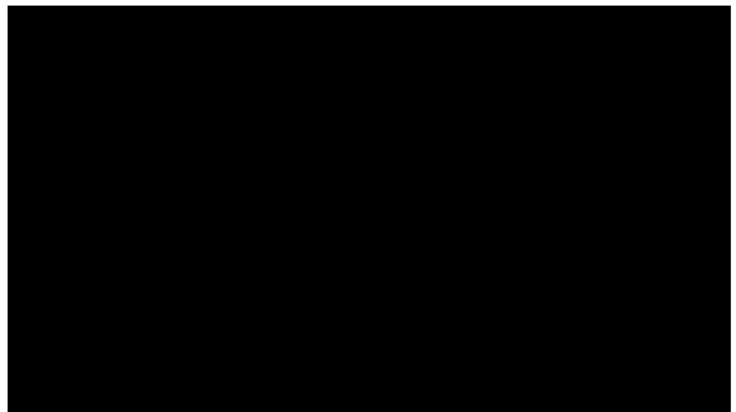
WASTE CONTRACTORS & RECYCLERS ASSOCIATION OF N.S.W

Executive Summary

The Waste Contractors and Recyclers Association of NSW (WCRA) has been representing its Members in NSW and the ACT for close to 75 years.

The grant provided by the National Heavy Vehicle Regulator (NHVR) has funded face to face Chain of Responsibility (CoR) training to over 192 heavy vehicle drivers, supervisors, schedulers & managers across metropolitan Sydney and regional NSW. The following sessions were delivered-

- 7 x TLIF0009 CoR TAFE certified training workshops.
- 6 x Toolbox Talk CoR sessions.

The result of this funded training is safer drivers, safer vehicles, and safer road use.

A waste & recycling industry heavy vehicle operates in very residential roadway across Australia at least once a week. Having better trained and informed drivers behind the wheel is better protecting Australian families and our future.

All sessions were over subscribed and WCRA would be privileged to work with the NHVR in the future should further funding become available.

WCRA would like to thank the NHVR staff for their support and assistance throughout the project.

Project Stages

Stage 1

- Reviewed and updated Grantees CoR Toolbox Talk material
- Revise the current TLIF0009 training material with TAFE NSW to incorporate the practical compliance elements required by NHVR and WCRA.
- Continuing to meet with TAFE to finalise all training material regarding TLIF0009

Stage 2

- Finalised all training materials regarding TLIF0009 with TAFE NSW.
- Identified and prepared (in hard copy) all relevant course material (in the form of handouts) to be provided to all course participants
- Delivered CoR TLIF0009 Workshop at Tuncurry with 15 attendees
- Delivered CoR TLIF0009 Workshop at Wetherill Park with 14 attendees (50% from regional NSW)
- Delivered CoR Toolbox session at Lane Cove with 19 attendees

Stage 3

- Promote Workshops & Toolbox sessions at WCRA events such as the Industry Update held at Kirribilli
- Identified and prepared (in hard copy) all relevant course material (in the form of handouts) to be provided to all course participants
- Delivered CoR TLIF0009 Workshop at Wetherill Park with 11 attendees
- Delivered CoR TLIF0009 Workshop at Smithfield with 16 attendees (40% from regional NSW)
- Delivered CoR Toolbox session at Banksmeadow with 13 attendees
- Delivered CoR Toolbox session at St Mary's with 13 attendees

Stage 4

- Promote Workshops & Toolbox sessions at WCRA events & trade shows such as AWRE at Darling Harbour
- Identified and prepared (in hard copy) all relevant course material (in the form of handouts) to be provided to all course participants
- Delivered CoR TLIF0009 Workshop at Camden with 15 attendees
- Delivered CoR TLIF0009 Workshop at Wetherill Park with 16 attendees
- Delivered CoR TLIF0009 Workshop at Coffs Harbour with 15 attendees
- Delivered CoR Toolbox session at Tamworth with 19 attendees
- Delivered CoR Toolbox session at Wollongong with 13 attendees
- Delivered CoR Toolbox session at Moree with 13 attendees

What worked well?

- All workshops were very well received and attended
- All attendees took positive CoR messaging back to their respective workplaces
- Updating the workshops from TLIF0002 to TLIF0009 (without funding this would have been a much more difficult process)
- Waste & recycling industry specific CoR case studies included in the training material
- The general feedback from attendees was they benefited greatly from knowledgeable, industry experienced trainers leading the workshop and toolbox sessions

CoR Workshop Evaluation

- The 102 attendees of the CoR workshops completed a WCRA evaluation form, see questions & results below and a sample in Appendix 1

- The attendees also completed a TAFE NSW evaluation, see a sample in Appendix 2

1. What was your level of understanding of chain of responsibility legislation and your role within the chain BEFORE the training course?

1 – Low	2	3	4	5 - High

Result: 1.5

2. What was your level of understanding of chain of responsibility legislation and your role within the chain AFTER the training course?

1 – Low	2	3	4	5 - High

Result: 4.6

3. How relevant was the training course information you received in relation to your business?

1 – Not	2	3 - Somewhat	4	5 - Very

Result: 4.8

4. Would you recommend this training course to other waste & recycling industry stakeholders to better understand their chain of responsibility obligations?

