



# HVSI ROUND 5 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 80 participants, 96 registrations were received, and 88 participants attended training. The motivation for this training was high however participation was impacted by the unrelenting rainfall and flood events throughout NSW and Victoria. Training was impacted in Albury by the Public Holiday to mourn the death of Her Majesty Queen Elizabeth. 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 25% female and 75% male with a median age of 53 years. Of the total participants, 36% identified as compliance/administration employees, 40% were owners or directors of transport companies, 20% were professional heavy vehicle drivers and 4% identified as other including a Junior Stock and Station Agent.

The training sessions were inclusive and accessible. Two participants identified as having a disability including 2 hearing impaired. 40% of participants had previously engaged in vocational education and 16% had obtained a degree. 36% 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.

Based on participant feedback, future training initiatives and support to the heavy vehicle freight industry should focus on providing support to industry to implement Safety Management Systems in their businesses as well as providing additional communication and marketing to promote the Master Code of Practice.

## **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.

Eight sessions of nationally recognised training were conducted in September 2022 in Cooma, Queanbeyan, Deniliquin, Albury, Singleton, Narrabri, Armidale, and Casino.

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
<ul style="list-style-type: none"> <li>5% of participants assessed their knowledge and understanding of COR and the HVNL as 'excellent' followed by 29% who assessed themselves as 'very good'.</li> <li>Most participants – or 52% - rated their knowledge and understanding of COR and the HVNL prior to training as 'average'.</li> <li>14% of participants identified that their current knowledge and understanding of COR and the HVNL was 'below average' (10%) or 'poor' (4%) prior to training.</li> </ul>	<ul style="list-style-type: none"> <li>79% of participants assessed their knowledge and understanding of COR and the HVNL as 'excellent' followed by 20% who assessed themselves as 'very good'.</li> <li>Only 1% of participants assessed their knowledge and understanding of COR and the HVNL as 'average'.</li> <li>NO participants assessing themselves as 'below average' or 'poor'.</li> <li>Knowledge and understanding of COR and the HVNL increased significantly post-training.</li> </ul>

