



Government
of South Australia

Department for Infrastructure
and Transport

Minutes of Meeting

SUBJECT Industry Meeting
LOCATION 83 Pirie Street, Level 9
Room: 9.05 Dr Alice Rigney Conference Room

Date: 16th August 2023
Start: 1.30pm
Finish: 3.20pm

I would like to acknowledge the traditional owners of the land on which we meet today and pay my respects to their Elders past and present and extend that respect to other Aboriginal and Torres Strait Islander people who are present today.

ATTENDEES: Andre Simmonds (AS), Stuart Gilbert (SG), Kathy Bower (KB), Linda Jackson (LJ), Elio Pisaniello (EP), Robert Pernini (RP), Cheynie Venables (CV), David Whomes (DW), Matthew Woodman (MW)

1. **Welcome and Apologies** (by Andre Simmonds)
Clare Heathcote

2. **Minutes of previous Meeting**

AS provided an apology to industry members for the late arrival of the previous meeting minutes.

3. **Business arising from the Minutes (Action items reviewed)**

Industry would like the minutes a month prior to the next meeting -EP

Item 3.2 Industry to provide feedback on students not completing their MyLs.

Outcome: *No feedback has been received.*

Item 4.1 Department to consider the reform mandating dual brakes to be put in all vehicles.

Outcome: *Being considered as part of the driver training reform.*

Item 5.3 DIT to continue to investigate for the potential of new hub/start points in Modbury and Mitcham.

Outcome: *Letters are being sent from the Chief Executive to the respective councils.*

Item 5.4 Standards team to follow up with IT if any MySAGov time out problems are still occurring.

Outcome: *KB advised she contacted the IT team and only one enquiry has been received by a person identifying themselves as an Authorised Examiner with a timeout issue when accessing their MySAGov account.*

Item 5.7 Department to investigate putting CBTA start points on MySAGov.

Outcome: *IT are looking into this.*

Note Taker: K Bower

File: 2021/17499/01

Document No: 20564332

Item 5.8 Industry members would like 'sounding the horn' removed from Task 30 as it's not in the Driving Companion.

Outcome: *This is drafted and awaiting Clare's sign off when she returns. Industry would like to have the change made for the VORT process too.*

Item 5.11 AS to clarify with the Crown Solicitors Office (CSO) for the request to get footage if Deed to use instructor's vehicles is introduced.

Outcome: *CSO have advised they are still working on their response.*

Item 6.1 MDIs who elect to do a Statutory Declaration instead of providing a WWCC, to have the wording change on the back of their MDI licence.

Outcome: *No action made to date*

Item 6.5 DIT to advise industry via the bulletin on the correct procedure to obtain a Yard Permit

Outcome: *Information was already provided in May Bulletin.*

4. Moratorium and industry reform

Comments by Minister Koutsantonis from a radio program (5AA) interview were discussed.

SG advised that Minister Koutsantonis went onto a 5AA program a few weeks ago and said he is still keen to try to improve standards in the industry and that there needs to be broader reform after the results of the ICAC investigation.

SG advised this now rests with the Minister and Cabinet as to whether there is progression further to a new model.

The Minister also acknowledged that there are many hard-working people in the industry.

Action: *DIT to provide both industry associations with a copy of the transcript from the interview.*

5. ADTA Items

5.1 – 'U' Class driver licence

AS advised that the Premier made an announcement 12 months ago about requirements for this special licence class to be held by drivers of ultra high-powered vehicles. Internal work is being done at present and some details are now available.

- Drivers of these vehicles will need to have held a C (Car) class licence (or higher) for at least three (3) years.
- A course is being developed to educate drivers on the risks of driving this type of vehicle and other aspects related to safely driving one of these vehicles on the road, eg tyre selection, ADAS and maintenance.
- Training will be available next year before the licence comes into effect.

- It will be a theoretical test not a practical test. At this stage it is envisaged the services of the driver training industry will not be required as no practical testing will be required.
- This licence will come into effect from 1 December 2024.

