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Supporting Australia's growing freight challenge

**MINISTER'S MESSAGE**

SCOTT BUCHHOLZ
Assistant Minister for Road Safety
and Freight Transport

I have been involved in the transport industry for most of my life. In Central Queensland and across the state, I sat behind the wheel and employed others who did.

While I can drive a truck and enjoy doing so, these days my focus – as the Assistant Minister for Road Safety and Freight Transport in the Australian Government – is on driving public policy to support this vital industry. I want to see a safer, more efficient, more productive and more profitable industry.

More and more Australians are becoming aware of just how vital it is. Covid-19 has exemplified the critical importance of our drivers. One of the challenges we have, that I believe is a great opportunity for our sector, is the challenge in getting young people into the industry.

Supermarket shelves can't be replenished, new cars delivered to the dealer or export goods taken to port, our product does not get from paddock to plate and so on, without the dedication of truck drivers and those who support them. Including engineers, mechanics and manufacturers.

There is room for more to join this dynamic, growing industry. Not just as a job, but



A skilled workforce and strong training system are essential for Australia's recovery from Covid-19. Photo: HVIA

as a rewarding career. I want to see more people sign on as professional drivers, to support our industry and the country's growing freight challenge.

A skilled workforce and strong training system are essential for Australia's recovery from Covid-19, our economic future and for critical sectors like road transport.

This is why the Austra-

lian Government is investing in measures such as the \$1.2 billion Boosting Apprenticeship Commencements wage subsidy, to encourage employers to engage apprentices and trainees. Available until March 2022, the wage subsidy covers 50 per cent of an apprentice or trainee's gross wages.

Employers and Group Training Organisations can

contact an Australian Apprenticeship Support Network provider for information on eligibility and how to apply. The nationally-recognised Certificate II and Certificate III in Driving Operations can both be undertaken via a traineeship across Australia.

In addition, JobTrainer is a \$1 billion fund established jointly by the Commonwealth,

States and Territories to provide free or low fee training in areas of skill need for job seekers and young people, including school leavers.

The Certificate III in Driving Operations is eligible for JobTrainer funding in most jurisdictions, as prioritised by the State or Territory Government, as is training in related such as supply chain operations and

automotive manufacturing and repair.

The Certificate II and Certificate III in Driving Operations are currently being reviewed by the Transport and Logistics Industry Reference Committee. Due to be completed in the coming months, this review is expected to result in updated qualifications becoming available before the end of 2021. The IRC's work has included exploring more flexible and relevant training pathways to improve professionalism and safety in heavy vehicle driving.

Employers will be familiar with the names of these qualifications and the opportunities they offer to grow their businesses with more staff. For them, the important message is the significant funding on offer from the Australian Government, to help them do so.

I was once an employer in the transport industry in my home state of Queensland and I know the value of this financial support would provide in attracting a younger workforce and helping to train them for the future.

For those thinking of a new career, this could be it. You should jump right in. Safe in the knowledge there is strong Government support for training and equally strong prospects for an enjoyable career in this vital industry for many years to come.

There is more work to be done in this area and I look forward to continuing to hear feedback from those on the frontline. From industry groups, drivers, training organisations and so on, so together we can advance changes to better support the growth in the transport sector.

It's time to overhaul the traditional training model

**TRAINING ADVOCATE**

TODD HACKING
CEO of Heavy Vehicle Industry
Australia

ALBERT Einstein is credited as saying "Insanity is doing the same thing over and over again and expecting different results."

It is time to view the traditional Vocational Education and Training (VET) model as bordering on insanity.

As well intentioned as the

VET system is, HVIA members are reporting a huge and concerning skills shortage across the breadth of the heavy vehicle industry.

These concerns are validated by the statistics. An analysis of the occupations on the National Skills Commission's Skills Priority List (SPL) identifies 57 occupations as being in a "shortage" and with a "strong future demand."

That is 57 high-priority occupations that need an immediate policy fix.

Of the 57, HVIA has identified seven occupations that are jobs routinely used in the heavy vehicle industry. These include welders, transport

engineers, and sheet-metal workers for example.

There are an additional twelve heavy vehicle industry occupations in the next band of urgency; jobs such as automotive technicians, diesel mechanics, fitters and turners, panel beaters, and vehicle painters.

Within the context of a skills shortage, it is concerning to find that the success rate for VET students to gain a job post training is just 36.2 per cent of students, where the student was not already employed prior to undertaking the VET training.

This is according to a report undertaken by the

National Centre for Vocational Education Research (NCVER), which further highlighted a 10 per cent decline in this metric from its 2019 report.

The VET system was largely designed in the 1970s. HVIA would contend that a 36 per cent success rate of post-training employment is alarmingly low. Our concern is noted and shared by the Productivity Commission's Shifting the Dial Report.

Yet, despite a declining success rate, the system persists with its rigid, inflexible, outdated model.

Sending VET students to their work placement just

one-day-a-week, whilst completing their educational requirements at school, robs them of consistency and repeatability and struggles to build momentum in their new working environment.

Additionally, the student - particularly in a heavy vehicle sense - is often unable to start and complete a task in a single day, which impacts the sense of achievement for the student. This sense of accomplishment is an important element for any impressionable young person considering their future career options.

Industry also struggles with this model, as they

spend too much time repeating site specific and basic safety requirements to a student who lacks the familiarity of the workplace, impacting productivity.

It is not their fault; it is the rigidity and inflexibility of the system which is letting them down.

The heavy vehicle industry affords an opportunity for an amazing career, with opportunities aplenty. If we want students to consider it, we need a flexible, responsive, modern VET system that maximises their opportunity for success.

The current model is not it - and it is time for action.



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Diesel technician now at the helm

GENERAL manager at Hallam and Bayswater Truck Centres and TRP Pakenham, Matthew Keene, has turned his passion for engines into a rewarding career, that's covered mechanics through to management roles, and everything in between.

The son of a truck driver, 36-year-old Keene grew up around trucks in New Zealand, often riding in the passenger seat. And in fact, it was his father who steered him in his chosen career direction.

"At the start, I wasn't particularly interested in trucks, but I loved engines. I was thinking about getting into cars, but he asked if I'd considered trucks. He saw Cummins New Zealand had an apprenticeship opening for a diesel mechanic. He persuaded me to apply and I got the job," said Keene, and that's where it all started.

After completing his apprenticeship and working as a qualified diesel technician for Cummins, Keene headed across

the ditch to Australia. Though it was only supposed to be for a year or two, joining the PACCAR Dealer Network has provided a career that he truly enjoys.

"When I came to Australia, I ended up working for the heavy rail industry as a design engineering draftsman. With my passion being engines, I wanted to get back into diesel mechanics," revealed Keene. "And that's when the Hallam job came up."

Working within the PACCAR Dealer Network brings with it many benefits, including the close partnerships these dealerships enjoy with a major truck OEM.

"Because it's a local product that's built in Australia, technicians in the PACCAR Dealer Network get the opportunity to work at the Kenworth and DAF factory in Bayswater, Victoria. It's great to be able to work with the factory engineers on product development too," said Keene.

His career with the PACCAR Dealer Network started when he secured the role of afternoon shift leading hand at Hallam Truck Centre. He was then asked to move onto the day shift as workshop foreman, and then progressed to workshop controller.

