

NHVR Crane Industry Operators Group (IOG) Communique'

22 September 2016

The NHVR Crane Industry Operators Group (IOG) was held at the NHVR offices in Newstead, Brisbane on Thursday 22 September 2016.

The Crane IOG is a key group of industry representatives for the NHVR. It comprises representatives from across the heavy vehicle industry in the crane sector, the CEO and senior members of the NHVR.

This communique' highlights key issues from the 22 September 2016 meeting. This meeting was attended by Manager Industry Stakeholder Engagement NHVR, Executive Director (Regulatory Compliance) NHVR, Executive Director AccessCONNECT NHVR, Director Safety NHVR, Roadworthiness Project representative NHVR, Manager National Harmonisation NHVR, Communication & Engagement Specialists NHVR, Policy and Planning Advisor NHVR; Manager Access NHVR and representatives from the Crane industry including, Brandon Hitch CEO CICA (Chair of Crane IOG), Crane Industry Council of Australia (CICA) and other representatives, Terex Australia, Gillespie Cranes, Cranes Combined, Burpengary Crane Hire, Hydralift Cranes.

Apologies noted for the record include the CEO of NHVR, Executive Director Productivity & Safety NHVR, Director Access NHVR, various CICA representatives, DJ Adair Cranes, PD Cranes, LCR Group, Terex Cranes.

The following communique' outlines the key points discussed.

Membership and administration

The Chair officially opened the meeting, welcoming members with introductions made around the table. Manager Industry Stakeholder Engagement NHVR raised membership of the group moving forward encouraging wider participation to get the most out of these meetings. The Chair encouraged members to be open and transparent. The frequency of the meetings was discussed and members agreed to have bi-annual meetings.

Review of SPV1 and lessons learned

Industry representative in Tasmania shared positive results for 2 axle pick and carry cranes (12 tonnes/axle) – Hobart Council has opened up roads particularly in Hobart. Industry commented they anticipate same for 3 axle cranes, but the evidence not there yet. Manager National Harmonisation advised that Department of State Growth (Tasmania) is dealing with several NHVR projects and has put the development of 3 and 4 axle SPV networks on hold. The NHVR will work further with Tasmania to progress this.

Industry representative in Brisbane expressed the need to progress the network in Moreton Bay Regional Council area and wishes to know when the situation will improve, noting that TMR wishes to continue with 3 month period permits. Manager National Harmonisation NHVR advised there is work happening with Moreton Bay Regional Council and further clarification with TMR should clear up the road to progress increase in access.

The Chair raised 3rd party road manager issues for example rail crossing structure restrictions in NSW and the associated Rail Infrastructure Management Scheme (RIMS) and asked if the NHVR engaged with rail authorities or if the issue was forecasted. In response, one of the lessons learned was that earlier and better engagement with 3rd parties is required to combat the issue of delays/consents and that road agencies also play a role in consultation.

The Chair asked if clarification on the interpretation of maps in the Moreton Bay Regional Council area, for e.g. what 'green' actually means. In response the NHVR will continue to work with council on these issues.

Statistics on permit response times – state and local

The Chair raised permit response times. In response, Manager Access NHVR acknowledged the heavy delays being experienced currently (in particular highlighting the influx of applications received in the PBS space by a minority of business) and summarised the steps put in place to manage workloads. The Chair suggested a strategy be adopted to re-prioritise applications in these types of scenarios. The suggestion was taken on board.

Manager Access NHVR also presented the NHVR Access Dashboard and permit timing process demonstrating the live tool and how applications are managed from end to end.

The Chair asked how industry and the NHVR change tact to better results. A suggestion proposed was a change in law to reduce the 28 days down to 21, 14 or even 7 days. The Chair also asked what action is being undertaken by the NHVR once an application hits 28 days. In response, Manager Access NHVR advised that the NHVR sends formal email notification reminders to road managers each 7 days from the point of application along with follow up phone calls. The NHVR encouraged industry to also lobby road managers for better results and to lobby the NTC regarding a law change to reduce the 28 day timeframe; and to lobby for automatic consent should a road manager not respond within the timeframe.