5.2 – Current Ratio of MDI to AE by region

AS advised that there is no specific report to provide ratio figures, however he provided the following figures in each licence class in 2022. He also advised that the number of applicants and subsequent approvals, is increasing.

- 221 Authorised Examiners (AEs) are actively conducting practical tests for Class C
- 94 VORT AEs – all classes
- 192 CBTA AEs – all classes (some also conduct VORT)
- LR – 33
- MR – 46
- HR – 45
- HC – 34
- MC – 13

Total currently

- 329 – endorsed as Motor Driving Instructor only
- 269 – endorsed as Authorised Examiners
- 598 – Total of MDI and AEs.

5.3 – Bookings

Industry members acknowledged the implementation of the new bookings process allowing amendments to heavy vehicle class assessments. Whilst some members would like to see DIT allow bookings for Class Car (C) to be amended in the future, they are happy to keep trialling the new process as they agreed that not many changes for Class Car are usually needed.

DIT highlighted that in previous communications, industry advised they were not keen to allow changes for Class Car to be made therefore this has not been considered yet. The trial is proceeding well so far as MySAGov users learn about the components of a booking that can be changed.

5.4 – Modbury start point

As discussed in 5.9.

5.5 – Training on routes

LJ advised she is receiving information that some examiners are providing route information to instructors so that students can be trained specifically on these routes. Instructors are also causing congestion in several places specifically Elizabeth and Firle. Industry advised that these MDIs are conducting manoeuvres on the routes to prepare students rather than conducting them in other carpark areas and roads.

DIT encouraged industry members to provide details of examiners who are providing routes to instructors.

Action: DIT to instruct auditors to speak to MDIs causing congestion and taking up space in the VORT start point areas when they are there to conduct audits.

Action: Industry members to provide information to DIT when received, regarding Authorised Examiners inappropriately providing route details to MDIs or student.

5.6 – Department response times to enquiries

EP complained that when an enquiry is made via email, response time is poor or non-existent, and he cited the example of a time he requested the online learner's test (QLD) results discussed in the previous meeting. AS acknowledged that although the query was actioned, a response should have been supplied and was not.

DW advised that in general he finds that communication is poor and that industry members making enquiries and requests are attempting to run their business and deserve a timely response.

EP raised an example of an individual who is seeking to upgrade and hasn't received a response about what they must do.

Action: DIT will follow up with the specific enquiry received regarding a person seeking auto transmission conditions.

5.7 – Timeliness of uploading new routes

EP has developed a route for the Lonsdale Southlink bus depot which has been checked and timed by a DIT officer (Jozef) and now needs DIT sign-off to allow its use by examiners assessing bus drivers.

EP feels the matter is quite urgent, and he has waited considerable time without any communication from DIT regarding the progress.

AS advised that as per standard procedure the route needs to be verified by another DIT officer and they are scheduled to double-check the route within the next week.

Action: DIT / AS to follow up on the specific matter provided.

5.8 – Online bookings timing out

See action items.

5.9 Request for studies on online learner's permit

Industry members spoke of their concern over the lack of knowledge learners have when presenting for driving lesson and attribute this to the new online testing method. Their concerns are:

- Other people may be undertaking the online modules for the learner.
- The level of knowledge on road rules so poor that, instead of driving instruction being given, industry members are having to start with road rule knowledge that they feel should already be understood to a degree after having completed the online modules.

- Members are keen to know if this model is a success in other jurisdictions, and what research and analysis has been done by the Queensland authorities currently using the same testing platform and if the research is available to view.
- The general opinion of industry members is that the online system is not working.

SG advised that the Queensland authority (TMR) has used this platform for some time now and it is understood that they are currently conducting a post implementation review. Their online learner testing platform called 'PrepL' was developed by a Brisbane technology company 'Croomo' and was introduced in consultation with several education providers and research conducted prior to implementation.

DIT's plan is to continue to progress with its digital based system and advised that New South Wales and Tasmania are looking at adopting the same system. He also pointed out that there would not be a return to the previous paper-based system, and the new system was implemented to make the lessons more 'real world' for learners.

