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move

83

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FROM THE TEAM AT AFRA



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BY CATHERINE KUIPERS

PRESIDENT'S REPORT

Thanks to El Nino the snow is certainly not glistening here in Australia right now, but Christmas is definitely nipping at our heels. Everywhere you turn, Christmas trees are going up, the annual Santa photos are in full swing and it won't be long before we are bombarded with Christmas music as we go about our daily business.

For those of us in the removals game the lead up to Christmas means the "busy", as we lovingly refer to it, is on the way. Despite all the challenges it throws at us every year, as business owners we plan and look forward to this time of year. There is definitely a sense of accomplishment and a huge sigh of relief when you have managed to survive the season, with limited casualties.

Even with 25 "busys" under my belt, every year I learn something from this time of year and work with the team to ensure that in the following year we have measures in place to ensure history doesn't repeat itself. No matter how much we prepare, there is always that client whose settlement falls through, a truck that breaks down, or Pacific National is booked out within seconds of the train service you need being released. At any other time of the year, we can probably shuffle a few things around and accommodate these hiccups, but during the busy months these sorts of issues require a seemingly endless amount of phone calls, re-rostering and lots of stress for everyone involved.

Christmas seems to bring out the best and the worst in everyone.

Managing client's expectations and feelings becomes one of the most important aspects of the work we do, even more so than the removal work itself at times.



“ Christmas seems to bring out the best and the worst in everyone. Managing client's expectations and feelings becomes one of the most important aspects of the work we do. ”

December 25 seems to hang over people like an ominous cloud and its imperative that everything is completed by this date. They don't care how it happens; they just want us to make it happen.

When clients are under stress, they have a tendency not to behave rationally, patience is thin and anxiety levels are at an all-time high. Throw into the mix this Christmas the financial pressure on households, due to the ever-increasing cost of living this year and I am fearful we shall have a more trying busy than ever.

As a business all we can do is prepare and plan. Ensure our staff, especially our Customer Service Team are ready for the potential increase in customer complaints, as people try to save a dollar wherever they can. Importantly, ensure

you have updated your terms and conditions, recently distributed by the AFRA office, to minimise your vulnerability to potential claims and complaints.

Have all your staff re-sit the latest update to the Cowden's Financial Course, which has just been released so you are geared up to offer insurance, and most importantly remember to look after your people. Make sure they feel loved and supported to ensure they can provide the best possible service to your clients.

Whatever comes our way this festive season I hope everyone manages to find some time to meaningfully engage with friends and family. Merry Christmas and looking forward to what 2024 has to bring. ●

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BY SIMONE HILL

EXECUTIVE DIRECTOR'S REPORT

Another year in removals is fast drawing to a close. This is my third busy since joining this industry and Association, and I feel like I'm now truly entrenched in the rhythm of the removals industry's year. Traditionally things in the AFRA office are quiet during our members' frantic busy period, but this year it feels like the AFRA team are all powering on to the finish line, ticking off more and more projects.

AFRA has recently updated its Terms and Conditions, the first time in a number of years. This was necessary to ensure our members were not in breach of new unfair contract laws that came into force 9th November this year. All members should now have made the switch across to these new T&Cs and be using them in their businesses. Contract law requires any terms and conditions to be made known to parties BEFORE the contract is formed. For our industry, this means it is crucial that members are ensuring customers agree to these new T&Cs at the time of booking the move. It is TOO LATE to supply a customer with a copy of the T&Cs at uplift. For example, some members had previously supplied customers with the T&Cs on the back of uplift documentation. If this is the first time the customer has been provided with those T&Cs, there is a strong legal argument that those T&Cs will not apply to that commercial relationship. If you would like guidance on how to approach this aspect of your business, please contact the AFRA office for advice.

In early November, AFRA and Cowden released new FSR training. A big thanks to Jo and the team at

Cowden who worked to write this new course and get it set up and working in aXcelerate. This new course MUST be undertaken by any member or their staff who sell the Cowden insurance product. To assist members to be FSR compliant AFRA has reduced the enrolment fee for a period of one month (until 6th December). After that time the full cost of the course will apply. Get yourself and your staff through before the reduced enrolment fee ends. If you are having any issues with aXcelerate registration, see Jo's cheat sheet on page 14. Most problems arise because a member has not set up their MFA or has a generic email registered for multiple enrollees. There are very simple fixes to these common problems.

