victoriantransportassociation inc.

Over Size Over Mass Load Restraint Risk Program

Final Report

Submission on behalf of the
Victorian Transport Association

September 2023

Submitted by:
Peter Anderson – Chief Executive Officer
Victorian Transport Association
Level 1, Mirrat House
46 Kooringa Way
Port Melbourne VIC 3207
Telephone: (03) 9646 8590
Email: peter@vta.com.au

TABLE OF CONTENTS

ACKNOWLEDGEMENTS

This project was funded from the National Heavy Vehicle Regulator's (NHVR) Heavy Vehicle Safety Initiatives (HVSI), supported by the Australian Government.

A special thankyou to all members of the Industry Reference Group (IRG) for their professionalism, commitment, and cooperation.

The IRG representatives included: Peter Rouse (NHVR) and Tim Brown (NHVR); Nick Simpson (L. Arthur Pty Ltd); Joe Papaluca (Patlin Transport Services); Warren Mitchell (Doolan's Heavy Haulage); Sean Carlson and Shannon Grigg (Engistics Pty Ltd); and Greg Cain (Victorian Transport Association).

We acknowledge and thank all the participants for making time to support the training sessions as part of their professional development.

1.0 EXECUTIVE SUMMARY

The VTA believes that major challenges remain in relation to improving safety, behavioural and industry culture across supply chains. The VTA is aligned with and fully supports the NHVR's *Heavy Vehicle Safety Strategy 2021-2025* whereby the focus is upon its partnership approach; implementation of effective safety management systems; and ensuring that all parties successfully discharge their legislative safety duty obligations.

Based on current evidence, there is a serious need to raise the awareness, understanding and knowledge of the HVNL, the application of Chain of Responsibility (CoR) and the need to provide a risk reduction for the transport of OSOM loads throughout Victoria.

The VTA and Engistics Pty Ltd decided that the above could be delivered by the *'Over Size Over Mass Load Restraint Risk Program'* (the Project). This Project was designed to reduce the risks by targeting safe and effective load restraint practices with consignors, transport operators, loaders, and drivers.

The above was also based upon the VTA having the credibility and capability to close this major gap in conjunction with Engistics Pty Ltd as subject matter experts, as well as the training delivery service provider.

The Project's delivery was focused on Victorian transport and logistics industry organisations, in both metropolitan and regional locations. The VTA conducted the metropolitan sessions at Webb Dock and as well as, designated regional locations: Portland; Geelong; Sale; Wodonga; Wangaratta and Mildura.

As part of the Projects evaluation process, the VTA and Engistics Pty Lty agreed upon the following key recommendations:

- All industry stakeholders need to focus upon improving the awareness, understanding and practices of effective load restraint requirements across of parties involved in road freight tasks.
- There is a need to increase the focus on CoR and load restraint training on a national basis and across all sectors of the transport Industry for the OSOM freight tasks.
- A major focus must also be upon engaging with all industries and customers who are involved in freight tasks.
- As part of heavy vehicle driver training and licencing processes, improved mandatory load restraint training should be incorporated in the initial training when seeking a heavy vehicle licence.
- An ongoing pro-active approach be adopted to engage and educate all parties who have primary duty obligations under CoR and the HVNL.
- NHVR continue to support this Project in the future.

Whilst there was a total of 221 participants involved in the Program, the direct and indirect impact and 'transfer of knowledge' from the participants in their organisations should also be considered in the overall appraisal of the success of the Program.

2.0 VICTORIAN TRANSPORT ASSOCIATION (VTA) & ENGINTICS PTY LTD

2.1 Official title of the Project

The official title of this Project was the *'Over Size Over Mass Load Restraint Risk Program'* (the Project). Reference number HVSI 705.

2.2 Introduction to the VTA

The Victorian Transport Association (VTA) has over 800 members and is dedicated to the service of members and supporters in all sectors of the transport and logistics industry.

With over 100 years' experience and a specific business focus, the VTA possesses the industry acumen, market knowledge and industry contacts that enable members to capitalise on the current commercial and regulatory environments.

Recognised as Australia's pre-eminent multimodal prime contractor and employer organisation in transport and logistics, the association works with all levels of government, the unions, statutory authorities and the industry to achieve mutually beneficial outcomes.

The VTA is committed to improving the environment in which the industry operates.

2.3 Introduction to Engistics Pty Ltd

Engistics is a leading Engineering organisation in Load Restraint and Logistics Safety and has the demonstrated capabilities in the development of compliant load restraint systems and the delivery of these systems with Logistics partners. Engistics is well respected in the industry.

3.0 RATIONALE & SCOPE OF THE PROJECT

3.1 Introduction

Based on current evidence, there is a serious need to raise the awareness, understanding and knowledge of the HVNL, the application of Chain of Responsibility (CoR) and the need to provide a risk reduction for the transport of OSOM loads throughout Victoria.

By achieving improved risk management and awareness of key risks for OSOM loads and the delivery of improved driver and loader skill sets, this Project was designed to have real and tangible safety outcomes for all stakeholders, including the NHVR officers who deal with the OSOM compliance load restraint issues on our road networks.

The Project's aim was to also achieve a greater reach of consignor and transport organisations across Victoria, as well as other associated high-risk industries. Given that this Project was based upon an evidence-based model, the learnings are transferable at regional, cross-jurisdictional and a national level. Knowledge creation and knowledge transfer of the key learnings could also translated into several case studies.

