





Mission Statement

BusNSW's mission is to foster the efficient and sustainable growth of public transport and in doing so, to promote the benefits of bus and coach transport in NSW. To achieve this goal BusNSW offers its members a range of services, including business development and advocacy, designed to promote and enhance bus and coach transport for the benefit of the community.



Contents

Mission Statement	2
President's Message	4
Executive Director's Introduction	5
Industry Environment and the Year in Brief	6
Member Representation	8
Reports on Selected Topics	10
Coach and Charter Sector	17
Technical Matters	20
Industrial Relations	22
Industry Training	24
Submissions to Government	27
Major Events	30
Industry Awards	33
Member Services	35
BusNSW Partners Program	36
BusNSW 'Co-op'	37
BusNSW Website and Self-Service Portal	38
Financial	39
Tasplan Superannuation Report	40
About BusNSW	41
BusNSW's Office Bearers for the 2018 Year	42
BusNSW Privacy Policy	43

President's Message



I am very pleased to provide this message in my second year as President.

We live in a rapidly changing world and the way we plan and deliver bus and coach services is being transformed as never before. The effect of new technology, the internet and social media, means that people's mobility expectations are changing.

From mass transit to personalised transport, from fixed route services to on-demand services, from diesel buses to electric buses, from driver-controlled buses to autonomous vehicles, the transport landscape is rapidly changing. At this year's member conference our theme was "Navigating the Future" which reflects the need for operators, suppliers and government to steer the public transport framework and to adapt to a changing environment.

It is pleasing that members are taking up the challenge and getting involved in new transport initiatives which will help industry and government understand what works and what doesn't. We don't have all the answers at this point in time, but we do know that to achieve outcomes for our customers we require a strong partnership between industry and government where reciprocal and cooperative engagement is critical.

A core network of regular passenger and school bus services will continue to be the backbone of a complete mobility solution. BusNSW members have the operational expertise needed to provide the bus and coach services that actually move people around our cities and regions each day, and this is where they make a significant contribution to the communities they serve.

It was great to meet with members whilst attending the Regional Seminars during the year and I appreciate the feedback that was provided. I was particularly pleased to be involved with the BusNSW *Young Leaders* seminar which aimed to develop and promote the next generation of professionals in the industry.

BusNSW continues to be a highly respected industry association dedicated to growing public transport and demonstrating to government the benefits of working in partnership with industry to increase public transport mode share. I encourage members to participate in the BusNSW work program, particularly during this period of rapid change.

I would like to thank the Board of Management, Branch office bearers, committee members and BusNSW staff for their contribution in 2018.

A handwritten signature in black ink, appearing to read 'John King', written over a white background.

John King
PRESIDENT



Executive Director's Introduction

I am pleased to provide this report for 2018, my second as the Executive Director of BusNSW.

In 2018, the NSW Government's *Future Transport Strategy and Plans* were published to set the 40-year vision, directions and outcomes framework for customer mobility in NSW. Bus and coach transport will be a vital part of an integrated mobility solution.

Buses play a vital role in delivering public transport in NSW and each year carry around 332 million passengers, including almost 580,000 students travelling to and from school each day. More passengers are carried by bus in NSW than by any other mode including rail.

By 2056, NSW will have more than 12 million residents. Sydney will become a global city and regional NSW will grow by around 400,000 people by 2036 and then a further 300,000 by 2056. This future population growth and need to further develop successful places for people to live will provide opportunities for members.

The flexibility offered by buses, their ability to operate at short notice along a myriad of routes and with a minimum of infrastructure spending, and their capacity to carry a variable passenger load make them an ideal solution to meet a range of transport needs. Bus operators will play an important part in emerging transport models including *Mobility-as-a-Service* (MaaS) subscription services, through the provision of fixed route services and on-demand services.

The industry continued its strong focus on safety for passengers, staff and the public during 2018. This included participation in the School Bus Safety Working Group and contributions to Bus Safety Week, the rural and regional seatbelt program, new technical specifications for warning signs and lights, bus fire mitigation strategies and dealing with emergencies.

During 2018 BusNSW worked on opportunities for the long distance, tourist and charter sector. This has resulted in several successful initiatives, including additional bus and coach layover in the Sydney CBD, additional approved routes for controlled access buses, and increases to mass limits via the National Regulations (rather than a permit).

2018 was a productive year for the Association and its achievements are included in this annual report. The BusNSW team will continue to work closely with members, the NSW Government and other stakeholders to deliver positive outcomes for the people of NSW.

With a State election in March 2019 and a number of NSW Government reforms in progress, 2019 promises to be another year of challenges and opportunities for bus and coach operators and industry suppliers.

A handwritten signature in black ink, reading 'M. Threlkeld'.

Matt Threlkeld

EXECUTIVE DIRECTOR



Minister Andrew Constance

Industry Environment and the Year in Brief

2018 was another significant year for the industry, with reforms to policy, contracts, training and legislation. For Rural and Regional (R&R) operators, 2018 marked the completion of the second year of the new contract regime.

During the year, BusNSW assisted R&R members on a range of contract issues. One of the more contentious terms in the new contract permitted the termination of a contract after the death of an operator/s who held the contract as a sole trader or partnership. Following extensive discussions, an “operational policy” was released in late 2018 which allowed TfNSW the discretion in this situation to novate a contract to an accredited company nominated by the legal representative of the deceased.

This year BusNSW and TfNSW also worked on a new operational policy to deal with passenger growth and a potential overload. When additional students are allocated under the *School Student Transport Scheme* and an operator is required to create a new bus route and use an additional peak bus as a result, operators were advised that the new bus route would be subject to a tender process. However, TfNSW in consultation with BusNSW, is developing an operational policy to recognise that the R & R Contract provides an option mechanism to allocate a new bus route to an existing contract holder who is experiencing the potential overload.

In late 2018, TfNSW completed a market process to determine the suppliers who would be responsible for retrofitting seatbelts to R&R buses. Under the current timeframe for the retrofit, approximately 1,000 buses are to be retrofitted by December 2019, with a further 1,000 by December 2021. BusNSW continues to raise with TfNSW the appropriateness of retrofitting older buses, when a replacement vehicle would offer better value for money.

For metropolitan and outer metropolitan bus operators, contracts are bedded down until at least 2020. To improve those contracts, BusNSW made a number of recommendations to TfNSW this year to further align the KPI reporting regime with customer outcomes and operational reality. On 1 July 2018 a private operator commenced bus services in Metropolitan Region 6, a region formerly operated by the Government bus operator, State Transit. If successful, the transition from public to private bus services in Region 6 could provide a model for other State Transit regions into the future.

The NSW Budget for 2018 included an announcement of over 2,000 extra weekly bus services and a \$15.6 million boost to the Bus Growth Services Program. This was good news for the public and the industry.

2018 marked significant reforms to regulation, with the *Point to Point Transport (Taxis and Hire Vehicles) Regulation* commencing for bus operators in November. The new Regulation applies to buses with 12 seats or less (including the driver), with buses over 12 seats remaining under the administration of the *Bus Operator Accreditation Scheme* (BOAS). The new *NSW Passenger Transport Regulation* is also expected to be released in early 2019. This legislation will represent another significant change, with community transport operators expected to be brought within the BOAS.

In industrial relations, the review of modern awards by the *Fair Work Commission* resulted in a number of significant changes to casual conversion, family and domestic violence leave, and family friendly working arrangements (see page 22 for further information). Two long-awaited technical reforms were also

implemented by *Roads and Maritime Services (RMS)* this year: Technical Specification 150 which increases the safety and visibility of school bus warning signs and lights, and Technical Specification 155 which introduces new bus door safety system measures (see page 20 for further information). TfNSW also funded bus fire suppression systems for all new contract buses, as well as the retrofitting of existing Sydney metropolitan and outer metropolitan contract buses.

There were changes in the training area, with RMS introducing practical training and assessment as part of the snow driver training delivered by BusNSW's training partner, INTO Training Australia. 2018 marked the first full year of Driver Authority training at BusNSW, with around 100 drivers authorised since the training commenced. Further details are provided at page 24.

Large infrastructure projects continue to put pressure on access and parking for tourist and charter operators. In 2018, BusNSW worked closely with both TfNSW and the Sydney Airport Corporation to find parking and access solutions. TfNSW recently agreed to allocate specific parking spaces for tourist and charter vehicles in the Lee Street Sydney layover facility near Central Railway. BusNSW also made recommendations to improve layover and pick-up arrangements as part of a submission on the Sydney Airport Master Plan (see page 28).

Ongoing BusNSW advocacy on mass limits has seen reforms for vehicles operated in the long distance, tourist and charter sectors. In March 2018, the NSW government increased the

weight (mass) limits for three axle buses from 20.5 to 22 tonnes via a permit. In July, the national mass limits for two axle buses was increased from 16 to 18 tonnes, to replace the exemption notice that applied in NSW. In October, RMS announced that it would consider 2.55 metre-wide buses operating in certain parts of NSW based on a case by case assessment consistent with National Heavy Vehicle Law and approved via a permit application (the current limit is 2.5 metres). BusNSW is also working with RMS to expand the Controlled Access Bus (12.5 to 14.5 metre buses) network in NSW to provide productivity benefits.

Finally, trials of a range of innovative services took place in 2018. Trials of on-demand bus services took place in metropolitan areas and a number of pilots for regional NSW were announced, and a new "turn up and go" bus service was introduced between Bondi and the Sydney CBD. More significantly, the trial of a fully autonomous shuttle bus continued in Sydney Olympic Park, with further trials to be undertaken in Armidale and Coffs Harbour.

Such initiatives are likely to herald changes in the future. BusNSW has been around for over 75 years with members adapting to change. As the representative of the industry, BusNSW looks forward to the challenges posed by new technology and will continue to work closely with members and government in 2019 to ensure that bus and coach services meet customer expectations.