Specific permit case studies

Industry shared examples of specific case studies where their members have experienced delays. The NHVR acknowledged all cases and the CEO NHVR welcomes industry to raise specific cases with us so that we can investigate and work with industry to provide solutions. The NHVR reminded industry that delays can be for a number of reasons and not just the responsibility of the NHVR, but also applicants providing accurate details and complete applications and road managers trying their best to manage processing applications.

Manager Access NHVR invited industry to discuss the specific case studies after the IOG meeting. Both case studies were discussed at the meeting with one being taken up by the Manager of access at the end of the meeting.

Industry raised emergency situations where access is required immediately, though because of the requirement under the law for the need to apply for a permit, has caused angst on getting emergency vehicles on the road. In response, the NHVR determined that it showed a fault in the NHVR call Centre process and was rectified in the meeting. The NHVR has refined the process to manage these types of cases. NHVR staff and call center staff have been advised to contact Manager Access NHVR directly to manage emergency vehicle cases and any emergency after hours calls received by the 24/7 NHVR call center at 1300 696 487 will be forwarded to the Manager Access NHVR.

Industry raised issue with perceived non-transparency of bridge assessments in jurisdictions. Industry's concern is that bridge assessments are being completed and access is being restricted without providing a reason for the change in access. For example, industry is often told from permit departments that the bridge department has placed restrictions on the asset. It is perceived the bridge department seems to be a law unto themselves and industry are told that engineers are being conservative because they are professionally liable for the decision they make to grant access; and if anything happens to the bridge they will be held liable.

Often when a bridge assessment is required the crane company that pays for the assessment does not get to see the information, but they are only informed if access is granted or denied. That bridge assessment is held by the road authority and if a different company asks for access a new bridge assessment is paid for and completed even when the crane configurations are very similar. Industry does not get information for the reason for travel restrictions.

Review of bridge simulation

CICA representative demonstrated CICA's bridge simulation tool and summarised comparisons (for example, in shear force and moment values for different crane set ups. The NHVR was impressed with the tool and complimented CICA on the work they are doing in developing the tool. The Chair advised CICA will work with NHVR's Chief Engineer and Manager National Harmonisation NHVR in creating a generic model to use as envelopes. Director Safety commented the requirement of using a consistent assessment model.

CICA representative also briefly demonstrated the impact on load and dynamic factors for suspension. The NHVR again acknowledged the fantastic work done by CICA.

CICA supervised weigh program

CICA tabled the 'Weigh and Measure Inspection Report' and would like to get NHVR and states to accept the standardised form (CICA 024) nationally for crane registration. CICA have invested significantly in weigh devices and produced the report and accompanying form. Benefit from the program provides the weigh tool and process for weighing cranes and having the weights visible using a manufacturers plate (this will reduce the requirement for future weigh audits saving industry and government time, resources and funds).

The weigh measuring devices are currently only utilised and recognised in Victoria. CICA wishes to see wider recognition of this approach and ultimately for the adoption of CICA's registration process broadly and asked the NHVR what CICA can do to achieve this. In response, Director Safety NHVR commented we could look at assurance and audit models and investigate the option of certified 3rd party service providers to do the inspections and provide statutory declarations.

The Chair raised the above process progressing in the scenario that the National Heavy Vehicle Registration Scheme (NHVRS) is implemented. In response, Manager National Harmonisation NHVR suggested the NHVR could open dialogue off-line and that CICA could collate each states templates and analyse the information and create a draft NHVR template with a national focus to work with in preparing for this option

CICA asked what the process is that follows the request for registration and does it go back to the state or does NHVR provide registration. The NHVR at present is working through a raft of national harmonisation issues related to policy and process requirements in regards to heavy vehicle registration. At present it has no firm understanding of how crane registration may be conducted and the weigh and measure requirements that may be associated (if at all) with crane registration.

The NHVR is however open to the transfer of cranes between states and territories without the requirement to undertake secondary confirmation of mass and dimension if it has accurate records of the vehicles particulars. This is particularly relevant where the NHVR is the sole record keeper and registration authority. Once a vehicles particulars are known and validated it is logical that as the sole authority responsible no further verification need be required for a vehicle moving between states or territories.