OVERVIEW OF THE PROJECT

This Project was intended to provide a risk reduction for the transport of Over Size Over Mass (OSOM) loads in Victoria, through the provision of targeted training and awareness sessions with supporting load restraint documentation.

The Project was comprised of 3 key parts:

1. **Consignor and Transport Operator OSOM Risk Awareness Session (Face to Face):**
   1 hr Session focused on joint responsibilities and opportunities to manage key OSOM Load Restraint Risks in transit.
2. **Driver and Loader OSOM Load Restraint Training Session (Face to Face):**
   3 hr Session focused on key OSOM Load Restraint risks and the options to manage these risks
3. **Develop and Deliver OSOM Load Restraint Critical Risk Guide:**
   A 14-page document with diagrammatic information identifying critical OSOM Load Restraint Risks and the relevant options to manage these risks.

The 2 sessions identified above were delivered in a sequential manner, in a 4-hour block comprising of the 2 components. This approached streamlined the process and reduced the cost of delivery.

A total of 11 sessions in total were delivered: 5 Metropolitan and 6 Regional locations.

NHVR representatives were approached and were involved in the sessions as a means of further engaging with participants to gain an improved mutual understanding of managing the Load Restraint risks for OSOM freight tasks.

4.0 OBJECTIVES OF THE TRAINING PROGRAM

The key objectives of the VTA were as follows:

- To improve risk management of the restraint of OSOM loads
- To increase awareness of key risks for OSOM loads for all relevant stakeholders
- To improve Driver and Loader skill sets for identifying and managing OSOM Load Restraint risks.

Project Goal alignment: Safer Drivers

A key goal of the training Program was to increase the understanding at a first principles level of the load restraint risks presented with the transport of OSOM loads for both Drivers and Loaders.

The training session component for the Drivers had the following key content to maximise the learning around the improved restraint of OSOM loads:

- Legal requirements for Load Restraint for OSOM Loads
- Basis for the legal requirements – how the Performance Standards apply to a OSOM load
- Mechanisms of load restraint failure
- Key ways these mechanisms are present in OSOM loads at a practical level

- How to improve load Restraint systems to manage these risks
- Case studies and workshop activities to reinforce learning.

By executing the above sessions and content, Drivers gained an in-depth understanding of the key issues impacting OSOM load restraint, that positively influence behaviours when working independent of external oversight and reduce their personal risk.

The provision of the **OSOM Load Restraint Critical Risk Guide** was to ensure that Drivers would have access to key information content for managing the restraint task ongoing into the future which both reduces their personal and other road users' risk from unsecured OSOM loads in transit.

Project Goal alignment: Safer Vehicles

The improved load securing component of OSOM loads from the Project was to improve the safety of the vehicle through the following means:

- Minimising potential load shift that can destabilise the vehicle, leading to poor handling or loss of vehicle control.
- Minimising load shift that could increase the vehicle overall dimensions, presenting a subsequent risk to other road users or infrastructure.
- Minimising load shift that could result in axle groups exceeding allowable limits and resulting in infrastructure damage.
- Minimising the likelihood of the freight item(s) becoming detached from the vehicle which could present a significant risk for the vehicle and other road users.

Improved load restraint outcomes had beneficial effects for the Driver, other road users and the network as identified above.

Key benefits for beneficiaries

Road Users benefited from a reduced likelihood of OSOM loads becoming unrestrained in transit on our road networks.

Drivers and Loaders from the Project gained an increase in awareness and provision of appropriate education and information for managing OSOM Load Restraint Risk.

Consigning organisations benefitted from an increased awareness of the areas impacting the engagement of Transport Operators for the freight of OSOM loads.

Other Road Users would benefit from a reduced likelihood of OSOM loads becoming unrestrained in transit on our road networks.

5.2 PROJECT MANAGEMENT

The Project was managed across the two key organisations involved with the following split of the key activities for the VTA and Engistics Pty Ltd:

Victorian Transport Association (VTA)

- Project oversight, management and NHVR Reporting
- Industry liaison and Industry Reference Group (IRG) organisation
- Promotion of project within VTA membership
- Arranging session material printing
- Arrangements for session venues at relevant locations
- Preparation and distribution of 'participation certificates.'

Engistics Pty Ltd

- Development of training material
- Presentation of Sessions to Industry and delivery of session materials
- Development and provision of OSOM Critical Risk document
- Facilitation of session feedback
- Promotion of Sessions to relevant industry Consignor groups

5.3 PROJECT ACCOUNTABILITY

The Project was managed with the following assigned accountabilities.

Victorian Transport Association (VTA)

- Project budget and financial management
- Maximising attendee numbers at sessions from VTA membership and other industry stakeholders
- Facilitation of industry input to session content via the IRG process
- Ensuring venue arrangements for sessions meet the necessary requirements.

Engistics Pty Ltd

- Ensuring session material is relevant and technically accurate.
- Session delivery is fit for the target audience and maximises participant engagement.
- Providing Subject Matter Experts to deliver the session material.
- The OSOM Critical Risk document is technically correct.
- The OSOM Critical Risk Document is structured to suit the user needs.
- Maximise participant session feedback.

6.0 PROJECT PLANNING-INDUSTRY REFERENCE GROUP (IRG)

The VTA consulted with key transport organisations in the development of the scope of the activity to ensure that the intended Project was developed with the necessary deliverables and expertise to ensure success for participants.

The Industry Reference Group (IRG) was established as per the Agreement. It also included 2 representatives from the VTA, CEO and Industry Services Manager, 2 representatives from Engistics Pty Ltd and three industry representatives: Doolan's Heavy Haulage, L. Arthur Pty Ltd and Patlin Transport Services.

