



Life Without Barriers



Safer Drivers, Safer Community - How Life Without Barriers Put People First

Life Without Barriers (LWB) has a social purpose and believes in making a difference. Whether it's helping people with who may be experiencing homelessness, a disability, or by creating a safe environment for young people, the not-for-profit organisation works to provide much-needed support.

Yet LWB needed some support of its own. With more than 1,130 vehicles in their fleet nationwide, LWB is a highly mobile workforce with staff travelling to provide care and support services in 300 communities across Australia. Managing a fleet of this size is challenging, so in 2014, Life Without Barriers approached Teletrac Navman to introduce GPS fleet management software and in-cabin devices across all the vehicles.

While the solution ticked the boxes, there was an unexpected bonus. It alerted LWB to another issue that would have otherwise remained under the radar: the issue of safety!

"In terms of driver performance, we didn't know we had a problem until we installed the devices. It then turned out that we had a fairly large problem, Australia-wide," says Nathan Reynolds, LWB's Corporate Services Manager. "Prior to this solution, we were just measuring speeding via fines that came through, but this wasn't even close to reflecting what we saw in the actual data".

As a result, LWB reached out to Teletrac Navman to see how telematics could help to reduce this behaviour, as well as instil a larger message of safety across the fleet.

"For an organisation like ours, gaining further efficiencies in our fleet system means we can focus more of our time, energy and resources where they should be – engaging directly with the people and communities we are supporting. Teletrac Navman has done a great job of understanding our business needs and supporting us to find the best solutions," says Reynolds.

Whether it's helping an elderly couple visit the shops or picking up children with disabilities and taking them to after school activities, LWB wanted to ensure it provides an efficient yet safe service to

more than 11,500 clients across Australia. Its mixed fleet consists of commercial cars, four-wheel drives, vans and wheelchair-modified buses that cover more than 24 million kilometres in any given year, across metropolitan, regional and remote areas of the country.

Stronger focus on safety

Companies with large fleets often struggle to track driver performance and safety. Once LWB discovered speeding was more of an issue than previously thought, it implemented policies to reduce it. With GPS fleet tracking, speeding incidents are recorded and sent to the driver's manager. With the data collected in detailed monthly reports it's easier to identify and manage on-going issues. With this reliable information, LWB reduced speeding incidents by 97 per cent over 12 months.

"We developed this solution with the Teletrac Navman team so they only go over the speed limit once. They get a reminder, so they can change the behaviour then and there, rather than a month later when we issue the behaviours report," says Reynolds.



LWB isn't stopping there. It's adding a hierarchy of alerts depending on the driver's behaviour. If someone drives 10 per cent above the limit, an instant message gives them time to correct their speed. If they don't, an SMS goes to both the driver's manager and HR rep for immediate action.

Managing a complex fleet

Keeping such a large and diverse number of vehicles under control is a complex task. Helping clients within strict time constraints, keeping fuel spend to a minimum and maintaining the overall health of the fleet is a difficult task. Partnering with Teletrac Navman gave LWB the tools to effectively manage the efficiency of operations. "We're very proud to support the excellent work Life Without Barriers does in communities around Australia," said Ian Daniel, Teletrac Navman's Vice President, Asia Pacific during the initial rollout. "Our technology will improve the efficiency of its fleet operations, directing more resources into the delivery of essential frontline services."

Three years later, GPS fleet management technology is equipped throughout the entire fleet and the difference is clear. LWB reduced overdue scheduled services by 86 per cent. Drivers manage their time more effectively without compromising the safety of their passengers.

In addition to providing assurance that vehicles are roadworthy and operated safely, LWB can minimise unnecessary spending. Monitoring stops fuel spend from getting out of control, especially as it can highlight wasteful practices such as excessive engine idling, leading to a reduction of LWB's CO2 emissions by 20 per cent.

Staying on top of maintenance

Tracking vehicle movements simplifies maintenance checks. 1,500 kilometres before a vehicle is due for service, drivers receive a message containing the route for the nearest service provider to book the car in for service.

"It's a fairly hands-off approach from us and saves us a lot of phone calls and interactions," says Reynolds.

It also eliminates a hidden maintenance issue: operating vehicles out of hours. Previous maintenance scheduling could not take unauthorised vehicle use into account, meaning it might be overdue, increasing the risk of break downs or accidents. Now, line managers receive an SMS if a vehicle travels more than 100 metres outside of working hours, cutting down this sort of use. It also helps deal with stolen vehicles. Managers contact the driver and determine the reason for the movement, quickly contacting the police if there's a theft.

Culture of safety

This is only the beginning for LWB and Teletrac Navman's relationship. "Responsive and innovative are the two words I'd used to describe Teletrac Navman. I really see them as an extension of our team. We'll sit down and talk through what a problem is and discuss how we can use the data being captured to drive a result or a change in the business," says Reynolds.

Teletrac Navman is helping establish a framework for driver education. With over 4000 staff across the country it's a difficult task to get everyone on the same page. Starting with high-risk incidents, such as speeding or other unsafe behaviour, will be run through a program to ensure they understand the risks that come with operating on the road. "As a business, we're strong to embrace that. We're people-people that care for a lot of clients across the country, and we care for their safety as well as our safety. It's an important part of our journey," says Reynolds.

Chris L'Ecluse, Solutions Specialist for Teletrac Navman, will run workshops in each state with senior leaders to teach them how to communicate safety effectively to their staff. This will help LWB reach its fleet-wide safety vision.

"Perhaps the most exciting aspect of our engagement with Teletrac Navman has been the way we've been able to extend an effective and beneficial corporate relationship into other areas of shared interest. Teletrac Navman looked beyond the dynamics of our business needs to the work our organisation does, and has really helped with our mission to partner with people and change lives for the better," Reynolds says.

"It's incredibly rewarding for our company to not only provide effective business solutions, but to be able to work with an organisation like Life Without Barriers to really make a difference in people's lives," Daniel says.

Other plans in the works involve phasing out LWB's pool cars through a new booking system that allows drivers to use trade cars. Ordinarily a manager parks their company car at an office at 8:30 and that vehicle remains there until 5. The new system would let drivers book those cars and use them during those times, minimising the number of idle cars throughout the organisation. It means the fleet can be used to its fullest extent and more jobs can be completed without increasing its size.

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"The work we've done with Teletrac Navman is the backbone for everything we've been doing over the last few years. We ultimately couldn't manage a fleet this size without the help of this solution and the team behind us in Sydney and New Zealand," says Reynolds.