



Frequently Asked Questions

(1) What are the hours I need to work?

Hours vary for specified runs, but generally your day commences at 5.00am when you must come into the depot to sort freight for delivery. Depending on the run, your day would typically finish between 5.30pm-6.30pm. Contractors are required to work Monday through to Friday, and a half day Saturday.

(2) How will I be paid?

Contractors are paid monthly, payable on the 20th of the following accounting month. Each time you do a pick up or delivery you are paid a set rate according to the type of product or service that the customer is using.

(3) What type of vehicle is required?

Each Courier run is different and the vehicle must be suitable for that particular run. The most common vehicles are the Toyota Hi-ace (Long Wheel Base standard, or Hi-top), and the Ford Transit (Long Wheel Base standard, or Hi-top). Other makes such as VW, Fiat, and Mercedes are perfectly suitable- but you should check with us prior to purchasing a vehicle to ensure it will be appropriate for your run.

Please note:

- A vehicle less than 3 YEARS old must be purchased, brand new is preferred.
- Vans will be required to be painted in pre-approved red and decals will need to be applied at your own cost.
- Any vehicle purchase is to be made with our approval.
DO NOT PURCHASE a van unless you have been successfully awarded a contract.

(4) Do I need to have a Dangerous Goods Licence before I start?

Yes. A Dangerous Goods Licence must be obtained prior to any contract being awarded by us. We can assist you by directing you to the correct sources of licences.

(5) Will I receive training?

Yes, but please note this is unpaid training. We provide all relevant training and materials required to assist you to become a contractor. This training period is your opportunity to ask questions to gain a complete understanding of what is required of a contractor.

(6) If I need to take leave what is the process I am required to follow?

You will need to give at least one month notice to the Depot Branch Manager or Operation Controllers. You will be responsible for finding your own relief driver who must meet the company's requirements (Licensing, Security Clearance, Uniform, and approved by branch manager). You are also responsible for training the relief driver in your run.

We do understand unexpected leave will need to be taken at certain times, please let the management team know as soon as possible.

(7) Can I lease a scanner?

No. You must purchase a company approved scanner prior to going on the road, at a cost of approximately \$2,500 plus GST. This is used for scanning all freight that you pick up, have on board, or deliver.

(8) How much distance I travel in a day?

Contractors distances are highly varied and can be anywhere from 100 kilometres to 300 kilometres a day. There are other types of courier runs such as our dedicated line haul services, which can travel higher kilometres.

(9) Can I apply for other runs or staff positions?

Yes. Opportunities to apply for other runs or staffing positions within the business do become available at times. These positions are advertised internally and you will have the opportunity to apply for them.

(10) Who is responsible for arranging my insurance as a contractor?

All contractors must have Insurance, prior to going on the road. We are able to refer you to an Insurance Provider to discuss Insurance details, but we do not arrange or coordinate it for you, it will be your responsibility.