Managing a For-Purpose Fleet

Churches of Christ in Queensland

November 2018

Bringing the light of Christ into communities

My Background…

- ✓ **Telstra (24 yrs)**

- ✓ **Churches of Christ in Qld (12 yrs)**

About our Not-for-Profit ..

- "Not-for-Loss" (UK) or "For Purpose" ?
- $260M annual revenue
- 3,300 staff *and* 1,500 volunteers.
- 300 Services. 100 Communities.

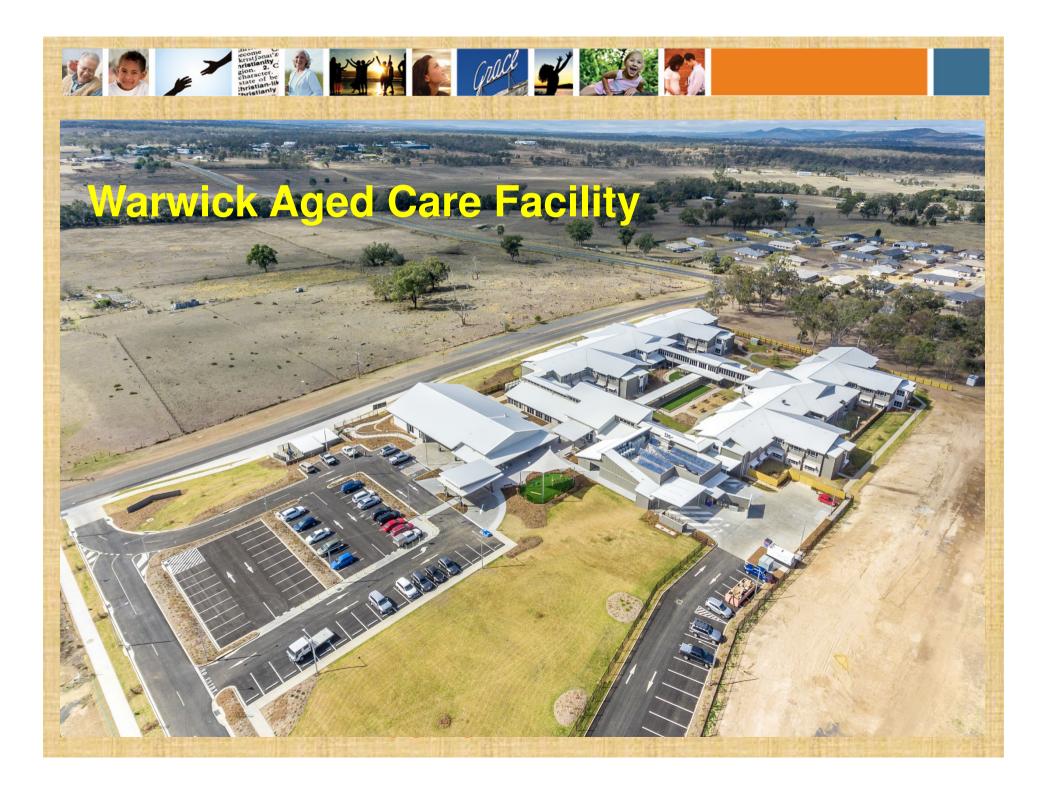**Home and community care**
Retirement villages
Residential aged care
Over 55s housing

- Chaplaincy. Local and global mission projects.

Warwick Aged Care Facility

Churches of Christ Fleet…

- **Nearly 600 fleet assets**
  Passenger 74%, Commercial 13%, Plant 13%

- **Fleet is purchased (manufacturer/dealer) and disposed via auction**

- **10.6 M kilometres annually**
  14 times to moon and back!

Churches of Christ Fleet…

- **Pool & Packaged**
  Pool (60%) and Packaged (40%)

- **Fuel. 752,000 litres annually**

- **Maintenance through Smartfleet**

- **Use Smartfleet for registrations, fuel cards and maintenance as well as system**

Not for Profit Differences ..

- Fewer resources ($, people, systems)
- Large volunteer base (1,500 volunteers)
- Large female workforce; high staff turnover
- Reliance on funding (clients and government)

Physiotherapy partnerships growing

Not for Profit Differences ..