On-demand bus service by Comfort DelGro



Joe Oliveri, Interline Bus Service

Member Representation

State Representation

State associations, including BusNSW, focus on state policies and procedures. This is where transport services are procured, transport contracts are negotiated, and passenger demands are met. State associations are particularly involved in matters that impact on the day to day operations of bus and coach service providers which include reforms to contracts, accreditation, technical specifications and passenger transport legislation.

The NSW Government and its agencies engage with BusNSW as the representative of the bus and coach industry and as the key body providing services to assist operators to meet contractual, policy and regulatory requirements. The Corporate Plan of BusNSW's major government stakeholder, TfNSW, requires that agency to make decisions based on evidence, supported by consultation with stakeholders. This includes:

- Asking stakeholders for advice and input to understand their interests, preferences and objectives;
- Incorporating stakeholder feedback where appropriate, practicable and beneficial;
- Encouraging and listening to feedback, investigating suggestions and using them in TfNSW decision-making where appropriate; and
- Communicating TfNSW's processes and timelines clearly, keeping stakeholders advised of progress and reporting back on outcomes.

As a key part of this consultation, BusNSW draws on the insights and expertise of its members to identify key issues impacting their business and communities and works with government to find practical solutions. BusNSW engagement with the NSW Government during 2018 included:

NSW Government Ministers

- Minister for Transport and Infrastructure - The Hon. Andrew Constance (Quarterly)
- Minister for Roads, Maritime and Freight - The Hon. Melinda Pavey (as required)

Transport for NSW

- Service Delivery and Asset Management (Bi-monthly)
- Rural and Regional Contracts Forum (Bi-monthly)
- School Bus Safety Working Group (Bi-monthly)
- Sydney Co-ordination Office (Quarterly)
- Bus Safety Forum (Annual)
- Asset Standards Authority - Bus Industry Technical Working Group (as required)
- Bus Fire Mitigation Technical Working Group (as required)

Roads and Maritime Services

- RMS Bus Industry Working Group (Quarterly)
- Technical Specification 146/155 (Bus Door Safety Systems) Roundtable Forum (as required)

Sydney Airport

- Ground Transport Meeting (Quarterly).

National Representation and Bus Australia Network

BusNSW is a member of the *Bus Industry Confederation* (BIC) and its industrial arm the *Australian Public Transport Industrial Association* (APTIA).

The BIC's focus is on national transport policy and advocacy, reflected in its research and "Moving People" programs. BIC aims to encourage greater Federal Government involvement in, and support for, public transport. In 2018 this objective was successful, with the Federal Government taking a much greater interest in cities and the public transport that services those cities. This interest at the Commonwealth level creates opportunities for promoting state-based projects, and for Federal funding support.

APTIA represents and assists the bus industry in the development of industrial awards, including the Passenger Vehicle Transportation Award and in advocacy on other national policy issues.

BusNSW is an important contributor to the BIC and APTIA and coordinates its policies with the *Bus Australia Network*, which comprises of BIC and other state associations.

BusNSW has a strong commitment to its Associate (supplier) Members and its Platinum and Gold Partner Program which adds value for suppliers by providing strategic information linking them with their current and potential customers. More about this program can be found on page 36.

As part of the *Bus Australia Network*, BusNSW works with BIC and other states to coordinate an extensive conference and events program. Together, BusNSW, BIC and the other state associations provide a strong and coordinated voice for the bus and coach industry throughout Australia.



Chris Fogg, Port Stephens Coaches



Reports on Selected Topics

Contract Matters

Sydney Metropolitan and Outer Metropolitan Bus Service Contracts

Sydney Metropolitan and Outer Metropolitan bus operators have had to adapt to significant population growth and a shift to bus as a preferred mode of transport for the public. Across NSW, buses deliver 11 million services, compared with 1.2 million for trains, 212,00 for ferries and 74,435 for light rail. In recognition of this fact, the NSW government budget for 2018 included \$1.5 billion dollars for bus services, including the funding of new and replacement buses for existing metropolitan and outer metropolitan bus contracts and the new Epping to Chatswood rail line, with buses replacing trains during the Sydney Metro Northwest construction phase (refer to “Station Link” below).

Contract *Key Performance Indicators* (KPIs) for on-time running at the mid and end point of services, *Excused Performance Incidents* and service planning continue to be areas of discussion for metropolitan members particularly with increased traffic and congestion and the potential financial abatements that can be applied for non-conformance with contract KPI targets. BusNSW has raised members’ issues with TfNSW and looks forward to working on joint strategies to better clarify the interpretation and application of a number of KPIs.

Metropolitan contracts begin to expire in December 2020. A renewal process for new contracts is expected to commence in tranches starting from mid-2019. Outer Metropolitan

contracts are continuing with incumbent operators under a contract extension that will begin to expire from mid-2020. BusNSW continues to advocate for a transparent process to renew TfNSW contracts with incumbent bus operators based on performance and value for money.

Rural and Regional Bus Service Contracts

2018 represented the end of the second year of the new R&R contracting regime which continued to involve an extensive work program for BusNSW. A number of issues dominated members’ attention including a significant change in fares and fare products, school student growth and capacity requirements, contract termination clauses, and the seatbelt retrofit program.

In January 2018, the NSW Government announced that bus fares in regional NSW would be reduced following determinations made by the *Independent Pricing and Regulatory Tribunal* (IPART). The new fares represented a reduction of approximately 29% and incorporated a new structure of 10 standard fare bands. A new Daily Ticket was also introduced to provide customers with unlimited travel within certain sections within a day. The changes, whilst providing a positive customer outcome, raised issues for members around the rules that should apply to the daily ticket, how the annual contract price would be adjusted and impacts on reporting requirements.

In many regional areas, school student growth and the need for increased bus capacity has challenged both operators and the contracting system itself. An “Operational Policy” is being developed by TfNSW, in consultation with BusNSW, to assist operators in obtaining quicker service variation approvals, to provide certainty around the payments applicable, and to acknowledge that any permanent service variations should be retained by the contract holder that has initiated the changes.

Rural and Regional Contract Termination Risk

BusNSW has been advising members on the contract risks associated with different entity types holding a *Rural and Regional Bus Service Contract* (RRBSC). This action arose from the termination of a contract after the death of an operator who had held the contract as a sole trader. Following extensive discussions, TfNSW agreed to develop, in conjunction with BusNSW, “*Operational Policy No. 1*” which provides discretion for TfNSW to potentially novate the RRBSC to a new *Roads and Maritime Services* (RMS) accredited company that would be nominated by the legal representative of the deceased.

This policy is a significant development that will assist members who are contracted as sole traders or partnerships to avoid immediate contract termination in the event of death or permanent disability. However, it is noted that the policy sits outside of the terms of the contract and members continuing to hold a contract as a sole trader or partnership need to consider the risks and give proper consideration to holding the contract as a company. Members have also been advised to review their estate planning including the need for a Will and Power of Attorney. BusNSW has developed and published a Member Information sheet for rural and regional operators to explain this initiative in more detail.

Transport for NSW Bus Procurement Panel

The current TfNSW Bus Procurement Panel contract was due for renewal in 2018. BusNSW raised concerns around the inability of operators to access the approved TfNSW bus specifications and the Deed of Standing Offer between TfNSW and the Prime Supplier. This left operators unable to verify the terms and conditions that apply to a bus or to confirm that the bus being delivered met the requirements of the specifications. Also of concern were TfNSW indexation arrangements that resulted in some buses moving from fully funded to partially funded vehicles. In 2018, BusNSW and TfNSW resolved all these issues, with bus specifications and deeds now available to operators on the bus procurement panel online portal, and indexation changes applying to the extension of the current bus procurement panel.





Asset Standards Authority

The *Asset Standards Authority* (ASA), an independent unit of TfNSW, is the authority on network design and standards for transport assets across NSW. The ASA is responsible for developing engineering governance and frameworks to support assurance of design, safety, integrity, construction and commissioning of transport assets.

The ASA is also responsible for providing the standards that industry organisations can use to deliver projects and manage transport assets across NSW in a more innovative, safe, and efficient manner. In August 2018 BusNSW attended the ASA's first Bus Industry Technical Forum. The purpose of this forum was to:

- Introduce the ASA to the Bus Industry
- Outline how the ASA will work with the Bus Industry in establishing a framework for the Bus Mode in accordance with its Charter.
- Outline how the ASA will work with the Bus Industry in responding to the recommendations of the TfNSW Bus Fire Management Committee Report.

In November 2018 BusNSW also attended the ASA *Fleet Engineering – Bus Industry Technical Working Group Meeting*. This group will be developing priority standards for bus material fire and toxicity requirements and bus electrical systems wiring and installation, in addition to reviewing the standards referenced in the TfNSW Bus Specifications.

School Student Transport Scheme (SSTS)

As part of the changes to R&R Contracts in 2016, TfNSW took over the registration of students for bus passes. The accuracy of student data resulting from the new TfNSW online bus pass application process has since been problematic for members, with members needing accurate records to ensure they have vehicle capacity and can safely transport the required number of students.

BusNSW has raised this issue and as a result, TfNSW has rolled out enhancements to the database including the ability for an operator to “hide” and “unhide” students to assist with the creation of an accurate list of students who are eligible for free travel. Further work is needed to ensure that students and parents update their records on the database, information is verified by schools and that student lists are accurately reflected in the SSTS online portal.

In 2017, TfNSW in consultation with BusNSW updated the guidelines for managing student misbehaviour on buses. TfNSW is currently updating the reporting database to reflect these guidelines. In 2018 BusNSW members were involved in user acceptance testing of the new student misbehaviour database.

NSW Government Projects

Future Transport 2056

In March 2018 the NSW Government released the *Future Transport Strategy 2056*, which is an update of the 2012 *Long Term Transport Master Plan* for NSW. It is a 40 year strategy, supported by plans for regional NSW and for Greater Sydney.

