

Section 1 – Safety, Security & Emergency Procedures

External Site Safety

- **1.1** – Does the depot have security fencing?
- **1.2** – Is there a designated emergency assembly point?
- **1.3** – Is there traffic management signage in place?
- **1.4** – Does the depot/office have a security system?

Internal Office Safety

- **1.5** – Visual presentation and condition
- **1.6** – Emergency evacuation procedures and map displayed
- **1.7** – Fire extinguishers/fire hoses accessible and serviced
- **1.8** – Fire exits are marked and clear
- **1.9** – No smoking signage in workplace
- **1.10** – First aid kits available and checked
- **1.11** – Adequate staff amenities provided

Warehouse Safety

- **1.12** – Pedestrian walkways in the warehouse or depot
- **1.13** – Evacuation map displayed in warehouse areas
- **1.14** – Fire equipment accessible and up to date
- **1.15** – Fire exits marked and unobstructed
- **1.16** – Appropriate PPE in use (e.g. high-vis)
- **1.17** – LPG cylinders properly restrained (gas forklifts)

Section 2 – Storage & Equipment Management

Storage Standards

- **2.1** – Are consignments protected appropriately?
- **2.2** – Is mezzanine/pallet racking or high storage used safely?
- **2.3** – Storage tracking system in place (manual or electronic)
- **2.4** – Wooden containers maintained and inspected
- **2.5** – Steel containers verified as fit for use

Equipment & Vehicles

- **2.6** – Number of vehicles over 15m³

- **2.7** – Vehicle maintenance records maintained
- **2.8** – Forklift servicing and daily inspections performed
- **2.9** – Vehicle compliance checklist completed (rego, seals, photos)

Section 3 – WHS Systems, Risk & Documentation

Risk & Safety Procedures

- **3.1** – Traffic management plan or procedure available
- **3.2** – Site risk assessments or SWMS/JSA completed for every job
- **3.3** – Workplace inspections completed quarterly
- **3.4** – Emergency evacuation drill conducted annually
- **3.5** – Toolbox talks conducted and recorded
- **3.6** – Hazard reporting system in place
- **3.7** – Incident and injury register maintained
- **3.8** – Accident investigation procedure in place
- **3.9** – Drug and alcohol policy implemented

Maintenance & General Compliance

- **3.10** – Electrical items tested and tagged
- **3.11** – Pest control service certificate/invoice available
- **3.12** – Plumbing/drainage systems operational
- **3.13** – COVID-19 or communicable disease policy in place
- **3.14** – Container Weight Declarations used (where required)

Section 4 – Insurance & Business Administration

- **4.1** – Certificates of insurance (public liability, motor, transit, workers comp)
- **4.2** – Carrier’s legal liability insurance minimum \$500,000
- **4.3** – Public liability over goods in storage minimum \$10 million
- **4.4** – Motor vehicle third-party property insurance minimum \$20 million
- **4.5** – Workers compensation insurance coverage confirmed

Section 5 – Staff, Training & Licensing

- **5.1** – Staff list with current positions available
- **5.2** – Uniforms provided to operational staff
- **5.3** – Induction and on-the-job training completed

- **5.4** – AFRA WHS training course completed by all staff
- **5.5** – Forklift/heavy vehicle licences on file
- **5.6** – Police checks conducted for relevant employees
- **5.7** – Correct industrial Award being used for staff
- **5.8** – Payslips show superannuation and allowance clearly
- **5.9** – Anti-slavery policy in place (if applicable)

Section 6 – Chain of Responsibility (CoR)

CoR Policies & Training

- **6.1** – General CoR policy in place
- **6.2** – Fatigue management policy
- **6.3** – Speed management policy
- **6.4** – Vehicle maintenance policy
- **6.5** – Load restraint, mass and dimension policy
- **6.6** – AFRA CoR training completed by applicable employees

CoR Systems

- **6.7** – Daily vehicle checks performed and documented
- **6.8** – CoR incident reporting procedure in place

Section 7 – Contractors & Subcontractors

Contractor Compliance

- **7.1** – Contractor induction program in place
- **7.2** – Contractors have completed CoR training
- **7.3** – Contractor CoR compliance verified
- **7.4** – Contractor insurance certificates verified
- **7.5** – Contractor WHS and risk procedures checked
- **7.6** – Contractor CoR policies and procedures verified
- **7.7** – Contractor fatigue management plans and schedules verified

Subcontractor Operations

- **7.8** – Is this branch run by a subcontractor?

Section 8 – Customer Relations

- **8.1** – Copy of company quotation form

- **8.2** – Copy of company contract conditions or terms of service
- **8.3** – Transit insurance offered or referred appropriately
- **8.4** – Customer complaints register or process documented

Section 9 – Industry Affiliations & Licensing

- **9.1** – Toll provider affiliation confirmed
- **9.2** – MoveDynamics provider affiliation confirmed
- **9.3** – Kent Relocations provider affiliation confirmed
- **9.4** – AFS licence held (if selling insurance)

Section 10 – International Compliance (if applicable)

- **10.1** – Does the company undertake international moves?

AFRA Audit Guidelines – Why We Ask These Questions

Purpose of this Guide

This guide provides a clear explanation for each audit question, referencing relevant clauses of the **AFRA Constitution**, **Code of Conduct**, and **Work Health & Safety (WHS) regulations**. It is designed to:

- Support auditors and members in understanding audit expectations
- Justify compliance requirements with legal and industry references
- Promote a culture of safety, professionalism, and accountability

SECTION 1 – SAFETY, SECURITY & EMERGENCY PROCEDURES

External Site Safety

Why We Ask These Questions:

- To make sure your site is legally safe, secure, and ready in case of an emergency. These checks protect your staff, your clients, and your business.

What It's Based On

- **WHS Regulations – Emergency Plans (r.43), Managing Risks to Health and Safety (Part 3.1) & Traffic Management (Part 3.1)**
- **AFRA Constitution – Clause 9(f):** Premises deficiencies identified during audits must be rectified
- **Code of Conduct – Clause 3:** Maintain professional, adequate and secure premises (Clause 5 covers safe vehicle and equipment operations)

What We're Looking For

Question	Why It Matters	What You Need to Show
Does the depot have security fencing?	Stops unauthorised access and supports WHS compliance	Perimeter fencing or security boundary
Is there a designated emergency assembly point?	Needed in emergencies for evacuation	Clearly marked assembly area
Is there traffic management signage in place covering speed limits, forklifts, parking, visitors parking and vehicle directions?	Prevents accidents with vehicles and pedestrians	Speed signs, forklift warnings, line marking
Does the depot / office have a security system?	Protects customer goods and business property	Alarm, locks, cameras, etc.
Is the office in good condition?	Reflects professionalism and AFRA standards	Clean, tidy, presentable space

Legal Basis by State/Territory:

State/Territory	Your Duty (WHS Act & Sections)	Emergency Plans & Exits	Signage	Traffic & Fencing	Regulator
NSW	<i>Work Health and Safety Act 2011</i> (NSW) ss 19–20 – primary duty of care	Keep emergency plans current, run regular drills, and maintain exits.	Post clear hazard signs wherever risks aren't obvious.	Design traffic routes and fence off danger zones.	SafeWork NSW
VIC	<i>Occupational Health and Safety Act 2004</i>	Maintain up-to-date evacuation procedures,	Install warning signs for every hazard.	Set out traffic routes, install	WorkSafe Victoria

	(Vic) ss 21–22 – employer duties	practice drills and mark exits clearly.		barriers, include fencing in controls.	
QLD	<i>Work Health and Safety Act 2011</i> (Qld) ss 19–20 – primary duty of care	Keep evacuation plans current, practise them, ensure exits meet specs.	Display safety signage wherever needed.	Control vehicle movements and fence off risky areas.	Workplace Health & Safety Qld
SA	<i>Work Health and Safety Act 2012</i> (SA) ss 19–21 – primary duty of care	Have emergency plans in place, test regularly, and keep exits clear.	Post signs to highlight every hazard.	Include traffic management and fencing in risk controls.	SafeWork SA
WA	<i>Work Health and Safety Act 2020</i> (WA) ss 19–21 – primary duty of care	Draft, maintain and test your emergency procedures and exits.	Use hazard signage to make every risk obvious.	Plan traffic flows and erect fences where they reduce risk.	WorkSafe WA
TAS	<i>Work Health and Safety Act 2012</i> (Tas) ss 19–22 – primary duty of care	Keep your emergency plan current, signpost and unobstructed exits.	Ensure all hazards carry clear, compliant signs.	Manage vehicle routes and fence off any danger zones.	WorkSafe Tasmania
ACT	<i>Work Health and Safety Act 2011</i> (ACT) ss 19–21 – primary duty of care	Maintain an accessible emergency plan, run drills, and signpost exits.	Post safety signs for hidden and obvious risks.	Integrate traffic controls and fencing into your safety strategy.	WorkSafe ACT
NT	<i>WHS (National Uniform Legislation) Act 2011</i> (NT) ss 19–20 – primary duty of care	Prepare, update and test evacuation plans; keep all exits compliant.	Use clear signage to flag any hazard.	Include traffic management measures and fencing in your risk plan.	NT WorkSafe

Internal Office Safety

Why We Ask These Questions:

To protect client goods, keep staff safe, and meet legal obligations. Proper storage and maintained equipment reduce damage, liability and WHS risk.

What It's Based On:

- **WHS Regulations – r.43 (Emergency Plans):** Must have documented evacuation procedures and assembly points
- **WHS Regulations – r.40 (Workplace Facilities):** Requires clearly marked, unobstructed exits and basic amenities
- **WHS Regulations – r.55 (Hazardous Chemicals/Health Safety):** Prohibits indoor smoking; signage mandatory under local laws
- **WHS Regulations – r.42 (First Aid):** Accessible, stocked first-aid equipment with documented inspection dates
- **WHS Regulations – r.41 (Workplace Amenities):** Adequate toilets, drinking water, dining and hygiene facilities
- **AS 1851 – Section 1.6 & Table 1.6.1 (Routine Service of Fire Protection Systems and Equipment):** Six-monthly inspection/tagging of extinguishers and hoses
- **Model Codes of Practice – Emergency Plans and Procedures; Managing the Work Environment and Facilities; First Aid in the Workplace: Best-practice guidance on planning, signage and maintenance for all facilities.**
- **AFRA Constitution – Clause 3 (Code of Conduct):** Maintain clean, professional premises that reflect your advertised standards
- **AFRA Constitution – Clause 9(f):** Rectify any safety deficiencies identified during audits

What We're Looking For

Question	Why It Matters	What You Need to Show
Visual presentation and condition?	Clients judge your professionalism by how tidy and well-kept your site looks.	Clean reception, offices, and floors.
Evacuation procedures & map displayed in reception & work areas?	In an emergency, everyone needs a clear escape plan.	Wall-mounted evacuation map plus evidence that it's up-to-date and visible.
Fire extinguishers/hoses accessible, unobstructed & date-stamped?	You are legally obligated to have ready-to-use fire gear and proof it's been serviced.	Tagged extinguishers/hoses with last-service dates and no obstructions.

Fire exits are marked and clear?	Blocked or unmarked exits result in slow evacuations and risk of lives.	Clear exit signs and passage.
No-smoking signs in place?	Indoor smoking is banned; signs remind staff and visitors.	Visible “No Smoking” signs in all required areas.
First aid kits available, stocked & last-checked date noted?	Quick access to first-aid gear cuts injury impact.	A complete first aid kit, a lit inventory checklist with inspection dates and replace-by notes.
Adequate staff amenities (toilets & staff room)?	Clean facilities keep staff healthy, happy and productive.	Clean toilets, drinking water station and break area.

FIRE EXTINGUISHERS – SERVICING FREQUENCY

Standard Reference:

- **AS 1851-2012** – Routine Service of Fire Protection Systems and Equipment, Section 1.6 & Table 1.6.1 specify a six-monthly inspection interval for portable extinguishers.

Legal Basis by State/Territory:

State/Territory	Required Frequency	Legal Instrument
NSW	Every 6 months	Environmental Planning and Assessment (Development Certification and Fire Safety) Regulation 2021 (Reg 81A)
VIC	Every 6 months	Building Regulations 2018 (Schedule 8)
QLD	Every 6 months	Fire and Emergency Services Act 1990 , AS 1851
SA	Every 6 months	Ministerial Building Standard MBS 004
WA	Every 6 months	Building Code of Australia (references AS 1851)
TAS	Every 6 months	Fire Service Act 1979 + AS 1851 guidance
ACT	Every 6 months	Fire Brigade (Administration) Act 1974
NT	Every 12 months	Fire and Emergency Act 2016; AS 1851 optional but recommended

FIRST AID KITS – INSPECTION FREQUENCY

Reference Document:

- **Model Code of Practice: First Aid in the Workplace** (Safe Work Australia, 2021 – Section 3.3)

“First aid kits should be checked regularly to ensure the contents are complete and have not expired.”

Legal Framework:

All states (except VIC) follow the model WHS laws without a set inspection interval. It's up to each employer to keep kits stocked and current.

Best Practice Recommendation:

Risk Level	Suggested Review Frequency
Office/low-risk	Every 6 months
Depot/field work	Every 3 months
After any incident	Immediate resupply check

Warehouse Safety

Why We Ask These Questions:

To make sure your site keeps people and property safe, meets WHS and AFRA standards, and is ready if something goes wrong. Clear routes, marked exits, up-to-date equipment and proper PPE reduce accidents and ensure fast, orderly responses in emergencies.