Terms of reference established. Meetings occurred on: 13 December 2022; 3 February 2023; 10 February 2023. Timing of activities/ program delivery were also established.

Stage 2 - Development of 'Critical Risk Document' was completed on the above dates. The NHVR was consulted throughout Stage 2a, as well as Stage 2b. Peter Rouse (NHVR) and Tim Brown (NHVR) were provided with all draft material for review. The VTA, Engistics Pty Ltd and NHVR worked on Stage 2b over a series of meetings (approximately 6 meetings).

Please note, given the importance to complete the content development of all materials and resources before the Program commenced, the above involved the engagement and collaboration all stakeholders: the IRG, VTA, NHVR and Engistics. The professionalism, commitment and cooperation of all parties was much appreciated.

The Slide packs prepared by Engistics Pty Ltd were reviewed and subject to a 'continuous improvement process' with the NHVR and the VTA. NHVR was provided with final copies for review and sign off. Final approval by NHVR was completed on 11 April 2023.

7.0 PROJECT IMPLEMENTATION

The following table provides an overview of the activities and timeframe for the Project.

Activity	Timeframe
1. Project initiation and Industry Representation Group (IRG) formed	October 2022
2. Industry consultation process with IRG for key risks and session content	November 2022
3. Session content development and Critical Risk documentation	December 2022 – February 2023
4. Review of content with IRG and relevant updates Sign off achieved	March 2023 11 April 2023
5. Marketing and Industry promotion	February 2023 - March 2023
6. Melbourne Session x 2	April 2023
7. Geelong Session x 1	May 2023
8. Portland Session x 1	May 2023
9. Sale Session x 1	May 2023
10. Melbourne Session x 1	June 2023
11. Wodonga Session x 1	June 2023
12. Melbourne Session x 1	July 2023
13. Wangaratta Session x 1	August 2023
14. Mildura Session x 1	September 2023
15. Melbourne Session x 1	September 2023
16. Project close out and reporting to NHVR	September 2023

Table 1: Overview of Project's delivery

Please note that there was a need to amend several dates and location to maximise participants engagement. They included the following:

- Horsham location was changed to Wangaratta
- Ballarat was changed to Bendigo
- Bendigo was then changed to an additional Melbourne session.

It should also be noted that the Wangaratta and Mildura sessions were scheduled as part of the annual VTA regional visits.

PROJECT PARTICIPATION

As part of the VTA management plan, the VTA collected key data from all of the training sessions delivered. The key points to note:

- A total of 221 participants attended the 11 sessions.
- Of the 221 participants there were 187 male and 34 female
- The categories of the roles of the participants included: Provider of transport services (includes drivers); engages transport services consignor/consignee); packages items for transport; loader or receiver of items transported by road; other.

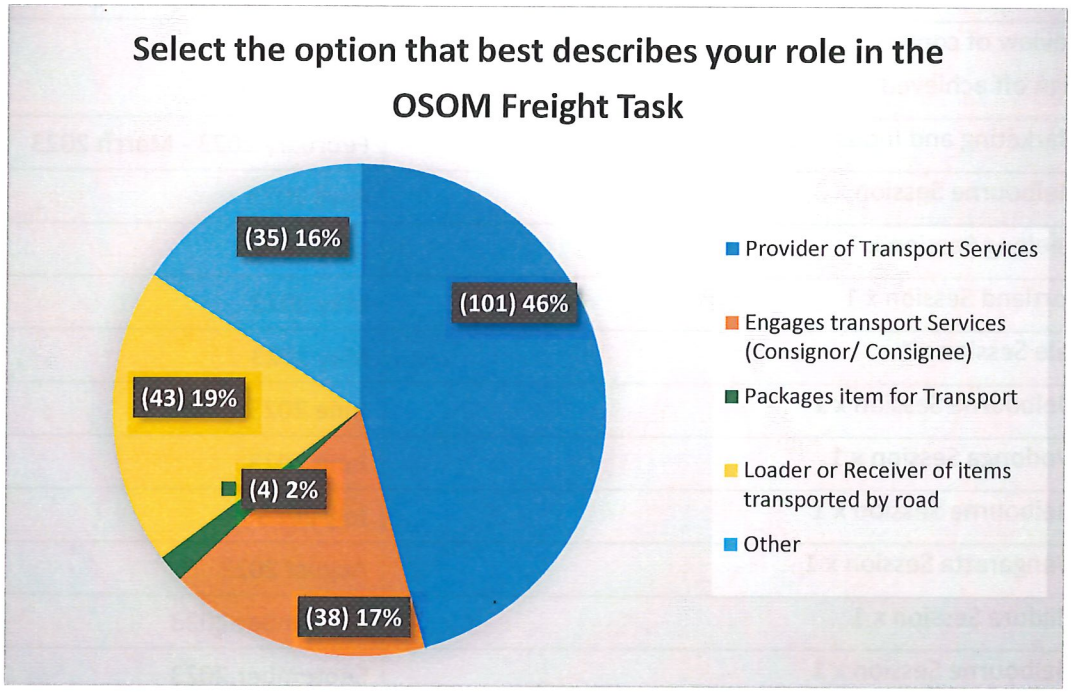

Table 2: Breakdown of the five categories of participants.