NO	YES

Result: 100% Yes

5. Do you plan to make changes to your business as a result of what you have learned from the training course?

NO	YES

Result:100% Yes

Future training improvements

- Provide light refreshments at Toolbox sessions that are conducted at the back end of shifts to maintain interest and knowledge retention
- Source better audio equipment for remote and on-site workshops & toolbox talks

Workplace improvements and statistics including benefits

- Unfortunately, we are not in a position to provide hard statistics on improvements.

- However, 192 workers are now able to better recognise and carefully consider all the potential risks associated with CoR, and to avoid them before they occur

- At the end of one of our workshops a CoR risk was identified in the loading dock, and it was observed that the attendees were ready to implement their CoR learnings

- At most workshops attendees were asked the question, could you better assist in the CoR and safety induction of a new transport worker? The answer was always a very overwhelming yes.

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Next steps

- All funding has been exhausted

- The long-term goal is to apply for more funding in the next Safety Initiative round to be able to provide CoR workshops & toolbox talks to the waste & recycling industry across metropolitan Sydney and regional NSW.

Conclusion

Being able to provide this face-to-face training is invaluable especially for the drivers and their supervisors. Most notably, to be able to correct behaviors regarding fatigue. The number of drivers not fully understanding the laws and their obligations is great justification for this funding and a continuation of this program into the future.

The feedback from our members is all extremely positive with special mentions for the industry specific training materials and the delivery & real world experience of our trainers.

All sessions were oversubscribed and WCRA would be privileged to work with the NHVR in the future should further funding become available.

WCRA would like to thank the NHVR staff for their support and assistance throughout the project.

Due to this project, we now have safer drivers, safer vehicles, and safer road use.

Appendix 1

CoR Workshop Evaluation

Date: _____/_____/_____.

1. What was your level of understanding of chain of responsibility legislation and your role within the chain <u>BEFORE</u> the training course?

1 – Low	2	3	4	5 - High

2. What was your level of understanding of chain of responsibility legislation and your role within the chain <u>AFTER</u> the training course?

1 – Low	2	3	4	5 - High

3. How relevant was the training course information you received in relation to your business?

1 – Not	2	3 - Somewhat	4	5 - Very

4. Would you recommend this training course to other waste & recycling industry stakeholders to better understand their chain of responsibility obligations?

NO	YES

5. Do you plan to make changes to your business as a result of what you have learned from the training course?

NO	YES

WASTE CONTRACTORS &
RECYCLERS ASSOCIATION
OF N.S.W

Appendix 2

COURSE EVALUATION

NSW TAFE

Course title: _COR_

Course start date: _16/3/2022_

Company name: **WCRA**

Facilitator's name: ███████

1. Facilitator (Please circle your response)

a) The facilitator's interaction with the group was:

~~Very good~~ (circled)   Good   Poor   Very poor

b) The facilitator's knowledge of the course content was:

~~Very good~~ (circled)   Good   Poor   Very poor

c) The facilitator's communication abilities are:

~~Very good~~ (circled)   Good   Poor   Very poor

d) The quality of the facilitator's training was

~~Very good~~ (circled)   Good   Poor   Very poor

2. Course content (Please circle your response)

a) The course provided me with skills that will be beneficial at work?

~~Strongly agree~~ (circled)   Agree   Disagree   Strongly disagree

b) The course provided me with knowledge that will be beneficial at work?

~~Strongly agree~~ (circled)   Agree   Disagree   Strongly disagree

:) The content of the course was up-to-date?

~~Strongly agree~~ (circled)   Agree   Disagree   Strongly disagree

d) The content of the course moved logically throughout the training?

~~Strongly agree~~ (circled)   Agree   Disagree   Strongly disagree

3. Course materials (Please circle your response)

a) The course materials provided were relevant?

~~Strongly agree~~ (circled)   Agree   Disagree   Strongly disagree

b) The course materials were of a high quality?

~~Strongly agree~~ (circled)   Agree   Disagree   Strongly disagree

c) The visual aids and samples were useful?

~~Strongly agree~~ (circled)   Agree   Disagree   Strongly disagree

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4. Course delivery (Please circle your response)

a) The learning outcomes were clearly explained?

Strongly agree   Agree   Disagree   Strongly disagree

b) The amount of time for course discussion was appropriate?

Strongly agree   Agree   Disagree   Strongly disagree

c) The delivery style was appropriate for the course content?

Strongly agree   Agree   Disagree   Strongly disagree

d) I believe I achieved the desired learning outcomes?

Strongly agree   Agree   Disagree   Strongly disagree

5. Facilities (Please circle your response)

a) The facilities in the room were:

Very good   Good   Poor   Very Poor

b) The setup of the room was:

Very good   Good   Poor   Very Poor

6. Satisfaction (Please circle your response)

Overall, how satisfied were you with your training program at Sydney Institute?

Very satisfied   Satisfied   Somewhat satisfied   Not satisfied

7. Additional comments

If you have additional comments please write them in the box below.

> Tony is a great presenter, and interacts very well!
> No one was left behind.
> Thanks Tony - was a good course!

NHVR round 6 HVSI funding to WCRA 2022