Max has been on the road almost constantly since September running AFRA's popular face to face training courses. Face to face training has finished for 2023, and we encourage members to get in early for requests for training in 2024. Early in the year we will be heading to Canberra to run training, and then rolling out across the country from there. Thank you Max for your hard work.

We've also been busy on the audit front. Rose reliably informs me

that I have undertaken 84 audits this year right across the country. No wonder I'm tired! Thank you to our members who always make me feel welcome when I come out to undertake the site inspection aspect of the audit. It is a great opportunity to meet members and get a real understanding of how our members operate. If I haven't been out to you yet, I'll probably see you next year.

AFRA has introduced a new booking system for events – Humanitix – and it is already proving easy to use for both members and staff. Thanks to members who provided us with feedback about their experiences using this system. We used this system for our WA and East Coast Christmas parties and are delighted with how user friendly it is. This will be the platform we will use for conference bookings in 2024.

AFRA has also taken a step toward better social media and general brand marketing with the addition of a dynamic new team member. Madeleine joined us in mid November and has already had a huge impact on how AFRA is communicating and promoting itself to members and the general

“The AFRA Foundation is a registered charity that will enable AFRA to both undertake some terrific philanthropic work, and also affirm AFRA's position as a reputable and long-established industry body.”

BY JOSEPHINE LAZZARO



public. We are very excited about Maddy's plans for AFRA in 2024. Check out Maddy's social media tips on page 13

And as if this was not a big enough year already, AFRA will finish the year with the registration of the AFRA Foundation. The AFRA Foundation is a registered charity that will enable AFRA to both undertake some terrific philanthropic work, and also affirm AFRA's position as a reputable and long-established industry body. The charity is a way of AFRA giving something back to the communities in which we work, and formalizing the long tradition of AFRA working with important charities like Bear Cottage. I thank AFRA Council VP Nicki French for spearheading this initiative. The establishment of the AFRA Foundation elevates AFRA to the next stage of our evolution.

After a busy year, the team are looking forward to a well-earned break over Christmas and early new year. On Christmas Day I'm running away with my husband to our home in France – *sans enfants* – much to the outrage of our adult children. I hope that you too get a break and are able to spend some time relaxing with friends and family over the holiday period.

I am so very proud to be part of AFRA at this time in the Association's development. I want to acknowledge the hard working AFRA team – Rose, Jo, Maddy and Max. We are a tiny team and yet I believe we produce exceptional results for our members. I'm excited about our plans for next year, and look forward to continuing to work with you in 2024. ●

TRAINING OFFICER'S REPORT

Again, in the blink of an eye we are at the end of 2023, what a busy and productive year it has been at AFRA. A fantastic conference at Hamilton Island with great speakers, Simone has been out on the road catching up with long overdue audits, and our trainer, Max has completed lots of face-to-face training with our members.

This issue has an article on "Managing Speed" that includes safety tips for heavy vehicle drivers. Make sure you read the section for common aXcelerate inquiries that are frequently asked by both the authorised training booking person and members' employees when using the training system.

Are you utilising our Toolbox talks? We are gradually adding to this section in the members' area of the website. Some of the talks include a PowerPoint presentation, and the latest ones added is "Hazard Awareness" and "Discrimination, Bullying & Harassment". A tip for the person facilitating any of the toolbox talks, try and relate it to a workplace incident or get attendees to share an experience of a similar situation. Many of your attendees will gain a better understanding of the talk's concept through this method.

If you have a toolbox talk that you think would benefit other members

or is there a specific topic that you would like us to develop, let us know and email training@afra.com.au.

AFRA audits have increased the number of people completing the relevant Workplace Health & Safety and Chain of Responsibility course, as you cannot pass an AFRA audit unless all your staff have completed these two courses.

Remember, with any of the AFRA aXcelerate online courses they must be completed within 30 days from date of enrolment, otherwise you will need to re-enrol them into the course and a re-enrolment fee applies. Under the Training menu on the AFRA members website, there is now a re-enrolment form available. In this issue is included an article on "How to solve aXcelerate issues" that will assist with some of the problems our users are encountering.

Finally, the new updated Cowden's financial course was released and all employees who sell insurance to removal clients must complete this new course.

Stay safe during the holiday session, enjoy Christmas and New Year celebrations, and looking forward to hearing from all of you next year. Wishing you all...