Fuelled by his ambitious nature, Keene was determined to keep climbing the corporate ladder. He progressed to workshop manager, then service manager for the Hallam Truck Centre Branch, before taking a slight step back to complete a Diploma of Business Administration.

"After completing the diploma, I came back as operations manager for the Hallam and Bayswater branches. Then most recently, I took over as general manager for the Hallam and Bayswater Truck Centres and TRP Pakenham, about nine months ago," Keene said.

"I could've quite happily



Matthew Keene grew up around trucks and has a passion for engines.

continued as a technician as I liked fixing trucks and still do, but I've always been quite ambitious. I've been through most positions at the dealership and still enjoy getting out to the workshop and seeing what they're up to.

"I've always wanted to do more and take on more, going through the positions that were made available. In this industry there's always a new opportunity just around the corner, and that's how it worked out for me."

Keene counts an opportunity to work on the Kenworth production line, as part of the Kenworth Technology Program, as a career highlight. The program runs regularly

and PACCAR Dealers from around the country select technicians to take part.

"Through the Kenworth Technology Program, I got to work on the production line for a week, working with factory staff to build a truck from start to finish," he said.

"There is a lot of opportunity in this industry if you've got the want and the drive. I don't personally think there are any limitations. It's a very natural progression to transition from the workshop into other areas," Keene added.

"There is also a lot of variety too, our technicians get the opportunity to complete engine diagnosis and repair, including engine rebuilding

as well as all other major truck repairs."

More recently, to help overcome a shortage of diesel mechanics, dealerships within the PACCAR Dealer Network have also been employing light vehicle mechanics and providing the opportunity for them to transition through to diesel qualifications.

Keene adds that Hallam and Bayswater Truck Centres are continuously taking on apprentices. Being affiliated with a major truck OEM like PACCAR means there are many training opportunities made available too.

"The onsite training is held at the Kenworth factory. Because Kenworth is built in Australia and is known to be the premium truck product, our technicians have a great deal of pride in working on these trucks. It's nice to be able to work on trucks that are built locally for Australian conditions."

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In the driver's seat of a rewarding career



She has been workplace health and safety manager at PACCAR Australia for the past 12 months.

THOUGH she didn't always envisage herself in the trucking industry, now Meredith Young, 32, couldn't see herself working anywhere else.

Joining PACCAR Australia in 2012 through its graduate program has delivered a wealth of opportunity. This has seen her transition from human resources roles, through to working with the manufacturing team – including helping to bring DAF truck production into Australia – and more recently being appointed as the workplace health and safety manager, a role she has now

held for the past 12 months.

While some are lured to the industry by their love of trucks and engines, for Young this wasn't the case. "I wasn't driven by trucks when I first started. Yes, I thought it was an interesting industry, but it wasn't something that I pursued necessarily. What I learnt once I joined PACCAR Australia is that this is a company that really invests in the development of its people and offers so many training and progression opportunities," said Young.

After completing her Bachelor of Business Management,

majoring in Human Resources, Young applied for PACCAR's graduate program. What's unique about the four-year program is that it enables participants to transition into different roles within the business every 12 months. You don't just sample working in a team – you become a critical member of it.

For Young, this meant starting out as a learning and development coordinator, then HR coordinator, moving into payroll, followed by being a human resources advisor, and finally moving into man-

ufacturing, before eventually taking on her current role.

"Graduates coming into PACCAR get a broad range of experience across the business in roles that may cover materials, purchasing, engineering, quality assurance, accounting, and so many more. They are also paired with a mentor from the executive group to assist them along the way," explained Young.

"For me, in the beginning, the location of the Bayswater manufacturing plant was a big driver for me wanting to work at PACCAR. I'm from



Meredith Young's career with PACCAR has seen her transition through various exciting roles.

Melbourne's eastern suburbs, so to have a large employer in that area was very attractive to me. Since joining the business, the amount of opportunity I've had has been really great for me and my career. At PACCAR, they really put their trust in your skills and help you to succeed."

For Young, this is exemplified through her diversity of roles. "Once I finished my human resources rotations, I was at a point where I wanted to better understand the operational side of the business and develop my leadership skills," she said.

"I feel really lucky that I work for an organisation that allows you to challenge yourself and expand your skills while supporting you every step of the way. I've had brilliant leaders who really supported my development. They always ran through things with me, answered my questions and provided me with all the

training I needed. They set me up with the skills I needed to perform my job. When I moved across to manufacturing, I didn't have any experience in working with the production systems as I'd never used them before, so that was another area I had to learn."

Her first foray into vehicle production came when she was appointed production supervisor, which focused on cab builds. Within just three months, she moved over to frame assembly, where the

number of people under her supervision was three-fold.

"Kenworth trucks have been built in Australia for 50 years, but I was lucky enough to also be a part of the team that brought DAF truck assembly into Australia in 2018. On two occasions I got to take around 10 production staff and engineers to Eindhoven in the Netherlands to learn about the DAF build, and then to Leyland in the UK to learn about the second model that's now built here. That was such an exciting project to be a part of," Young added.

In addition to the in-house training and development offered by PACCAR Australia, the company runs a wide variety of other initiatives too.

Like numerous other employees, Young commenced her Graduate Certificate of Management through PACCAR, which was run onsite and funded by the company.

Those wishing to further their formal qualifications in other areas also have opportunities to do so. PACCAR sets you up to be successful later in your career, by exposing you to so many different departments and teams," said Young.

"I knew quite early on that this was the company I wanted to work for and that this is the industry for me. I've loved the teams I've worked with, and all of the factory staff are just so proud of the product they produce. It's so rewarding to be a part of that."



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An exciting journey for young PACCAR engineer



A graduate position 11 years ago has laid the foundations to a rewarding career for Bill Rakis.

FROM taking on a graduate position in 2010 at PACCAR Australia, Bill Rakis is now among the key engineers helping to shape the future of trucks for the company's Kenworth and DAF brands.

Rakis has held the role of assistant chief engineer – embedded systems for around two years. "Embedded systems are everything to do with software on the trucks. It is a growing list, as more and more components are electronically controlled," he said.

Rakis' embedded team of seven is part of the PACCAR embedded team of over 300 embedded engineers. "My team works across the time-zones integrating and developing software for Australian Kenworth and DAF products. Australia has unique demands when compared to the rest of the world and therefore we have a local engineering team to develop products and

solutions unique to PACCAR Australia."

Rakis says the opportunities afforded to him through PACCAR have been incredible. "I started off in a graduate program and was pretty quickly able to transition into other roles. Before joining PACCAR, I worked in Germany for a year. While it was really good and at the top of the automotive chain, the scope was quite narrow. When I came to PACCAR, it only took six months to really start realising the amount of opportunity available to pitch an idea or a proposal and get your idea off the ground. That's definitely been the main highlight and was really important to me too."

"When I came into the business in May 2010, that was the year they were transitioning from the previous ADR emissions to the new. I came in as a product release

writer. As everything at Kenworth is customised and made to order, there's about 6500 options over 13 models.

"The job of a product release writer is converting a customer order into corresponding parts to make sure it goes together in the plant. "Kenworth at its core is a custom vehicle manufacturer, which creates a lot of complexity, so we created new automated systems to manage the complexity whilst keeping the customisation for our customers."

