

Action Towing Pty. Ltd.

ABN 64 449 386 822

A.C.N. 006 067 563

556 BALLARAT ROAD., SUNSHINE. VIC. 3020

PH: 9311 8111

13 June 2013

Submissions to the Tow Truck Review
Essential Services Commission
Level 37, 2 Lonsdale Street
Melbourne VIC 3000

Dear Mr Nick Hague,

Thank-you for the opportunity in which to respond to the ESC Periodic Review of Accident Towing and Storage Fees 'draft report' May 2013; specific to 5 draft recommendations at present.

Accordingly, I have responded to 3 of the 5 draft recommendations as follows;

Draft recommendation 1 – Regulated accident towing and storage fees.

I strongly disagree with the ESC recommendation that the regulated accident towing and storage fees should continue until the annual adjustment mechanism is next applied in 2013-14.

I further find that the suggestion for reference to this decision based on 'key issues' of licence values and changes in industry productivity as one-dimensional and therefore should not be the sole contributing factors for the following reasons;

- a. ESC at 1.2 of the report admits that 'the exact value of an accident towing licence is difficult to assess...' and further more, "VicRoads did not receive transfer values for all transactions and its sample size was too small to provide a weight average.
- b. Licences values are volatile and should not be considered as a key issue, the recent 'wiping off' of hundreds of thousands of dollars per taxi licence should be a solid foundation for the ESC to learn from.
- c. The efficiency of productivity should be measured by rise and fall in profitability. Merely glossing over or reflecting figures of a 1.2% industry growth (Table 1.7) between 2010 and 2012 and blanketing it as 'the demand for accident towing services experiencing recent growths' is actually pitiable given the investment outlay required.

It is ignorant to set aside the following factors that have reduced and will continue to reduce profitability within the towing industry should the regulated accident towing and storage charges remain unchanged and should give reason to the justifiable cause of consistently incrementing the accident towing and storage fees per annum which are as follows but not limited to;

- i. The demand from Victoria Police on Flat-top requests as impacted on our business so much so that we are retiring conventional tow trucks and forced to replaced them with Flat-tops (Tilt-trays), the cost difference being

Action Towing Pty. Ltd.

ABN 64 449 386 822

A.C.N. 006 067 563

556 BALLARAT ROAD., SUNSHINE. VIC. 3020

PH: 9311 8111

- approximately \$80,000 per transaction for used equipment and \$110,000 for new equipment.
- ii. The efficiency for our business occurs at our substantial investment in specialised equipment which are constantly increasing; ie. OHS compliant Recovery Gear and Salvage Equipment.
 - iii. Rising Cost in Diesel.
 - iv. Rising Servicing Costs.
 - v. Rising Insurance Premiums.
 - vi. Rising Workcover Premiums.
 - vii. Rising Wages from Receptionists to Tow Truck Operators.
 - viii. Rising Council Rates.
 - ix. Rising Rent
 - x. Rising Registration / Fees
 - xi. Rising costs associated in the waste disposal of accident related debris left or abandoned.
 - xii. Rising Electricity & Water Bills.
 - xiii. Rising costs associated in the maintenance of a triple intercept cleaning area specific for our tow trucks so that battery acid, engine and transmission oil spills do not contaminate the waterways.
 - xiv. The rise in insurance companies assigning Private and or Corporate Investigation Officers in investigating their insured's accident claim. This has impacted greatly on our business by having to assign a specific person to handle such demanding requests.

I do not believe that the level of accident towing fees are at an appropriate level and as such recommend and support the VACC, in that; fees for accident towing should be increased based on the benchmark data provided by the Pitcher Partners Report.

Draft recommendation 3 – Regulation of basic salvage.

This recommendation is strongly opposed and should not be regulated.

Salvage is a multifarious arrangement interrelated by accident environment versus tow truck operator experience.

What may seem basic salvage to a competent tow truck operator may conversely be deemed complex salvage to an inexperienced tow truck operator and accordingly, the use of recovery equipment and or time extraordinarily different.

It is for this very reason that Salvage should not be dissected into categories.

Furthermore, it is conflicted by the interpretation of competence by the tow truck operator which may be lawfully challenged.

Action Towing Pty. Ltd.

ABN 64 449 386 822 A.C.N. 006 067 563
556 BALLARAT ROAD., SUNSHINE. VIC. 3020
PH: 9311 8111

Draft recommendation 4 – Determining the basic salvage and after hours basic salvage fees.

Again, this recommendation is strongly opposed and should not be regulated and consequently should remain as deemed fair and reasonable in like circumstances, verified by images as is currently enforced.

The ESC suggestive rate is unfeasible.

The ESC acknowledges that the average clearance of accident related tows is 50mins or the better part of 1hr to complete and benchmarked (at present) the regulatory price in providing that 1hr service is \$196.90 as a day rate.