Tanti Auguri per un boun Natalie e un Felice 2024

Best wishes, a Merry Christmas and a Happy 2024 ●

TOOLBOX TALKS

MANAGING SPEED

Managing speed is one element of the Chain of Responsibility (CoR). All companies undertaking transport activities must ensure that there is enough time for a driver to undertake their work safely and without feeling pressured to speed.

Speeding is considered high-risk behaviour. Responsibility for speeding offences extends from the driver at the steering wheel to company management. Heavy Vehicle National Legislation prohibits any person from asking, directing or requiring a driver or other party in the supply chain, to enter into any contract or agreement that would reward, encourage or provide incentives to a driver to exceed speed limits.

If you work anywhere in the supply chain you must take practical steps, within your area of responsibility, to ensure that you do not cause or influence drivers to exceed speed limits. In the removals business this would include employers, operations managers, schedulers, loading managers, consignors and consignees etc.

Speeding heavy vehicles are at a greater risk of being involved in a motor vehicle incident and statistics show more fatal crashes occur on roads where the speed limit is equal to or greater than 100 km/h.

60 metres is needed to safely stop a heavy vehicle being driven at 60 km per hour, and every extra touch on the accelerator adds metres to that distance. As speed increases, so does the time and distance required to stop a heavy vehicle.

Statistics show that speed is a causal factor in 40% of fatal crashes, an aggravating factor in the severity of all crashes, and for every 5 km/h increase over the limit you travel in a 60 km/h speed zone, the risk of involvement in a casualty crash is double.

SOME SAFETY TIPS FOR HEAVY VEHICLE DRIVERS

- Monitor your speed.
- Always keeps to a safe speed by keeping to the speed limit. For heavy vehicles over 4.5 tones the maximum speed limit in Australia is 100km p/h.
- Remember, for every 5km/h over a 60km/h speed limit, the risk of a casualty crash doubles. Going over the speed limit by more than 10km/h increases your risk of crashing by 4 times.
- All heavy vehicle drivers and passengers must wear a seatbelt.
- When driving always consider the road and visibility conditions, especially in heavy rain and fog.
- For certain road conditions, such as sharp bends, steep descents and winding roads, special speed limit signs may be posted for trucks, road trains and buses. You must not drive at a speed greater than the speed shown on the sign.
- Make sure your load is restrained correctly. Loose or incorrectly restrained load can injure or kill others, damage property or causes hazards.

The faster you drive:

- the less time you have to respond to hazards.
- the impact of the crash is more severe.
- the harder it is to turn or take other evasive action.
- the vehicle travels further and takes longer to stop once you hit the brakes.

It is particularly important for heavy vehicles to reduce their speeds in any lower speed zones, including highways, due to risks such as roadwork sites and increased traffic at intersections.

Aside from offences for exceeding legal speed limits, heavy vehicle drivers may also be subjected to dangerous driving offences if travelling at speeds that are unsafe for the load being carried, or in certain road conditions, such as around corners, on steep descents and in foggy, wet or icy conditions.

Speeding can also affect the heavy vehicle's stability, steering and

braking performance resulting in the driver losing control of the vehicle. Excessive or inappropriate speed when cornering or negotiating a roundabout, even at lower speeds, increases the risk of the heavy vehicle losing control and rolling over. Other risk factors include not driving at a safe speed for the conditions or failing to follow advisory and variable speed limits.

Motor vehicle incidents involving speeding heavy vehicles can result in serious injuries and fatalities to drivers and other road users, damage to road infrastructure and the environment.

Penalties for speeding:

The consequences of speeding include not only a fine and loss of licence, but also the potential loss of insurance cover and WorkCover. In addition, prosecutions can be commenced because of breaches of the Workplace Health and Safety Act for any worker who has been found negligent in his/her duties. ●



FAIR WORK AMENDMENTS

The Federal Government has introduced the third part of its planned Fair Work changes to Parliament. The Fair Work Legislation Amendment (Closing Loopholes) Bill 2023 addresses a range of issues from 'gigeconomy' workers to silicosis. The topics likely to directly affect members relate to defining casual employment, the distinction between employees and contractors, and the establishment of a new jurisdiction within the Fair Work Commission (FWC) with extensive powers over the transport industry.