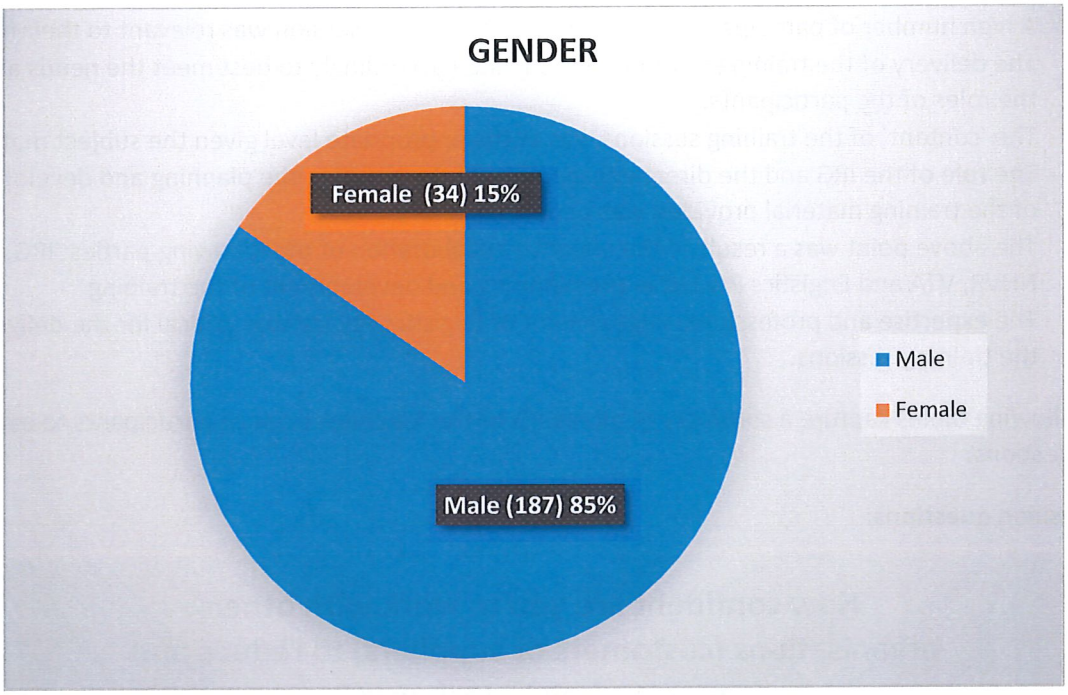

Table 3: Number of males: females participant ratio.

8.0 KEY FEEDBACK AND FINDINGS FROM PARTICIPANT FEEDBACK

The IRG developed a 'pre' and 'post' feedback template for all participants. It was implemented at all sessions and it was designed to help assess the 'knowledge transfer' which took place with participants.

The key feedback and findings included the following:

- The 'breakdown' of the categories of the participants varied significantly with each of the training delivery locations.
- The above point was particularly the case with regional sessions whereby the participants directly reflected the types of transport activity and industries operating in their specific regions.
- The level of understanding of Chain of Responsibility (COR) and safe load restraint practices varied considerably across all training sessions.
- A 'significant gap' remains in the ability of organisations to work with customers or suppliers to reduce and manage the risks involved in the freight tasks.
- Identification and management of the key hazards for OSOM freight tasks remains a major issue.
- There is a significant deficiency of understanding of the responsibilities by organisations involved in the OSOM tasks.
- There was an overwhelming view that other parties in the freight task need to make changes to the activities to reduce hazards.
- Most participants acknowledge they could reduce hazards by changing some aspects of their OSOM freight task activities.

- A high number of participants indicated that the training session was relevant to their needs.
- The delivery of the training sessions was adjusted accordingly to best meet the needs and the roles of the participants.
- The 'content' of the training sessions was at the appropriate level given the subject matter.
- The role of the IRG and the direct engagement of the NHVR in the planning and development of the training material provided was beneficial.
- The above point was a result of the effective collaboration of the following parties: IRG, NHVR, VTA and Engistics Pty Ltd in the planning and development of the training.
- The expertise and professional engagement of Engistics Pty Ltd was critical for the delivery of the training sessions.

The following tables capture a summary of all results of the feedback from all participants to each of the questions.

Pre-session questions:

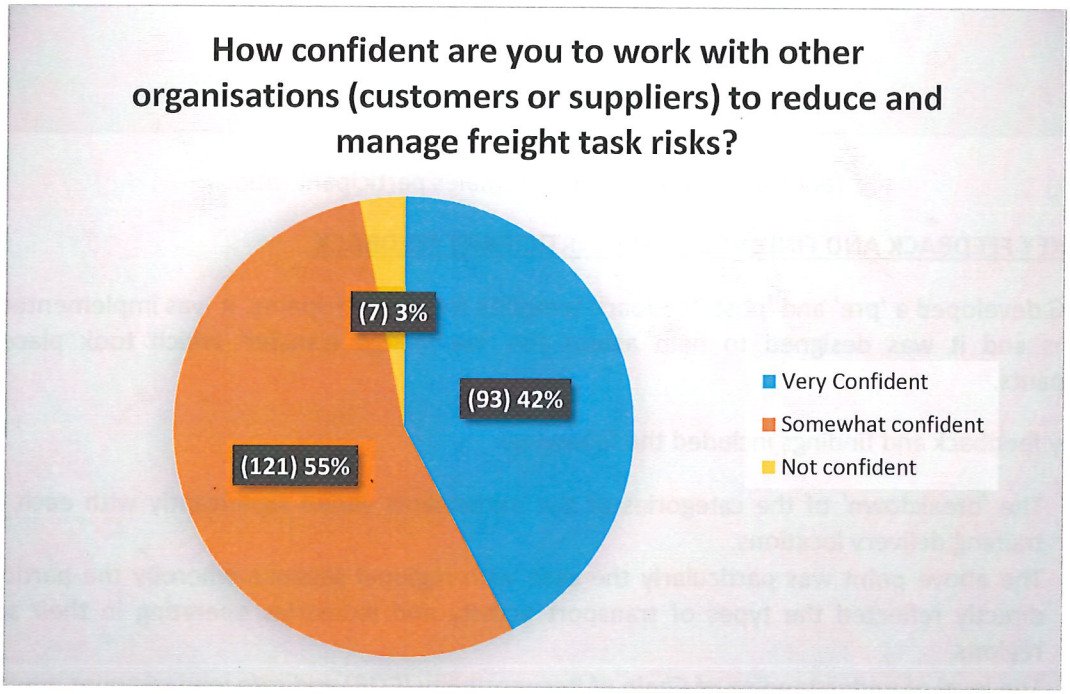

Table 4: Level of collaboration between stakeholders.

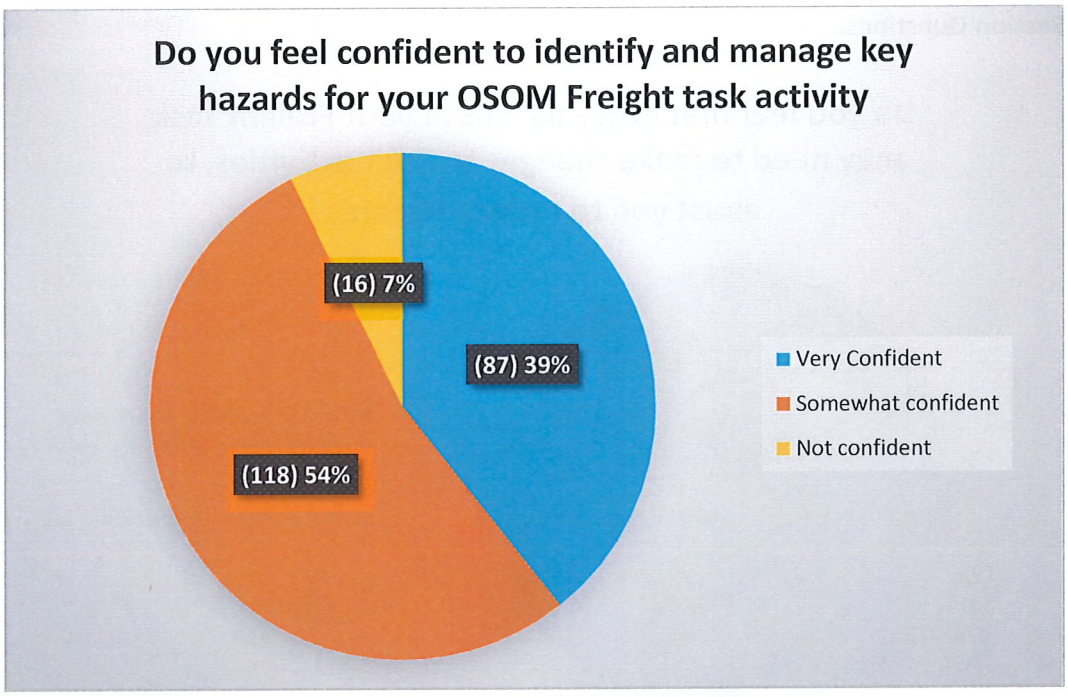

Table 5: Confidence level of identifying and managing key risks.

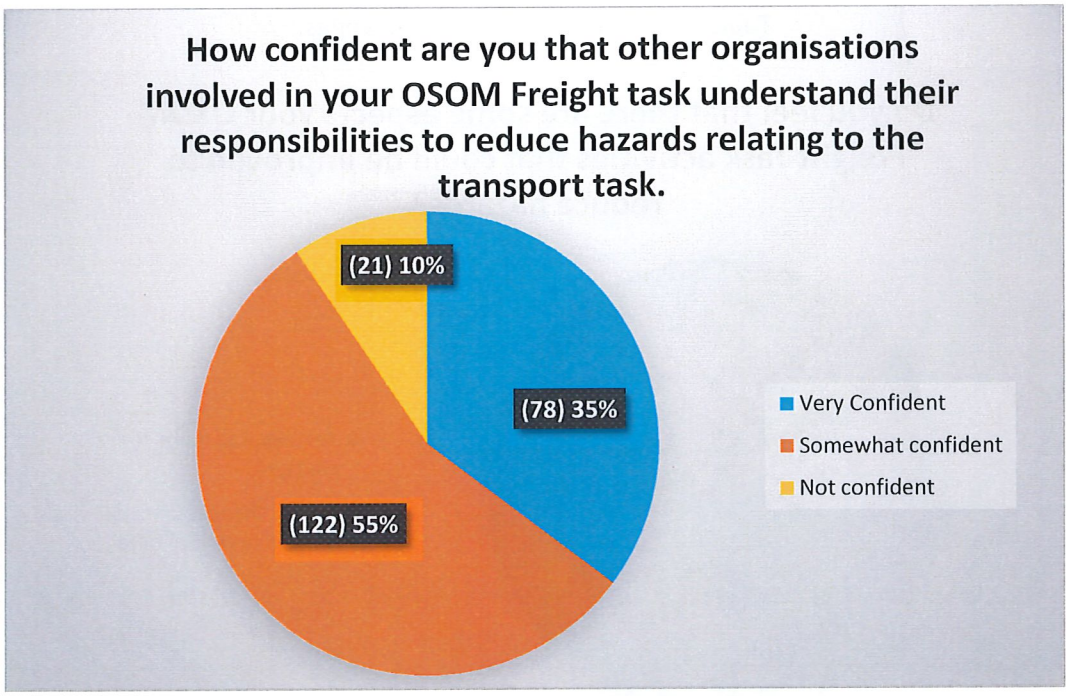

Table 6: Level of confidence of organisations understanding their responsibilities.

