

5:50am

It's a rainy day today

I arrive at the depot about 10 minutes before my shift begins. I get myself a coffee from the kitchen and say good morning to the others who are just arriving too. It's raining this morning, so the day is going to be really busy. Yesterday was really quiet, so I'm looking forward to the change of pace. I turn on the truck and computer inside, do a quick check over the body to see if all is in order, and then I'm ready to go.



6:05am

First job of the day

At 6.05am I get my first call out. The dispatcher tells me I need to head to Chermside for a tow to an RACQ approved repairer. I say bye to the others, then jump in the truck and start heading off to my job. I change the radio station from what my colleague was listening to on the last shift as it's not really my taste.

6:30am

Interacting with members

When I arrive it's still raining, so I put on my raincoat before jumping out of the truck to greet the member. I have a quick conversation with the member about his requirements, then ensure he is in a safe location, before connecting the winch cable to the vehicle towing points. I winch the vehicle on to the truck using the remote control. I then take the member and his vehicle to the nearest repairer. He seems relieved when I explain that the tow cost is already included in his RACQ Membership. I bid farewell to the member and using the truck's computer, key in that the job is done.

7:00am

Making a member's day

In no time I get my next job. This one is at Kedron, so I head off in that direction and meet the member. She is a young lady with children, and explains to me that she would like her car towed to her house. She seems stressed out, but I assure her it's not a problem and ask them all to sit in the truck out of any danger. I offer some assistance by lifting the kids in to the truck and the member gives me a big thank you. Once the vehicle is secure, I jump into the truck too and we're all on our way. The kids love the ride in the 'big truck' and I have a good chat to the member who is really grateful when I eventually drop her and her kids off home.

9:00am

Peak hour

I have a steady flow of jobs for the next couple of hours, mostly people that have broken down and have then had a RACQ Patrol come to check their vehicles. When the vehicle is deemed undrivable, the Patrol recommends a tow and that's where I step in. Right now is peak hour for jobs, so as soon as I finish a job, I get another one straight away. It makes the morning go really fast!



10:00am

Catching up for lunch

The dispatcher notifies me that it's time for my lunch break, which is great because I'm starving. Sometimes I don't have lunch until a bit later, but it's ok because I bring along some snacks and put them in the truck's fridge. Since I'm close to the depot, I duck back there to have my lunch in the lunch room. A couple of my colleagues are there too and the conversation turns to what everyone's up to on the weekend. We all chat and laugh for a while, and then I quickly use the bathroom and get myself a cuppa for the road.

11:00am

Help is on the way

My next job is at a member's house in Toombul, so I get on my way. When I arrive I find out that the vehicle that needs towing is down the side of a house, and it's too narrow for my truck to reverse down. Sometimes we get more difficult jobs like this, so I call the dispatcher and request some assistance from another Vehicle Recovery Officer. While I'm waiting for my colleague to arrive, the member asks me about the different kinds of RACQ membership available. I happily explain in detail about what RACQ offers, and also how the member can purchase it. Peter my colleague arrives and together we pull the car out so it can be placed on the truck. It's nice to be able to have a quick chat to Peter, as some days it's just the truck, the customers and me.

1:00pm

Catching up on paperwork

It's a little quiet for the last hour of my shift, which isn't unusual for this time of day. I park the truck under a shady tree, and catch up on my paperwork from earlier in the day when I was attending job after job.

2:00pm

Time to go home

It's change over time at the depot, so there is a bustle of activity. Trucks are arriving into the depot from the early shift, and my colleagues on the late shift are arriving as well in their cars. Everyone is catching up with those they haven't seen this week yet, and chatting about what the likely conditions will be for the afternoon shift. Our manager is there too. He likes to see how everyone is doing and asks me how the morning was. I quickly check next week's roster, as I have two days off now. I see I'm on 2pm starts next week, which means in the mornings I can get started on my new deck at home. I say bye to my colleagues and head off home for some R&R.

10:30am

Recovery options

Just after lunch, my boss calls me to ask if I can work on freeway recovery tomorrow instead of general recovery. Freeway recovery involves working on the major highways and clearing vehicles to any safe location, rather than towing to where the member wants the vehicle to go. It offers a bit of change, so I jump at the chance. I find everyone in my team is pretty flexible.

12:00pm

Traffic in the heat of the day

My next job is a breakdown about 15 minutes away. When I get out to the main road, traffic is banked up. There must have been an accident. I sit in the truck for about 10 minutes before I start moving. The traffic can be a little frustrating at times, especially when I'm trying to get to the members location within a quick timeframe, as they can be a little grumpy if I'm late. I try not to let it worry me too much, as it's all part of the job and usually if I explain the situation the member understands. It's a really humid day outside, but thankfully my truck is air-conditioned so it's pretty comfortable inside. When I arrive at the job and step outside, a wave of hot air hits me. I reach in and get my hat, then greet the customer with a smile.

1:30pm

Back to the depot

I grab myself a snack from my fridge while I wait for the next job. I'm parked near a nice coffee shop, which is tempting to go buy something, but today I just have my apple. No more jobs eventuate, so I get back in the truck and head back to the depot for my 2pm finish.