Now given that the tow truck operator has to perform a salvage operation in addition to the prescribed service, it would not be deemed unreasonable to charge out accordingly, the same hourly rate for service at \$196.90 per hour or \$98.45 per half hour; which is a fair and reasonable rate, that is unless specialised salvage and or recovery gear is required.

Conversely, the after hours salvage rate in addition to the prescribed service, would not be deemed unreasonable to charge out accordingly, the same hourly rate for service at \$264.10 per hour or \$132.05 per half hour; which is a fair and reasonable rate, that is unless specialised salvage and or recovery gear is required.

Furthermore, the costs payable to tow truck operators attending 'after hours' vary significantly across depots however tow truck operators are paid very generously as incentive to perform the arduous task.

The suggestive after hour rate of \$78.00 inc GST is frankly an absolute insult to the towing operators of this industry and I challenge the Minister and ESC to produce documentation indicating that it is acceptable that a subcontractor of any nature that is required to be on call 24 / 7, that supplies their own \$130,000 machinery within a regulated 30mins and perform in adverse conditions of darkness and often unprotected hazards on a road related area for 1 hour at \$70.91 ex GST.

As a suggestive alternative; if the Minister and ESC deem that \$78 inc GST is a profitable hourly rate in supplying a man with \$130,000 worth of machinery within 30mins to salvage a vehicle within the Controlled Area then maybe the alternative is that the salvage operation be provided by the Government, possibly subsidised by Insurance Companies and the towing industry just focus on timely attendances and towing.

Unfortunately, what is apparent is that the mind set of what is bantered around as fair and reasonable to insurance companies and consumers isn't a cognitive reflection as what is fair and reasonable to tow operators and tow truck operators; should the introduction of basic salvage 'fixed' pricing be implemented as currently recommended.

Action Towing Pty. Ltd.

ABN 64 449 386 822 A.C.N. 006 067 563
556 BALLARAT ROAD., SUNSHINE. VIC. 3020
PH: 9311 8111

In relation to feed back on an appropriate fee for an additional tow truck to attend and assist to the undertaking of salvage, I believe that it should be charged out at the same regulated day rate and or after hour rate, given that the tow operator incurs additional cost's i.e. Wages, Diesel, Running Costs of Wear & Tear, etc..

However; I do agree with the ESC that in the event the Depot already has another tow truck in attendance (i.e. a double allocation) then the Depot would not be entitled to charge for an additional tow truck; unless - an additional tow truck, other than the tow trucks initially nominated and already in attendance, was required to attend to assist in the salvage operation. In this instance it would reasonable to ensure supportive photographic evidence is taken which clearly demonstrates the attendance of the 'additional' tow truck and salvage assistance performed.

SALVAGE DATA:

In addition to that of the supportive material provided by VACC to the ESC submission on 'comparison with reported typical salvage fees in Victoria' reporting an average salvage fee of \$133.75 across 48 invoice; please find *attached* our collective data produced in the Magistrates Court of Victoria in 2010.

Our Data (with associated Tax Invoice Reference Numbers) demonstrates an collective salvage average from 112 authority to tow tax invoices of \$132.59 for Depot 704 and a collective salvage average from 76 authority to tow tax invoice of \$136.17 for Depot 715.

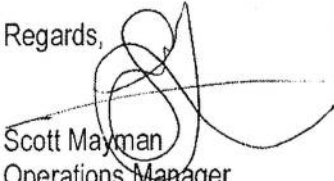
Combined - this equates to a salvage average from 188 authority to tow tax invoices of \$134.03.

You will also note, that our depot also produced to the court a combined salvage average charged derived from 97 authority to tow tax Involces specifically to Insurance Companies which equated to \$133.95.

What is consistently clear here is the sample group of 48 invoices provided by VACC and our larger sample of 188 authority to tow tax invoices clearly draws a consistent parallel picture that an average industry salvage charge is \$133.75 - \$134.03.

Should you wish to discuss this at any stage please do not hesitate to email or call.

Regards,


Scott Mayman
Operations Manager
Action Towing Pty Ltd

Ph: 03 9311 8111

Fx: 03 9311 1111

Em: scott@actionmotorindustries.com.au

ACTION TOWING PTY LTD
Accidents v Salvage Performed
 Analysed Data - April 2008 to September 2008

	Total Accidents Allocations Attended	Total Accidents Requiring Salvage	Total Salvage Amount Charged	Average Salvage Amount Charged	Ratio of Salvage to Accidents	Percentage of Accidents Requiring Salvage
Depot 704	256	112	-\$14,850.04	-\$132.59	1:2.3	43.75%
Depot 715	196	76	-\$10,348.68	-\$136.17	1:2.6	38.78%

Note: (-) Negative value is displayed as per audited extraction from accounting software.
 The negative value should be disregarded and viewed as a positive value.