Post- Session Questions:

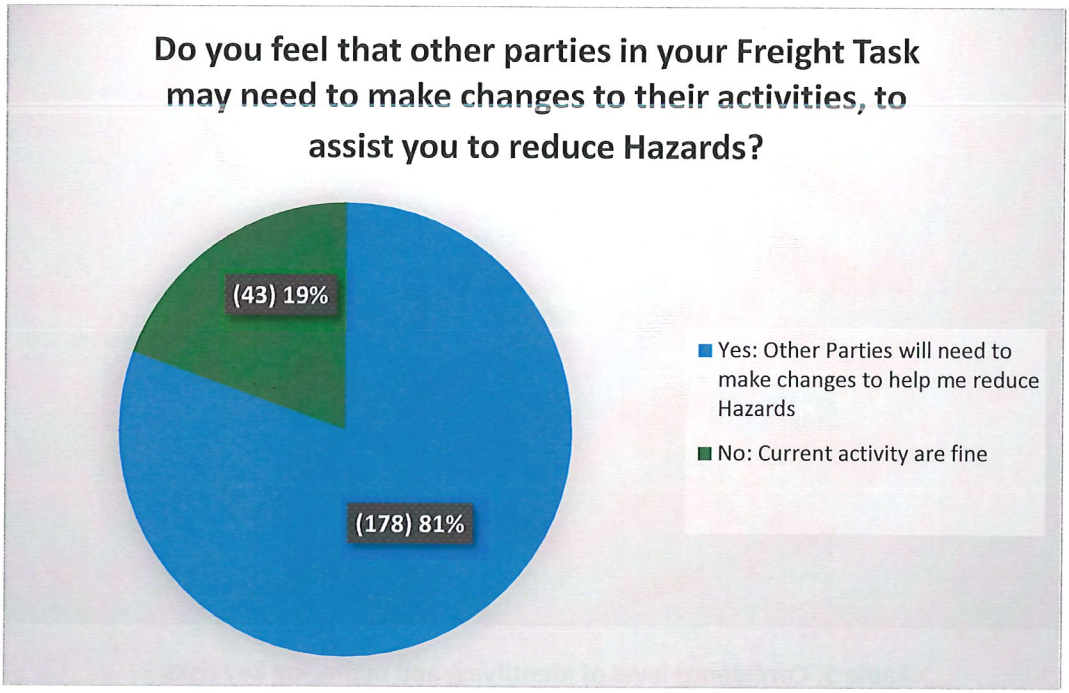

Table 7: Level of need to make changes.

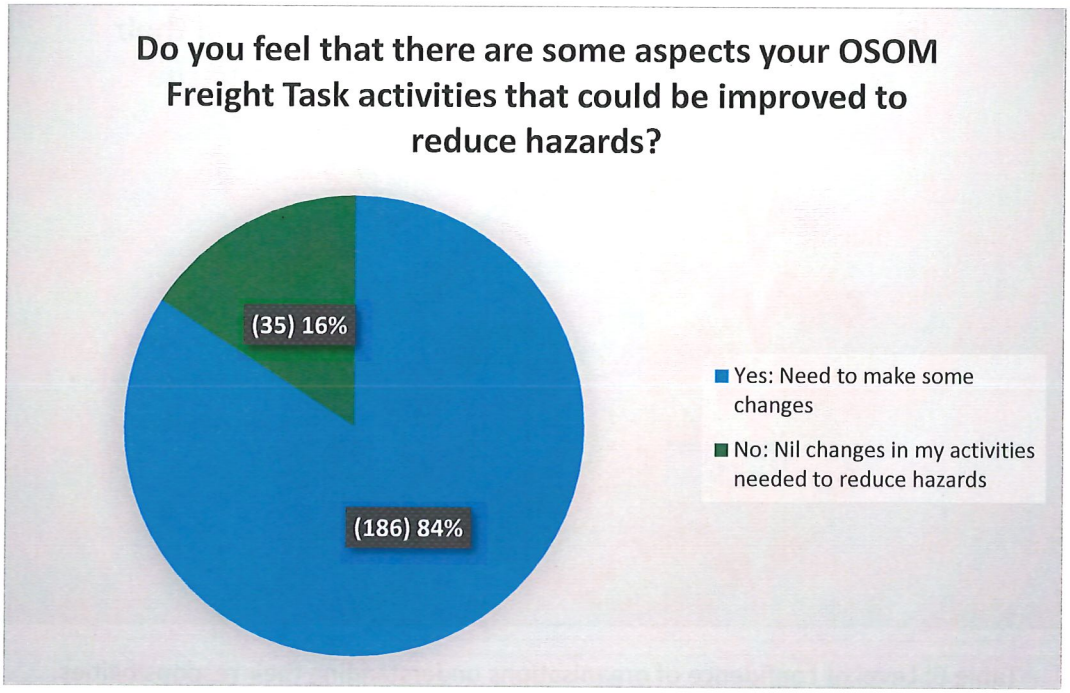

Table 8: Level of need to improve and reduce hazards.