CASUAL EMPLOYMENT AND CONTRACTORS

The Bill would return the definitions of 'casual' and 'contractor' to where they were before the High Court's decisions in *Jamsek* and *Rossato*. Both cases provided some certainty to employers by finding that courts must base their decisions on the wording of the relevant contract. The Bill proposes requiring courts to return to the practice of also examining the subsequent behaviour of the parties. That means casual employment will still be determined by no 'firm advance commitment' to work, but even if this is clearly set out in the contract of employment, courts will also consider actual patterns of work and rostered hours. Similarly, questions as to whether a

worker is an employee or a contractor would no longer be determined solely by what the parties agreed in the contract. All of the old considerations from the 'multi-factor test' will again be considered, resulting in a return to uncertainty.

TRANSPORT INDUSTRY REGULATION

The Bill also proposes to introduce a new FWC regime to govern the transport industry, reminiscent of the scrapped Road Safety Remuneration Tribunal. This will involve the creation of two new bodies: an Expert Panel and the Road Transport Advisory Group (RTAG).

The Expert Panel will have a broad range of powers to make, change and revoke guidelines and orders setting minimum industry standards. Before acting, the Expert Panel will have to consult with the representatives of the industry who make up the RTAG. The precise possible content of those orders is not yet set out. The Minister for Employment and Workplace Relations will have broad ranging powers to determine, through Regulations, the final detail of the Expert Panel's powers.

Nonbinding guidelines will have the same possible scope as Road Transport Minimum Standard Orders (RTMSOs), including payment terms. However, if there is an RTMSO in place, there can't also

be a Guideline covering the same provisions. RTMSOs will be enforced as civil penalty provisions, meaning significant fines for breaches.

The Expert Panel will be given responsibility for the industry's Modern Awards. RTMSOs and Guidelines will apply to regulated road transport contractors (RRTCs) rather than employees. The definition of RRTC is similar to that of 'owner driver' under the legislation that currently exists in some states. Part of the definition also refers to family of directors, requiring knowledge of a worker's relationships to determine their legal status. The laws will also work alongside existing state owner driver laws.

There's also a provision for the Minister to make regulations allowing the FWC to make 'road transport industry contractual chain orders'. These can go further than just regulating RRTCs or employees and have the potential to cover any entity involved in the industry. Again, the details will be left to Regulations and therefore largely be determined by the Minister.

UNFAIR TERMINATIONS AND CONTRACT TERMS

RRTCs will be able to apply for reinstatement or compensation following unfair termination of service contracts. They will also be able to apply for unfair contracts to be varied or set aside.

TIMING

These measures will not take effect until the second part of next year at the earliest, and there have been signs that the necessary cross bench support in the Senate will be difficult to win.

If you have any questions, please contact Gillian Bristow (gillian@bristowlegal.com.au). ●

“ These measures will not take effect until the second part of next year at the earliest, and there have been signs that the necessary cross bench support in the Senate will be difficult to win. ”

WORK SMARTER, NOT HARDER WITH GENERATIVE AI

No longer a far-away potential, artificial intelligence (AI) is here to stay. At the Australian Furniture Removalists Association (AFRA) Conference earlier this year, Brad Granger, Podium's Country Manager, outlined how AI-driven features are helping removalists across Australia attract more leads, respond faster, and rank higher on Google.

AI ISN'T REPLACING PEOPLE, IT'S MAKING WORK EASIER

Generative AI is capable of generating text, images, or other media in response to the prompts you enter into the program. It rose to prominence in late 2022, with emerging platforms such as Bard by Google and ChatGPT. Now, technology companies are using it to save time, inspire creativity and make more money.



HOW DOES GENERATIVE AI WORK?

Whether you need some email copy to send along with a furniture removal quote or need help crafting a response to a customer enquiry, generative AI tools can get the job done. Just enter a short prompt into the AI-driven tool and it will craft the content you need in seconds. The best bit? AI tools, like Podium's AI Assistant, learns how you communicate with customers through different channels, whether that's emails, Facebook messages, or text, so it can write responses that sound just like you.

BETTER TECH SAVES TIME AND GIVES YOUR BUSINESS AN EDGE

In a services-based business that's dependent on delivering exceptional customer service, you need tools that will streamline your customer communications and make it easy to get and respond to Google reviews. These tools can not only help you win more business, but it gives you the long-term systems you need to get ahead of your competition.

With Podium's revolutionary AI assistant, removalists can respond 2 times faster, get more leads by actioning enquiries instantly, and get found on Google by streamlining your review management. It's the business assistant you've been waiting for, and it's there to help 24/7!