ACTION TOWING PTY LTD
Salvage v Insurance Company
 Analysed Data - April 2008 to September 2008

	Total Accidents Requiring Salvage	Total Salvage Amount Charged	Average Salvage Amount Charged
AAMI	16	-\$2,160.00	-\$135.00
AAMI Insurance Airport West	41	-\$5,199.95	-\$126.83
ALLIANZ AUSTRALIA	6	-\$720.00	-\$120.00
ANSVAR AUSTRALIA INSURANCE	1	-\$100.00	-\$100.00
CGU - VACC INSURANCE	3	-\$300.00	-\$100.00
GIO General Ltd	14	-\$2,100.00	-\$150.00
GUILD INSURANCE	1	-\$160.00	-\$160.00
HBA INSURANCE	1	-\$350.00	-\$350.00
INSURERS HOTLINE	1	-\$80.00	-\$80.00
JUST CAR INSURANCE	5	-\$690.00	-\$138.00
LUMLEY GENERAL INSURANCE	1	-\$100.00	-\$100.00
MISCELLANEOUS	76	-\$10,343.77	-\$136.10
QBE MERCANTILE MUTUAL	2	-\$220.00	-\$110.00
RACV INSURANCE	11	-\$1,315.00	-\$119.55
POLICE - REGION 2 HEADQUATERS	3	-\$390.00	-\$130.00
SHANNONS INSURANCE	1	-\$160.00	-\$160.00
SUNCORP METWAY INSURANCE LTD	2	-\$300.00	-\$100.00
VERO INSURANCE	1	-\$160.00	-\$160.00
ZURICH AUSTRALIAN INSURANCE	1	-\$80.00	-\$80.00

Total Combined Average Salvage : -\$133.95

Note: (-) Negative value is displayed as per audited extraction from accounting software.
 The negative value should be disregarded and viewed as a positive value.

Note: Miscellaneous refers to uninsured vehicles or unknown insurance company.