It is the first transport plan in Australia to harness technology to improve customer and network outcomes, and it starts with a long term vision for NSW communities. For the first time, there is an alignment of transport and land use planning by Transport for NSW working closely with the Greater Sydney Commission, Infrastructure NSW, the Department of Premier and Cabinet and the Department of Planning and Environment.

BusNSW provided feedback on the draft Future Transport Strategy and Plans in 2017. In releasing Future Transport 2056, the NSW Government has made a commitment to involve customers and stakeholders like BusNSW in decisions on infrastructure and service initiatives by using a “co-design” approach.

Franchising of Metropolitan Region 6

On 1 July 2018, Metropolitan Region 6 commenced with a new operator, Transit Systems, replacing the former State Government operator, State Transit. Transit Systems’ new

inner west services for Region 6 include on-demand services in the Canada Bay, Concord and Strathfield areas. Government continues to own all Region 6 buses and assets including depots, and fares, timetables, routes, and bus stop locations also continue to be regulated by the NSW Government.

This change from a public to private operator is additional to the decision in 2017 to franchise Outer-Metropolitan Region 5 in Newcastle and provides a potential model for future public to private operational transition.



Autonomous Shuttle Bus, Sydney Olympic Park



Sapphire Coast On-demand Pilot

Station Link – Epping to Chatswood Rail Replacement Contract

On 30 September 2018, a new high frequency bus service known as “Station Link” commenced operation. This service temporarily replaces train services between Epping and Chatswood while rail upgrades are carried out to enable the new Sydney Metro Northwest to commence in 2019. The Station Link contract was won by a joint venture bid by ComfortDelgro Corporation and Transdev. The contract will operate for approximately 7 months and utilises 120 new fully accessible buses on 7 different routes.

B Line Bus Services

New “B Line” bus services were introduced to the Northern Beaches by the State Transit Authority in November 2017, providing high frequency, high capacity, “turn up and go” services between Mona Vale and Wynyard. The B Line program is an integrated package of service and infrastructure improvements to improve traffic congestion and the reliability of bus services from the Northern Beaches, Lower North shore and Sydney CBD. The B Line buses have been fitted with new “Mobileye” collision technology on a trial basis. In December 2018 the NSW Government revealed more than 5.9 million passenger trips have been made on the “B Line” service since it launched in November 2017.

On-Demand Transport Pilots

Several On-demand Transport pilots commenced this year in Greater Sydney, following the commencement of the first pilots in October 2017. The new services are part of an NSW Government trial of on-demand public transport as an approach to delivering services flexibly when and where people

need them, and to improving connectivity with the existing public transport network. The on-demand trials include various operating models combined with new technology.

A review of these services by TfNSW revealed mixed results based on patronage data. As a result, some on-demand contracts were extended in 2018, with others being terminated or moved to other areas for further evaluation.

Seven Regional On-Demand transport pilots were also announced in 2018 with several BusNSW members involved. Some pilots commenced in late 2018 with others to start in early 2019. These six-month pilots will operate on the Sapphire Coast, South Coast, Moree, Northern Rivers, Tamworth, Mid-North Coast and Riverina areas of NSW, with possible six-month extensions up to two years.

Regional Automated Vehicle Trials

Connected and automated vehicle technology is seen as the next major change for bus transport. This technology has the potential to increase safety, minimise congestion, and improve productivity and mobility.

In 2018, the Minister for Roads, Melinda Pavey announced that automated vehicle trials would commence at Coffs Harbour and Armidale. The trials will target different passenger demographics in the Armidale area and focus on customer mobility cases in Coffs Harbour.

The trials will use level four fully automated Easy Mile EZ10 vehicles with capacity to carry up to 14 passengers. Safety will be a major priority throughout the trials, with a shuttle supervisor on board the vehicle at all times.

Safety Initiatives

Rural and Regional Bus Seatbelt Retrofit Project

In 2017 the Minister for Transport announced that all R&R buses would have seat belts by December 2021 including the retrofitting of approximately 2,000 existing buses. To facilitate this initiative, in June 2018 TfNSW formally commenced the establishment of a panel of suitably qualified suppliers to undertake the seat belt retrofit task.

BusNSW has met with TfNSW and raised concerns about the retrofit timeframes (approximately 1,000 of the buses are due to be retrofit by December 2019), the value in replacing (rather than retrofitting) older vehicles, the responsibility for replacement buses (while retrofitting takes place), and the application of Australian Design Rule 68 to legally carry standees. Six suppliers have now been selected to commence the retrofitting work and BusNSW continues to liaise with TfNSW to resolve outstanding issues.

School Bus Flashing Lights Campaign

In July 2018, TfNSW launched a campaign of “Slow Down to 40 when Lights Flash” to raise motorists’ awareness of the speed limits, safety issues and penalties that apply when school bus lights are flashing. The campaign was developed by TfNSW’s Centre for Road Safety in consultation with BusNSW through the School Bus Safety Working Group.

This new road safety campaign will be ongoing, delivered at the commencement of each school term. The initiative includes radio promotion, website and social media, posters and digital display advertising. BusNSW recognises the importance of raising safety awareness to the public and supports the program through its website and distribution of the information packs to members for use in their communities.

Bus Fires and Emergency Evacuation

In February 2017, TfNSW commissioned a review to examine a range of practical measures to reduce the risk of fire on buses. The TfNSW *Bus Fire Management Committee Final Report* was released in 2018 and BusNSW is now working with TfNSW on the implementation of recommendations through a Bus Industry Liaison Working Group. BusNSW has also developed a Member Information Sheet to assist members with the development of bus fire mitigation strategies.

TfNSW, in conjunction with BusNSW, is also developing a new “Let’s Talk Emergencies” hub (website, video and workshop resources) for rural and regional bus operators which will highlight a number of evacuation scenarios. BusNSW’s members actively participated in workshops to consider these scenarios and to assist in the development of the video. The “Let’s Talk Emergencies” hub will be launched in early 2019.





Premier On-demand Pilot

Laws and Regulations

Point to Point Transport

The NSW Point to Point (PTP) Transport Commission was established in November 2017 as the new regulator for taxi and hire vehicles in NSW. In 2018, the PTP Commission conducted Industry Information Sessions in Sydney and regional NSW to advise operators of small buses of the changes. Bus Operators with vehicles that have between 8 and 12 seats including the driver, and that are operating non-contracted or charter services need to comply with the Point to Point Transport legislation from 1 November 2018. This includes the need to take bookings from a “booking service provider” and the need to comply with a passenger service levy. BusNSW has provided members with information on point to point transport.

Passenger Transport Regulations

New *NSW Passenger Transport Regulations* are expected to be released for consultation in 2019. The Regulations are expected to include the extension of bus accreditation requirements to community transport operators, and the

incorporation of drug and alcohol testing requirements (currently located in a separate regulation). BusNSW will prepare a submission based on feedback from members once the Regulatory Impact Statement (RIS) and Regulation are published.

Chain of Responsibility Law

Reforms to the *Chain of Responsibility* (CoR) laws were implemented by the National Heavy Vehicle Regulator on 1 October 2018. The law is centred around Mass, Dimension, Loading and Speed for heavy vehicles. The changes recognise that everyone involved in the delivery of bus and coach services is accountable for ensuring safety.

Current requirements under the *Bus Operator Accreditation Scheme* (BOAS), including the implementation of a *Safety Management System*, will be of assistance to NSW bus operators in meeting the new CoR laws. In expectation of the new laws, BusNSW advised members to review their risk registers to ensure that they are complying with both the Heavy Vehicle National Law and work health and safety laws.

Coach and Charter Sector

2018 was an eventful year for BusNSW's Coach and Charter Branch with reforms to coach access, regulation and a national coach summit to set future policy.

Coach Access in Sydney CBD

BusNSW works closely with the Sydney Coordination Office of TfNSW to monitor coach access and parking at key locations in the city. The construction of Light Rail in the Sydney CBD South has provided many challenges for the Coach and Charter sector, with CBD access changing on almost a weekly basis. BusNSW is in close communication with TfNSW on such issues and regularly advises members on access changes to assist with their day to day operations.

Central Station and Lee Street layover

BusNSW has advocated for the provision of charter and tourist bus/coach parking at the Lee Street Sydney layover facility near Central Railway. In late 2018 TfNSW advised that, following these advocacy efforts, six parking bays have been allocated

for tourist and charter vehicles at the Lee Street facility. This initiative provides coach operators with a parking facility in the southern part of the Sydney CBD, and an alternative layover facility to the King St Wharf (off Lime Street) and Darling Drive parking options. The new Lee Street facility became available for use from 1 December 2018.

King Street Wharf Coach Parking

In August 2018, TfNSW tendered for the supply of facility management services at the coach layover located at basement level 2, 1 Shelley St Sydney for a period of three years with up to two extensions of one year each. Secure Parking was reappointed to operate this service. BusNSW has provided members with advice regarding a number of changes and improvements as a result of the new management agreement.

Sydney Airport

At ongoing meetings of the Sydney Airport Corporation's Airport Ground Transport Working Group, BusNSW continues to raise coach access and parking issues including coach layover, access and wayfinding.

BusNSW also made a detailed submission on behalf of members in response to the Sydney Airport Master Plan 2039. Refer to page 28.





Controlled Access Buses

A *Controlled Access Bus* (CAB) is a bus, other than an articulated bus, which is longer than 12.5 metres but not more than 14.5 metres in length. These vehicles have restricted access on NSW roads and are only permitted on routes specifically included in Roads and Maritime Services' CAB Approved Routes list or via a NHVR permit.

In 2013, BusNSW in conjunction with the RMS and member operators, successfully completed a trial of CAB's on the Great Western Highway between Mount Victoria and Lithgow. Following this trial, the RMS issued an approval for CAB's to use this section of the Great Western Highway in both directions. In 2018, BusNSW received reports from operators advising that they had been subject to non-compliance warnings from RMS Inspectors and Police when operating CAB's on this section of road. Investigation by BusNSW revealed that this was due to a technicality with the period of approval. Following representations from BusNSW, RMS has reinstated the approval and included this in the permanent list of Approved Routes for CAB's on the RMS website.