GET MORE LEADS WITH PODIUM

Founded in 2014, Podium helps over 100,000 local businesses grow. Podium simplifies customer interactions and helps businesses save time, increase leads, grow revenue, and engage with customers via a channel that's preferred by over 90% of Australians – text. We already work with hundreds of removalists around the country, helping them streamline customer communications and win more business.

EXCLUSIVE AFRA DISCOUNT

As an AFRA partner, Podium offers an exclusive discount for members. Book a demo so you can see Podium in action and discover how the platform is helping removalist businesses like yours to get more leads and make more money. ●



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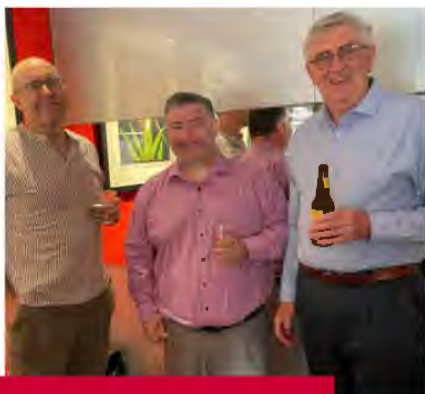
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AFRA CHRISTMAS



LEADER REMOVALS



NSW MEMBERS CHRISTMAS DINNER



AFRA MEMBERS CHRISTMAS



TWO MEN AND A TRUCK



WA MEMBERS CHRISTMAS DINNER





**BY MADELEINE
VUMBACA**
AFRA MEMBER
SERVICES &
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SOCIAL MEDIA TIPS

Having a presence on social media can be the deciding factor for consumers when choosing between your company and competitors. Social media allows you to communicate your brand to consumers to gain their trust and foster a positive and sustainable relationship. So, here are my top five tips to mastering your business' social media page.

1 KEEP IT CONSISTENT: Consistency is key to keeping your followers on social media engaged. Posting 2-5 times per week is optimal to have an active social media presence. Planning and scheduling your social media posts in advance can assist in maintaining consistency. Prior planning for social media posts also ensures that you do not forget to post for seasonal trends, holidays, or any industry events.

2 MAINTAIN QUALITY: You do not have to be a professional photographer or editor to have a high-quality social media page. Just ensure that your photos and videos are well lit, clear, not grainy, or blurry, and framed/cropped well so the subject of the image is not too far away but also not too cramped.

3 USE HASHTAGS: By using relevant hashtags in the caption of your social media posts, you are increasing your visibility online and reaching a wider audience. I recommend using #removalist #moving #AFRA #logistics #alwayschooseanAFRAMember #relocation

4 STAY UP TO DATE ON TRENDS: Trends on social media are ever changing, try your best to keep on top of the latest updates. This includes new platform features and algorithms, as well as trending topics, posting formats, and hashtags.

5 MONITOR ANALYTICS: If your social media account is set up as a business account (which it should be), each platform has helpful tools to track your page's analytics. Analysing data such as engagement rate, reach, demographics, and impressions can help you to understand what content resonates with your followers. Therefore, you can focus on creating content that aligns with what is generating a positive response. ●



AFRA CHARITY AUCTION

Left: Generous auction winners Andy Holloway and Dell Pedemont – Dell wears fleece vest and beanie courtesy of Tony Oro.

AFRA traditionally runs a charity auction at conference each year, and 2023 was no exception. Thanks to the generosity of Associate Members who donated prizes and members who bid heartily, AFRA raised \$36903 on the night. Thank you to those who donated and those who bid – we acknowledge your generous contributions to be impending AFRA Foundation.

\$4600: Royal Wolf Container – Adam Wyke

\$1700: Visy – Tea Chests, Tape and Cutters \$1800 – Pedemonts

\$3000: Jet Pets – Muhammad Ali Memorabilia – Glen Armstrong – Dawson Moving and Storage Townsville

\$5013: RJKM – 3 nights Serafino Winery stay + airfare voucher – Andy Holloway

\$2000: Titan Containers – ACT Brumbies Jersey – Glen Armstrong – Dawson Moving and Storage Townsville

\$4000: CEVA – Car Transfer – Byron Stott – Andrew Mathers Removals and Storage

\$4500: CEVA – Car Transfer – Chris Bell – Bells Removals

\$600: 2 AFRA Conference Polo Shirts – Craig Jones – Aussiemove

\$6000: Tony Oro's (stolen) ancient AFRA fleece vest – Dell Pedemont

\$3500: Re-auction of Tony Oro's (stolen) ancient AFRA fleece vest – Tony Oro

\$1000: Donation from Grace

\$990: Cash donations on the night from members

A huge thanks to our incredible Associate Members and Members for digging deep and raising these funds for the impending AFRA Foundation. A special acknowledgement to Dell Pedemont and Tony Oro for being kind hearted and great sports, and to Terry Homes who risked life and limb 'uplifting' Tony's vest.