Type	Date	Name	Salvage Description	Depot	Amount
Tax Invoice	01/05/2008	MISCELLANEOUS	SALVAGE - REMOVAL FROM NATURESTRIP	715	-120.00
Tax Invoice	01/06/2008	AAAMI	SALVAGE - REMOVED FROM NATURESTRIP	715	-80.00
Tax Invoice	01/07/2008	AAAMI Insurance Apport West	SALVAGE - PULL OUT OF GUTTER TO PREPAIR FOR TOWING	715	-120.00
Tax Invoice	01/08/2008	MISCELLANEOUS	SALVAGE - PULLED OFF GUTTER ON SIDE OF ROAD	715	-80.00
Tax Invoice	01/09/2008	REGION 2 HEADQUARTERS	SALVAGE - OFF FOOT PATH	715	-120.00
Tax Invoice	02/05/2008	ALLIANZ AUSTRALIA	SALVAGE - OFF WALL	715	-120.00
Tax Invoice	02/05/2008	GIO General Ltd	SALVAGE - OFF WALL	715	-120.00
Tax Invoice	02/06/2008	AAAMI Insurance Apport West	SALVAGE - PULLED OFF GUTTER ON CORNER OF ARTHUR STREET AND VICTORIA STREET AS REQUIRED	715	-100.00
Tax Invoice	02/06/2008	MISCELLANEOUS	SALVAGE -	715	-180.00
Tax Invoice	04/07/2008	MISCELLANEOUS	SALVAGE - PULL OFF POLE AND CLEAN UP TURN AROUND & PREPAIR FOR PICK UP	715	-250.00
Tax Invoice	05/04/2008	JUST CAR INSURANCE	SALVAGE - REMOVED FROM SAFETY BARRIER	715	-180.00
Tax Invoice	05/05/2008	MISCELLANEOUS	SALVAGE -	715	-165.04
Tax Invoice	05/06/2008	AAAMI Insurance Apport West	SALVAGE - REMOVAL FROM NATURE STRIP	715	-120.00
Tax Invoice	05/08/2008	AAAMI Insurance Apport West	SALVAGE - REAR WHEELS ALL LOCK UP AND JAMMED TOGETHER WITH OTHER CAR AT SCENE	715	-80.00
Tax Invoice	05/09/2008	MISCELLANEOUS	SALVAGE - OFF PLATATION	715	-80.00
Tax Invoice	06/06/2008	REGION 2 HEADQUARTERS	SALVAGE - WEDGE AGAINST TREE OF NATURE STRIP ON SIDE OF ROAD	715	-150.00
Tax Invoice	06/08/2008	MISCELLANEOUS	SALVAGE - OFF FENCE AND FOOT PATH	715	-120.00
Tax Invoice	07/05/2008	AAAMI Insurance Apport West	SALVAGE - REMOVED VEHICLE FROM FRONT LAWN OF OWNERS HOME ADDRESS	715	-80.00
Tax Invoice	07/07/2008	RACV INSURANCE	SALVAGE - OFF PLANTATION AS REQUIRED	715	-120.00
Tax Invoice	08/08/2008	OBE MERCANTILE MUTUAL	SALVAGE - PULL CARS APART TURN AROUND & PICK UP FROM FRONT	715	-120.00
Tax Invoice	08/08/2008	AAAMI Insurance Apport West	SALVAGE - OFF GRASS LAND 10 METRS OFF ROAD	715	-120.00
Tax Invoice	08/08/2008	MISCELLANEOUS	SALVAGE - OUT OF DITCH MIDDLE OF FWY TOO LEVEL FROUND FOR PICK UP	715	-80.00
Tax Invoice	09/05/2008	AAAMI	SALVAGE - OFF CENTRE MEDIUM	715	-180.00
Tax Invoice	09/05/2008	MISCELLANEOUS	SALVAGE - ROLL OVER	715	-180.00
Tax Invoice	09/06/2008	MISCELLANEOUS	SALVAGE - CHANGE TYRE & JACK UP FRONT TO PREPAIR FOR TOWING	715	-120.00
Tax Invoice	10/04/2008	MISCELLANEOUS	SALVAGE - PULLED OFF OF OTHER VEHICLE	715	-160.00
Tax Invoice	10/04/2008	ALLIANZ AUSTRALIA	SALVAGE - REMOVED FROM PLANTATION	715	-160.00
Tax Invoice	10/06/2008	MISCELLANEOUS	SALVAGE - PULLED OUT OF CARPARK CAR WAS LOCKED NO KEYS	715	-180.00
Tax Invoice	12/05/2008	LIMLEY GENERAL INSURANCE	SALVAGE - REMOVAL FROM MEDIUM STRIP AND KEEP LEFT SIGN	715	-100.00