BusNSW is also liaising with RMS and the NHVR on the possible expansion of the CAB network within NSW. There are a large number of CAB's operating in NSW and real productivity

benefits could be achieved if these higher capacity buses and coaches had greater access to the road network. BusNSW is seeking for the RMS to expedite the digital mapping of the CAB network, which would provide benefits for operators, customers and government.

National Heavy Vehicle Registration Changes

From 1 July 2018, national heavy vehicle number plates began to be issued throughout Australia, however these plates will not be issued to NSW accredited bus operators operating NSW registered vehicles. Accredited bus and coach operators will continue to use "MO" and "TV" plates in NSW.

While rules around number plates will remain unchanged, coach operators will benefit from other registration changes. From 1 July 2018, the minimum number of vehicles needed to be eligible for the Common Expiry Date (CED) Scheme changed. The minimum number was reduced in NSW from ten to two heavy vehicles, meaning that a bus operator with two vehicles or more can now apply for a common registration date. Heavy vehicle registration labels were also abolished from this date, however operators will still be sent registration reminder notices in the post when registration is due for renewal.

Long Distance Tourism and Charter Services – BIC Summit

In July 2018, the Bus Industry Confederation (BIC) held a Long Distance, Tourism and Charter Services Summit in Canberra. During this summit, a forum was held to develop a future policy position paper for the sector. A policy document that picks up the key themes and issues raised at the Summit has been developed with input from BusNSW and will be released in early 2019 (refer page 27).

The summit concluded that the industry should focus on the following areas:

- A marketing campaign supporting coach travel
- Better data via market research on coach travel
- The provision of coach infrastructure in Australian cities and major regional towns
- Improved access to airports
- A “national” approach to National Park access
- Addressing industry skills shortages
- Investment incentives for coach services and tourism
- Reforms to National Heavy Vehicle Regulation
- More flexible Disability Access Standards.

NSW Seniors Festival and Premier’s Gala Concert

The NSW Seniors Festival, presented by the Department of Family and Community Services (FACS), is the largest festival for seniors in the Southern Hemisphere, reaching up to 500,000 seniors each year. The Premier’s Gala Concerts are an integral part of the festival and provide free concerts, featuring Australia’s best and upcoming musical theatre and recording artists.

Each year on behalf of FACS, BusNSW and its members arrange for the transport of seniors’ groups to and from their retirement villages or community centres to the NSW Premier’s Gala Concerts. In most cases these groups do not have ready access to public transport. In 2018 BusNSW coordinated the delivery of services by members to 41 separate seniors’ groups throughout the Sydney Metropolitan area to the International Convention Centre, Sydney (ICC) to attend the Concert. This service is integral to achieving inclusive community transport and is greatly appreciated by the seniors involved.





Technical Matters

BusNSW has an active Technical Committee that reviews technical matters impacting the NSW bus industry and makes recommendations to the Board on policy and procedures. It also liaises with the BIC's national technical committee on national regulations and standards.

2018 was a busy year for the Technical Committee, with a range of changes occurring to technical settings.

School Bus Flashing Lights and Signage – RMS Technical Specifications 142/150

Technical Specification 150 (TS150) relating to new requirements for warning signs and lights on school buses was published by RMS on 8 August 2018. All buses first registered on or after 9 February 2019 will need to be TS150 compliant. In addition, all existing rural and regional contract buses which convey school children to or from school will need to be retrofitted to comply with TS150 by 8 August 2020.

Bus Door Safety Systems – RMS Technical Specification 155

A new standard, Technical Specification 155 (TS155) relating to bus door safety systems was published on 10 July 2017 and updated on 23 November 2017. BusNSW was involved in the development of the new technical specification via the RMS Technical Specification 146/155 Roundtable Forum. TS155 applies to buses that seat more than 25 people including the driver, which are first registered on or after 1 July 2018. RMS is still in discussions with the manufacturers of small and medium size buses (that carry 25 persons or less including the driver), such as Mitsubishi Rosas and Toyota Coasters, as to whether and how TS155 will apply to such vehicles.

Two Axle Mass Limit increase

The National Regulation for two axle buses and coaches changed in July 2018 to increase mass (weight) limits from 16 to 18 tonnes. This is consistent with what already applied in NSW via an exemption notice in a Commonwealth Gazette. The increase created some uncertainty on how to calculate passenger numbers during the manufacturing process. The Bus Industry Confederation (BIC) prepared a paper to help address this, which is based on using 80kg per passenger and 18 tonnes. RMS are not intending to prescribe how to calculate the authorised passenger numbers but will rather simply enforce compliance to the 18 tonne mass limit on the road.

Three Axle Mass Limit increase

On 6 March 2018, the Minister for Roads, Maritime and Freight, Melinda Pavey, announced that the gross mass limit for three-axle buses would increase from 20.5 tonnes to 22 tonnes in NSW. The increase is based on bus operators applying for a permit via the *National Heavy Vehicle Regulator* (NHVR) for specified vehicles to operate up to a 22 tonne mass limit on nominated NSW roads. The road managers in NSW (RMS and local government) will assess permit applications based on certain conditions set out at the time. Following this reform, the Federal Government, through the *National Transport Commission* (NTC), is now looking to increase mass in other states to match NSW limits for 3 axle buses via the national regulation.

2.55 Metre Wide Buses

Some overseas buses are manufactured to a 2.55 metre width limit whereas in Australia the width limit is 2.5 metre. There has been a move to have 2.55 metre vehicles approved for operation in Australia.

In late 2018, RMS advised BusNSW that it would consider access for 2.55 metre wide vehicles to the NSW state road network under permit. Access for buses 2.55 metre wide that are approved under the NHVR's *Performance Based Standards* (PBS) scheme will be considered on a case by case basis, consistent with the Heavy Vehicle National Law. BusNSW and the Bus Industry Confederation (BIC) are continuing to liaise with RMS and the NHVR regarding access for 2.55m wide buses in NSW.



Phil Whipp, Matt Threlkeld, John King, Roads Minister Melinda Pavey, Gareth Ward MP & Gerard King



Industrial Relations

Metropolitan Bus Operators

In 2018, BusNSW assisted a number of Sydney metropolitan bus operators to develop new Enterprise Agreements, in negotiation with the Transport Workers Union. Other metropolitan agreements nominally expired on 30 June 2018 and, as a result, 2019 is expected to be a busy year for Enterprise Agreement negotiations.

Rural and Regional Operators

A number of (larger) Rural and Regional operators also implemented Enterprise Agreements with their drivers in 2018. An R&R Enterprise Agreement Kit is available on the BusNSW website to assist R&R operators in this regard.

Perhaps the largest industrial relation concern for R&R operators is the two hour “minimum engagement” required for school bus drivers under the national Passenger Vehicle Transportation Award (PVTA). On 12 December 2017, the *Fair Work Commission* definitively ruled that school bus drivers undertake two separate “engagements” while carrying out the morning school run and the afternoon school run. As a result, operators are obliged to pay school bus drivers a minimum of two hours at Award rates for each engagement. This determination came into operation from 1 January 2018.

As most operators pay their drivers at an above Award wage rate, BusNSW published a Member Information Sheet outlining how contracted operators may in some cases offset the minimum engagement against the higher wages paid to school bus drivers. This Member Information Sheet is available on the BusNSW website.

Coach Operators

BusNSW also assisted Coach and Charter Branch members to develop Enterprise Agreements based on the PVTA but which include a number of innovative clauses. A Coach and Charter Enterprise Agreement template is available from BusNSW on request and can be tailored to meet operators’ individual needs.

Casual Conversion

In 2018, the *Fair Work Commission* made a number of significant changes to the PVTA (and other modern Awards). Perhaps the most significant for members was the addition of a “casual conversion” clause in all modern Awards. Under this requirement, employees are entitled to request conversion to permanent (part-time) employment. The conversion from casual to permanent employment is not compulsory or automatic and would only apply in workplaces which are not covered by an Enterprise Agreement. Operators have the power to refuse to convert a casual employee to permanent employment on reasonable business grounds.

The main obligation for employers is to provide *existing* casual employees with a copy of the new Casual Conversion Clause by 1 January 2019, and any new casual employees with a copy of the clause within 12 months of them commencing employment. BusNSW provided members with a range of information to assist them to meet these new requirements.

Family and Domestic Violence Leave

Employees covered by modern awards such as the PVTA are now entitled to up to five days unpaid leave per year where an employee is experiencing family and domestic violence and needs to do something to deal with the situation. This could include, for example, arranging for their safety or the safety of a family member (including relocation), attending urgent court hearings, or accessing police services. Unpaid family and domestic violence leave are available to both casual and permanent employees.

Family Friendly Work Arrangements

Another change in 2018 was the introduction of family friendly work requirements. Under these requirements, an employee who has completed at least 12 months continuous service with the employer and who is a parent, carer, 55 years or older, is experiencing domestic violence or is caring for someone who is experiencing family violence can apply to their employer for flexible working arrangements. Such arrangements could involve changes to hours of work, patterns of work or their place of work.

Any employee requesting flexible working arrangements must do so in writing to the employer, and the employer is entitled to reject the request on reasonable business grounds.

Landmark Casual Employment Case

A Federal Court judgement in late 2018 has the potential to affect casual employment across all industries. This case, *WorkPac Pty Ltd v Skene*, held that a worker engaged by a company as a casual employee was entitled to annual leave upon termination. The court ruled that Skene, despite being engaged by his employer as a “casual employee”, was not a casual since his pattern of work was not “irregular, uncertain and unpredictable”, the availability of his work was long term and ongoing, and the need for further work to be performed by him into the future was “reasonably predictable”.