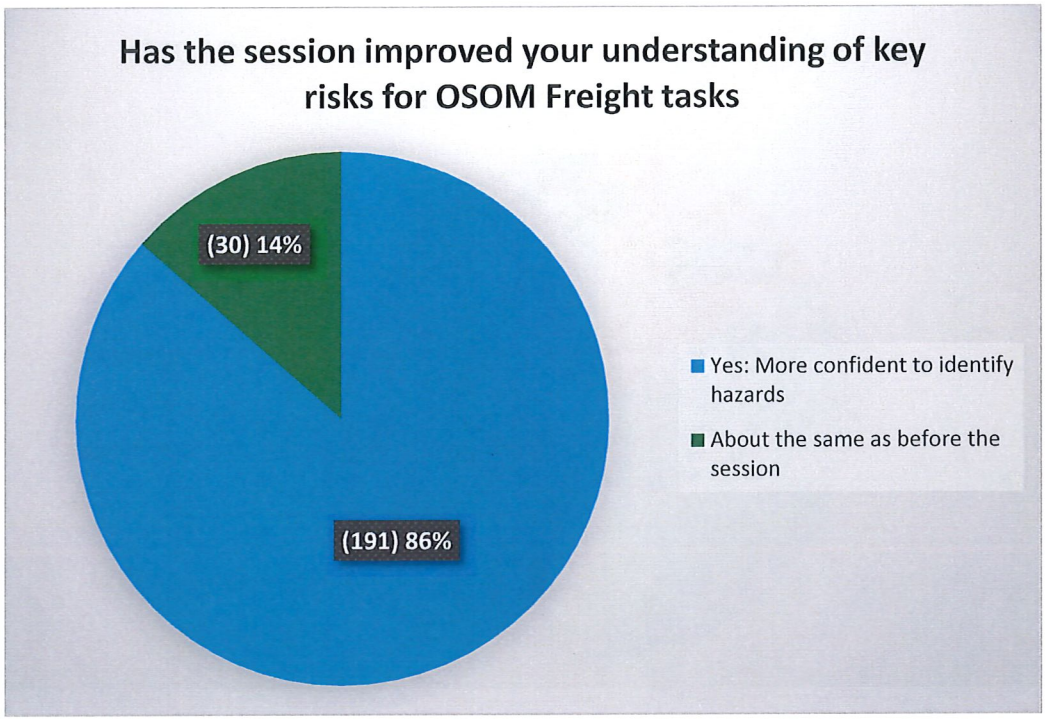

Table 9: Impact of improved understanding by participant.

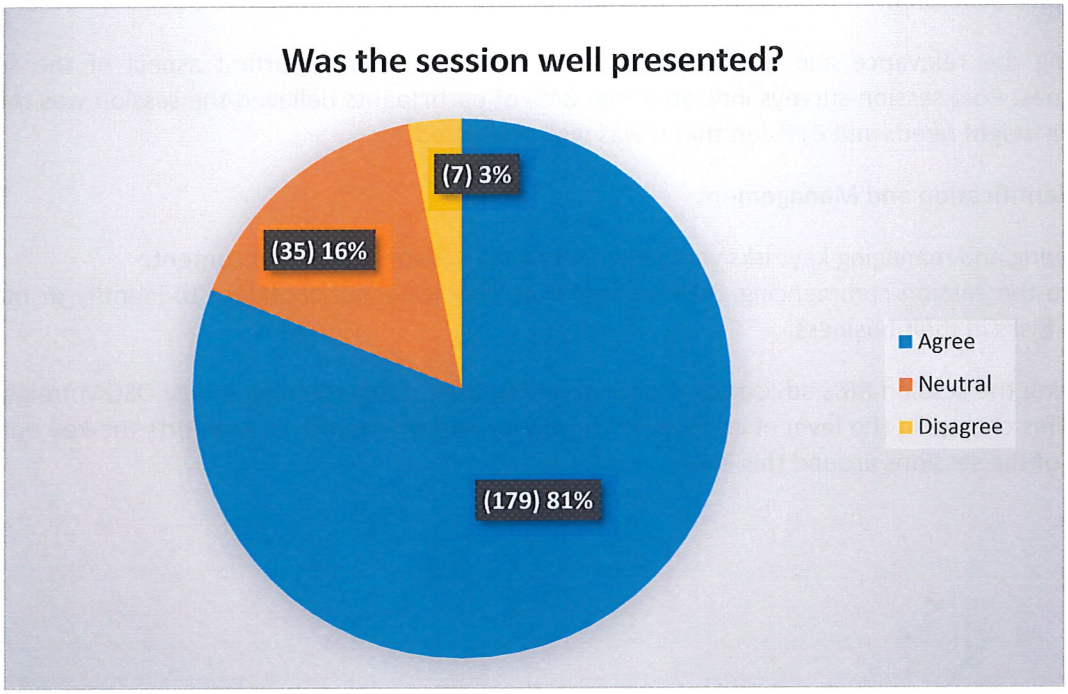

Table 10: Quality of session presentation.