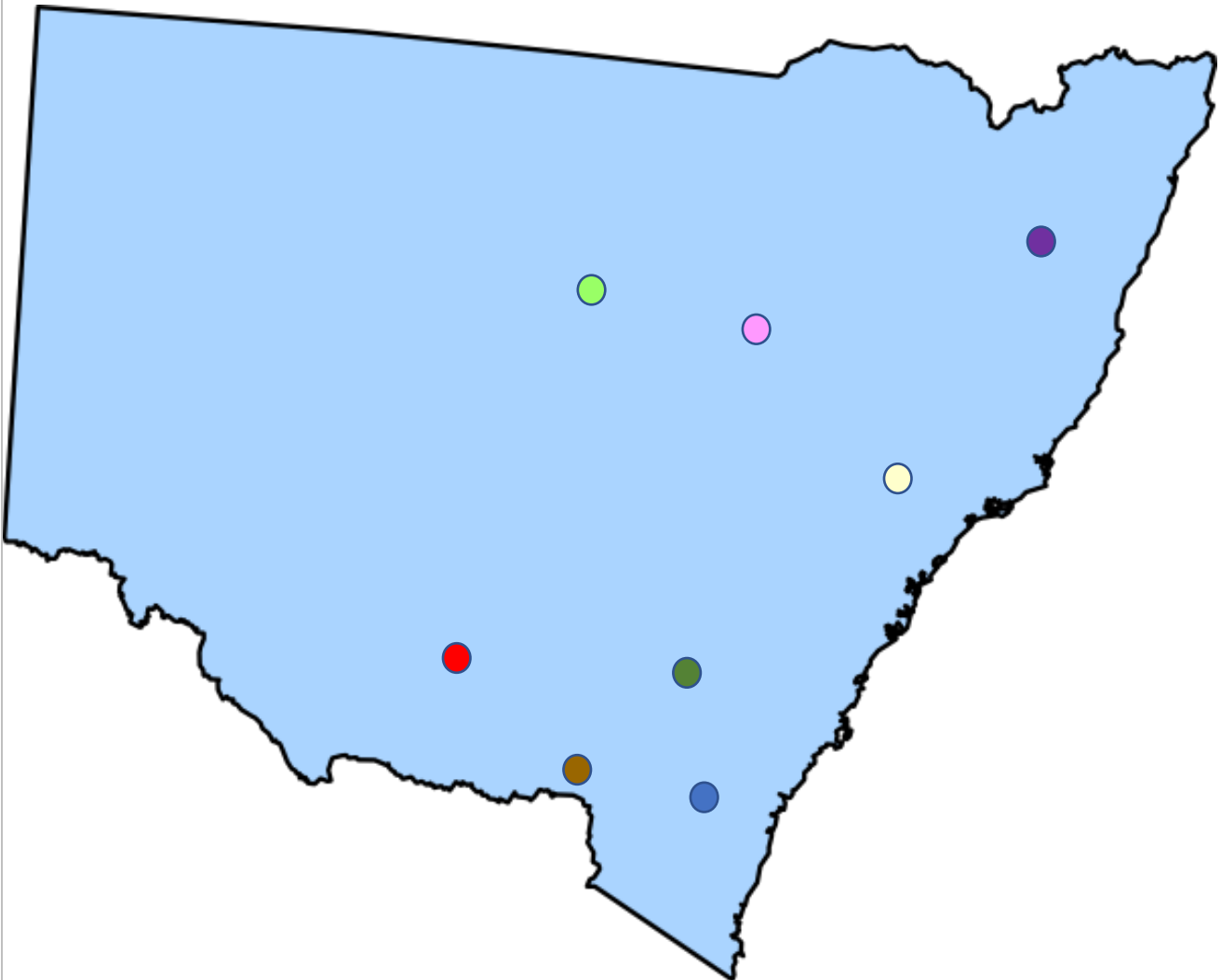
## 5. PARTICIPANT SOCIO-DEMOGRAPHICS

<b>Average participant age</b>	53	<b>Aboriginal/ATSI</b>	0
<i>19 – 30 years</i>	2	<i>31 – 40 years</i>	16
<i>41 – 50 years</i>	20	<i>51 – 60 years</i>	40
<i>61 – 70 years</i>	9	<i>71 – 85 years</i>	1
<b>Youngest participant</b>	24	<b>Eldest participant</b>	73
<b>Female participants</b>	32	<b>Male participants</b>	56
<b>Highest school education level</b>			
<i>Year 12</i>	54	<i>Year 11</i>	9
<i>Year 10</i>	19	<i>Year 9</i>	3
<i>Year 8</i>	3	<i>Did not finish</i>	3
<b>Highest qualification received</b>			
<i>Cert II</i>	4	<i>Cert III (or trade)</i>	39
<i>Cert IV</i>	12	<i>Diploma</i>	19
<i>Degree</i>	14		
<b>Participants with a disability</b>	2	<b>Disability</b>	Hearing

## 6. TRAINING LOCATIONS AND ATTENDANCE

Location	# Participants	Location	# Participants
Casino	8	Cooma	15
Armidale	8	Queanbeyan	16
Narrabri	7	Deniliquin	16
Singleton	8	Albury	10