The Skene case has significant impacts, not just for the bus and coach sector, but for many other industries including retail,

hospitality, healthcare and aged care, with the potential for employees to “double dip” i.e. to claim annual leave as well as a casual loading. As a result, the Federal Government recently applied to become a party in the case to clearly define the limits and entitlements of casual employees. The Government also introduced the *Fair Work Amendment (Casual Loading Offset) Regulation 2018*, which would allow an employer to offset entitlements such as annual leave against any casual loadings paid provided that the employer has made it clear that casual loadings are payments in lieu of such entitlements.

Member Information

BusNSW has information and tools designed to assist members on a range of industrial relations issues. These include:

- Template Enterprise Agreement kits for metro/outer metropolitan, rural and regional, and coach/charter operators.
- A comprehensive Industrial Relations Manual;
- A Guide to Employing, Disciplining and Dismissing Employees; and
- Fact Sheets and Member Information Sheets on a wide range of employee entitlements such as Casual Conversion, Minimum Engagement, Long Service Leave and Family and Domestic Violence Leave.





Snow Driver Training Kosciuszko National Park

Industry Training

As the peak industry body representing private bus and coach operators, BusNSW develops and delivers training through many channels. Training is developed to assist members both to meet statutory requirements and to improve business operations.

Members are provided with training through several channels including on-line and classroom-based training, and training by BusNSW partners including INTO Training Australia and the Institute of Transport and Logistics Studies. BusNSW's Regional Seminars (refer page 31) also forms a key plank of BusNSW's training strategy.

This year was a busy one for training at BusNSW, with Driver Authority and Snow Driver Training both expanding significantly.

Driver Authority Training

Drivers of public passenger vehicles (with more than 12 seats including the driver) are required to have a Bus Driver Authority issued by the NSW Roads and Maritime Services. To obtain a Driver Authority the driver is required to successfully complete a TfNSW approved training course delivered by a *Registered Training Organisation* (RTO). *Into Training Australia* (ITA), a BusNSW industry partner, is an approved RTO that delivers the course.

During 2018, ITA undertook a preliminary review of its Driver Authority training materials with input from BusNSW. ITA and BusNSW are awaiting the release of the new *NSW Passenger Transport Regulation* which may require further changes to the training materials.

Since November 2017, ITA has conducted monthly Driver Authority training at BusNSW's offices in Parramatta. Upon successful completion of the course, students are provided with contact details for BusNSW members and encouraged

to contact these members to seek employment. This training is designed to grow the number of qualified bus and coach drivers in NSW, to provide a potential recruitment service for BusNSW members, and to provide employment opportunities.

Since the course began, around 100 drivers have successfully completed the DA course at BusNSW and demand for the course is growing.

Snow Driver Training

The NSW *Roads and Maritime Services* (RMS) changed the requirements for Snow Driver Training in 2018. From 10 May 2018, RMS required drivers to undertake and be assessed as having satisfactorily completed both a theory *and* a practical component of the Snow Driver Training Course. The theory component and the new practical training and assessment are required to be conducted by an authorised representative of an RTO approved by Transport for NSW.

Into Training Australia (ITA) was approved to conduct both the theory and the practical training and assessment for the Snow Driver Training course. The theory component of the course was conducted at the BusNSW Offices. The practical training and assessment had to be carried out in the Kosciuszko National Park between 1 June and 11 October, preferably during sleet, snow or ice conditions when possible. The training included:

- pre-operational checks of bus and equipment;
- familiarisation with chain fitting bays, bus parking areas and hazardous road areas;
- the practical fitting and tightening of chains; and
- two hours supervised driving in the Kosciuszko National Park.

The supervised training had to be undertaken in a vehicle consistent with the drivers' licence class (LR, MR, HR etc.).

A Snow Driver card (sometimes referred to as a “snow driver licence”) is only issued by BusNSW after ITA is satisfied that both the theory and practical components of the course have successfully been completed.

During 2018 more than 70 drivers successfully completed both the theory and practical components of the authorised Snow Driver Training Course.

Bus Operator Accreditation (BOAS) Course

The Bus Operator Accreditation course is an on-line course run by the *Institute of Transport and Logistics Studies* (ITLS) at the University of Sydney. Persons are required to complete the course to become an accredited bus operator in NSW. The course includes four modules:

1. Accreditation;
2. Management Information Systems;
3. Vehicle Maintenance Management Systems; and
4. Safety Management Systems.

Students undertake the course on-line and sit an examination at the ITLS following completion of the course work.

During 2018, as part of BusNSW's ongoing partnership arrangement with the ITLS, BusNSW undertook a review of all course and assessment materials used by students to

complete the course. The materials were checked to ensure consistency with a number of regulatory changes and to remove any ambiguities. A further review of these materials is anticipated upon release of the new NSW Passenger Transport Regulation, expected in 2019.

Certificate of Transport Management

The *Certificate of Transport Management* (CTM) is a four-day professional development course for middle and senior management involved in the bus industry and is run by ITLS at the University of Sydney. This course is recognised as an important qualification for managers in the industry. The course is designed to develop the practical skills of students through interactive exercises and individual assignments. An important aspect of the course is to provide industry contacts and networking opportunities.

The CTM course is delivered in July each year, with BusNSW delivering several course units along with ITLS staff, TfNSW, Bus Operator staff and other subject matter experts. This year BusNSW delivered learning units relating to the current industry environment, marketing and business risk.

Fifty students attended the course in 2018 with student representatives from Metropolitan, Outer Metropolitan, Rural and Regional and Coach and Charter operators as well as representatives from the Community Transport sector.



2017 Certificate of Transport Management Graduates



Bus Driver Authority Training at BusNSW

Driver and Operator Training

INTO Training Australia (ITA) is BusNSW's training partner and has been delivering training to bus operators and their employees since 1999. INTO specialises in Certificate III and IV courses in Bus Transport as well as group-based training in topics such as:

- Defensive driving
- Safety at work
- Customer service
- Dealing with customers with disabilities
- Conflict resolution
- Security/violence management
- Fatigue management
- Ticketing/fares

ITA also provides training in Heavy Vehicle Driving Assessment.

On-Line Training

A range of on-line training packages are available to BusNSW members to assist them with Driver Induction and base level Supervisor Training. By providing these packages on-line, members can undertake training in remote locations at a time convenient to their business needs.

Each on-line training package has an assessment component that can be printed and retained on an employee file upon completion of the course.

BusNSW's on-line training includes the following four packages:

1. Driver Induction Training
2. Driver Customer Service Training
3. Operator (Supervisor) Incident Reporting Training
4. Operator Workplace Health and Safety Training.

BusNSW has conducted a member workshop to review the driver training packages, however implementation of the recommended changes has been postponed pending the release of the new NSW Passenger Transport Regulation. Upon release of this Regulation a further review of the materials will be undertaken, information updated, and the revised training packages re-launched.

Transport and Logistics Industry Reference Committee

The BusNSW Executive Director is a member of the *Transport and Logistics Industry Reference Committee* which has responsibility for the Transport and Logistics Training Package components relating to Road Transport, Logistics, Warehousing and Ports. The Training Package is the only nationally recognised Vocational Education and Training (VET) qualifications for occupations involved in Road Transport, including Bus and Coach Operations.

The Industry Reference Committee (IRC) also has responsibility for a Skills Forecast to prioritise the skills needed by the Transport and Logistics Industry. These forecasts are developed and reviewed annually and submitted on behalf of the IRC to the *Australian Industry and Skills Committee* for approval.

The Transport and Logistics Industry IRC is supported by *Australian Industry Standards* (AIS) which is a government-funded not-for-profit organisation that develops skills standards across a range of Australian industries.

Submissions to Government

In addition to its regular meetings with government (see page 8), a key function of BusNSW is to provide submissions to government inquiries on issues that may impact the bus and coach industry.

Some of the more important submissions made in 2018 by BusNSW are summarised below. The full submissions can be accessed via the BusNSW website.

National Coach Sector Policy

BusNSW contributed to the development of the Bus Industry Confederation's National Coach Sector Policy, which argues that a clearly defined government strategy is needed to deliver tourists, and the economic benefits they bring, to our regional communities.

The National Coach Policy, to be released in 2019, outlines nine strategies. The Bus Australia Network believe that the strategy will increase tourism to rural and regional Australia, raise industry standards and boost Australia's visitor economy. These nine strategies are:

1. The marketing of land transport options as part of "unique" tourism experiences.
2. Market research on how and why visitors travel to different regions, the reason for their travel, and perceptions of travel modes.
3. Investment in modern transport infrastructure in cities and major regional towns (and along tourist routes) to provide facilities where travellers can transfer effectively between services or commence/complete a journey.
4. Investment in airport infrastructure for coaches.
5. Reduction in the administration to access National Parks including the introduction of standardised fees and payment processes.
6. Development of a formal coach driver and manager qualification within national vocational educational and training.
7. Investment in passenger services via a land-based subsidy scheme for coach services in regional areas, and taxation incentives to encourage investment in vehicles and depots.
8. A national and consistent approach to heavy vehicle regulation.
9. Flexibility within Accessible Disability Transport Standards for pre-booked tourist and charter services.





Sydney Airport Masterplan – September 2018

A draft Sydney Airport Master Plan was released by the Sydney Airport Corporation in 2018 to set out the strategic direction of Sydney Airport over the next 20 years. BusNSW's submission to the Plan supported many of the initiatives outlined in the document, particularly the strong focus on and encouragement of public transport within the Airport precinct.

In its submission, BusNSW argued that a few simple additional measures could aid the effectiveness of the Master Plan and support its Ground Transport objectives of reducing congestion and encouraging the use of public transport. These measures included:

- A world class coach layover and parking terminal in the Northern Lands Sector of Sydney Airport to provide ease of access to both domestic and international terminals.
- Improved digital wayfinding (including digital mobility) at the Airport to enable passengers to be directed to a coach within the shortest possible time.
- Distinct pick up and drop off points for coaches at each Airport Terminal.
- The incorporation of "Bus Only" lanes into the expansion of Airport Drive, along with bus priority signalling at traffic lights around the airport precinct.
- Incorporation of infrastructure for coach pick up and drop off into new hotels developed as part of the Airport's commercial development.
- Factoring in new bus technology as part of airport and road infrastructure planning, including charging stations for electric buses and capacity for larger "higher productivity" buses and coaches.