From there, Rakis moved into the role of sales engineer, working with dealers and customers; then into IT as a business analyst, which also brought an opportunity to travel overseas; his next foray was as IT administration manager where he was tasked with looking after all of the operating and IT systems at the company; engine manager

was the next step; followed by R&D manager; before moving into his current role.

"It's been quite a journey," said Rakis.

For those considering a career in engineering, his advice is, "What I've found is that although you learn a lot in university, it's just the start of the path. Look for a place that will allow you to explore what you're good at and what you want to do – I think PACCAR is really good with that."

"I've always found that as an engineer, I really liked processing and dealing with information, I was always interested in how things come together, and that included people, opportunities and business proposals. That's where I liked focusing my energy – and I'm glad I went somewhere that has allowed me to do that and really contribute to the business as well."



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DSE Trucks looks after owner-drivers

WITH so many stories about owner-drivers being taken advantage of or underpaid, it was a pleasure to be introduced to Sanjeewa Illangantilake from Stanhope Gardens in NSW.

Illangantilake is the proud owner operator of a four tonne tautliner, and since the beginning of the year he's been driving with a smile for DSE Trucks.

DSE Trucks is an Australian provider of dedicated trucks, that makes a conscious effort to really look after its drivers.

The 'DSE' stands for 'delivering service excellence', and you only have to take one look at Illangantilake to see that he is very much inspired by that motto. You can see it in the proud look on his face and in his immaculate truck.

So how did Illangantilake score his dream job at DSE? "Becoming an owner-driver in the trucking industry was a complete career change for



Since joining DSE Trucks earlier this year, Sanjeewa Illangantilake couldn't be happier.

me," he said. "After many years working in the telecommunications industry, with so much pressure from above and the ev-

er-increasing demands for unreasonable speed and cost-efficiencies, I needed a change. I wanted more independence in my profession, and I wanted to have my own business."

Illangantilake's determination and diligence saw a fast, successful transition to a truck owner-driver and, as soon as he had the keys to his treasured new four tonne tautliner in his hands, the next step in his new career journey was all about finding the right company to work for.

"When I saw that DSE were hiring, they sounded to me like they would be a great company to work for. They seemed to have a genuine commitment and respect for their drivers. So, I thought I should try them out and see if all these promises were true," Illangantilake explained.

He started with DSE at the beginning of this year and he's still there and still happy – were



The owner operator has a four tonne tautliner and enjoys the professionalism and support offered by DSE Trucks.

all the promises from DSE true? "Absolutely," Illangantilake said. "DSE really does deliver on its commitment to its drivers. They are professional but really friendly, and really helpful too, such a joy to work with. And I have to say, the regular weekly pay is a big bonus."

But what is it exactly that

makes DSE such a joy to work for? "In addition to their top-shelf professionalism and driver support, DSE gives me great hours to suit my family lifestyle, including weekends when I want it, regular runs with regular customers, they pay fast, and they are completely Covid-safe top to tail. What more

could an owner-driver want?" explained Illangantilake.

With the word on the street being that DSE Trucks is hiring again, if you're an owner-driver, Illangantilake has some advice, "Get your application in today, don't wait and risk missing out – you just won't find a better company than DSE Trucks."



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To apply for the Operations/Driver positions please contact Operations Manager or by emailing

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Followmont puts staff first

FOLLOWMONT Transport prides itself on caring for their people and believe they are the key to their success.

There are a variety of roles and opportunities available, whether you are looking to drive a Mack, Kenworth or UD, to manage a branch, work in accounts, customer service or work in the workshop or warehouse, Followmont could have the role for you.

But don't just take their word for it, see what some of the Followmont Family have to say about working there below.

Darren Cartner - Local PUD driver in Brisbane

"I have been here at FMT for 10 years. For me it is special working at Followmont as I have been able to fulfill my passion."

I have worked at a lot of different places but this one is very special to me. It has provided me with the freedom to do a variety of things in the way of charity work and look after specialised customers.

It has been a wonderful job, great team to work for and I am hoping to retire here, this



Working at Followmont has enabled Darren Cartner to fulfill his passion. is where I want to be."

Anne-Marie Ross - office manager in Townsville

"It is being part of the family. I have been part of the family beyond my 17 years. Even in my previous job I loved Followmont, they were always there for us then. And being

able to have an opportunity to work for a company like Followmont I feel very lucky.

Coming to work every day is a pleasure; every day is different. I work with a wonderful bunch of girls that help each other out, they love doing what they do, and they love the variety.

It's also the people that we do our jobs for, which is our customer, they make our days. We have some special connections with our customers here in Townsville. It is a joy

to come into work and service them and care for them every day."

Barb Morton - linehaul driver in Townsville

"I like being a driver because you don't do the same thing every day. It's a bit of a change, if you get stuck in a rut if you are in town all day. You get to be out on the highway, and everything is different - each day



Townsville-based linehaul truckie Barb Morton loves the variety of work she gets while driving for Followmont.

is different. You have variety and you don't get bored!"

That's just a little snippet from some special team members about what it's like to work for a business that cares for their team, customers, and suppliers.

So, don't wait any longer, visit Followmont.com.au today to find out more about why they are Queensland's favourite family-owned and family-operated transport business.

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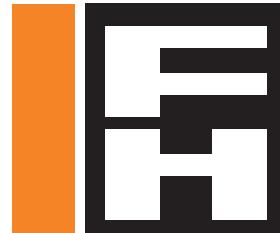
Fulton Hogan Philosophy

We build and maintain critical infrastructure that connects and enhances communities across Australia, New Zealand and the Pacific. Everything from roads and bridges, to airports and utilities. We're committed to ensuring the Good Work we do will make a positive difference to the quality of life for our people, our customers and the communities we all call home. Our continued success relies on generating new and diverse ideas, which is why our 'Good Work' culture encourages ownership and empowerment, while never forgetting the importance of balancing life's priorities.