Details about the AFRA Charity – to be launched late 2023/early 2024 – will be proudly announced shortly. ●

HOW TO SOLVE aXcelerate ISSUES



1. When going into <https://aframembers.com.au/member-training/> to book a student into a course, I cannot get into aXcelerate and it keeps taking me to the same screen.

This means that you have not setup your mutli-factor authenticator (MFA) and it will not allow you to book anyone in as a security measure. You need to type in the MFA code to allow you to book people into training. Go to <https://aframembers.com.au/member-training/how-to-use-axcelerate/> to view instructions.



2. When going into aXcelerate the course is already completed and I have not started the course.

This happens when a person is using a generic email address (more than one person share an email address). When enrolling people that share a generic email address you must add a mobile phone number (unique to the enrolling student) at enrolment. The person doing the course must then use that mobile number to access the training. Another way you can tell if this is your course is that the initials located on the top right-hand corner are yours. If not, it is likely you have used a shared email address.



3. A person has not received an email to do the course

The email address has been typed in incorrectly OR the person has an old email address in the system and it has not been updated when a new enrolment is done.



4. A student cannot get into a course

Normally this means the course has expired and the student needs to be re-enrolled.

- The booking person can see a student's course dates in the Client Portal by selecting "in progress" next to course.
- A student will see the expiry date in the Learners Portal by selecting the course overview – this will display the course dates.



5. Using the Mozilla internet browser and cannot get into aXcelerate

The Mozilla internet browser does not support aXcelerate. It is recommended you use either Google Chrome or Microsoft Edge to undertake aXcelerate courses.



6. Forgotten password to get into aXcelerate

When you are at the login screen for aXcelerate select "forgot password" and link will be sent to reset your password.



7. Adding a mobile number in the client portal for a student who shares a generic email address, but they still cannot get into aXcelerate.

Even though you have added a new mobile number, it must be reset by AFRA and a new email sent out from aXcelerate system.



8. Running a report in the Client Portal and cannot see some people who have completed course/s today.

aXcelerate updates the current day course completions in an overnight run. Any reports run from the client portal will only show course completions up to the previous day.



9. Someone has not started their course and has left the company. Can it be transferred to another person?

Training can be transferred only if the original student had not completed the training course within the 30 days. Once transferred to another person they must finish by the original expiry date.

(Example: Original person enrolled 1 June 2023 course expires on 30 June 2023. Transferred to another person on 7 June 2023

21 days left on the course. The new enrolled person must finish by the original expiry date on 30 June 2023.)

To transfer you will need to advise the AFRA office as this is done manually in the system.



10. Have not received an invoice for the training booked

This happens when you have not entered credit card details at the time of enrolment. Email the AFRA office for further advice.



11. Logging into aXcelerate with an email address and it will not let me into aXcelerate

It is likely the email supplied at enrolment was a work email address and the student is trying to use a personal email address instead. The system will not recognise this email address as it does not match the one in the system. If a different email address must be used, please contact the AFRA office to change it in the system.



12. Logging in with a mobile number into aXcelerate

When you setup your aXcelerate account with a mobile number, remember to type in 61 (leave out the 0) in front of the mobile number, eg: 61417000000. 61 represents Australia. ●



IR UPDATE

WORKING HOURS

As members head into the busy season, AFRA has had enquiries about the hours employees can be required to work. The two main sources of obligations are the Fair Work Act's National Employment Standards (NES), and awards.

Members should also be aware of the Heavy Vehicle National Law fatigue management requirements. Drivers of fatigue regulated vehicles must comply with either Standard Hours or the appropriate accreditation scheme.

ORDINARY HOURS OF WORK

The NES maximum hours for full time employees are 38 hours plus reasonable additional hours. What is reasonable? The factors that the NES allows for include: any effect on health, the needs of the employer and employee, how much notice is given, whether there's any extra pay and the usual industry pattern of work.