What It's Based On:

- **WHS Regulations** – Emergency Plans (r 43); Managing Risks (Part 3.1, rr 36–38); Traffic Management (r 127)
- **AFRA Constitution** – cl 9(f): Rectify premises deficiencies identified during audits
- **AFRA Code of Conduct** – cl 3: Maintain professional, adequate and secure premises; cl 5: Safe vehicle & equipment operations

What We're Looking For:

Question	Why It Matters	What You Need to Show
Pedestrian walkways in the warehouse or depot	Separates foot traffic and vehicles to prevent collisions and serious injuries.	Marked floor lines or physical barriers defining walkways.
Evacuation map displayed in warehouse areas	Helps staff and visitors find exits quickly in an emergency.	Laminated evacuation maps in prominent locations, up to date.
Fire exits marked and unobstructed	Guarantees clear escape routes and compliance with exit-path requirements.	Illuminated exit signs and clear paths free of obstructions.
Appropriate PPE in use (e.g. high-vis vests)	Protects workers from site-specific hazards and makes them visible to equipment operators.	Staff wearing PPE appropriate to tasks (photos or spot-check records).

LPG cylinders properly restrained (gas forklifts)	Prevents cylinders from falling or leaking, which could cause fire, explosion or gas asphyxiation.	Secure restraints or cages with inspection tags; evidence of regular checks.
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National Reference

Model *Work Health and Safety Regulation* 2011 (Cth) r 127(3)(d) – you must set aside safe walkways—either by marking the floor, installing barriers or both—so people and forklifts never mix paths.

Legal Basis by State/Territory

State/Territory	Your Duty	Emergency Plans & Exits	Signage	Traffic & Fencing
NSW	<i>Work Health and Safety Act 2011</i> ss 19–20	<i>WHS Reg. 2017</i> rr 41–43; rr 100–101	<i>WHS Reg. 2017</i> r 138	<i>WHS Reg. 2017</i> r 127; <i>WHS Act</i> s 19 (risk duty includes fencing)
VIC	<i>Occupational Health and Safety Act 2004</i> ss 21–22	<i>OHS Reg. 2017</i> rr 349–353	<i>OHS Reg. 2017</i> r 161–162	<i>OHS Reg. 2017</i> r 242–243; <i>OHS Act</i> s 21 (duty includes barriers/walkways)
QLD	<i>Work Health and Safety Act 2011</i> ss 19–20	<i>WHS Reg. 2011</i> rr 38–43; rr 79–80	<i>WHS Reg. 2011</i> r 141	<i>WHS Reg. 2011</i> r 170; <i>WHS Act</i> s 19 (general risk duty includes fencing)
SA	<i>Work Health and Safety Act 2012</i> ss 19–21	<i>WHS Reg. 2012</i> rr 37–43; rr 100–101	<i>WHS Reg. 2012</i> r 140	<i>WHS Reg. 2012</i> r 120; <i>WHS Act</i> s 19 (duty includes barriers/walkways)
WA	<i>Work Health and Safety Act 2020</i> ss 19–21	<i>WHS Reg. 2022</i> rr 37–43; rr 104–105	<i>WHS Reg. 2022</i> r 299	<i>WHS Reg. 2022</i> r 235; <i>WHS Act</i> s 19 (risk duty includes fencing)
TAS	<i>Work Health and Safety Act 2012</i> ss 19–22	<i>WHS Reg. 2012</i> rr 37–43; rr 100–101	<i>WHS Reg. 2012</i> r 140	<i>WHS Reg. 2012</i> r 170; <i>WHS Act</i> s 19 (duty includes barriers/walkways)
ACT	<i>Work Health and Safety Act 2011</i> ss 19–21	<i>WHS Reg. 2011</i> rr 37–43; rr 100–101	<i>WHS Reg. 2011</i> r 138	<i>WHS Reg. 2011</i> r 126; <i>WHS Act</i> s 19 (general duty includes walkways)
NT	<i>WHS (National Uniform Legislation) Act 2011</i> ss 19–20	<i>WHS Reg. 2011</i> rr 37–43; rr 98–99	<i>WHS Reg. 2011</i> r 138	<i>WHS Reg. 2011</i> r 120; <i>WHS Act</i> s 19 (duty includes barriers/walkways)

Appropriate PPE in Use

National Reference:

Model *Work Health and Safety Regulation* 2011 (Cth) r 36(2)(e) – after eliminating and minimising risks so far as is reasonably practicable, you must “provide personal protective equipment (PPE) to workers” to control any remaining hazard. All states and territories have adopted the Model WHS rule on PPE.

Legal Basis by State/Territory

Jurisdiction	Legislation
NSW	<i>WHS Regulation</i> 2017 (NSW) r 36(2)(e)
VIC	<i>OHS Regulation</i> 2017 (Vic) r 42(1)(d)
QLD	<i>WHS Regulation</i> 2011 (Qld) r 36(2)(e)
SA	<i>WHS Regulations</i> 2012 (SA) r 36(2)(e)
WA	<i>WHS Regulations</i> 2022 (WA) r 36(2)(e)
TAS	<i>WHS Regulations</i> 2012 (Tas) r 36(2)(e)
ACT	<i>WHS Regulation</i> 2011 (ACT) r 36(2)(e)
NT	<i>WHS Regulation</i> 2011 (NT) r 36(2)(e)

LPG Cylinders Properly Restrained (Gas Forklifts)

National Reference:

Model *Work Health and Safety Regulation* 2011 (Cth) r 168 – you must ensure plant (including attachments like LPG cylinders) is secured to prevent unintended movement.

Legal Basis by State/Territory

Jurisdiction	Legislation
NSW	<i>WHS Regulation</i> 2017 (NSW) r 168
VIC	<i>OHS Regulation</i> 2017 (Vic) r 426(1)(c)
QLD	<i>WHS Regulation</i> 2011 (Qld) r 168
SA	<i>WHS Regulations</i> 2012 (SA) r 168
WA	<i>WHS Regulations</i> 2022 (WA) r 168
TAS	<i>WHS Regulations</i> 2012 (Tas) r 168
ACT	<i>WHS Regulation</i> 2011 (ACT) r 168
NT	<i>WHS Regulation</i> 2011 (NT) r 168

SECTION 2– STORAGE & EQUIPMENT MANAGEMENT

Storage Standards

Why We Ask These Questions:

- To protect client goods, prevent workplace injuries and meet WHS and industry standards.
- Proper storage and well-maintained plant stop damage, avoid claims and keep your depot running safely.

What It's Based On:

- **WHS Act & Regulations** – Your duty to manage risks (Part 3.1) and to maintain plant and structures safely (Part 5).
- **AS 4084:2020 Steel Storage Racking** – Sets out how racking must be designed, installed and regularly inspected.
- **AFRA Constitution** cl 9(f) & **Code of Conduct cl 12** – Require safe, documented storage practices and prompt fixing of any storage defects.
- **AFRA Code of Conduct cl 5** – vehicles must be branded, clean, first-aid-equipped and fitted with working doors, tail-gates and walk-up boards.