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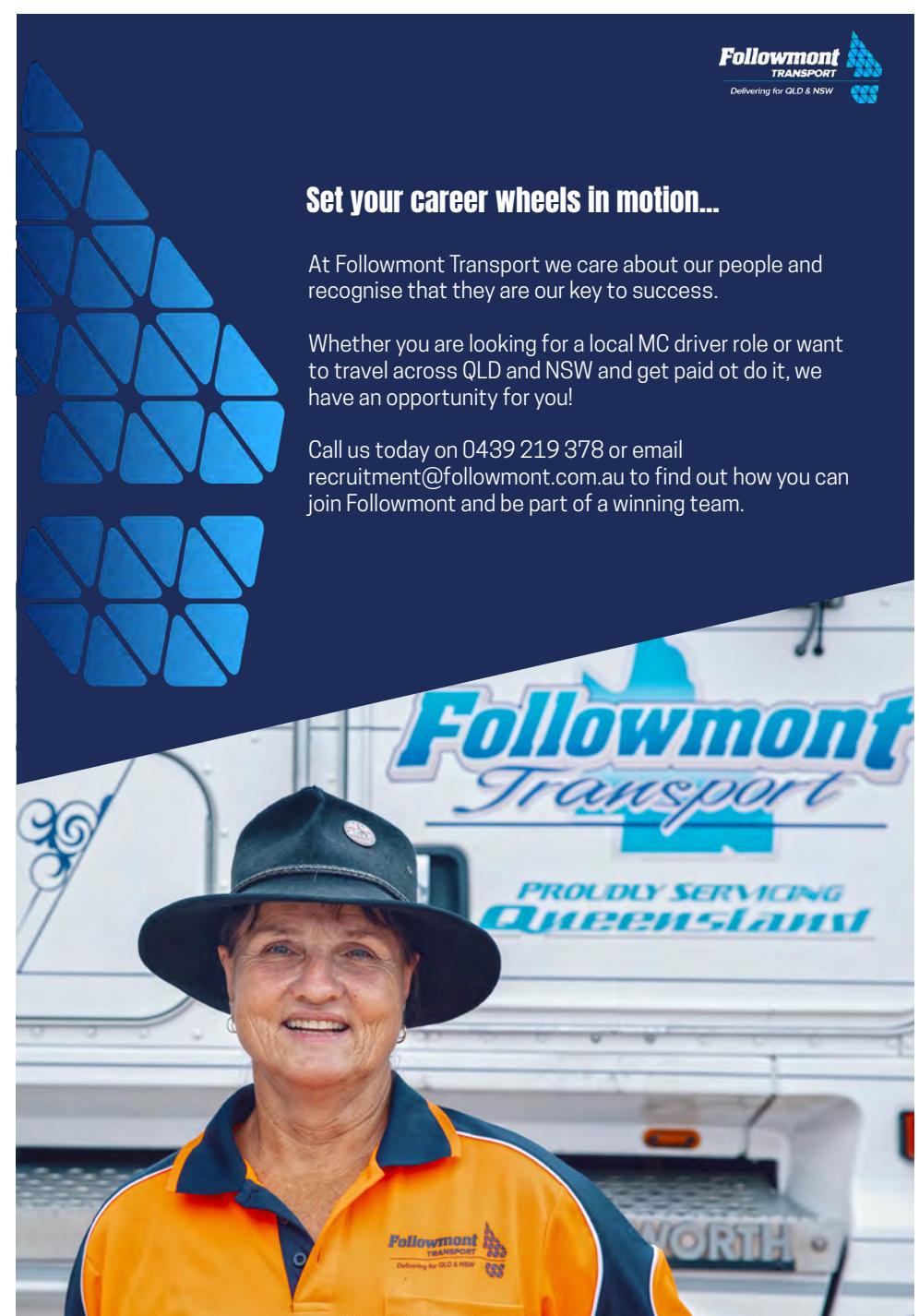


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Big ambitions for high achiever

SEIZING an opportunity to focus on a lifetime career goal rather than following a traditional study pathway was a big risk for Taylah Heinrich, but it's well and truly paid off.

Just six months into a school-based traineeship studying a Certificate III in Business, Heinrich stepped into a role as the new spare parts controller at McColl's Transport's Geelong workshop after proving herself to the fleet team.

"Taylah displays an absolute willingness to give anything a go even if it is outside the scope of her skillset at the present time and this is why she is exceeding in her role," said fleet improvement and data manager Cameron Kos.

And this all part of Heinrich's master plan, as she hopes to one day go out on her own.

"I'm just trying to add more tools to my toolbox by gaining as much knowledge as I can so one day I can start my own transport company," she said.

"I have a real passion for the industry as I've been around transport since I was



Taylah Heinrich hopes to one day run her own transport business.

a kid. My dad was a truck driver and my mum worked in freight forwarding."

Not one to take the easy road, Heinrich loves the challenge of her role. "It's never simple. There is always a challenge being thrown at me, pushing me to see what I can achieve."

This may well be one of

the many reasons she was recently awarded Victorian Group Training employee of the month in August.

The role has seen Heinrich working at both the Geelong and Altona facilities – helping with new systems, investigating if something isn't working and finding solutions or alternatives.

Influencing the younger generation

LYNDON Watson, CEO of Don Watson Transport, reckons young interstate driver Jess is a classic example of the opportunities open to new recruits in the industry.

She quickly found that driving semis isn't the "tough-guy" role she thought it might be and is loving the freedom and flexibility of life behind the wheel can offer.

"She's still relatively new to Watson's but she's doing an awesome job," said Watson.

"There isn't a part of the interstate truck driver role that she can't do easily. This isn't the tough guy industry like it was back in the 80s."

Watson believes the key to attracting more youngsters like Jess lies in the industry doing a better job at selling itself to prospective employees while they're still in high school.

"While they're still thinking of what they want to do as they're shooting past Year 8, 9 and 10, we need to get these kids dreaming about becoming a truckie."

In the last couple of years, Don Watson Transport, which has depots in Victoria, NSW,



New recruit Jess is loving the freedom and flexibility of life as an interstate driver with Don Watson Transport.

and Queensland has engaged with local high schools during truck week, giving students an opportunity to visit the company's HQ on the outskirts of Melbourne.

But Watson would like to see social media playing a bigger part in recruitment.

He's seen the impact that Instagram influencers have in bringing aboard new recruits in the US and believes a similar approach needs to be adopted here.

"The social media influencers we have in Australia are more of the old guard that are vocal on Twitter, but I'm not sure they're accessing the younger groups in a persuasive way."

"We need everything sold to them in Year 8 and 9 – and the information given to school career advisors – that being a truck driver is a well-paying professional job that's open to a broad and diverse range of people."



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Lyndon Watson - Lyndon@donwatson.com.au

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K&S FREIGHTERS

Photo taken by Lloyd Rintoule of his Quad-Road Train Fuel Tanker in Alice Springs.



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The level of support and compassion that the company provides its employees and the community is one of the greatest things about K&S.

Michael - Fleet Commercial Manager VIC

There is an extensive variety of work from basic servicing jobs to major repairs. I've also been given the chance to gain experience with the K&S breakdown service which has been valuable to my learning.

Nathan - Apprentice Mechanic NSW



Highlight of my role is working remotely and fixing problems. It is demanding but rewarding.

Catherine - Heavy Vehicle Driver QLD

The comradery of workers has always made K&S feel like home, the K&S people are what makes the company a great place to work.

Des - National Fleet Sales Manager SA



I came to an open day to have a look around and joined from that. I love the technical aspect of fixing something that is broken - it's quite satisfying when you repair any damages. K&S are true to the motto of Everybody Safe Everyday.

Bradley - Apprentice Mechanic NSW

Working in a male-dominated industry has been very interesting! On the whole men are supportive and helpful. I'm proud of the work I do, it's very rewarding.

Tiffany - Heavy Vehicle Driver VIC



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Wodonga TAFE's free OzTruck app is now live

WODONGA TAFE is proud to announce that its brand new all-in-one app for all things related to trucking and the trucking industry is now live across Australia.

The development of the free app was inspired by the lack of female participation within the transport industry and is just one of the ways Wodonga TAFE and Transport Women Australia aim to help increase female employment within the industry, and to tackle driver shortage issues.

The relationships both organisations have with industry, and the ongoing review of the app in its development, has helped ensure that all content included is relevant, easy to access and promotes the diversity of the industry.

Some of the content included within the app helps to educate drivers on employee conduct and behaviours, in-

cluding bullying and harassment.

The app provides easy access to any support needed by drivers through a range of handy links.