CALCULATING PAY

Many modern awards allow some flexibility, usually involving averaging arrangements. One problem with the Road Transport and Distribution Award 2020 (RTD Award) is that this flexibility is tied to Rostered Days Off (RDOs). Ordinary hours can only be worked on the weekend if employees are on roster cycles with an RDO. That involves working eight hour days with one (paid) day off in every four weeks. Without RDOs, ordinary hours must be 7.6 per day Monday to Friday. That means averaging isn't possible.

One alternative is Time Off In Lieu (TOIL). TOIL is accrued and taken at the overtime rate. That means one and a half or two hours off for each

“ Ordinary hours can't start before 5:30am or after 6:30pm. You can move that by an hour, or more with a 30% loading on all ordinary hours, by agreement). Work outside these hours is overtime.”

hour worked. TOIL that isn't used must be paid out (at the rate that at which the overtime would have been paid).

RDOs

There are circumstances in which rosters don't have to have RDOs (you should know what they are and have some written evidence that you meet the requirements), but without RDOs, weekend work will always be overtime, even if the total worked for the week (including the weekend) is less than 38 hours and even if fewer than five weekdays were worked.

OVERTIME

Because casuals are engaged as required, it might seem difficult to work out what counts as overtime. However, the rules are reasonably straightforward. Anything over 38 hours in a week or eight hours in a day is overtime. However, rate calculations are complicated or at least potentially confusing for casuals. To calculate overtime, you calculate the non-casual overtime rate and add 10%, not 25%. This means 'double time' for example is not twice the ordinary rate. It can be confusing and sometimes difficult to explain. Fortunately, the Fair Work Ombudsman provides comprehensive wage guides which can help.

Overtime 'stands alone'. That means although the rate increases to double time after the first two hours, that's two hours each day, not each week.

REST BREAKS

Employees must be given ten hours rest after working overtime (and don't forget fatigue management requirements). If that means starting late the next day, they must still be paid for the hours they would normally have worked, and if for some reason, they do work without the ten hour break, they must be paid at double time until they get the break. They are also entitled to a paid 20 minute break before starting overtime (or as soon after that as practicable) and then every four hours, plus a meal allowance.

START AND FINISH

Ordinary hours can't start before 5:30am or after 6:30pm. You can move that by an hour, or more with a 30% loading on all ordinary hours, by agreement). Work outside these hours is overtime.

This is all quite complex, and awards differ, sometimes considerably. Help is available; call or email the AFRA Helpline 07 3366 0451 afrahelpline@bristowlegal.com.au ●

WHAT IS WORKPLACE HARASSMENT?

Workplace bullying is verbal, physical, social or psychological abuse by your employer (or manager), another person or group of people at work.

Workplace bullying can happen in any type of workplace, from offices to shops, cafes, restaurants, workshops, factories, community groups and government organisation.

Workplace bullying can happen to volunteers, work experience students, interns, apprentices, casual and permanent employees.

SAMPLES OF BULLYING COVERED BY THE ANTI-DISCRIMINATION ACT

BEHAVIOUR	EXAMPLE	ATTRIBUTE
Abusing or yelling at a person (usually when others are present)	A male manager regularly abused a woman worker in terms such as 'dumb bitch, useless female, stupid cow...'	Sex
Making hurtful remarks or verbal attacks, making fun of a person's work, or the person themselves (eg: their race or culture, impairment, sex, sexuality)	An Aboriginal worker was called 'ape man' as a nick name by workers, and they made monkey gestures and noises. The supervisor just laughed and did nothing to stop it.	Race
Sabotaging a person's work, deliberately withholding or giving incorrect information, hiding documents or equipment, not passing on messages, getting a person into trouble in other ways;	The supervisor of an older worker with more than 20 years' service deliberately excluded him from receiving information on IT training and skill development. He put pressure on the worker to resign, constantly saying that he doesn't pick things up quickly and maybe he's 'past his use by date' and 'time to give a young bloke a go'.	Age (older worker)
Subjecting a person to initiation ceremonies, making a person do humiliating or inappropriate things to be accepted as part of a group	A 16-year-old apprentice was stripped naked and hosed with a fire hose while everyone else looked on and laughed.	Age (young worker) Sexual harassment
Excluding or isolating a person from activities or an online group	An office worker who recently immigrated from Sri Lanka was always asked to stay behind to look after the office over lunch, and when there were work functions. Her co-worker said things like 'you wouldn't like it anyway... you wouldn't fit in.'	Race

Source: QHRC_factsheet_Bullying.pdf

WHAT IS UNLAWFUL DISCRIMINATION?

Discrimination occurs when a person or group of people, is treated less favourably than another person or group because of their background or certain characteristics.