Action: DIT will talk to industry further about their concerns with the new learning platform and will contact TMR (Qld) regarding any research and analysis done on the success of the new MyL's system currently used there once it is published.

6. PDTA Items

6.1 - Increase of non MVDI's training for VORT and claiming to be driving instructors

Several industry members reported that they have encountered individuals who are acting as driving instructors and taking payment for lessons while not being endorsed by DIT. Several members reported they have experienced this at specific hubs recently.

Industry have asked that action be taken by DIT to stop this from happening.

AS advised that DIT is already looking into similar allegations and any information supplied by industry would be welcomed.

Industry advised there have been incidents of possible fraudulent logbook entries by students and were advised to send details when they occur to the DIT.MDIAdmin@sa.gov.au mailbox for investigation.

Action: Industry members are asked to provide as much detail as possible on any experiences with people acting unlawfully as MDIs, including any details they have on these individuals or their students via email DIT.MDIAdmin@sa.gov.au

6.2 – ICAC report update

See action items regarding the reform progress.

SG advised that there can be no response to the recommendations made in the ICAC report without the reform being finalised. DIT is waiting for direction from the Minister.

6.3 - Mitcham and Modbury – any news (See agenda item 5.4)

See action items.

6.4 – Updated start points

See action items.

6.5 – Deed and the Crown

DIT will not pre-empt the Crown Solicitor's advice so will now wait before providing further advice and finalise the deed.

Action – DIT will advise when Crown advice is received.

6.6 - Startup Procedure in the Logbook discussion e.g. foot on the brake or as per manufacturers' specifications

Industry has suggested that the start-up procedure in the log book (CBTA) should be amended to include 'start the vehicle as per manufacturers' requirements.' This is because many new vehicles will not start unless the driver has their foot on the brake.

Action: DIT will action the change to be made in the log book.

6.7 - Statistics of MVDI's, AE's breakdown of CBT & VORT Class C and Commercial then broken down to LR, MR, HR, HC & MC

See ADTA item 5.2.

6. Other business

WH asked if there are any **upcoming CBTA course dates** or plans to start scheduling courses again. AS advised that a review of the recommendations to the Registrar is currently underway regarding the suspension of these courses.

There are no changes to the requirements to applying for an exemption to the moratorium for Authorised Examiners at present.

EP asked for progress on the **heavy vehicle manuals**.

Two training officers are currently working on this project in readiness for the program roll out to impart the information to industry as soon as it is completed.

Industry members have been consulted throughout the process of their development via discussions with Philip Neil.

Upon being questioned on load restraint, AS mentioned that load restraint will still be part of the training course but in a basic form enabling the driver to check load restraint and to adjust poorly restrained loads where appropriate.

Regarding the **heavy vehicle licensing** changes, SG informed industry that the Austroads consultation is still in the consultation stage and is being reviewed further after new questions being raised by various stakeholders.

Industry advised that a lot of students present to them for a final assessment however, they are not well-prepared. They are finding some students are reporting they have had lessons and completed the logbook with a person who they believe to be an examiner, and the examiner make themselves unavailable to conduct the final CBT&A -LTS and continue training other students. The industry members indicated that they believe these examiners do not wish to be accountable for issue of the certificate of competency.

Industry and DIT agree that students and parents need to be more informed about how to identify their examiner, book lessons, testing processes and to be awareness of scammers in the industry.

Industry suggested an online register would help with this issue.

While DIT agreed that an online register of licensed MDIs/Authorised Examiners is desirable, under current legislation DIT cannot establish one because of the Motor Vehicles Act confidentiality provisions. Therefore, the only option is a voluntary register, and this not considered appropriate.

DIT already provide a large amount of information on the government's website, but students often identify their MDI/Authorised Examiner through word of mouth make quick and uninformed decisions without parental consultation.

7. Meeting close

Meeting closed 3.20pm

Next meeting: Wednesday 15 November 2023