Wodonga TAFE CEO, Phil Paterson said, "We're proud to launch this new initiative alongside our industry partners – it's an innovative app that will encourage more women to get involved in the industry and increase its professionalism, safety and diversity."

The OzTruck app has everything you need as a truck driver, from finding the closest fuel station, cheapest fuel prices and the location of rest stops, to planning the most efficient route for your journey.

An interactive forum allows you to discuss any relevant topics, ask questions about being a truck driver and gives drivers the opportunity



The new app is just one of the ways Wodonga TAFE and Transport Women Australia aim to help increase female employment within the industry.

to have their questions answered by other drivers in no time.

There are a wide range of

learning material topics within the app, allowing you to expand your knowledge base through informative short courses covering lots of useful topics around:

- Work health and safety
- Compliance and regulations
- General mechanics and maintenance of heavy vehicles
- Personal health and wellbeing

A helpful search tool allows you to search for specific courses such as, 'Inspection of air brakes', 'Refrigerated transportation best practices guide', or 'How to change a tyre'.

Each topic that you access then becomes automatically pinned to your homepage, allowing easy access in the future.

The app is relevant to all



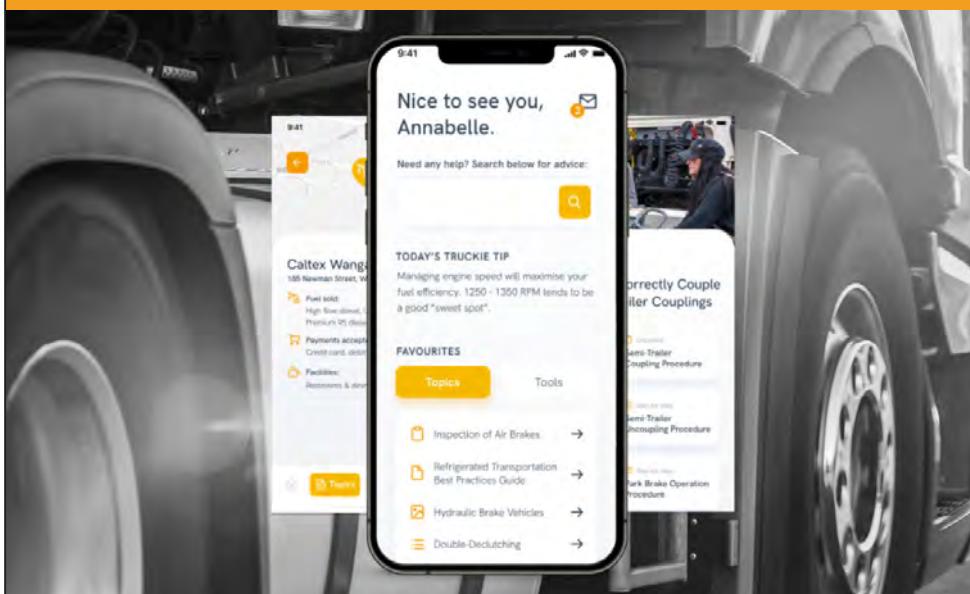
Use the QR code above to download the app for Apple.



Use the QR code above to download the app for Android.

Whether you're new to the industry or a seasoned driver, this is the perfect app for you.

- Find nearest petrol station or rest-stops
- Help plan the most effective route
- Discuss all things trucking related
- Complete informative short courses



Use the QR code to download the app for Android.



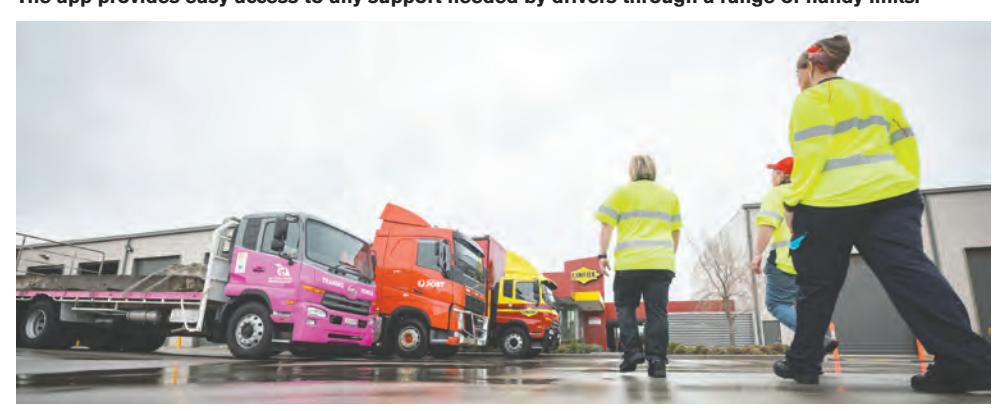
Use the QR code to download the app for Apple.

WODONGATAFE

OzTruck



The app provides easy access to any support needed by drivers through a range of handy links.



The new app is designed to act as a fantastic bridge between seasoned drivers and newcomers to the industry.



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Developing the next generation of leaders



COMMUNICATIONS MANAGER

EMILY MILLS

Australian Trucking Association

LIKE many Australian industries, the trucking industry faces profound change as modern technologies, legislation, and social change transform how we do business, work and live.

While dealing with disruption, we must also address the issues of today, from improving safety and building business productivity, to recruiting skilled and motivated employees.

In response to this change, and with the responsibility to ensure a viable future for our industry, the Australian Trucking Association and Daimler Truck and Bus have partnered to deliver the career-defining Future Leaders' Forum.

Over the years we have seen Future Leaders come from all over the country from a wide range of backgrounds and roles including business analytics, driver training, logistics, livestock, compliance and finance, representing the various aspects of the transport industry.

Now in its fourth year, the Daimler Truck and Bus Future Leaders' Forum is developing the next generation of trucking leaders, shaping them to be strong, experienced and knowledgeable representatives of their business, community, association and industry.

One of the most valuable elements of this program and what makes it truly unique is not only that our Future Leaders get hands-on training in leadership, media, politics, and advocacy, they are then taken to Parliament House in Canberra for real-life lobbying meetings with senior politicians.

These meetings allow our Future Leaders to learn by doing and gain a first-hand experience of how to push key messages and make an impact on Australia's decision-makers. The Forum also sees Future Leaders undertake a specialised leadership project that focuses on a key industry issue.

Participant in the inaugural program, 2018 Future Leader Stacey Davies said the forum was the best training and development she has completed throughout her 10-year career.

"It allowed me to not only create valuable and ongoing working relationships with other young industry leaders but also helped me develop and refine my project manage-



2019 Future Leader Matthew Allen.

ment and presentation skills with the guidance of industry professionals in a safe and encouraging environment," Davies said.

"Following the 2018 program, I soon received a job promotion as I was able to showcase my commitment, drive and dedication to the business through the implementation of my Future Leaders project.

Davies' project took a deep dive into workplace culture, recruiting and retaining staff and improving industry im-

age. Her project explored how creating a positive workplace can impact morale, hiring processes and productivity.

Participant in the following cohort, 2019 Future Leader Matthew Allen said the forum is an impactful development program that stands out from the rest.

"My confidence in presenting and communicating grew after the program, and I was given opportunities to continue to develop that in my professional role. This then led to an internal promotion about



Stacey Davies participated in the inaugural 2018 program.

six months after the program," Allen said.