Tax Invoice	12/05/2008	GIO General Ltd	SALVAGE - REMOVAL OFF SIGN AND MEDIUM STRIP NO WHEEL 3 MEN REQUIRED	715	-375.00
Tax Invoice	12/09/2008	GIO General Ltd	SALVAGE - OFF POLE DRAG BACK TURN AROUND PREPAIR FOR TOWING	715	-180.00
Tax Invoice	13/06/2008	AAAMI Insurance Apport West	SALVAGE - OFF FOOTPATH AND FENCE AS REQUIRED	715	-180.00
Tax Invoice	15/07/2008	MISCELLANEOUS	SALVAGE -	715	-180.00
Tax Invoice	15/08/2008	AAAMI Insurance Apport West	SALVAGE - OFF POLE & CENTRE MEDIUM	715	-120.00
Tax Invoice	17/04/2008	AAAMI	SALVAGE - REMOVED FROM MEDIUM STRIP	715	-180.00
Tax Invoice	17/06/2008	AAAMI Insurance Apport West	SALVAGE - REMOVED FROM CENTRE MEDIUM STRIP	715	-160.00
Tax Invoice	17/06/2008	AAAMI Insurance Apport West	SALVAGE - VEHICLE IN CENTRE OF ROAD	715	-180.00
Tax Invoice	17/08/2008	REGION 2 HEADQUARTERS	SALVAGE - WEDGED AGAINST TREE ON NATURESTRIP ON SIDE OF ROAD	715	-150.00
Tax Invoice	18/04/2008	AAAMI Insurance Apport West	SALVAGE - OFF POLE AS REQUIRED	715	-120.00
Tax Invoice	18/06/2008	RACV INSURANCE	SALVAGE - OFF CENTRE MEDIUM	715	-160.00
Tax Invoice	19/04/2008	RACV INSURANCE	SALVAGE - REMOVED FROM POLE	715	-120.00
Tax Invoice	19/04/2008	MISCELLANEOUS	SALVAGE - REMOVED FROM GARDEN OFF OF ROCKS AND FENCE	715	-180.00
Tax Invoice	19/06/2008	MISCELLANEOUS	SALVAGE -	715	-120.00
Tax Invoice	19/06/2008	AAAMI Insurance Apport West	SALVAGE - OFF POLE AS REQUIRED	715	-160.00
Tax Invoice	19/07/2008	MISCELLANEOUS	SALVAGE - DRAG OFF ROAD TO CLEAR TRAFFIC	715	-80.00
Tax Invoice	19/09/2008	RACV INSURANCE	SALVAGE - OFF CENTRE MEDIUM	715	-85.00
Tax Invoice	20/04/2008	MISCELLANEOUS	SALVAGE - ROLL OVER	715	-160.00
Tax Invoice	20/07/2008	GIO General Ltd	SALVAGE - PICK UP OFF FOOT PATH TO ROAD DROP DOWN AND PICK FROM FRCVT NO KEYS	715	-180.00
Tax Invoice	21/07/2008	RACV INSURANCE	SALVAGE - OUT OF DITCH CENTRE MEDIUM PULL TO SAFE GROUND PREPAIR FOR TOWING	715	-120.00
Tax Invoice	23/05/2008	MISCELLANEOUS	SALVAGE - PULLED OFF NATURESTRIP IN SERVICE LANE	715	-80.00
Tax Invoice	23/06/2008	GIO INSURANCE	SALVAGE - OFF TREE AND FOOTPATH	715	-120.00
Tax Invoice	23/06/2008	GIO General Ltd	SALVAGE - PULLED CARS APART	715	-130.00
Tax Invoice	23/06/2008	AAAMI Insurance Apport West	SALVAGE - OFF CURB AS REQUIRED	715	-120.00
Tax Invoice	23/08/2008	RACV INSURANCE	SALVAGE - DRAG AROUND TO PICK UP CHOC UP REAR TO PREPAIR FOR TOWING	715	-120.00
Tax Invoice	24/04/2008	AAAMI	SALVAGE -	715	-160.00
Tax Invoice	24/06/2008	MISCELLANEOUS	SALVAGE - PULL TO SIDE OF ROAD & CLEAN UP 1 HOUR	715	-180.00
Tax Invoice	24/06/2008	MISCELLANEOUS	SALVAGE - ROLL OVER & CLEAN UP	715	-180.00
Tax Invoice	24/07/2008	MISCELLANEOUS	SALVAGE - PULLED OFF RETAINING WALL	715	-203.64
Tax Invoice	24/09/2008	MISCELLANEOUS	SALVAGE - ROLL OFF RETAINING WALL	715	-120.00
Tax Invoice	24/09/2008	CGU - VACC INSURANCE	SALVAGE - PICK UP PULL AWAY FROM GUTTER RAISE FRONT TO ENABLE TO LIFT VEHICLE	715	-80.00