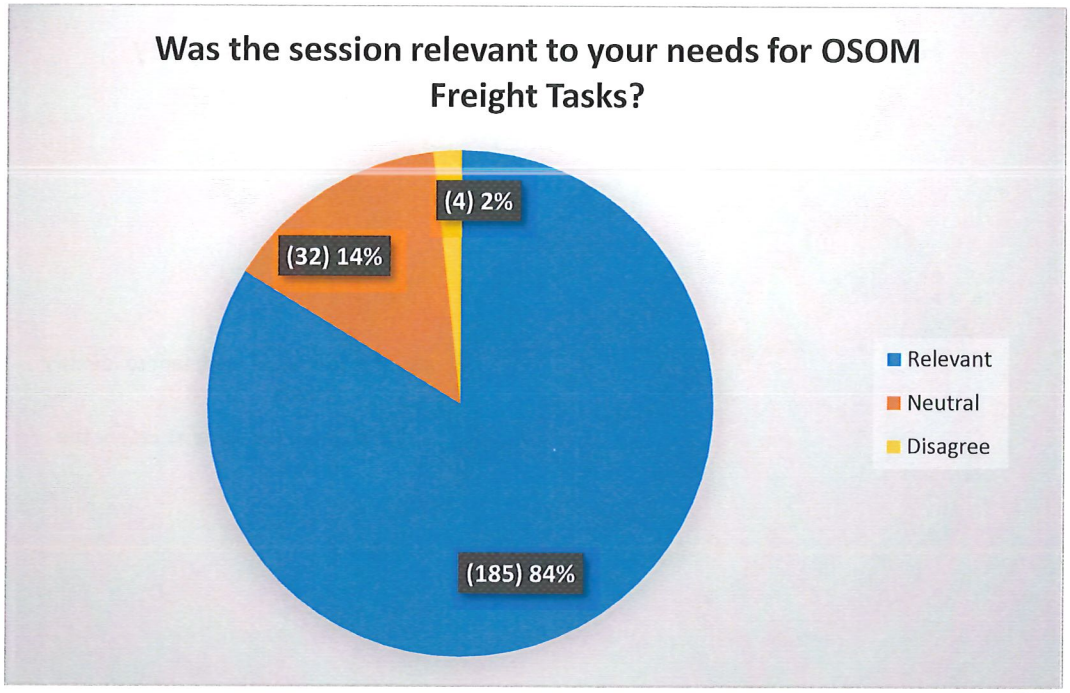

Table 11: Relevance of the session.

Relevance of session

Ensuring the relevance and quality of session delivery was an important aspect of the session outcomes. Post session surveys indicated that 84% of participants believed the session was relevant to their freight needs and 81% felt that it was well presented.

Risk Identification and Management

Identifying and managing key risks was a key part of the session intent and content.
Prior to the session commencing, 39% advised that they were not confident to identify or manage OSOM Risks in their business.

Following the session 86% advised that had increased their understanding of key OSOM freight task risks. This change in the level of comfort in identifying and managing risk supports the key outcome target of the sessions around this issue.

Changes in business practice between Parties

Working with other parties to encompass improvements in OSOM activities and Chain of Responsibility related issues was an important part of the session delivery.
81% of participants identified the need for other parties to modify current practices to assist in the reduction of hazards relating to OSOM freight tasks.

8.0 INDUSTRY LEVEL RECOMMENDATIONS & NEEDS

Given the scope of this Project and the data provided in this report, the Project has successfully delivered on its objectives and desired outcomes.

As stated in the original VTA submission:

> *"Based upon current evidence there is a serious need to raise the awareness, understanding and knowledge of the NHVL, the application of Chain of Responsibility (CoR) and the need to provide a risk reduction for the transport of OSOM loads throughout Victoria."*

The feedback from this Project has highlighted the need for a continued focus upon CoR and load restraint training and it must remain 'front and centre' in order to improve the current situation.

The VTA and Engistics Pty Lty propose the following key recommendations:

- NHVR continue to focus upon improving the awareness, understanding and practices of effective load restraint requirements across all parties involved in OSOM road freight tasks.
- There is a need to increase the focus on CoR and load restraint training on a national basis and across all sectors of the transport industry, with particular focus on the offroad parties.
- A major focus must be upon engaging with off road parties who are involved in large infrastructure programs to maximise their understanding of their role in reducing on road risks.
- As part of heavy vehicle driver training and licencing processes, improved mandatory load restraint training should incorporated in the initial training when seeking a heavy vehicle licence.
- An ongoing pro-active approach be adopted to engage and educate all parties who have primary duty obligations under CoR and the HVNL.
- The VTA would welcome the opportunity to liaise with the NHVR around continued support of this program in the wider NHVR jurisdiction.

9.0 SUMMARY

There continues to be a serious need to raise the awareness, understanding and knowledge of the HVNL, the application of Chain of Responsibility (CoR) and the need to provide a risk reduction for the transport of OSOM loads throughout Victoria.

This Project was designed to reduce the risks by targeting safe and effective load restraint practices with consignors, transport operators, loaders, and drivers. It was focused on Victorian transport and logistics industry organisations, in both metropolitan and regional locations. The VTA conducted the metropolitan sessions at Webb Dock and as well as, designated regional locations: Portland; Geelong; Sale; Wodonga; Wangaratta and Mildura.

The success of the Project was also due to the VTA having the credibility and capability to attract and engage participants and partnering with Engistics Pty Ltd as the subject matter experts and the service provider for the delivery of the training sessions. Given the needs and recommendations contained in this report, the VTA is well placed to deliver future training with the support of the NHVR.

.....

Peter Anderson
Chief Executive Officer
Victorian Transport Association