With a passion for data analysis and developing future product strategies, Matthew's Future Leader project explored the rise of e-commerce and how it will lead to an increased need for truck drivers and increased demand for transport companies.

"The program puts you on the other side of the fence and gives you an insight into how legislation is created, the association's role and involvement in the industry. It also provides

a safe environment for you to grow and develop your leadership skills."

As evidenced by Davies and Allen, the Future Leaders Forum and similar programs have a profound effect on how the next generation of industry leaders will grow and combat challenges.

Giving young leaders the tools and training needed to become strong, knowledgeable industry advocates, this career-defining program ensures the trucking industry remains strong and ready for the future.

Online tools fill industry skills and knowledge gaps

ONLINE learning used to be pretty uninspiring for participants who would have to wade through dreary content or out-of-date videos before being assessed through unimaginative multiple-choice quizzes.

All that has changed with the new breed of learning management systems (LMS) providing for a dynamic, creative and interactive approach to training.

Communications Manager Steve Power says Heavy Vehicle Industry Australia's (HVIA) first use of an LMS was for "HV101," a tool designed for new starter inductions.

"What we found, however, was a huge number of people who have been employed in the industry for years, and who have mastered their understanding in some areas, have been in the dark in others," Power said.

"HV101 has been great at filling those gaps."

"Every industry employee benefits from understanding how their contribution fits into the big picture."

"Every role is a vital cog



The online HV101 online course has been great at filling in training gaps.

in the machinery that allows the trucking industry to keep Australia moving."

"Like every industry, ours is full of concepts, terminologies and acronyms that are peculiar to what we do."

The course was a hit from its launch and has been adopted as a standard part of the induction process for many companies and even govern-

ment agencies.

MaxiTRANS' learning and development facilitator, Liz Paolacci says HV101 participants feel 'invested in' and valued.

"The course assisted me to understand and further appreciate the industry and therefore the contribution that my company makes," Paolacci said.

opment, in a manner that maximises information retention.

"Targeted, accessible, effective resources are paramount in improving heavy vehicle safety."

"We have identified two issues consistently over-represented in the NTARC Major Accident Investigation Report that we will now focus on: load restraint and tyre management."

The Heavy Vehicle National Law has specific chain of responsibility provisions that relate to packing, loading and load restraint requirements relevant to the entire transport supply chain (equivalent provisions apply in WA and NT).

While it is impossible to be prescriptive for the many different types, weights and shapes of loads that can be transported, anybody in the chain is responsible for complying with load restraint laws.

"This project will transform the volumes of written guidance information into a simple, immersive and practical online education course

that will ensure heavy vehicle operators and other members in the chain understand the responsibilities and refresh their knowledge as required.

"Tyres are also critical to heavy vehicle safety," Power added.

"There are many factors that can improve safety, from tyre choice, performance management, such as tread, wear and tyre pressure, and regular maintenance and safety systems can all improve performance and help mitigate tyre failures and keep road users safe."

"There is limited information available on these topics and just about every operator can tell you about a 'near miss' experience."

Power said this education course will guide operators into a program of best practice tyre management, including maintenance, rotation and replacement policies, understanding what to look for, how to perform daily checks, and what systems are available to improve the safety outcomes of the most critical and most consumable heavy vehicle component.



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Young mum gets her hands dirty breaking stereotypes

IN a traditionally male-dominated industry where females make up only one per cent of the workforce, Emily Smith is looking forward to breaking the mould as she pursues her dream job of becoming a diesel technician.

At just 22, the young mother-of-two juggled family life and studies as she studied a Certificate II in Automotive Vocational Preparation at TAFE Queensland's Acacia Ridge campus.

Smith said that pursuing a career in a male dominated industry was a bit nerve-racking at first but everyone at TAFE Queensland from her teachers to her fellow students have been really supportive.

"The teachers really try to help you out and pass on as much knowledge as they can. They make a good day go a lot quicker and it was so much fun," Smith said.

"They don't try to stand over the top of you just because you're a female. They ask politely if you want to have a crack at something or not and they are always there if you need help."

The heavy automotive sector was however, not Smith's initial career path having previously been enrolled to study beauty therapy at a local hair and beauty college. Smith said that she had been encouraged to pursue a career in beauty by



Emily Smith and TAFE Queensland Heavy Commercial Industries Teacher Matt Hopewell share a laugh during the 10-week course.

her family who believed girls should work in jobs more suited for females.

"I was just a stay-at-home mum before I signed up to study beauty. Three days before I was meant to start I received an email stating what was required from me," Smith said.

"My hair had to be tied up in a tight bun and I needed to wear a face full of makeup which included bright red lipstick; I realised then that studying beauty was definitely not

the right career choice for me.

"It was my partner who actually noticed how much I enjoyed working on my car and he suggested that I look into studying a short course to see if it was the right career path for me."

The Certificate II in Automotive Vocational Preparation turned out to be the perfect course for Smith as it's designed to prepare students for a career in the light and heavy automotive sector by teaching the basic

skills and knowledge needed to pursue an automotive or mechanical apprenticeship.

"It was all very interesting from tyre changes to pulling out engine gear boxes. I've definitely gained more skills coming to TAFE than what I thought I would in the 10-week course," Smith said.

"I think we were all a bit upset when the course ended, it was so much fun."

The course also included real-world work experience

which Smith completed at Brown and Hurley, one of Australia's leading truck and agricultural dealers where she is now hoping to secure an apprenticeship.

"The work experience that I have completed at Brown and Hurley has been awesome. I absolutely loved it there and I've now gone back to do some more work experience whilst I apply for a diesel mechanic apprenticeship with them," Smith said.

“I THINK WE WERE ALL A BIT UPSET WHEN THE COURSE ENDED, IT WAS SO MUCH FUN.”

EMILY SMITH

Transitioning from a full-time stay at home mum to studying and re-entering the workforce has been no easy feat and an accomplishment that Smith is proud of.

"I'd get up at 4.30am every morning and probably didn't sit down till maybe 10pm. My daughter was even teething at that stage so some days I was up all night with her but I still got up the next morning to come into TAFE."

Fortunately for Smith she was able to access the Australian Government's JobTrainer subsidy which provides Fee-Free training for eligible Australians.

"The JobTrainer initiative really gave me the chance to be able to do the course. We can barely afford to pay for fuel, tolls, day care and general bills so it definitely made it a lot easier and was extremely helpful."

For more information about apprenticeships and trade training, visit tafeqld.edu.au or call 1300 308 233 today to see where TAFE can take you.

Unique Queensland apprentice challenge wraps up

IT was tools down for the 73 apprentices and trainees who recently competed at the Queensland WorldSkills National Championships, with judges to award the national winners in coming months.

Given current Covid-19 restrictions, some Australian states are yet to compete, delaying the national competition process at the bi-annual event.

Tobias Seibel, 23, from Motorama Toyota (Moorooka) competed in the automotive mechanics trade area at TAFE Queensland's Acacia Ridge and said that the competition was a lot different to the regional WorldSkills competitions he had previously competed in.

"There's a lot more fault finding, diagnosing and repairing but it's been really good," Seibel said.