Roadworthiness

Industry asked for an update on the National Roadworthiness Baseline Survey (NRBS) and the timing of any reports and if there are any known issues found on cranes. In response, Roadworthiness Project representative NHVR provided a summary of the NRBS focusing on SPVs. The key points included:

- Approximately 600 of the 800 SPVs have been inspected
- Expressed support from industry acknowledging the lost time involved, but full awareness of benefits
- Industry has contacted the Roadworthiness Team with positive feedback and where there has been less than positive feedback it has been constructive.

- The NHVR expect to report in January/February 2017 on the results of the survey. In addition, a separate report on the review of the project will be produced. Also a survey of inspectors will be performed by the NHVR. NatRoad are conducting their own meta-survey with an industry survey bundled up as part of the meta-survey.
- The NHVR proposes to repeat the NRBS process in 3 years; to undertake a health check comparison with the ultimate outcome of not having a need to undertake this process beyond the proposed surveys.
- Proposed outcome recommendation is a Risk Based Inspection Framework in November 2017.

Future notices and reduction of permits

Industry asked about progress of SPV2 notice that includes 5 or more axles. Manager National Harmonisation NHVR advised that is the next phase of work for SPV's. As part of the new National Harmonisation Project, priorities are being placed on the team to focus on that will best benefit all industry sectors and SPV notices are a part of NHVR's work program moving forward.

Industry Codes of Practice

Executive Director (Regulatory Compliance) NHVR provided an update on the status of the draft guidelines and the process for Codes of Practice. A presentation followed providing the following key points:

- Ministers have asked for a move towards and a closer alignment with WH&S approaches, and therefore a consistent national risk-based approach; which supports co-regulatory arrangements for industry to manage their own risks and safe business practices
- Providing consistent industry standard to improve safety referencing ISO 31000
- Benefits include: national consistency, improved compliance and safety, education and guidance for industry and clarity for courts
- Manages statutory obligations and provides opportunity for red tape reduction.
- Provides a framework for auditing, but the auditing is not done by the NHVR.

The NHVR are holding an Industry Reference Forum (IRF) on 5 October to focus on progressing the guidelines to develop a final Draft.

The Chair supported the draft guidelines and commented that CICA is working closely with the NHVR and in particular is developing a code of practice for cranes and sees the value in working with the NHVR and having its Cranesafe program and codes progressed and in place.

AccessCONNECT and Portal

Executive Director AccessCONNECT NHVR provided an update on the Customer component of the NHVR Portal which went live on 1 August 2016 with a 95% uptake as of 14 October 2016.

The migration of existing permit data is well underway and will also provide efficiencies in the long run. NHVR is decommissioning more redundant technology such as emailing applications and is encouraging industry to register with the portal, however will continue to provide support to those who are yet to transition.

The NHVR Portal is a web-based solution that is focused on reducing administrative burden for the heavy vehicle industry and government organisations involved in heavy vehicle access management.

The key objectives that are guiding the design of the NHVR Portal include:

- Reducing administrative overheads for all stakeholders
- Improving business intelligence and operational performance for Access issues
- Allowing improved oversight of the Access Management tasks
- Providing regulatory transparency and decision making
- Storing consent records centrally, in a secure, auditable and traceable repository

- Improving decision making abilities for governments.

The Chair acknowledged transition dates and will convey them to industry members.

Executive Director AccessCONNECT NHVR thanked CICA for working closely with the NHVR on vehicle configuration work.

Executive Director AccessCONNECT NHVR commented that other services can be tagged to the Portal; in light of this advice the Chair asked if import approvals would be an example. In response, NHVR can look at incorporating all suggestions made by industry to better the Portal.

All in all the feedback regarding the Portal has been positive and well received; the evidence is reflected in the uptake of registrations in the Portal.

Other business

Manager National Harmonisation NHVR advised members of the new NHVR webpage for SPV's: <https://www.nhvr.gov.au/road-access/access-management/special-purpose-vehicle-network-development> and encouraged industry to visit the page.

The Chair reminded the NHVR that the tradeshow for the crane industry is in March 2017.

Manager Industry Stakeholder Engagement NHVR thanked members for attending and for contributing to a productive discussion and confirmed meetings would take place bi-annually in 2017.

The Chair closed the meeting.

Next Meeting

The next meeting will be scheduled for early 2017 (approximately February/March, to be confirmed).

The agenda for the first meeting in 2017 is yet to be confirmed.