2019 State Election Platform

In preparation for the March 2019 Elections in NSW, BusNSW set out a range of measures that the industry would like to see considered by the Government in the next term. These 20 measures were divided into those for the Greater Sydney area, Regional NSW, the Coach and Tourism sector, and Other Strategies that cut across all sectors:

Greater Sydney Metropolitan Area

1. Establish a transparent process to renew Transport for NSW bus service contracts with bus operators based on performance and value for money.
2. Implement high frequency bus services in targeted areas, particularly in congested parts of Sydney, via Bus Rapid Transit, "branded" and "turn up and go" services.
3. Review Key Performance Indicators in Metropolitan and Outer Metropolitan Bus Service Contracts and consider incentives for operators.
4. Identify and invest in bus priority infrastructure and technology.
5. Reduce the maximum age of Transport for NSW contracted buses to improve safety and accessibility, reduce emissions and increase customer satisfaction.
6. Introduce a congestion management and road allocation strategy for Sydney, in which buses are prioritised, and feeder bus services are integrated with the rail network.

Regional NSW

7. Utilise "idle" contracted buses in rural and regional NSW to meet other transport needs during the off-peak, including community and on-demand services.
8. Improve the process that allows existing school and

regular passenger services to be varied to meet changing community needs.

9. Increase the frequency and span of hours for regular passenger services in regional towns.
10. Implement a targeted upgrade of the rural road network in consultation with local communities and regional councils.
11. Implement the Opal ticketing system for regular passenger services in regional NSW, commencing with NSW TrainLink services.

Tourist and Charter Sector

12. Plan and build a modern Sydney Coach Interchange near Central Railway with efficient coach access and layover areas for tourist and charter vehicles.
13. Prioritise the construction of world class transport interchange facilities within the redevelopment at Sydney Airport to allow the efficient movement of tourist and charter services.
14. Incorporate the marketing of land transport options within the NSW Tourism strategy, to promote bus and coach travel.
15. Expedite the digital mapping and expansion of a Controlled Access Bus network in NSW.

Other Strategies

16. Support the recruitment and retention of bus and coach drivers through subsidised training and safe workplaces.
17. Support the removal of school transport for children with disabilities from the Federal NDIS charter.
18. Appoint an industry liaison officer to support industry consultation with the Transport Cluster and other NSW Government Departments and Agencies.
19. Review the NSW Government bus procurement strategy, to support manufacturing and a skilled workforce via the strategic planning of orders for new contract buses.
20. Work with BusNSW and bus operators to identify how buses can play a role in future transport models including "Mobility as a Service" initiatives.



John King, BusNSW President



BusNSW Member Conference, Hunter Valley

Major Events

Annual General Meeting – 19 February 2018

BusNSW Branch Delegates from across the state gathered at BusNSW offices on Thursday 19 February 2018 for the BusNSW Annual General Meeting (AGM). Delegates at the AGM were updated on the industry environment and on plans for the year ahead. AGMs for the three entities of BusNSW, namely Bus and Coach Association Inc, Bus and Coach Industrial Association, and Bus and Coach Co-operative Society, also took place on the day. (An explanation of these three entities is provided at page 41).

At the AGM, BusNSW's presentation included a discussion on Sydney Metropolitan and Outer Sydney Metropolitan Bus Service Contracts (O/SMBSC) including proposed amendments to KPI 23 (CCTV and Duress Alarms Reliability),

Bus Procurement indexation, O/SMBSC contract extensions, and the issuing of a new Bus Financier Direct Agreement (FDA) that replaced previous tripartite agreements.

Rural and Regional contract matters were also discussed at the AGM, including service variations due to potential student overloads, the Seatbelt Acceleration Program, Contract Reporting, the reduction of bus fares in regional NSW and how changes to these fares would impact on fare revenue.

Other topics covered on the day included possible accreditation changes for community transport operators under the new NSW Passenger Transport Regulation, Bus Safety, Industrial Relations, Point to Point Transport, Technical issues, and Coach and Charter matters.

The guest speaker at the AGM was Chief Inspector Phillip Brooks, Stakeholder Manager for the NSW Police Force, who delivered a presentation on heavy vehicle road safety.

The next AGM will be held on 21 February 2019.



Chief Inspector Phillip Brooks, NSW Police

Regional Seminars – March-April and October-November 2018

BusNSW undertakes a twice-yearly seminar program across the state. Northern and Southern NSW Seminars take place at the regional centres of Ballina, Coffs Harbour, Tamworth, Dubbo, Cowra, Griffith, Wagga, Canberra, Merimbula and Ulladulla. An additional seminar was also scheduled in West Wyalong in October 2018.

Seminars take place in March and October to update members on industry issues. The election of Country Branch office bearers also takes place at the October Branch AGMs.

The Seminar program provides face-to-face advice to members, and a forum where members can have queries answered and issues clarified. The program also provides an opportunity for members to network with other operators. A range of BusNSW Platinum and Gold partner representatives attend the seminars to promote their services.

The following is a summary of topics discussed at the 2018 Seminars:

- R&R Bus Service Contract Matters
- School Bus Safety (Seatbelt Acceleration Program, RMS bus door and wig wag light specifications, Informal School Bus Stops)
- School Student Transport Scheme (SSTS)
- Regional On-Demand Pilots and Automated Vehicle Trials
- TfNSW Procurement Panel and Specifications
- Accreditation and Technical Matters
- Point to Point Transport Regulations
- Passenger Transport Regulations
- Employment and Training issues
- BusNSW Membership Matters and Events
- Superannuation Update (provided by Tasplan)
- Insurance Update (provided by BusInsure)

A detailed outline of these topics was included in the April and November issues of the 2018 BusNSW Bulletin Magazine. Presentations from the seminars are available in the Members Area of the website.

BusNSW Member Conference 19-20 April 2018

The 2018 Member Conference was held at the Crowne Plaza Hunter Valley on Thursday 19 and Friday 20 April 2018, with over 250 attendees. The theme of the Conference, “Navigating the Future”, reflected the need for the industry to keep abreast of a dynamic environment marked by changes to legislation and technology.

Prior to the formal Conference, a free “Business Improvement Boot Camp” took place on Wednesday 18 April. The main objective of the Boot Camp was to focus members’ attention on their day-to-day business activities and to consider which of those activities presented opportunities for improvement. The topics covered had a “P” theme and were divided into:

- Pricing, Profitability and Performance
- People
- Public Relations and Promotion
- Property and Plant

At the formal launch of the Conference on Thursday evening, delegates enjoyed the Welcome Function, with Lauren Downs, General Manager of Volvo Bus Australia introducing the new look Volvo team to delegates.

The first session of the Conference commenced on Friday morning with a welcome from BusNSW President, John King. In line with the theme of the Conference, “Navigating the Future”, John spoke about a rapidly changing environment and the way bus and coach services are likely to be planned and delivered into the future. John encouraged delegates to embrace the challenges posed by new technology and to get involved in new transport initiatives. This would help both industry and government to understand which initiatives will work and which will not.

The Hon. Andrew Constance, Minister for Transport and Infrastructure, provided the Government Address to Delegates. The Minister thanked operators for their contribution to local communities and provided delegates with some key insights into the NSW Government’s *Future Transport 2056* Strategy and Plans. The Minister spoke about the need for innovation within the transport sector and the progress of the TfNSW on-demand transport pilots. The Minister acknowledged



BusNSW Young Leaders Seminar

member concerns regarding the retrofitting of seatbelts to older R&R contract buses and supported a common-sense approach to vehicle replacement versus retrofitting.

The second Conference session on Friday focused delegates' attention on upcoming changes to legislation. The session included the following presentations:

- *Regulating for Safety* by Julie Morgan - Director, Insights and Education Services at Roads and Maritime Services
- *NSW Passenger Transport Law* by Jessica Linsell – Director, Transport Service Policy at Transport for NSW
- *Point to Point Transport Commission and the Bus Industry* by Point to Point Transport Commissioner, Barbara Wise.

The third session of the Conference explored the range of new technologies and other changes currently being trialled in NSW and Australia. Presentations included:

- *On Demand Transport – The Transport for NSW Strategy* by John Karaboulis, Executive Director, Service Delivery & Asset Management
- *On Demand Transport Pilots - A Government Perspective* by Emma Reedy, Manager, Operational Delivery, Service Delivery & Asset Management
- *Premier On-Demand – An Operator Case Study* by representatives of the Premier Transport Group
- *The Pathway to Autonomous Vehicles – A Focus on Connectivity* by Julian Gurney – National Sales Manager, Bus & Coach, Scania Australia
- *The Pathway to Autonomous Vehicles – A Focus on Electric* by David Mead – Vice President, Asia Pacific Region, Volvo Bus Corporation.

The final session of the Conference summarised the presenter's contributions and the likely impact of change to the bus industry, both at the state and national level. Presenters Matt Threlkeld, Executive Director of BusNSW, and Michael Apps, Executive Director of the Bus Industry Confederation, emphasized the need for industry and government to deal

with an evolving transport landscape through a partnership approach, and the need for operators, suppliers and government to steer the public transport framework during a time of rapid change.

The conference concluded on Friday evening with a relaxed, "jungle theme" dinner including an impromptu singing performance by local operator and Dinner MC, Aaron Lewis from Rover Motors. BusNSW thanks its Platinum and Gold Partners who made the Conference such a great success.

BusNSW Young Leaders Seminar - 28 November 2018

BusNSW invited 25 up-and-coming industry professionals to attend a one day seminar in Sydney on Wednesday 28 November 2018. BusNSW was pleased to host the seminar in conjunction with Volvo Bus Australia.