"Meeting all the different trades that I didn't know competed in the competition, like floristry, was an eye-opener as well. To see what TAFE has to offer and then to back it up with these competitions real-

ly gives people the chance to showcase what their made off," he said.

This year, the Queensland competitors were challenged in simulated work environments during the competition at a number of TAFE Queensland campuses across Brisbane and Bundaberg. They competed in a range of different skills areas including heavy vehicle mechanics, hairdressing, bricklaying, fashion, plumbing, electrical installation, information technology, and cookery – to name a few.

The championships had to be postponed in 2020, however TAFE Queensland says the extra year has given competitors more time to train and perfect their skills, readying themselves ahead of the national championships.

TAFE Queensland chief executive officer Mary Campbell met with all 73 competitors in the Queensland team prior to the competition and said she was extremely proud of the determination and passion the young trade professionals

displayed for their chosen skill area.

These young men and women have dedicated many hours outside of their normal working weeks to train for these WorldSkills National Championships," Campbell said.

"I am extremely impressed by their dedication to their trade and the sheer enthusiasm they displayed over the weekend to be the best tradespeople that they can be."

"I also acknowledge the incredible work of the WorldSkills Queensland Team and the TAFE Queensland teachers and volunteer staff who have all worked tirelessly to support these young apprentices and trainees to make this year's event possible."

"Vocational Education and Training forms an integral piece of the Australian education system and the Championships highlight the important role that skilled workers play in our industries and our communities across Australia," she said.

WorldSkills Australia

Queensland Manager Eric Davis has been involved with the Championships since 2003. He says that while there were obstacles to overcome this year due to Covid-19 restrictions, being able to see the Queensland team compete at their best had made the journey worthwhile.

"These apprentices and trainees all worked tremendously hard on their individual skills to be selected to compete at the WorldSkills Australia National Championships," Davis said.

"They should all be extremely proud of what they have achieved this year from further developing their skills to networking, forging new friendships and creating exciting new career opportunities."

Queenslanders who are successful at the National Championships may be asked to travel to Shanghai, China to compete as part of the Australian Skillaroos Team. The 46th WorldSkills International Competition is planned to be held in August 2022.



Tobias Seibel, 23, from Motorama Toyota (Moorooka) competed in the automotive mechanics trade area.

TAFE Queensland is the largest training provider for apprentices and trainees in the state, putting 20,000 apprentices and trainees through their paces every year.

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Driver Delivery: a roadmap to a rewarding career

THE Victorian Transport Association is welcoming applicants to its innovative heavy vehicle driver training program, Driver Delivery.

The Driver Delivery Program is supported by the Victorian Government and is run in conjunction with Armstrong's Driver Education. The program is fully subsidised, allowing it to be offered at no cost to participants and employers.

Driver Delivery helps prepare a participant to become a skilled and valued member of a transport team with a complete understanding of industry expectations.

The industry needs drivers and the pathway to a satisfying and rewarding career could be as close as participating in this heavy vehicle driver training program.

The Driver Delivery program is an eight-day 2:1 program that provides individually tailored training, mentoring, and behind-the-



The Driver Delivery Program is run in conjunction with Armstrong's Driver Education. Photo: Armstrongs Driver Education Facebook

Driver Delivery participants will achieve a solid foundation of driving skills, confidence and the competency of operating heavy vehicles safely.

Participants will also gain advanced skills and knowledge with comprehensive training and learning in basic skills and advanced areas that include occupational health and safety, cabin drills, load restraints, road craft, fatigue management, loading docks, metropolitan driving, rural driving, risk reduction techniques, vehicle inspection, and chain of responsibility.

The program has been designed so that approved applicants will obtain their heavy rigid (HR) or heavy combination (HC) licence, subject to the approved applicant satisfying standard VicRoads licencing criteria. Upon successful completion of the program, the VTA will

facilitate interviews with reputable transport and logistics organisations to help secure a heavy vehicle driving position for a participant.

Please note that any offer of employment and final approval is subject to the recruitment and selection processes of the individual organisation.

To qualify, applicants must satisfy VicRoads licence eligibility to be considered for entry into the Driver Delivery Program. Applicants entering the program at the heavy rigid level must hold a current Australian Driver's Licence card; held for a minimum of 24 months.

Applicants entering the program at the heavy combination level must hold either a current medium rigid (MR), heavy rigid (HR), or combination of a MR and HR licence held for a minimum of 12 months.

To be selected, applicants must complete a VTA Driver Delivery Application form, provide a current driving record with the application, complete a VTA telephone interview, complete a heavy vehicle pre-assessment driving session with Armstrongs Driver Education, and attend a face-to-face interview at the VTA.

Successful applicants will then be notified of their approval to undertake the program.

Since Driver Delivery commenced in 2018, over 150 participants have successfully completed the program and are now employed in transport.

If you think this program is for you and you're looking for a career as a highly skilled and professional transport worker, please visit vta.com.au/driver-delivery/ to apply.



victorian**transport**association inc.

DRIVER DELIVERY

your key to a rewarding career in **transport**

With the Australian freight task on track to triple by 2050, the road transport industry is busier than ever. We need motivated, competent, young people to join the industry, with a satisfying and rewarding career as a transport professional available to the right people.

The Victorian Transport Association's Driver Delivery program is an intensive eight-day course that trains participants in this highly skilled profession, and then puts them in paid employment with a transport operator. Participants will achieve a solid foundation of driving skills, confidence and the competency of operating heavy vehicles safely.

Specific training is provided in:

- Occupational Health & Safety
- Cabin Drills
- Load Restraint
- Road Craft
- Fatigue Management
- Loading Docks
- Metropolitan Driving
- Rural Driving
- Risk Reduction Techniques
- Vehicle Inspection
- Chain of Responsibility

Driver Delivery is supported by the Victorian Government, with tuition fully subsidised. Upon successful completion, the VTA will facilitate interviews with transport operators to help secure employment.



TO LEARN MORE VISIT
www.vta.com.au/driver-delivery/ or call 03 9646 8590.



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Electromobility: a new set of skills challenges

PROJECTIONS for the development of zero emissions heavy vehicles have proven to be conservative.

Truck manufacturers worldwide have accelerated their programs and are delivering electromobility solutions that in many cases are ready for immediate implementation.

Before the roll-out can happen in earnest, there are a range of significant common challenges that will require a coordinated and strategic approach to resolve.

Heavy Vehicle Industry Australia (HVIA) Paul Woodland says the peak industry association is taking a coordinated and collaborative approach.

"Our role is to aid the industry's transformation to a heavy vehicle fleet progressively dominated by battery electric (BEV) and fuel cell electric (FCEV) zero emission trucks," Woodland said.

"HVIA has already begun to harness the experience and expertise of members and external stakeholders to identify and resolve issues such as standards, legislative and access requirements, and energy infrastructure."

"Alongside that is a large body of work in skills and training, particularly around workplace and operational safety, maintenance, and tech-

nical and emergency support.

"Our quest is to identify what training has been developed and what else is needed, in the short, medium and longer terms."

It is not just automotive technicians who will need to add new competencies to their skillsets. The advent of battery electric and fuel cell trucks touches just about every segment of the heavy vehicle industry.

For instance, there are implications for body builders, refrigeration specialists and every accessory that draws power. For paint shops and panel beaters there are a whole set of safety issues.