- Care is the primary focus
- Procurement & Fleet seen as transactional rather than strategic
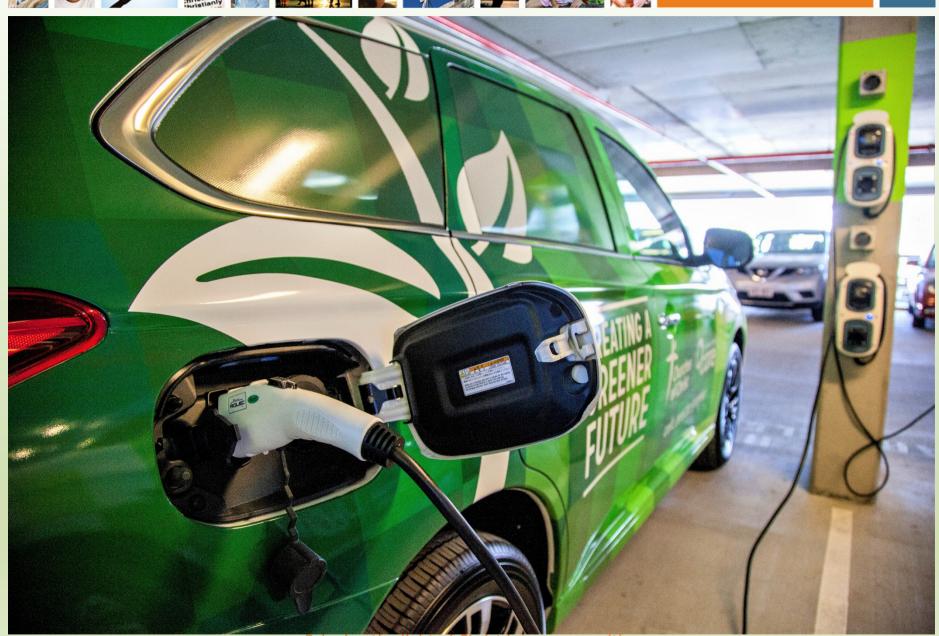- Networking critical. Compare, benchmark, share ideas e.g. AfMA, PASA, and self-generated NFP network.

Foster carer.
Could **you** be one?

1800 22 22 73
fosterwithus.com.au

Churches of Christ
care

The Environment..

- Specifically not titled "Emissions"

- Why does this NFP care about the environment?

- Fleet strategy:
  - Vehicle purchases
    - Purchase vehicles with lowest CO_2 emissions where practicable
    - 2 x PHEV Outlanders charged from solar panels (200kW)
    - 18 Corolla hybrids
    - Staff's concerns regarding 'complexity' and range
    - No diesels (cross fuelling and particulates) – some Commercials

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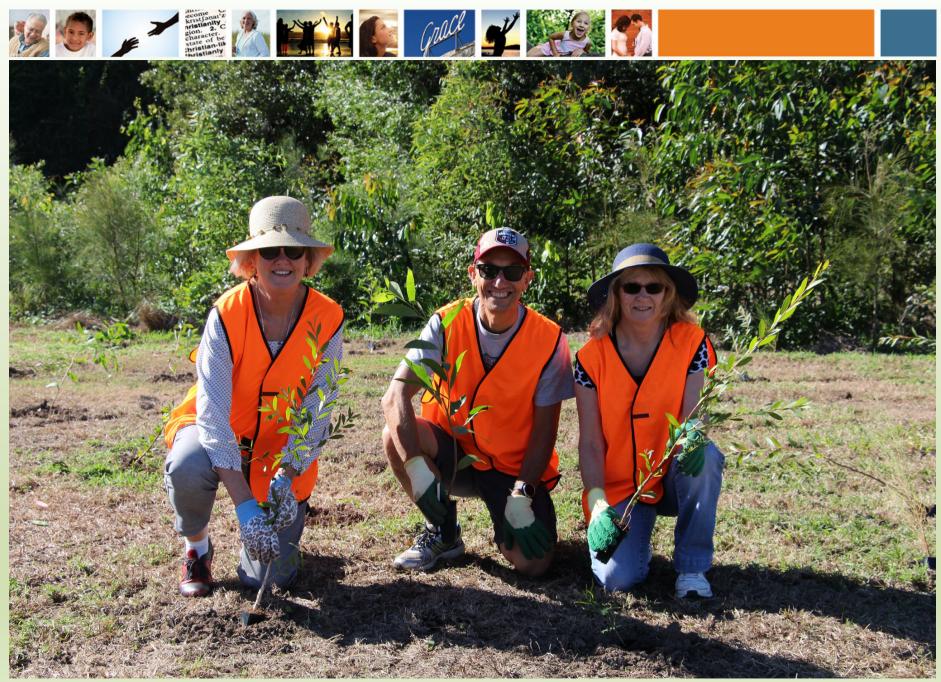
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The Environment..

- Strategy (continued):
  - Greenfleet
    - Over 14,000 native trees planted to date, offsetting 4,000 tonnes CO_2-e.
    - Benefits of employee engagement at tree planting and broader staff interest
    - Turtles!
  - Driver education
    - Speeding, journey planning
  - Potential for IVMS

- Recognised with AfMA 2017 Fleet Environment Award

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Driver Safety..

- This is a challenging areas for us

- Driving culture can be improved

- Focus is changing culture/behaviour

Driver Safety..

TESTED 2011 ★★★★★ SAFER.

TESTED 2018 ★★★★★ SAFEST.

- Interventions -
  - Purchase safe vehicles (easiest option!)
  - Use data to drive approach
  - On-boarding and Induction
    licences/driver pledge/safety policy
  - Process for infringements
    online driver module (expand to all drivers)
  - Tool box talks (NRSPP)
  - Use of an external expert .. stakeholders listen to externals!