What We're Looking For:

Question	Why It Matters	What You Need to Show
Are consignments protected appropriately?	Prevents goods shifting or falling during handling and storage—avoids customer claims.	Evidence of load-restraint methods (straps, blocking/bracing)
Is mezzanine, pallet racking or high storage used safely?	Overloading or faulty installation can cause collapse, injury or stock loss.	Visible load-capacity signage.
Is a storage-tracking system in place (manual or electronic)?	Ensures you can locate every item—speeds up retrieval, reduces loss and supports insurance claims.	Sample tracking reports: bar-code scans or entries with item IDs, dates and handler initials.
Are wooden containers maintained and inspected?	Rot or damage can lead to collapse or pest infestation. It puts goods and people at risk.	Inspection checklists showing container IDs, condition notes, repairs and next inspection date.
Are steel containers verified as fit for use?	Corrosion or structural faults undermine stacking and handling safety.	Certificate of conformity or recent non-destructive testing (NDT) report, plus “Safe-for-Use” tags.

Equipment & Vehicles Checklist

Question	Why It Matters	What You Need to Show
Sign written with company details	Ensures vehicle identity and branding compliance.	Photo of signwriting on vehicle.
Photo of vehicle inside and out	Verifies condition and cleanliness; supports compliance with standards.	Photos of vehicle's interior and exterior.
Clean inside and out	Maintains hygiene, professional appearance, and safety.	Confirmation that the vehicle is clean inside and out.
First aid kit present	Required for emergencies; meets safety regulations.	Confirmation that each vehicle has a stocked first aid kit.
No water leakage in the interior	Prevents damage to goods and electrical hazards.	Confirmation that no vehicle shows interior water leakage.
Rear doors close and seal	Secures load and prevents damage or theft.	Confirmation that all vehicle rear doors properly close and seal.
Tailgate lifter present	Facilitates safe and efficient loading/unloading.	Confirmation that each vehicle is fitted with a working tailgate lifter.
Walkup Boards present	Ensures safe access and handling of goods.	Confirmation that all vehicles have walkup boards.

Legal Basis by State/Territory

Jurisdiction	Storage & Racking	Plant & Equipment	Vehicles & HVNL
NSW	<i>WHS Act 2011</i> (NSW) ss 19–20; <i>WHS Reg. 2017</i> r 104 (AS 4084 reference)	<i>WHS Reg. 2017</i> Pt 5.1; rr 147–149 (electrical risks)	<i>Heavy Vehicle National Law</i> (NSW) ss 6 & 20; <i>WHS Act</i> s 19 (duty to maintain)
VIC	<i>OHS Act 2004</i> (Vic) ss 21–22; <i>OHS Reg. 2017</i> Sch 8 (AS 4084 reference)	<i>OHS Reg. 2017</i> r 447–458; rr 177–179 (electrical safety)	<i>HVNL</i> (Vic) ss 6 & 20; <i>OHS Act</i> s 21 (duty to maintain)
QLD	<i>WHS Act 2011</i> (Qld) ss 19–20; <i>WHS Reg. 2011</i> r 178 (AS 4084 reference)	<i>WHS Reg. 2011</i> Ch 5; rr 147–149 (electrical risks)	<i>HVNL</i> (Qld) ss 6 & 20; <i>WHS Act</i> s 19
SA	<i>WHS Act 2012</i> (SA) ss 19–21; <i>WHS Reg. 2012</i> r 104 (MBS 004)	<i>WHS Reg. 2012</i> Pt 5; rr 147–149 (electrical risks)	<i>HVNL</i> (SA) ss 6 & 20; <i>WHS Act</i> s 19
WA	<i>WHS Act 2020</i> (WA) ss 19–21; <i>WHS Reg. 2022</i>	<i>WHS Reg. 2022</i> Div 5.04; rr 147–149 (electrical risks)	<i>HVNL</i> (WA) ss 6 & 20; <i>WHS Act</i> s 19

	r 5.04 (AS 4084 reference)		
TAS	<i>WHS Act 2012</i> (Tas) ss 19–22; <i>WHS Reg. 2012</i> r 5.01–5.34 (AS 4084 reference)	<i>WHS Reg. 2012</i> Part 5; rr 147–149 (electrical risks)	<i>HVNL</i> (Tas) ss 6 & 20; <i>WHS Act</i> s 19
ACT	<i>WHS Act 2011</i> (ACT) ss 19–21; <i>WHS Reg. 2011</i> Div 5.0 (AS 4084 reference)	<i>WHS Reg. 2011</i> Div 5.1; rr 147–149 (electrical risks)	<i>HVNL</i> (ACT) ss 6 & 20; <i>WHS Act</i> s 19
NT	<i>WHS (National) Act 2011</i> (NT) ss 19–20; <i>WHS Reg. 2011</i> Pt 5 (AS 4084 reference)	<i>WHS Reg. 2011</i> Pt 5; rr 147–149 (electrical risks)	<i>HVNL</i> (NT) ss 6 & 20; <i>WHS Act</i> s 19

Equipment & Vehicles

Why We Ask These Questions:

- To make sure your fleet and machinery are safe, reliable and legally compliant.
- Keeping vehicles roadworthy and equipment in top condition prevents accidents, downtime and costly fines.

What It's Based On:

- **Work Health and Safety Regulations 2011 (Cth)** – Part 5 Plant and Structures, r 147–149 (managing electrical and mechanical risks)
- **AS/NZS 2359.8:2013** – Daily inspection and maintenance of industrial trucks (forklifts)
- **Heavy Vehicle National Law** – Chapter 6 (vehicle standards, operator licensing, Chain of Responsibility)
- **Model WHS Regulation 2011 (Cth)** r 36 (risk-control measures)

Question	Why It Matters	What You Need to Show
How many vehicles over 15 m³ are in your fleet?	Determines your obligations under HVNL—licensing, fatigue management and chain-of-responsibility duties.	Fleet register showing make, model, capacity and HVNL classification for each vehicle.
Are vehicle maintenance records up to date?	Regular servicing meets WHS duties, reduces breakdowns and supports HVNL vehicle standards.	Service invoices, logbooks with date, odometer reading and next service due.

Are forklift services and daily inspections performed?	Prevents equipment failure, injury and downtime; meets AS/NZS 2359.8 and WHS plant-maintenance duties.	Daily pre-start check sheets; periodic service reports from a qualified technician.
Is a vehicle compliance checklist completed (rego, seals, photos)?	Documents roadworthiness, registration and load-sealing—protects against fines and insurance disputes.	Completed compliance checklists, current registration papers and seal-integrity photos.

Regulations

- **NSW, QLD, SA, TAS & NT:**
They all follow the national WHS rules for plant safety (regs 147–149 in Part 5) under the Work Health and Safety Act 2011/2012 (ss 19–20). Trucks fall under the Heavy Vehicle National Law (ss 6 & 20).
- **Victoria:**
Runs on the old *Occupational Health and Safety Act 2004* and *OHS Reg 2017*. Plant safety is in regs 447–458, with mechanical and electrical risks in regs 177–179.
- **Western Australia:**
Uses the *WHS Act 2020* and *WHS Reg 2022*. Plant safety is in Division 5.04.
- **Australian Capital Territory:**
Sticks with the 2011 WHS Regulation and has plant rules into Division 5.1.