The aim of the event was to inspire, encourage, develop and promote the next generation of leadership in the industry via a seminar program designed to assist with the professional development of the participants. Participants were from the contracted and non-contracted sectors, metropolitan and regional areas, family businesses and multi-nationals, and are involved in functions including operations, administration, planning, HR and maintenance.

Presentations covered topics including Mobility as a Service; electric, autonomous and connected vehicles; a government perspective of Future Transport in NSW; and the importance of financial management.

The seminar involved a session on improving work productivity, teamwork and communication using the DiSC personal assessment tool. Participants completed a questionnaire prior to the event and learnt about their behavioural strengths and weaknesses in an interactive and fun session.

The day finished with a strategic planning exercise where the groups of young leaders identified their top three industry priorities for the next five years, considered their vision for the future and the actions required to get there.

Industry Awards

BusNSW presents a variety of awards that recognise excellence within every facet of the bus and coach industry. These awards include:

- The Achiever Award
- Supplier of the Year
- Environmental/Innovative Operator of the Year
- Contribution to the Industry Award

The BusNSW Award winners are submitted to the Bus Industry Confederation as nominations for the National Industry Awards. At the 2018 Australasian Bus Conference held in Cairns in October, NSW members took out four of the five national industry Awards offered – a remarkable achievement.

Outlined below is a brief summary of the Award winners.



Tony Larocca (SURA), Aaron Lewis, Minister Andrew Constance

Achiever Award: Michael Kerr, Rover Motors, (accepted by Aaron Lewis)

Michael has almost 40 years' experience in the bus industry, taking a role with Rover Motors, an outer metropolitan bus operator, straight from school. Initially Michael was involved with administrative tasks, but his value to the business was soon noted, and with a rapidly changing industry, he was given the job of managing the company's coach and charter work.

Under Michael's management, the charter business of Rover Motors has grown exponentially, and the company is considered the leading rail replacement and charter operator in its region. Sydney Trains and other clients consistently report Michael's efficiency and professionalism, which has provided benefits to both his employer and the community.

Michael was heavily involved in charter operations for the 2000 Olympic Games in Sydney which greatly added to his experience and innovative thinking. In short, Michael has transformed a small, traditional family bus company into a large business with a high profile and reputation for excellence.



John King, John Allen, Minister Andrew Constance

Supplier of the Year: Volgren

Having serviced BusNSW members for decades, Volgren has provided outstanding service with an excellent team that is always willing to support operators and their staff. Volgren has a reputation for value based on the "whole-of-life-cost" and after-sales support from its facility in Sydney.

In recent times Volgren has been able to revolutionise its production methods in response to unprecedented demand for buses via initiatives such as the Epping to Chatswood station Link project, which has led to a production average of 2.5 buses per day. For the first half of 2018 alone, the company supplied 140 buses to NSW operators and another 20 buses to the ACT.

Volgren has proven its capability to reliably deliver large volume orders to the bus industry and to successfully work with multiple chassis suppliers.



John King, Alex Murray, Minister Andrew Constance

Innovative Operator of the Year: Punchbowl Bus Company

This year's Innovative Operator Award went to Punchbowl Bus Company, a family business that has serviced south-western Sydney since 1947.

Punchbowl Bus Company has evolved its business operations to meet the specific needs of its passengers and to enhance its customers' experience. Following the submission of a proposal to operate an on-demand bus



Henry Viana, Glenn Sharp, Lars Hornstra, Matt Threlkeld

service in south-west Sydney, Punchbowl Bus Company was selected by TfNSW to undertake a pilot. In October 2017, the company introduced this on-demand service which uses a small accessible vehicle to transport customers (including staff, patients and visitors) between a local railway station, a "Park and Ride" facility and a large hospital.

This innovative service was the first on-demand transport pilot to commence operations in NSW. Since the service's commencement, patronage has steadily grown and has provided a real solution to the parking and congestion problems around the hospital.



John King, Peter Ferris, Minister Andrew Constance

Outstanding Contribution to the Industry: Frank D'Apuzzo from the Buslines Group (accepted by Peter Ferris)

Frank D'Apuzzo has been involved for over 40 years in one of NSW's largest bus operations, the Buslines Group, and he has been a major contributor to the Bus and Coach Industry in NSW.

Frank has been a member of the Board of Management since its inception in 2005 and served as the President of BusNSW for six years. Over many years, Frank has been actively involved with BusNSW committees, including policy and planning, rural and regional, and audit, finance and remuneration committees.

Having been through several rural and regional contract cycles and IPART fare reviews, Frank was at the forefront of R&R contract discussions with government, with his financial skills highly valued.

Frank has contributed an enormous amount of his personal time to attending meetings and working on issues on behalf of

the industry while, at the same time, successfully managing quality depots, fleet, systems and staff including mentoring the next generation of bus company staff and managers.

2018 Bus Driver of the Year Awards

The BusNSW "Bus Driver of the Year" Awards were established in 2006 to recognise individuals for their outstanding contribution to the NSW Bus and Coach Industry.

As the interface between bus operators and their customers, the industry depends heavily on its drivers to provide the kind of customer service that the travelling public expect and rely upon.

The Awards are sponsored by Mobitec and are divided into three categories:

1. Metropolitan and Outer Metropolitan Driver of the year,
2. Regional and Rural Driver of the year, and
3. Coach Driver of the year.

To be eligible for each award, nominees need to fulfil the following criteria:

1. Exhibit a positive and cooperative attitude towards their job;
2. Assist passengers and other staff members;
3. Have a high standard of personal presentation;
4. Always greet passengers in a polite and friendly manner;
5. Always drive safely, and be courteous to other road users

The 2018 Bus Driver of the Year awards were announced by Matt Threlkeld, BusNSW Executive Director and presented by John King, BusNSW President and Clare Gardiner-Barnes, Transport for NSW Deputy Secretary, Freight, Strategy and Planning, at the BusNSW Offices on Monday 3 December 2018.

Metropolitan/Outer Metropolitan Bus Driver of the Year

Glenn Sharp from Blue Mountains Transit

Rural and Regional Bus Driver of the Year

Lars Hornstra from Picton Buslines

Coach Driver of the Year

Henry Viana from AAT Kings

Member Services

2018 has been a busy year for BusNSW Member Services with members seeking assistance on matters relating to contracts, the bus operator accreditation scheme, technical specifications, legislation (including point to point transport) and industrial relations.

BusNSW member services include.

- Interpretation, negotiation and advice on government contracts, regulations, policies and procedures. Assisting operators in understanding and addressing issues through effective problem solving including the development of various tools such as payment estimators, reference tools, and pro-forma documents.
- Regularly circulating publications, reports, emails and newsletters on industry related issues for the information and reference of operators.
- Representation at government and non-government forums and meetings including with Transport for NSW, Roads and Maritime Services, Tourism bodies, and Infrastructure Development agencies.
- Making submissions on behalf of members and responding to government inquiries on behalf of the industry.
- Advocacy and leadership with key stakeholders, including the media, thereby enhancing the reputation and growth of the industry on a state-wide basis.
- Developing a wide range of management tools such as fact sheets, member information alerts, online training videos, and providing information from fellow operators and key suppliers.
- Assisting operators in the preparation of Enterprise Agreements and contributing to modern award reviews. BusNSW provides advice on Industrial Relations matters including enterprise agreement bargaining, wage payment structures and staff management.
- Facilitating the linking of operators to Platinum and Gold partners enabling operators to access the latest industry information and technology.
- Providing signs and other bus consumables at subsidised prices to assist operators to meet compliance requirements.
- Providing access to education and training programs in-house or through Sydney University (Institute of Transport and Logistics Studies) and Into Training Australia.
- Access to other organisations supporting employers, including the NSW Business Chamber, Australian Business Lawyers, the Bus Industry Confederation and the Australian Public Transport Industrial Association.
- A specialist Coach and Charter Branch to support the tourist and charter sector with advocacy services, compliance advice, infrastructure access cases (e.g. within the CBD, Sydney Airport), business development opportunities, heavy vehicle permits and road access.
- Social media posts for up to date industry information and trends.



BusNSW Associate Member Seminar



BusNSW Regional Seminars Tour

BusNSW Partners Program

The BusNSW Platinum and Gold Partnership Program, now in its twelfth year, was developed to give industry suppliers an all-inclusive event, advertising and sponsorship package.

BusNSW is committed to delivering an attractive opportunity for each partner and works to tailor a package that achieves each partner's commercial and marketing objectives.

Combinations of the following benefits are included in BusNSW Partnership Packages:

- Associate membership with BusNSW;
- Communication and access to BusNSW members;
- Naming Rights to events such as conference sessions, industry dinners or awards;
- Conference and seminar delegate packages for company executives;
- Premium exhibition space at the "Australian Bus + Coach Show"; in Sydney;
- BusNSW Bulletin advertising;
- BusNSW website brand exposure;
- BusNSW banner brand exposure;
- BusNSW conference and event material brand exposure;
- Cross promotional opportunities with BusNSW Partners.

BusNSW is continually looking to improve its conferences, events, publications and social media, and it is the support of its Platinum and Gold Partners' that allows BusNSW to provide value to members.

BusNSW held its annual Partners Luncheon on 23 November 2018 to thank Partners for their support in 2018 and to discuss arrangements for 2019.

In 2018 BusNSW welcomed Phillip Boyle & Associates as a new Gold Partner. BusNSW's Platinum and Gold Partners for 2018 are outlined below.

Platinum Partners

- BusInsure
- Into Training
- IVECO Bus
- Mercedes-Benz
- Scania
- SURA Australian Bus and Coach
- Volgren
- Volvo

Gold Partners

- BCI
- Bustech
- Custom
- Hino
- Institute of Transport and Logistics Studies
- King Long
- Mobitec
- Pitcher Partner
- Phillip Boyle and Associates
- PrimeWorks
- Tasplan Super
- Thoreb
- Wales Bus Repairs
- Western Sydney Repair Centre

BusNSW 'Co-op'

The *Bus and Coach Co-operative Society* ("Bus Signs+") which is a part of BusNSW, sells a wide range of bus signage and other safety and information products to bus and coach operators around NSW. For members, these products are sold at subsidised prices.