Tax Invoice	25/06/2008	MISCELLANEOUS	SALVAGE - OFF ROAD TO SIDE & CLEAN UP 1 HOUR	715	-160.00
Tax Invoice	25/06/2008	AAMI Insurance Airport West	SALVAGE - OFF FOOTPATH & RETURN TO ROAD FOR PICK UP	715	-100.00
Tax Invoice	26/04/2008	RACV INSURANCE	SALVAGE - PULLED OFF WALL	715	-180.00
Tax Invoice	26/05/2008	MISCELLANEOUS	SALVAGE - PULLED FROM MIDDLE OF 2 LANES LOCKED STEERING	715	-80.00
Tax Invoice	27/04/2008	GIO General Ltd	SALVAGE - REMOVED FROM PLANTATION	715	-120.00
Tax Invoice	27/04/2008	AAMI	SALVAGE - PULLED OFF CURB & PLANTATION	715	-160.00
Tax Invoice	27/06/2008	GIO General Ltd	SALVAGE - OFF FOOT PATH & POLE	715	-160.00
Tax Invoice	29/05/2008	MISCELLANEOUS	SALVAGE - PULLED FROM FENCE ON PATH ACROSS DRIVEWAY	715	-100.00
Tax Invoice	29/05/2008	AAMI Insurance Airport West	SALVAGE - REMOVAL FROM NATURESTRIP	715	-80.00
Tax Invoice	29/08/2008	RACV INSURANCE	SALVAGE - DRAG OF WALL NO KEYS	715	-120.00
Tax Invoice	29/08/2008	MISCELLANEOUS	SALVAGE - OFF TREES & HOUSE FENCE	715	-160.00
Tax Invoice	30/05/2008	RACV INSURANCE	SALVAGE - REMOVAL FROM CAR PARK AS REQUIRED	715	-100.00
Tax Invoice	30/06/2008	MISCELLANEOUS	SALVAGE - DRAG FROM MIDDLE OF ROADWAY TO SIDE TO CLEAR FOR TRAFFIC FLOW TURN AROUND & PICK UP CA...	715	-120.00
Tax Invoice	30/06/2008	AAMI Insurance Airport West	SALVAGE - DRAG OFF ROAD TURN AROUND AND PICK UP FROM FRONT, LIFT CAR BLOCK UP FLAT TYRE TO PREPA...	715	-180.00
Tax Invoice	30/07/2008	ZURICH AUSTRALIAN INSURAN	SALVAGE - DRAG AROUND TO SIDE STREET TO CLEAR ROAD AND PREPAIR FOR TOWING	715	-80.00
Tax Invoice	31/05/2008	MISCELLANEOUS	SALVAGE - REMOVAL FROM PLANTATION	715	-80.00