## 7. TRAINING LOCATIONS



Cooma	Queanbeyan	Deniliquin	Albury
Casino	Narrabri	Armidale	Singleton

## 8. TRAINING OBSERVATIONS AND FINDINGS FROM GROUP DISCUSSIONS

TOPIC	OBSERVATION
<b>Heavy Vehicle National Law and Regulations Overview</b>	<ul style="list-style-type: none"> <li>▪ Participants generally took several notes during this topic and asked for links to the laws and regulations.</li> <li>▪ 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.</li> </ul>
<b>Introduction to Chain of Responsibility</b>	<ul style="list-style-type: none"> <li>▪ The explanation of section 26A, 26B and 26C was of most interest.</li> <li>▪ Most participants took notes during this topic and classroom comments were that discussing the actual written law made understanding the COR concept easier.</li> </ul>
<b>Transport activities and duty holder workshop</b>	<ul style="list-style-type: none"> <li>▪ There were high levels of participation during this topic. There was a lot of conversation about how this can vary between each operation.</li> <li>▪ Generally, questions came from consignors and consignees.</li> </ul>
<b>Safety Management Systems</b>	<ul style="list-style-type: none"> <li>▪ This topic created significant interest and discussion. Typically, the larger companies said they had safety management systems in place.</li> <li>▪ Some smaller operators said they were probably doing what was required but it was not well documented or done in a systematic structured way.</li> <li>▪ Most participants liked the SMS 'take home' material published by the NHVR that was provided on the day and found it easy to follow.</li> </ul>
<b>Case Study and Mock Investigation</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>▪ There was a lot of interest in conducting risk assessments, particularly identifying transport risks.</li> <li>▪ Training in actual high risks freight and activities was a major discussion point. Particularly around rollovers, load restraint, pre-start inspections and maintenance.</li> <li>▪ The trainers did a great job informing attendees about mass, dimension and loading and provided post training resources to each attendee.</li> <li>▪ 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.</li> <li>▪ Most participants were not aware of the Master Code of Practice.</li> </ul>

## 9. QUALITATIVE FEEDBACK

- Very good.
- Good, informative.
- Great. More industry participates should undergo.
- Thanks for the help.
- Very informatative.
- Well ran.
- Well delivered, very concise and informative.
- Wonderful.
- Great course, learnt a lot.
- Well worth it.
- Well worth doing. Great initiative.
- Small group so very personal training. Great day to attend.
- The videos are great.
- Great. A lot of relevant information.
- Couldn't recommend higher.
- Good and informative.
- Clear and concise information provided.
- Easy to understand.
- Informative, great information and easily explained legal language.
- Trainers knowledge was great.
- Case studys were excellent.
- Worthwhile training.
- Thoroughly interesting and informative.
- Real good.
- Excellent, knowledgeable trainer.
- Fabulous training and I gained a lot from it.
- It was great, would be keen to have done more.
- Straight to the point, easy to follow.
- Gained very useful information to take back into my business.
- Good training, very knowledgable.
- Good
- Excellent material and well delivered.
- Enjoyed it. Very interesting.
- Really good.
- Found it very interesting and I learned a lot.
- Brilliant training course, will recommend to other staff members.
- Our industry needs more of this sort of training.
- Enjoyed the real life case studies.
- Good knowledge of trainers.
- Very informative. Excellent course.
- Great well done – thank you.
- Very informative presenters – great job!



## 10. QUANTITATIVE FEEDBACK

	Excellent	Very Good	Average	Below Average	Poor
<b>Your level of knowledge (pre-training)</b>					
How do you rate your current level of knowledge with COR and the HVNL?	2%	25%	48%	22%	3%
How do you rate your current level of knowledge with SMS?	1%	14%	60%	22%	3%
<b>Your level of knowledge (post-training)</b>					
How do you rate your current level of knowledge with COR and the HVNL?	82%	17%	1%		
How do you rate your current level of knowledge with SMS?	55%	39%	6%		
<b>Overall Feedback</b>					
How would you rate the overall quality of the training?	87%	13%			
How would you rate the benefit of this training to your work?	90%	10%			
Would you recommend this training course to others in the industry?	100%				
<b>Course Objectives and Materials</b>					
The goals of the training were clearly defined	79%	21%			
The topics covered were relevant	83%	17%			
The course covered the material expected	80%	20%			
The course provided me with the skills to implement an SMS in my business	80%	15%	5%		
The time allocated to the training was adequate	86%	14%			
The language used in the course was clear and easy to understand	90%	10%			
The course material was easy to understand	81%	19%			
The topics were easy to follow	87%	11%	2%		
<b>Trainers</b>					
The trainers were knowledgeable about the topics	91%	9%			
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.

Surprisingly, most participants were not aware of the Master Code of Practice.

## **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 providing support to industry to implement Safety Management Systems in their businesses as well as providing additional communication and marketing to promote the Master Code of Practice.



Armidale, NSW



Armidale, NSW



Casino, NSW



Narrabri, NSW



Cooma, NSW



Cooma, NSW



Queanbeyan, NSW



Queanbeyan, NSW



Deniliquin, NSW



Deniliquin, NSW



Albury, NSW