For effective training courses to be rolled out, however, there is a bit of a chicken and egg dilemma.

Before TAFE or any other registered training organisation (RTO) put training products on their scope, two things need to be established:

- Is there industry demand for the training?
- Will the course be funded or is it user-pays?

Then there is the issue of qualified trainers.

For any RTO to have a training package on their scope they must satisfy the Australian Skills Quality Committee (AISC).

suitably qualified trainers and that they have adequate resources to teach each unit in a training package or a skillset.

Where they have skill gaps, TAFE advised that they approach the manufacturers to assist in training their trainers. The catch is – that means those people need to have gained appropriate accreditation with relevant certification first.

PWC's Skills for Australia is a government appointed skills service organisation. They are currently developing training package products related to the service and repair of battery electric vehicles in conjunction with their industry reference committees (IRC).

Amongst those, "Service and Maintain Battery Electric Vehicles" already existed and has now been updated. New capabilities include "Diagnose, Remove and Replace Heavy Vehicle Rechargeable Energy Storage Systems" and "Diagnose and Repair Complex Faults in Battery Electric Powertrains."

The training package products go to training review boards in each state and territory before reaching the Australian Industry Skills Committee (AISC).

In turn, AISC recommend

national training package products to the Skills Ministers' Meeting (a subset of National Cabinet) for endorsement – next due to take place in October.

Endorsed products are then listed on the National Register (training.gov.au) for implementation by Registered

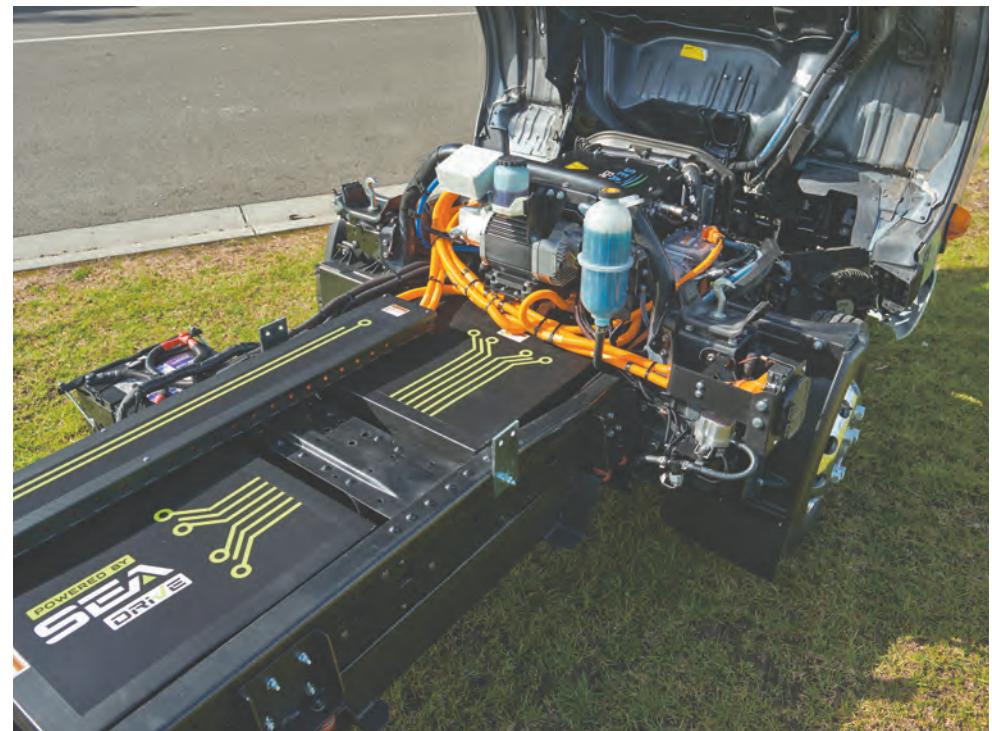
Training Organisations. This should happen in the first quarter of 2022.

"If HVIA or its members identify gaps we can contact PWC's Skills for Australia who can then put it to the IRC's for their consideration," Woodland explained.

"As demand will increase

rapidly, we need to ensure that the industry is ready, so now is the time for these issues to be resolved.

"It is only then that the marketplace will be able to evolve purchasing decisions from whether to consider zero emissions trucks to which zero emission truck."



The advent of battery electric and fuel cell trucks, like this one from SEA Electric, touches just about every segment of the heavy vehicle industry.

A pipeline of skilled, smart apprentices for industry

THE Australian Industry Trade College (AITC) believes that university is not the only pathway to success.

The college was founded in 2008 to support industry's need for better-educated apprentices and trainees. It is, therefore, no surprise that their education program has been developed in deep consultation with industry.

AITC is an independent, co-educational school with five established Queensland campuses, and a sixth set to be opened in 2022.

Students complete their secondary schooling - years 10, 11 and 12 – with a heavy focus of work experience first.

Once each student firms up a career path, their goal is to transfer into a school-based apprenticeship or traineeship, with a Queensland Certificate of Education (QCE) under their belt.

AITC's results are outstanding:

- In 2020, 99 per cent of students successfully gained their QCE, against the national average of 88 per cent.
- Uniquely, 90 per cent of these students are already

signed-up in a full-time apprenticeship or traineeship upon completion - against the national average of 36 per cent in the traditional school / VET pathway.

Heavy Vehicle Industry Australia (HVIA) CEO Todd Hacking has been developing

a strong partnership with the AITC for the past two years.

"Our initial interest was to try and understand what they were doing differently to lead to these outstanding results," Hacking said. "Our focus has now shifted to ensuring that our members are gaining the

benefit of this pipeline of future employees.

"Our investigations have highlighted several key differences, which we believe go a long way to improving the outcomes for students."

Hacking said an AITC campus is very different to a

typical school.

"The first thing you notice is the physical differences - there is no school oval or gymnasium for a start."

"That is because more than half the AITC 'school year' is spent off-campus and at a workplace or in training."

He said students wear a uniform with their names emblazoned on the front.

"The formality towards teachers is dispensed with," Hacking added. "The culture is very much aimed at replicating a workplace environment."

The curriculum is truncated with a strong focus on literacy and numeracy. Science, health and physical education are taught with an emphasis on practical application rather than theory.

Students also complete a Certificate II in Skills for Work in Year 11 and Certificate III in Entrepreneurship and Business in Year 12.

The curriculum is taught in educational 'blocks' of five weeks, allowing students to spend the remainder of each term (up to 27 weeks a year) getting work experience in a

workplace or in their apprenticeship.

These 'industry blocks of time' lead to higher levels of information retention and the satisfaction of completing large and often more exciting tasks than can normally be achieved in a day's placement under the traditional VET model.

"Students are encouraged to try a range of different trades in Years 10, 11 before transitioning towards their chosen career path," Hacking said.

"Students are also taught practical life skills about eye contact, a firm handshake and first impressions. There is no doubt that AITC students are better prepared for the workplace and the culture of teamwork and camaraderie is noticeable."

"The flexibility of the system and focus on industry is refreshing and gives HVIA hope that there will be a pipeline of highly educated and enthusiastic tradespeople for many years to come."

"The challenge now is to replicate the model across the nation."



Australian Industry Trade College students are taught practical life skills about eye contact, a firm handshake and first impressions.

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