Type	Date	Name	Description	Depot	Amount
Tax Invoice	01/04/2008	MISCELLANEOUS	SALVAGE	704	-100.00
Tax Invoice	01/07/2008	AAMI Insurance Airport West	SALVAGE - OFF SIDE OF ROAD OUT OF DITCH PULL TO SAFE GROUND FOR PICKUP	704	-180.00
Tax Invoice	01/07/2008	AAMI Insurance Airport West	SALVAGE - PULLED VEHICLE OUT OF DITCH LIFT UP RECOVER WHEEL TO PREPAIR FOR TOWING	704	-180.00
Tax Invoice	01/09/2008	MISCELLANEOUS	SALVAGE - NO KEYS AND VEHICLE WAS LOCKED IN PARK	704	-80.00
Tax Invoice	02/04/2008	JUST CAR INSURANCE	SALVAGE - REMOVED OFF OF TRAFFIC ISLAND	704	-140.00
Tax Invoice	02/05/2008	AAMI	SALVAGE - REMOVAL FROM MEDIUM STRIP	704	-80.00
Tax Invoice	02/05/2008	AAMI	SALVAGE - REMOVAL OF VEHICLE FROM MEDIUM STRIP	704	-80.00
Tax Invoice	03/04/2008	MISCELLANEOUS	SALVAGE - OFF WALL AS REQUIRED	704	-120.00
Tax Invoice	03/04/2008	MISCELLANEOUS	SALVAGE - REMOVED FROM TREE	704	-200.00
Tax Invoice	03/07/2008	MISCELLANEOUS	SALVAGE	704	-79.62
Tax Invoice	03/08/2008	MISCELLANEOUS	SALVAGE - OUT OF DITCH	704	-67.28
Tax Invoice	04/05/2008	MISCELLANEOUS	SALVAGE - NO KEYS AND REMOVAL FROM MEDIUM STRIP AS REQUIRED	704	-120.00
Tax Invoice	04/08/2008	AAMI Insurance Airport West	SALVAGE - PULLED VEHICLE OFF GUTTER ON THE NATURESTRIP	704	-150.00
Tax Invoice	05/04/2008	CGU - VACC INSURANCE	SALVAGE - REMOVE FROM FREEWAY MEDIUM STRIP	704	-100.00
Tax Invoice	05/06/2008	AAMI	SALVAGE - REMOVED FROM OWNERS HOME	704	-100.00
Tax Invoice	05/09/2008	AAMI	SALVAGE - REMOVAL FROM NATURE STRIP	704	-100.00
Tax Invoice	06/07/2008	AAMI Insurance Airport West	SALVAGE - PULLED OF GUTTER ON SIDE OF ROAD AND FOOTPATH	704	-80.00
Tax Invoice	06/08/2008	AAMI Insurance Airport West	SALVAGE - REMOVED FROM NATURESTRIP AS REQUIRED	704	-100.00
Tax Invoice	06/08/2008	MISCELLANEOUS	SALVAGE - JAMMED FRONT WHEEL ON FOOTPATH	704	-80.00
Tax Invoice	06/08/2008	GIO General Ltd	SALVAGE - PULLED VEHICLE OUT OF GUTTER ON SIDE OF ROAD	704	-100.00
Tax Invoice	07/04/2008	AAMI	SALVAGE - WEDGED BETWEEN POWER POLE. REQUIRED ASSISTANCE FROM FIRE TRUCK	704	-150.00
Tax Invoice	07/05/2008	GIO General Ltd	SALVAGE - TWO TRUCKS REQUIRED TO REMOVE VEHICLE FROM INSIDE HOUSE	704	-350.00
Tax Invoice	07/07/2008	AAMI	SALVAGE - REMOVED FROM TRAFFIC ISLAND	704	-100.00
Tax Invoice	07/08/2008	AAMI Insurance Airport West	SALVAGE - DISCONNECT BATTERY FOR SAFETY OF AIRSAG REALINE BUMPER BAR TO PREPAIR FOR TOWING AS REQ...	704	-150.00
Tax Invoice	07/08/2008	MISCELLANEOUS	SALVAGE - OFF CENTRE MEDIUM STRIP AS REQUIRED	704	-80.00
Tax Invoice	07/09/2008	AAMI Insurance Airport West	SALVAGE - PULLED OF SIDE OF ROAD UP ON NATURE STRIP	704	-100.00
Tax Invoice	08/04/2008	CGU - VACC INSURANCE	SALVAGE - DRAG AROUND FROM FRONT TO PREPAIR FOR TOWING	704	-158.18
Tax Invoice	08/07/2008	MISCELLANEOUS	SALVAGE	704	-120.00
Tax Invoice	08/09/2008	AAMI Insurance Airport West	SALVAGE - Removed from out of Bottle Mart Car Park	704	-80.00
Tax Invoice	08/09/2008	MISCELLANEOUS	SALVAGE - PULLED OUT OF DRIVE WAY OF OWNERS HOME	704	-80.00
Tax Invoice	09/04/2008	MISCELLANEOUS	SALVAGE - REMOVED FROM ROADWAY	704	-100.00
Tax Invoice	09/08/2008	VERO INSURANCE	SALVAGE - DRAG VEHICLE AROUND TO PREPAIR FOR TOWING AND OIL CLEAN UP AS REQUIRED	704	-100.00
Tax Invoice	09/08/2008	ALLIANZ AUSTRALIA	SALVAGE - CHOCK UP FRONT TO PREPAIR FOR TOWING	704	-85.00
Tax Invoice	10/06/2008	MISCELLANEOUS	SALVAGE - PULLED OF GUTTER AND NATURESTRIP	704	-100.00
Tax Invoice	10/06/2008	MISCELLANEOUS	SALVAGE	704	-80.00
Tax Invoice	10/06/2008	MISCELLANEOUS	SALVAGE - DRAG OF NATURE STRIP ONTO ROAD RE POSITION TRUCK AND PULL ON TO TRAY RE DROP IT AND RE...	704	-180.00
Tax Invoice	10/08/2008	AAMI Insurance Airport West	SALVAGE - DRAG OFF CENTRE OF ROAD WITH WINCH TO REALINE FOR TOWING	704	-180.00
Tax Invoice	11/08/2008	JUST CAR INSURANCE	SALVAGE - OFF CENTRE MEDIUM FRONT STUCK ON POLE BASE	704	-100.00
Tax Invoice	12/06/2008	GIO General Ltd	SALVAGE - NATURESTRIP VERY DAMP CONDITIONS	704	-150.00
Tax Invoice	12/06/2008	AAMI Insurance Airport West	SALVAGE - PULLED OF NATURESTRIP ON SIDE OF RAILWAY LINE	704	-80.00
Tax Invoice	12/06/2008	AAMI Insurance Airport West	SALVAGE - PULLED VEHICLE OUT OF DRIVEWAY OF OWNERS HOME	704	-100.00
Tax Invoice	13/06/2008	AAMI Insurance Airport West	SALVAGE - OFF FOOT PATH STUCK ON POLE NO KEYS STUCK IN PARK 2 HOURS	704	-250.00
Tax Invoice	13/09/2008	MISCELLANEOUS	SALVAGE - NATURE STRIP & INTO TREE REMOVAL	704	-150.00
Tax Invoice	14/04/2008	MISCELLANEOUS	SALVAGE - REMOVED FROM MEDIUM STRIP	704	-100.00
Tax Invoice	14/05/2008	MISCELLANEOUS	SALVAGE	704	-80.00
Tax Invoice	14/09/2008	AAMI Insurance Airport West	SALVAGE - ROLL OVER VEHICLE SIDEWAYS	704	-150.00
Tax Invoice	14/09/2008	GIO General Ltd	SALVAGE - SIDEWAYS ON ROADWAY	704	-100.00
Tax Invoice	14/09/2008	SUNCORP METWAY INSURANCE LTD	SALVAGE - OFF PLANTATION	704	-180.00
Tax Invoice	15/05/2008	RACV INSURANCE	SALVAGE	704	-80.00
Tax Invoice	15/09/2008	AAMI Insurance Airport West	SALVAGE - FROM OWNERS BACK YARD	704	-150.00
Tax Invoice	16/04/2008	AAMI Insurance Airport West	SALVAGE - OFF PLANTATION	704	-180.00
Tax Invoice	16/05/2008	OBE MERCANTILE MUTUAL	SALVAGE - REMOVED FROM NATURE STRIP	704	-100.00
Tax Invoice	16/06/2008	MISCELLANEOUS	SALVAGE - REMOVAL FROM POLE	704	-100.00
Tax Invoice	16/06/2008	MISCELLANEOUS	SALVAGE FROM PARKING BAY AS REQUIRED	704	-180.00
Tax Invoice	16/06/2008	MISCELLANEOUS	JAMMED ACROSS 2 LANES BACK WHEEL JAMMED	704	-200.00
Tax Invoice	17/09/2008	MISCELLANEOUS	SALVAGE - OFF CURB	704	-85.00
Tax Invoice	17/09/2008	GIO General Ltd	SALVAGE - PULLED OFF OTHER CAR	704	-85.00