Federal discrimination laws protect people from discrimination based on their:

- Race, including colour, national or ethnic origin or immigrant status,
- Sex, pregnancy or marital status and breastfeeding,
- Age,
- Disability, or
- Sexual orientation gender identity and intersex status.

WHAT IS HARASSMENT?

Under discrimination law, it is unlawful to treat a person less favourably based on particular

protected attributes, such as a person's sex, race, disability or age. Treating a person less favourably can include harassing or bullying a person. The law has specific provisions relating to sexual harassment, racial hatred and disability harassment.

HARASSMENT CAN INCLUDE BEHAVIOUR SUCH AS:

- Telling insulting jokes about a particular racial group,
- Sending explicit or sexually suggestive emails or text messages,
- Displaying racially offensive or pornographic posters or screen savers,
- Making derogatory comments or taunts about a person's disability, or
- Asking intrusive questions about someone's personal life, including his/her sex life.

WHAT IS WORKPLACE BULLYING?

Bullying behaviour can range from obvious verbal or physical assault to subtle psychological abuse. It can include physical or verbal abuse:

- Yelling, screaming or offensive language,
- Excluding or isolating employees, eg work events or meetings.
- Psychological harassment,
- Intimidation,
- Assigning meaningless tasks unrelated to the job,
- Giving employees impossible jobs or deadlines and setting one up to fail,
- Deliberately changed work rosters to inconvenience particular employee,
- Undermining work performance by deliberately withholding information vital for effective work performance,
- Cyberbullying on social media or online. ●

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5 MINUTES WITH..

AFRA's Council comprises up to sixteen council members – two from each state and territory – plus the president and the immediate past president. Council members represent you at AFRA Council meetings. In each edition of *On The Move* we spend five minutes getting to know a board member. This month we chat with...

Nicki French

Business Name: Grace Removals

Business Location: National

Do you have a nick name?

I am sure I have lots but none that get told to me!

How long have you been in the removals industry? How did you get into it?

A long time! 30 years this year in fact (I started when I was just a baby). I joined NFC, the parent company of Pickfords in the UK as a Graduate Trainee Manager. I really wanted to be in Pickfords Travel because I thought that would be very glamorous but halfway through the recruitment program they sold the business. I was persuaded that moving people and moving their effects was really all the same thing. Still thinking that's not true... I have been at Grace for 12 years.

What is the biggest change or challenge you have seen in the industry during your time?

Someone was quite shocked a few weeks ago when I said I could remember before branches had computers and when the drivers were away from depot used to ring in daily from a phone box. 25 years ago, I was part of the first team at Pickfords UK to get external email. Can you imagine running a removals business now with no email?

Coffee or tea?

Both, coffee in the morning and tea in the afternoon. Very English of me.

Favourite holiday destination?

I have been very fortunate to travel the world in my career. The most beautiful city in the world is Florence. And the most beautiful place in the world is the place I call home, the Lake District in the UK. But my favourite holiday destination is staying at home. With such a hectic schedule its actually nice to not have to pack a suitcase and go anywhere.



Nicki taking delivery of 100% electric truck – an AFRA first.

If you were ship wrecked on a desert island, what food or meal could you not live without?

I'd been living in Australia nearly 10 years before Woolies finally started selling Wensleydale Cheese with Cranberries. Bliss!

Do you play a musical instrument/play a sport/have a hobby?

I'm a working mum. Did you really have to ask?

When you were a kid, what did you want to be when you grew up?

I don't remember that one but I do know that when I was in my 3rd year at university, I was determined to get a decent job and started looking at graduate recruitment programs that interested me, the rest is history... ●



Submit your photos, gossip and rumors to
The Ferret c/o ceo@afra.com.au.
All submission handled confidentially.

Many a long term reader of this newsletter will recall The Ferret. The Ferret was responsible for sniffing out potential gossip and other interesting titbits involving AFRA members. The identity of The Ferret was never disclosed. Anonymous, apparently all knowing, The Ferret knew all. But one day the Ferret just disappeared. One day the Ferret was around, the next, gone. No one had heard from The Ferret in many years...until now...

Readers of this column may be sick of reading about the same culprits. Yet it seems once again we have these familiar Council members committing crimes against fashion and decency. Those with delicate constitutions may want to look away...






In related news, it appears we have found the real reason Alan Joyce may have been asked to step down. This sort of brand exposure is just not cricket. ●



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