Everywhere, you still need to:

- Manage electrical and mechanical risks (model regs 147–149 or your local version)
- Inspect forklifts to AS/NZS 2359.8
- Meet HVNL vehicle standards and licensing (ss 6 & 20)

Section 3 – WHS Systems, Risk & Documentation

Risk & Safety Procedures

Why We Ask These Questions:

- To manage risks before they escalate, and harm anyone.
- Effective WHS systems identify hazards, document controls, and prevent repeated incidents.

What It's Based On:

- **WHS Act – ss 19–21:** Primary duty of care and officers' due-diligence obligations
- **WHS Regulations – rr 31–53:** Managing risks, consultation, inspections, emergency planning
- **Heavy Vehicle National Law – s 111:** Container Weight Declarations for export consignments
- **Safe Work Australia Codes of Practice** – *How to Manage Work Health and Safety Risks; Managing the Work Environment and Facilities; Work Health and Safety Consultation, Cooperation and Coordination; Emergency Plans*

What We're Looking For:

Question	Why It Matters	What You Need to Show
Traffic-management plan or procedure	Separates vehicles and pedestrians to prevent on-site collisions.	Written Traffic Management Plan or procedure, signed off by a competent person.
Risk assessments or SWMS/JSA for every job	Identifies hazards up front and sets out controls before work starts.	Completed Risk Assessment forms or Safe Work Method Statements/Job Safety Analyses for each task.
Quarterly workplace inspections	Regular checks catch new hazards before someone is hurt.	Inspection logs with date, inspector's name, findings and follow-up actions recorded.
Annual emergency-evacuation drill	Tests your emergency plan and ensures everyone knows what to do when the alarm sounds.	Drill report showing date, attendance list, evacuation time and debrief notes.
Toolbox talks held and recorded	Keeps your team up to date on risks, controls and any site changes.	Toolbox-talk register with date, topic, presenter and staff signatures.
Hazard-reporting system in place	Enables workers to report hazards immediately so you can act before someone is injured.	Copies of hazard-report forms or digital logs, and records of corrective actions taken.
Incident and injury register maintained	Mandatory under WHS law; lets you spot trends and meet reporting duties.	Up-to-date incident/injury register detailing date, type of incident, people involved and outcomes.
Accident-investigation procedure	Thorough investigations prevent repeats and show you took your duty seriously.	Written accident-investigation procedure and a sample completed investigation report.

Drug and alcohol policy implemented	Reduces impairment-related risks and meets best-practice standards.	Policy document, evidence of staff acknowledgment and any testing records (if in use).
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QUARTERLY WORKPLACE INSPECTIONS

When: At least every 3 months

Legal Basis by State/Territory

State/Territory	Regulation
NSW	WHS Reg 2017 r 39
VIC	OHS Reg 2017 r 61
QLD	WHS Reg 2011 r 35
SA	WHS Reg 2012 r 40
WA	WHS Reg 2022 r 39
TAS	WHS Reg 2012 r 39
ACT	WHS Reg 2011 (ACT) r 39
NT	WHS Reg 2011 (NT) r 39

ANNUAL EMERGENCY EVACUTATION DRILL

When: At least once a year

Legal Basis by State/Territory

State/Territory	Regulation
NSW	WHS Reg 2017 r 43(3)
VIC	OHS Reg 2017 r 349
QLD	WHS Reg 2011 r 43
SA	WHS Reg 2012 r 43
WA	WHS Reg 2022 r 43
TAS	WHS Reg 2012 r 43
ACT	WHS Reg 2011 (ACT) r 43
NT	WHS Reg 2011 (NT) r 43

INCIDENT AND INJURY REGISTER

When: Immediately; keep records ≥ 5 years

Legal Basis by State/Territory

State/Territory	Regulation
NSW	WHS Reg 2017 rr 49; 51–52
VIC	OHS Reg 2017 rr 55; 57–58
QLD	WHS Reg 2011 rr 49; 51–52

SA	WHS Reg 2012 rr 49; 51–52
WA	WHS Reg 2022 rr 49; 51–52
TAS	WHS Reg 2012 rr 49; 51–52
ACT	WHS Reg 2011 (ACT) rr 49; 51–52
NT	WHS Reg 2011 (NT) rr 49; 51–52

Maintenance & General Compliance

Why We Ask These Questions:

- To keep your depot running without hiccups, protect stock and people, and stay on the right side of the law.
- Well-maintained systems stop breakdowns, contamination and compliance issues.

What It's Based On:

- **WHS Regulations** – Electrical safety (rr 147–149) and general facilities upkeep (Part 4)
- **Heavy Vehicle National Law** s 111 – Container Weight Declarations for export loads
- **AS/NZS 3760:2022** – In-service testing and tagging of electrical gear
- **COP: Managing the Work Environment and Facilities** – Pest control (s 5.2), plumbing and amenities (s 5.1)
- **COP: Managing the Risk of COVID-19** – Outbreak response and communicable-disease policies

What We're Looking For:

Question	Why It Matters	What You Need to Show
Electrical items tested and tagged	Ensures portable and fixed electrical equipment is safe, preventing shocks and fires.	Current Test & Tag certificates (AS/NZS 3760:2022) for all relevant items.
Pest-control service certificate/invoice	Regular pest control keeps goods and premises hygienic and prevents infestations.	Latest service certificate or invoice from a licensed pest-control provider.
Plumbing and drainage systems operational	Prevents leaks that can damage goods, create slip hazards or disrupt operations.	Maintenance records or service reports confirming plumbing and drainage are in good working order.

Communicable-disease policy in place	Manages infection-control measures and meets health-advice requirements.	Policy document, proof of staff communication and any site-specific protocols in place.
Container Weight Declarations used	Mandatory for export containers in participating jurisdictions—avoids penalties and loading accidents.	Sample signed Container Weight Declaration forms for relevant consignments.

TEST AND TAG – ELECTRICAL EQUIPMENT SAFETY

Standard Reference:

- AS/NZS 3760:2022 – In-service safety inspection and testing of electrical equipment and RCDs.

Frequency Guide:

State/Territory	Office (low-risk)	Depot & Vehicle	Notes
NSW	Every 5 years	Every 12 months	Follows AS/NZS 3760 intervals via Model WHS Regulations.
VIC	Every 5 years	Every 12 months	Applies AS/NZS 3760 through Building Regulations 2018 (Schedule 8).
QLD	Every 5 years	Every 12 months	Mandated by Electrical Safety Regulation 2013, Part 6.
SA	Every 5 years	Every 12 months	Adopts AS/NZS 3760 intervals under WHS Regulations 2012.
WA	Every 5 years	Every 12 months	References AS/NZS 3760 in WHS (General) Regulations 2022.
TAS	Every 5 years	Every 12 months	Uses AS/NZS 3760 under WHS Regulations 2012.
ACT	Every 5 years	Every 12 months	Follows the Model WHS Regulations adopted in the Work Health and Safety Act 2011.
NT	Every 5 years	Every 12 months	Applies Model WHS Regulations; intervals recommended but not strictly enforced by law.