17/09/2008	Tax Invoice	MISCELLANEOUS	SALVAGE -	704	-150.00
18/09/2008	Tax Invoice	AAMI Insurance Airport West	SALVAGE - OUT OF DRIVEWAY & DISCONNECT BATTERY NONE ACCIDENT SCENE	704	-150.00
19/09/2008	Tax Invoice	ALLIANZ AUSTRALIA	SALVAGE - PULL APART OFF MEDIUM OF ROAD TURN AROUND & PICK UP	704	-85.00
19/05/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - REMOVAL FROM OWNERS HOME	704	-79.99
19/05/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - PULLE OUT OF SHOP FRONT	704	-150.00
19/05/2008	Tax Invoice	MISCELLANEOUS	SALVAGE -	704	-79.99
19/07/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - OFF CENTRE MEDIUM	704	-160.00
19/08/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - PULL APART OFF PARKED CAR & PREPAIR FOR TOWING	704	-120.00
20/06/2008	Tax Invoice	HBA INSURANCE	SALVAGE - VEHICLE WAS ROLLED OVER ON ITS SIDE	704	-350.00
20/07/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - VEHICLE JAMMED IN GEAR (IN PARK)	704	-100.00
20/07/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - OUT OFF DITCH	704	-85.00
20/09/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - PULL VEHICLE APART & CLEAN UP	704	-180.00
21/04/2008	Tax Invoice	AAMI Insurance Airport West	SALVAGE - OFF PLANTATION TO PREPARE FOR TOWING	704	-120.00
21/05/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - FROM DRIVEWAY JAMMED IN GEAR	704	-100.00
21/06/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - REMOVED FROM NATURE STRIP ON SIDE OF ROADWAY	704	-150.00
21/07/2008	Tax Invoice	AAMI Insurance Airport West	SALVAGE -	704	-200.00
22/08/2008	Tax Invoice	ANSVAR AUSTRALIA INSURANCE	SALVAGE - OFF FOOT PATH & LIFT REALINE FROM WHEEL FOR TOWING	704	-160.00
23/04/2008	Tax Invoice	JUST CAR INSURANCE	SALVAGE - DRAG AWAY OFF GUTTER TURN AROUND & REPICK BACK UP FROM REAR	704	-160.00
23/06/2008	Tax Invoice	GUILD INSURANCE	SALVAGE - PULLED OUT OF CAR PARK OF BBO SUNSHINE	704	-90.00
23/07/2008	Tax Invoice	AAMI	SALVAGE - OUT OF SHOP FRONT 7/11 STORE & CLEAN UP	704	-160.00
23/07/2008	Tax Invoice	AAMI Insurance Airport West	SALVAGE - REMOVED FROM CURB	704	-100.00
24/04/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - MOVED VEHICLES APART TWO MAN	704	-150.00
24/07/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - REMOVAL FROM ASHOPPING CENTRE CAR PARK	704	-100.00
24/08/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - ROLL OVER	704	-250.00
25/09/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - PULLED FROM CAR IN FRONT	704	-80.00
25/09/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - PULLED OUT OF DRIVEWAY OF OWNERS HOME	704	-79.95
25/09/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - ROLL OVER BACK ON WHEELS DETACH CHAINS & CABLE REPOSITION TRUCK DRAG BACK OF CAR AROUND...	704	-250.00
25/09/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - PULLED OUT OF SUNSHINE COURT CAR PARK	704	-90.00
25/09/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - BACK WHEELS JAMMED AND LOCKED	704	-100.00
26/09/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - REMOVE ELECTRICAL SYSTEM PULL OFF CURB TO PREPAIR FOR TOWING	704	-120.00
27/07/2008	Tax Invoice	SUNCORP METWAY INSURANCE LTD	SALVAGE - PULLED OUT OF GATER ON SIDE OF ROAD	704	-42.32
28/04/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - CLEAN UP ROLL OVER & DRAG AROUND 1-1/2 HOURS	704	-180.00
28/06/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - OFF ROAD 30 METRES UP ON DIRT PILE	704	-58.19
28/06/2008	Tax Invoice	ALLIANZ AUSTRALIA	SALVAGE - REMOVED FROM SERVICE LANE	704	-100.00
28/06/2008	Tax Invoice	SHANNONS INSURANCE	SALVAGE - DRAG OF ROAD	704	-120.00
28/07/2008	Tax Invoice	ALLIANZ AUSTRALIA	SALVAGE - PULL APART STUCK ON TRAY OF OTHER VEHICLE & CLEAN UP TIME	704	-160.00
28/06/2008	Tax Invoice	RACV INSURANCE	SALVAGE - ON ROOF PULLED ON TO WHEELS	704	-150.00
29/05/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - WHEEL LOCKED NO KEYS PREPAIR BEFORE TOWING DISCONNECT ELECTRICAL SYSTEM	704	-200.00
29/06/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - NO KEYS VEHICLE FULL LOCKED REMOVAL OF PLATATION	704	-150.00
29/06/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - DRAG OF CENTRE MEDIUM	704	-149.92
29/06/2008	Tax Invoice	AAMI Insurance Airport West	SALVAGE - PULLED VEHICLE FROM CURB DROP VEHICLE DOWN AND COLLECT FROM FRONT	704	-120.00
30/04/2008	Tax Invoice	MAJOR COLLISION INVESTIGATION UNIT	SALVAGE - WAITING TIME AND MOTORCYCLE SALVAGE	704	-180.00
30/06/2008	Tax Invoice	GIO General Ltd	SALVAGE - REMOVING VEHICLE FROM NATURESTRIP ON OPPOSIT SIDE OF ROADWAY DISCONNECTING ELECTRICAL S...	704	-150.00
30/07/2008	Tax Invoice	AAMI	SALVAGE - REMOVED FROM FOOTPATH	704	-80.00
30/07/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - LIFT UP TO REALINE & ELEVATE WHEEL TO PREPAIR FOR TOWING	704	-120.00
31/07/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - DRAG TO SIDE OF ROAD TO PREPAIR FOR PICKUP	704	-80.00
31/08/2008	Tax Invoice	INSURERS HOTLINE	SALVAGE - OFF ROAD INTO PROPERTY WEDGED BETWEEN 2 FENCES & TREE	704	-250.00
31/08/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - OFF PLATATION	704	-80.00
31/08/2008	Tax Invoice	MISCELLANEOUS	SALVAGE - OFF FOOT PATH DRAG AROUND TURN AROUND & PICK UP FROM FRONT	704	-180.00

