

## Why does AFRA undertake audits?

With Covid easing and borders reopening, the AFRA team have been able to get out and about and undertake physical audits on new members. AFRA also regularly audits existing members. Member audits have two key components – the ‘paperwork’ side and the ‘physical’ side. Both are important and assist AFRA and its members to retain the high standards expected of an AFRA member.

Choosing to become an AFRA member means you elect to meet the standards set out in the AFRA code of conduct. An AFRA audit confirms that members are complying with those standards. Here are some of the requirements AFRA checks during an audit:

**Police Checks** – police record checks MUST be undertaken for all employees who will or may come in contact with customer’s goods or customer’s premises. This applies to all new staff, and should (with limited exceptions) apply to all existing staff. To better understand this process see [www.afp.gov.au/what-we-do/national-police-checks/national-police-checks](http://www.afp.gov.au/what-we-do/national-police-checks/national-police-checks)

**Training** – all employees within 3 months of commencing employment MUST successfully complete AFRA’s online Workplace Health & Safety course and an appropriate COR course. Further, all members should ensure staff are adequately trained to competently perform their work. This might mean having staff attend a face-to-face training course run by AFRA, or it might mean senior staff or owners work alongside new staff to ensure tasks such as wrapping, moving and lifting are undertaken competently and safely.

**Premises** – all members must maintain an office with public access. This is critical, and differentiates AFRA members from aggregators and online booking services that operate by sending all moving work to contractors and sub-contractors. AFRA recognises that work practices have and will continue to change, but at this time having a physical ‘office’ remains compulsory for membership. Where storage is undertaken at premises, there are strict requirements around security – including security fencing and securities systems (ie CCTV, alarms etc) - as would be expected by any reasonable customer.

**Why is this AFRA’s concern?** AFRA is a selective member Association. This means all members must meet set standards to become and remain members. These standards ensure moving customers know what to expect from an AFRA accredited member. Enforcing these standards means the AFRA brand remains relevant and valuable. If AFRA did not undertake audits, and members were not meeting the expected standards, moving customers’ faith in the AFRA brand would slip and being a member would become less valuable. AFRA undertakes audits so that it can ensure that all members work to the same high standards and to protect the AFRA brand.

Electing to be an AFRA member means you commit your business to excellence. AFRA audits ensure all members are working to the same high standards.