PEST CONTROL SERVICE CERTIFICATE/INVOICE

When: Per site-specific risk - low-risk areas (standard offices): annually

Reference: Model Code of Practice *Managing the Work Environment and Facilities* s 5.2 (recommends service frequency based on site-specific hazard assessment)

PLUMBING AND DRAINING SYSTEM

When: Perform a full inspection and servicing of plumbing and drainage systems at least once a year.

Reference: COP *Managing the Work Environment and Facilities* s 5.1

Section 4 – Insurance & Business Administration

Why We Ask These Questions:

- To confirm your business is financially and legally protected against loss of client goods, injury claims, vehicle incidents and workplace injuries. Adequate insurance meets AFRA's Code of Conduct and WHS obligations.

What It's Based On:

- **WHS Act** requirement for employers to hold workers' compensation insurance
- **AFRA Constitution cl 9(f):** Record-keeping & compliance
- **AFRA Code of Conduct cl 6:** Mandatory insurance types & minimum cover values

What We're Looking For:

Question	Why It Matters	What You Need to Show
Do you hold current certificates of insurance for public liability, motor, transit and workers' compensation?	Verifies you're covered if clients, staff or third parties suffer loss or injury on your premises or in transit.	Dated certificates listing insurer, policy number, coverage period and limits.
Is your carrier's legal liability insurance at least \$500 000?	Protects you if goods are lost or damaged while in your care, custody or control.	Policy schedule confirming minimum \$500 000 cover for "Carrier's Legal Liability."

Do you maintain public liability cover of at least \$10 000 000 for goods in storage?	Covers client claims for damage to goods stored on your site, protecting your assets and reputation.	Certificate confirming minimum \$10 000 000 “public liability (goods in storage)” endorsement.
Do you have motor-vehicle third-party property insurance of at least \$20 000 000?	Ensures you can meet claims for property damage caused by your vehicles in transit or on site.	Current CTP/third-party property certificate showing \$20 000 000 limit.
Is your workers’ compensation insurance coverage confirmed and current?	Mandatory under WHS law; covers employee injuries and avoids prosecution or penalties for non-compliance.	Certificate or policy wording showing compliance with your state’s Workers’ Compensation Act.

Key Legal References by State/Territory

Jurisdiction	Workers Comp Act	CTP / Motor-Vehicle Insurance Legislation	AFRA Instrument
NSW	<i>Workers Compensation Act 1987 (NSW)</i>	<i>Road Transport Act 2013 (NSW) ss 164–166 (CTP)</i>	<i>AFRA Code of Conduct cl 6</i>
VIC	<i>Wr&C Act 1958 (Vic)</i>	<i>Transport Accident Act 1986 (Vic) pt 3 (CTP)</i>	<i>AFRA Constitution cl 9(f)</i>
QLD	<i>Workers’ Comp & Rehabilitation Act 2003 (Qld)</i>	<i>Motor Accident Insurance Act 1994 (Qld) pt 2 (CTP)</i>	<i>AFRA Code of Conduct cl 6</i>
SA	<i>Return to Work Act 2014 (SA)</i>	<i>Motor Vehicles Act 1959 (SA) pt 8 (CTP)</i>	<i>AFRA Constitution cl 9(f)</i>
WA	<i>Workers’ Comp & Injury Management Act 1981 (WA)</i>	<i>Motor Vehicle (Third Party Insurance) Act 1943 (WA)</i>	<i>AFRA Code of Conduct cl 6</i>
TAS	<i>Workers Rehabilitation & Compensation Act 1988 (Tas)</i>	<i>Motor Accident Insurance Act 1994 (Tas) (CTP)</i>	<i>AFRA Constitution cl 9(f)</i>
ACT	<i>Workers Compensation Act 1951 (ACT)</i>	<i>Road Transport (Third-Party Insurance) Act 2008 (ACT)</i>	<i>AFRA Code of Conduct cl 6</i>

NT	<i>Return to Work Act 1986 (NT)</i>	<i>Motor Accident (Compensation) Act 1979 (NT) (CTP)</i>	<i>AFRA Constitution cl 9(f)</i>
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Section 5 – Staff, Training & Licensing

Why We Ask These Questions:

- To confirm that your employees are competent, trustworthy, and meet industry rules.
- Proper checks and training protect clients' property, keep staff safe and satisfy legal and AFRA obligations.

What It's Based On:

- ***Work Health and Safety Regulations 2011 (Cth) r 39*** – training, information & instruction
- **Heavy Vehicle National Law** – licensing requirements for heavy-vehicle operators
- ***AFRA Constitution cls 3–4*** – professional conduct & security
- ***AFRA Code of Conduct cl 4*** – WHS induction within 3 months for new staff

What We're Looking For:

Question	Why It Matters	What You Need to Show
Is there a current staff list with positions?	Ensures you know who is on site and their roles – vital for training & emergencies.	Up-to-date staff list showing names and job titles.
Are uniforms provided to operational staff?	Promotes professional image and easy identification of workers.	Photos of uniforms and/or uniform policy document.
Have staff completed induction and on-the-job training?	Meets WHS r 39; ensures everyone knows hazards and safe procedures.	Signed induction forms and training completion certificates.
Is AFRA WHS induction completed within 3 months?	Mandatory under <i>AFRA Code cl 4</i> : all new staff must complete AFRA's WHS module.	AFRA training records showing course completion dates.
Are forklift/heavy vehicle licences on file?	Legal requirement under HVNL; unlicensed operation risks fines and injury.	Copies of licence cards), expiry dates and licence numbers.

Have police checks been conducted for relevant employees?	Protects clients' goods and reputation by screening for past offences.	Staff list with dates of police checks done and a copy of their police checks.
Is an anti-slavery policy in place (if applicable)?	Addresses modern-slavery risks in your supply chain and meets ethical standards.	Policy document.

