

## Four decades worth

**D**aphne Nolan plays down her role at Nolan's Interstate Transport. "I am the tea lady. I do what everyone wants me to do." But everyone who knows Daphne recognises that she has worked alongside her husband Terry to make the fourth-generation transport company what it is today.

When Daphne married Terry in 1966, the business was operating with four trucks. Now it is one of the largest family operated transport businesses in Queensland with over 100 vehicles driving locally and interstate.

Daphne is the first person at work when she arrives at Nolan's Transport at about 6:30am to start the paperwork, and she is usually still there at 7pm. Terry and Daphne also work every second weekend. "The staff don't get the feeling that the boss isn't doing anything," Daphne said.

The family's hard work and devotion to their business has ensured continual expansion of their company.

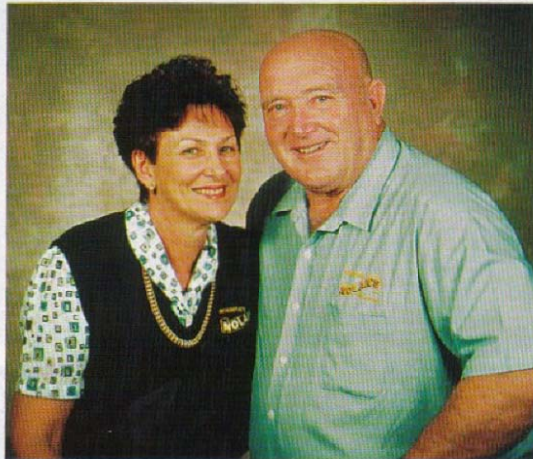
"It was no fluke," Daphne said. "It was the hard yards we put in and the hours we did." She also credits their growth to Terry's foresight, especially his decision to move to cold storage.

Based at Gatton, in the heart of fertile Lockyer Valley, Nolan's Transport services the region's producers. They have always employed the best technology available to meet their clients' needs.

"We were in flat-top work years ago. Now we are mostly refrigerated and taut-liners," Daphne said. Their facilities in Brooking Drive, Gatton, include 576 pallet spaces of cold storage.

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**Daphne and Terry Nolan employ over 150 people**

The company's staff has grown to over 150. Several drivers have been with the company for more than 20 years, and are close personal friends of the Nolans.

"They are great people," Daphne said. "Terry has always said that if any of his staff can stay with him for 10 years he must be a bloody good boss, and it is his privilege to give them long service leave."

Daphne wishes Australia's media shared her high opinion of truck drivers. "I am sure the media class them all as second class citizens which they are not. They are professional people. We give them \$250,000 worth of vehicle and let them go out on the road. Unless you are a capable person you don't get this."

Last year Terry and Daphne were inducted into the National Road Transport Hall of Fame at Alice Springs in recognition of their professionalism and pursuit of excellence. This prestigious accolade is among many awards and accreditations they have received in the past ten years. They achieved Quality Assurance ISO 9002 - 2000 in 1994; Trucksafe accreditation in 1996; HACCP certification in 1998 and Australian Meat and Livestock Authority accreditation in 2000. In 1995, at the Natroad Convention, they were awarded for Excellence in Road Transport.

Internationally the business is recognised as a leader in fatigue management. In 1994

they became involved in the fatigue management pilot study undertaken by the Queensland Department of Transport and Australian Trucking Association.

"It makes you sit up and think they can't do the hours they used to do," Daphne said.

"I still think they work too hard. Everyone wants produce moved today and on plates tomorrow morning."

The company's emphasis on fatigue management and driver health must be a reassurance to the drivers' families. Terry drove interstate when they were first married, so Daphne can empathise with the women left at home while their partners are on the road.

"I can understand what they go through. Terry would leave on Saturday to go to the market in Sydney and would get back the following Friday." She said in the days before mobile phones "no news was good news."

Daphne worked part time for the family business while Terry was on the road. She was happy when Terry stopped driving to take on a management role.

"Then we worked from the front of the house," she said. This meant that even while she was working, she was close to her children, Michelle, Darren and Adrian (Flea). Daphne is pleased that all her children work in the transport industry. Michelle operates a transport business on the Gold Coast while Darren and Flea both work at Nolan's Transport. Flea is a driver. Darren is Risk Manager, and the mastermind behind the company's amazing website, [www.nolanstransport.com.au](http://www.nolanstransport.com.au). As well as promoting the business, the site is packed with free information for drivers about fatigue management and health issues.

Daphne would like to stop working in the next three years. She looks forward to retired life with the truckie she married almost four decades ago.

"Terry is a gentle giant. I get along very well with him. We work closely together. He is a loving father to his children and an inspiration to his work mates." 🐾