Key Legal References by State/Territory

Jurisdiction	WHS Act & Regs	AFRA Instrument	HVNL Licensing Reference
NSW	<i>Work Health and Safety Act 2011 (NSW) ss 19–21; WHS Reg. 2017 r 39</i>	<i>AFRA Code of Conduct cl 4</i>	<i>Heavy Vehicle National Law (NSW) ss 6 & 20 (operator licence)</i>
VIC	<i>Occupational Health and Safety Act 2004 (Vic) ss 21–22; OHS Reg. 2017 r 39</i>	<i>AFRA Constitution cls 3–4</i>	<i>Heavy Vehicle National Law (Vic) ss 6 & 20</i>
QLD	<i>Work Health and Safety Act 2011 (Qld) ss 19–21; WHS Reg. 2011 r 39</i>	<i>AFRA Code of Conduct cl 4</i>	<i>Heavy Vehicle National Law (Qld) ss 6 & 20</i>
SA	<i>Work Health and Safety Act 2012 (SA) ss 19–21; WHS Reg. 2012 r 39</i>	<i>AFRA Constitution cls 3–4</i>	<i>Heavy Vehicle National Law (SA) ss 6 & 20</i>
WA	<i>Work Health and Safety Act 2020 (WA) ss 19–21; WHS Reg. 2022 r 39</i>	<i>AFRA Code of Conduct cl 4</i>	<i>Heavy Vehicle National Law (WA) ss 6 & 20</i>
TAS	<i>Work Health and Safety Act 2012 (Tas) ss 19–22; WHS Reg. 2012 r 39</i>	<i>AFRA Constitution cls 3–4</i>	<i>Heavy Vehicle National Law (Tas) ss 6 & 20</i>
ACT	<i>Work Health and Safety Act 2011 (ACT) ss 19–21; WHS Reg. 2011 r 39</i>	<i>AFRA Code of Conduct cl 4</i>	<i>Heavy Vehicle National Law (ACT) ss 6 & 20</i>
NT	<i>Work Health and Safety (National Uniform Legislation) Act 2011 (NT) ss 19–21; WHS Reg. 2011 r 39</i>	<i>AFRA Constitution cls 3–4</i>	<i>Heavy Vehicle National Law (NT) ss 6 & 20</i>

Section 6 – Chain of Responsibility (CoR)

CoR Policies & Training

Why We Ask These Questions:

- To ensure everyone in your supply chain understands and fulfils their legal obligations under the Heavy Vehicle National Law (HVNL).
- Strong CoR policies and training prevent breaches that can lead to severe fines, reputational damage and safety risks.

What It's Based On:

- **Heavy Vehicle National Law (Cth) ch 6** – establishes Chain of Responsibility obligations on parties who influence heavy-vehicle safety, fatigue, speed, maintenance and loading.
- **Heavy Vehicle (Fatigue, Mass and Dimension, Loading) National Regulations** – detail specific requirements for fatigue management, load restraint, mass limits and vehicle standards.
- **National Heavy Vehicle Regulator (NHVR) CoR Guidelines** – practical guidance on policy development and training.
- **AFRA Code of Conduct cl 7** – requires members to maintain CoR policies and complete relevant training.

What We're Looking For:

Question	Why It Matters	What You Need to Show
General CoR policy in place	Documents how your business identifies and manages its CoR obligations across all activities.	Written Chain of Responsibility policy, signed off by senior management.
Fatigue management policy	Ensures drivers and schedulers plan work/rest to comply with HVNL fatigue rules and protect safety.	Policy document detailing work/rest schedules, monitoring and breach protocols.
Speed management policy	Controls how you set speed limits, monitor compliance and address breaches to reduce crash risk.	Policy outlining speed limits and reporting steps.
Vehicle maintenance policy	Specifies how and when vehicles are serviced to meet HVNL vehicle standards and prevent failures.	Maintenance schedule, service intervals and record-keeping procedures.
Load restraint, mass & dimension policy	Ensures consignments are secured, weighed and dimensioned correctly; avoids load shifts and fines.	Policy covering load restraint methods, mass/dimension checking and audit logs.

AFRA CoR training completed by applicable staff	Demonstrates your team has the knowledge to implement CoR policies and recognise breaches.	AFRA's COR Training module completed by all staff.
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Chain of Responsibility (CoR) – Legal Framework by Jurisdiction

Jurisdiction	CoR Regime Source	Key Provisions (ss)	Notes
NSW, VIC, QLD, SA, TAS, ACT	Heavy Vehicle National Law (HVNL) ch 6	65–78 (fatigue); 79–90 (mass/dim); 91–101 (load restraint); 102–108 (speed); 109–115 (vehicle standards)	Uniform across all adopting jurisdictions.
WA	Road Traffic (Vehicles) Regulations 1997 (WA)	s 71(3) (fatigue); s 70 (mass/dim); rr 237–239 (load restraint); ss 47–50 (speed); Ch 2 (standards)	No formal CoR; uses road-traffic laws.
NT	Motor Vehicles Act (NT) & Regulations	Licensing regs (fatigue); s 114 (mass/dim); rr 23–25 (load restraint); s 61 (speed); Sch 1 (standards)	No formal CoR; governed by NT vehicle laws.

Summary:

- **Adopting jurisdictions (NSW, VIC, QLD, SA, TAS, ACT)** all use the HVNL ch 6 (ss 65–115) for CoR.
- **WA and NT** don't have a dedicated CoR regime and rely on their road-traffic legislation to cover the same topics.

CoR Systems

Why We Ask These Questions:

To confirm you have practical systems that embed your Chain of Responsibility policies—daily pre-trip checks catch vehicle faults early, and a clear incident-reporting process ensures any CoR breaches are logged, investigated and corrected.

What It's Based On:

- **Heavy Vehicle National Law** (Cth) ch 5–6 – requires safe vehicles and record-keeping of compliance activities.
- **Model WHS Regulation** r 53 – duty to investigate incidents and record findings.
- **NHVR CoR Guidelines** – recommend daily vehicle checks and internal breach-reporting procedures.

What We're Looking For:

Question	Why It Matters	What You Need to Show
Are daily vehicle pre-trip checks performed and logged?	Identifies defects before use - prevents breakdowns, load shifts and CoR breaches.	Completed daily check sheets signed by drivers, with fault-rectification notes.
Is there a CoR incident-reporting procedure in place?	Ensures any breach of fatigue, speed or loading rules is recorded, investigated and remediated.	Written incident-reporting procedure and sample report with follow-up actions.

Legal Basis by State & Territory

Jurisdiction	Daily Checks	Incident Reporting
NSW, VIC, QLD, SA, TAS, ACT	HVNL Reg 9.1–9.15 (vehicle standards & maintenance)	Model WHS Reg r 53 (incident investigation)
NT	WHS (National) Reg rr 147–149 (plant maintenance applies to vehicles)	WHS (National) Reg r 53
WA	WHS Reg 2022 rr 147–149 (plant maintenance)	WHS Reg 2022 r 53

- Under the HVNL, each CoR party must ensure vehicles are maintained and used according to the National Regulations.
- Regulators expect daily pre-trip checks as part of that duty.
- All jurisdictions' WHS laws require incidents to be investigated without delay and records kept.

Section 7 – Contractors & Subcontractors

Contractor Compliance

Why We Ask These Questions:

- To ensure contractors working on your site meet the same safety, Chain-of-Responsibility and insurance standards as your own staff.
- Proper contractor management prevents gaps in compliance, reduces risk, and protects your business reputation.

What It's Based On:

- **Work Health and Safety Regulations 2011 (Cth)** r 39 – duty to provide information, training and instruction to all workers (including contractors)
- **Heavy Vehicle National Law** ch 6 – CoR obligations apply equally to contractors who direct or influence heavy-vehicle operations
- **WHS Regulation** r 53 – incident-investigation duty extends to contractors' incidents
- **AFRA Code of Conduct** cl 7 – requires members to ensure contractors are trained and compliant with CoR policies

What We're Looking For:

Question	Why It Matters	What You Need to Show
Contractor induction program in place	Makes sure contractors understand your site rules, hazards and emergency procedures before they start work.	Copy of induction program and attendance records for all contractors.
Contractors have completed CoR training	Verifies contractors know their Chain-of-Responsibility duties under HVNL.	Training certificates or records showing completion of CoR modules by each contractor.
Contractor CoR compliance verified	Confirms that contractors' practices (fatigue, speed, loading, maintenance) meet your policies and the law.	Audit checklists or site-inspection reports demonstrating contractors adhere to your CoR requirements.
Contractor insurance certificates verified	Ensures contractors carry adequate public liability, professional indemnity and workers' compensation cover.	Current insurance certificates with policy details, coverage limits and expiry dates.
Contractor WHS and risk procedures checked	Validates contractors have their own safety systems that integrate with yours.	Copies of contractors' SWMS/JSAs, inspection schedules and evidence of risk assessments.
Contractor CoR policies and procedures verified	Ensures contractors' internal CoR policies align with your own (fatigue, speed, load-restraint etc.).	Contractors' CoR policies and evidence of a copy show they meet your standards.
Contractor fatigue management plans and schedules verified	Confirms contractors' work-rest rosters comply with HVNL fatigue rules and don't introduce CoR risk to your site.	Fatigue management plans, logbooks, or scheduling software reports for each contractor.

Subcontractor Operations

- **Why We Ask These Questions:**
To clarify who holds legal and WHS responsibilities at each site.

- If a subcontractor runs a branch, you must verify they comply with all your safety, CoR and insurance standards; otherwise your business may still be held responsible.

What It's Based On:

- **Work Health and Safety Regulations 2011 (Cth)** r 39 – obligation to provide information, training and instruction to all workers and ensure contractors are inducted and competent.
- **Heavy Vehicle National Law** ch 6 – CoR duties extend to any party (including subcontractors) in control of heavy-vehicle operations.
- **Model WHS Regulation** r 53 – duty to investigate and record incidents, including those involving subcontractors.
- **AFRA Code of Conduct** cl 7 – requires members to ensure contractors and subcontractors meet CoR, WHS and insurance requirements.

What We're Looking For:

Question	Why It Matters	What You Need to Show
Is this branch run by a subcontractor?	Determines who is directly responsible for safety, CoR and insurance compliance at this location.	Subcontractor agreement for the branch showing scope of work, responsibility clauses, and evidence of their induction, CoR training and insurance verification.

Section 8 – Customer Relations

Why We Ask These Questions:

- To ensure your customers receive clear, transparent information and fair treatment.
- Clear quotes and contracts let customers know what to expect.
- Offering or pointing them to transit insurance keeps their goods safe, and having a simple complaints process shows you take their concerns seriously.

What It's Based On:

- **Australian Consumer Law** (Schedule 2 to the Competition and Consumer Act 2010 (Cth)) – requirements for clear invoicing, unfair contract terms and dispute-handling procedures.
- **Insurance Contracts Act 1984 (Cth)** – governs disclosure and referral obligations when offering transit insurance.

- **Privacy Act 1988 (Cth)** – ensures customer data gathered during quotes, contracts and complaints is handled appropriately.
- **AFRA Code of Conduct** cl 2 & cl 8 – requires members to provide written quotations, standard terms, insurance options and an accessible complaint mechanism.

What We're Looking For:

Question	Why It Matters	What You Need to Show
Copy of your company quotation form	Demonstrates you provide customers with transparent, itemised cost estimates before work begins.	A blank or redacted sample quotation form showing itemised services, fees, GST and validity period.
Copy of your standard contract conditions or terms of service	Ensures your terms are fair, compliant with ACL (no unfair terms) and clearly set out rights and obligations.	A copy of your contract or terms document, highlighting key clauses (liability, cancellation, payment, insurance).
Transit insurance offered or referred appropriately	Protects customer goods against loss or damage during transit, meeting ACL and Insurance Act disclosure rules.	Evidence you offered insurance on the quote/contract (e.g. checkbox, brochure) or referral details to an insurer.
Customer complaints register or documented process	Shows you handle complaints promptly and fairly, meeting ACL dispute-resolution guidelines.	A sample complaints register or written procedure outlining how customers lodge and resolve complaints.

Section 9 – Industry Affiliations & Licensing

Why We Ask These Questions:

- Being affiliated with recognised industry networks and holding the right licences shows you meet professional standards, gives customers confidence and ensures you can legally offer services like insurance.

What It's Based On:

- **Corporations Act 2001 (Cth)** s 911A – mandates an Australian Financial Services (AFS) licence to provide or advise on insurance products.
- **Competition and Consumer Act 2010 (Cth)** – prevents misleading affiliation claims under the Australian Consumer Law.

- **AFRA Code of Conduct** cl 10 – requires members to maintain affiliations with approved service networks.

What We're Looking For:

Question	Why It Matters	What You Need to Show
Toll provider affiliation confirmed	Verifies you have access to Toll's nationwide logistics network and comply with their terms.	Copy of your current Toll approval letter or contract.
MoveDynamics provider affiliation confirmed	Shows you're an approved MoveDynamics partner, giving customers access to their booking platform.	Written confirmation or portal screenshot showing active MoveDynamics status.
Kent Relocations provider affiliation confirmed	Demonstrates your membership in Kent's relocation network, ensuring service consistency.	Kent Relocations membership certificate or email confirmation.
AFS licence held (if selling insurance)	Legally required to advise on or sell insurance—avoids significant penalties for unlicensed activity.	Copy of your Australian Financial Services licence (AFS license document).

Key Point: Only claim affiliations you genuinely hold, and if you offer insurance you **must** display your AFS licence details on your website and in all customer-facing documents such as contracts.

Section 10 – International Moves (if applicable)

Why We Ask These Questions:

- To confirm whether you handle moves across borders so you can demonstrate you meet Australia's export/import, customs, quarantine and international insurance requirements.
- Getting this wrong leads to costly delays, fines and liability for cargo losses.

What It's Based On:

- **Customs Act 1901 (Cth)** – governs export declarations, prohibited exports and duty-free allowances.
- **Biosecurity Act 2015 (Cth)** – requires import permits, treatment and clearance to prevent pests and diseases.
- **IATA Regulations** – for air freight documentation, dangerous goods and carrier liability.

- **Insurance Contracts Act 1984 (Cth)** – disclosure and policy terms for cover extending overseas.
- **FIDI / IAM Accreditation Standards** – best-practice guidelines for international removals and claims handling.

What We’re Looking For:

Question	Why It Matters	What You Need to Show
Does the company undertake international moves?	If yes, you must comply with customs/export, quarantine, carrier liability and cross-border insurance rules.	Evidence of international-move accreditation or licences.

- *If you do not undertake any international moves, simply note “Not Applicable” in your audit report.*