Products are marketed through the "Bus Signs+" catalogue which can be downloaded from the BusNSW website.

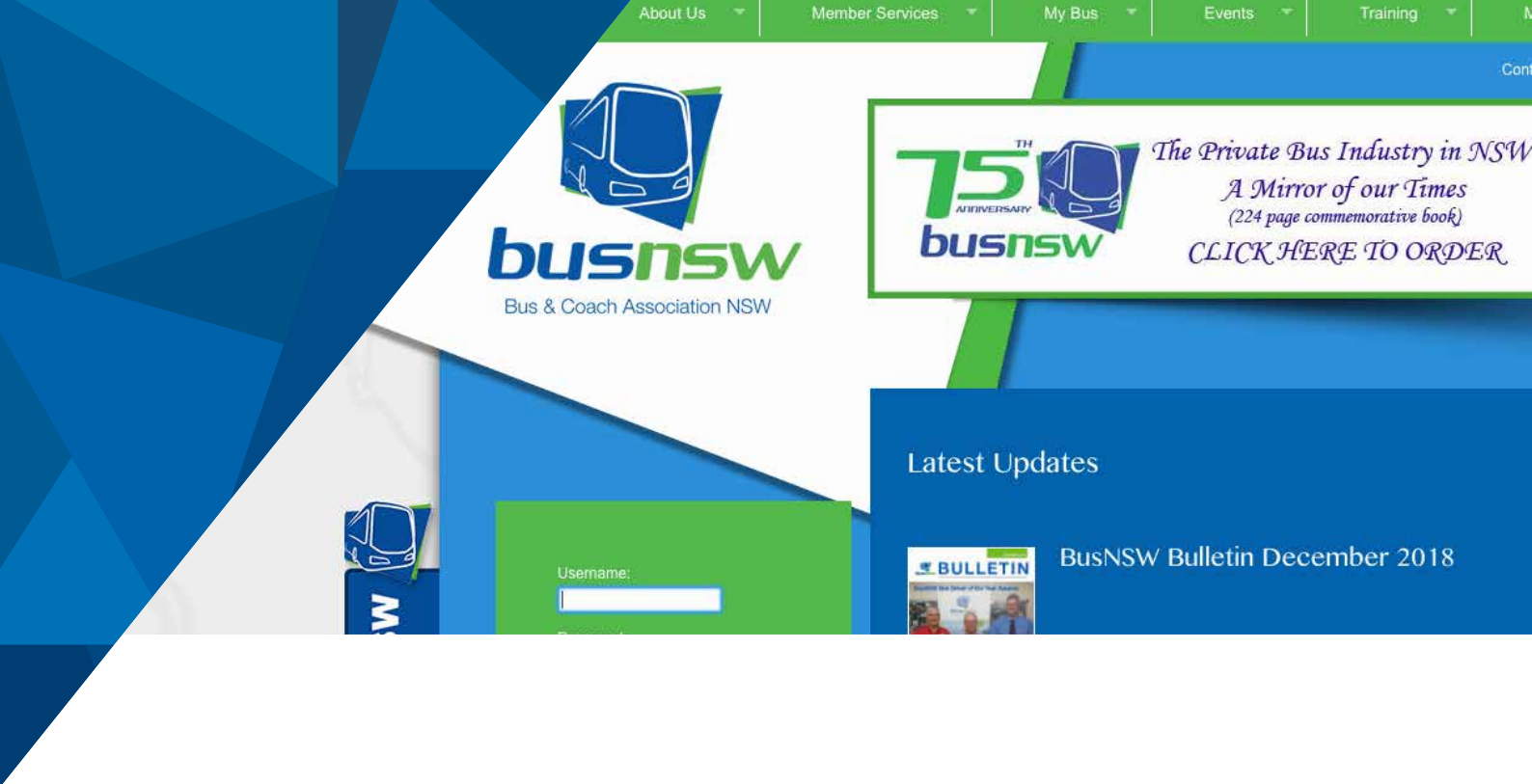
In 2018, the Co-op's biggest sellers were:

- Bus Driver Warning sign (for runaway buses)
- Give Way sign
- Tracking Device sign
- Emergency Exit stickers
- Fire extinguisher sign

BusNSW members can purchase products online via the "Bus Signs+" shop on the BusNSW website. This allows members to make orders and pay online for co-op products in one easy transaction. The online shop allows email notifications to be sent to members advising them of the status of their order.

All BusNSW members are Co-op shareholders. To receive their member's discount for Co-op products, BusNSW members simply need to logon to the online shop with their BusNSW login number and password.





BusNSW Website and Self-Service Portal

The BusNSW website is a valuable resource for members and is continually updated with information and tools to assist members with their business operations and compliance.

During 2018, BusNSW has been developing a new website. The main objectives for the new website are to improve the layout and to simplify website navigation. The new BusNSW website has a more corporate and professional look and will make it far easier for members to find what they are looking for. The new website is planned to go “live” in early 2019.

Self-Service Portal

The introduction of the online self-service membership portal for the 2018 Membership Renewal was successful and will be again used for 2019 subscription notices. Members are now able to log in to the Member Area to update their details, view subscriptions, view and pay membership invoices, register to attend events and view and edit their member directory listing.

The self-service portal may be accessed once members are logged in to the Member Area. Members must use the Google Chrome Browser to access the self-service portal.

Social Media

BusNSW utilises social media platforms Twitter and Facebook to promote BusNSW conferences and events, campaigns such as Bus Safety Week, as well as for general industry news and information. BusNSW has a strong social media presence with almost 1,000 users following the BusNSW Facebook page.

Financial

This year's financial results were positive and reflect the high level of activity associated with BusNSW's work program which involved advocacy and member services related to contracts, accreditation, technical matters, industrial relations and training. BusNSW Membership fees and the BusNSW Partners Program were the major sources of revenue to meet this work program and sustain reserves.

Financial reports and audit statements on each of the legal entities (see page 41) are provided to members at the AGM or on request.

Auditors

BusNSW's auditors for all three business entities are HLB Mann Judd, a leading mid-sized chartered accounting group. The HLB Mann Judd Audit Report is published separately for members with the annual accounts.



BusNSW Premises at North Parramatta



Brett Mason Tasplan

Tasplan Superannuation Report

Tasplan has provided the following report for BusNSW members.

Since our successor fund transfers with Quadrant Super and the RBF Tasmanian Accumulation Scheme, the past financial year has been Tasplan's first without a merger. The 2017-18 financial year has been one of much activity.

In February 2018, we were thrilled to learn that our members had rated us Industry Superannuation Fund of the Year for 2017 in the Roy Morgan Customer Satisfaction Awards. What makes this award so special for us is that it came as a result of delivering excellent customer service to members. Our members are at the core of everything we do, and we know that they expect the best from us, so to have confirmation that we're on the right track was extremely satisfying for all of us here at Tasplan.

In March this year, Tasplan signed up to the *Insurance in Superannuation Voluntary Code of Practice*. The Code provides minimum requirements in relation to insurance within super funds. We're currently targeting full implementation of Code-compliant default insurance arrangements by April 2019, well ahead of the 2021 deadline.

In April 2018, we launched *Combine your super*, a free online tool which allows our members to search for super and combine it with their Tasplan super. To date, over 4,000 Tasplan members have used our *Combine your super* tool to help find and combine their super accounts.

On the horizon

Tasplan aims to deliver a more comfortable lifestyle for members throughout their retirement by providing a contemporary and relevant suite of products and services. With this in mind, we're currently reviewing retirement income solutions that will address the needs of our members into the future. In the short-term, we plan to release a new default account-based pension strategy designed to increase members' confidence in the income they'll receive throughout their retirement.

About BusNSW

BusNSW is made up of three separate legal entities. These entities define member services for industrial relations, bus product sales, and business development, advocacy and resolution of member matters. BusNSW members include Life Members, Bus and Coach Operator Members, and Associate Members (i.e. suppliers).

The three BusNSW entities are as follows:

- The **Bus and Coach Industrial Association** (BCIA) conducts the Association's industrial relations activities. BCIA has its own rules and is governed by a council elected by BCIA members. BCIA is a Registered Industrial Organization under the *NSW Industrial Relations Act*.
- The **Bus and Coach Cooperative Society** is a small trading entity that provides bus and coach items (e.g. bus signage) for sale to the industry. The Co-op is governed by a Board of Directors elected by shareholders and has its own constitution under *NSW Fair Trading (Co-operatives Act)*.
- The **Bus and Coach Association Inc.** (BCA Inc.) represents the BusNSW Branches and is governed by the BusNSW Board of Management. BCA Inc. is a registered Incorporated Association under the *NSW Associations Incorporation Act 2009* and is governed by a Board of Management elected from Branch Delegates and bus operator members.

This Annual Report, when read with the audited financial statements, makes up the Annual Reports for all three BusNSW entities. Further information on the operation of the three entities is included below.

Branches

BusNSW (BCA Inc.) has 17 Branches organised according to geographical areas, except for the Coach Branch which provides coach operators with a specialist forum to address their needs. Coach and charter operators are also encouraged

to attend the Branch closest to their location. Delegates from the Branches make up the BusNSW Delegates' Forum.

Each Country Branch elects Delegates, and those Delegates in turn, elect the Country representatives for the BusNSW Board of Management.

The Metropolitan Branch representatives of the Board are elected from the Metropolitan, Newcastle, Central Coast and Wollongong members, and include Delegates from the Coach Branch.

Committees

BusNSW's business is generally conducted on a project basis through committees of the Board of Management. The Executive Director is responsible to the Board of Management for the affairs of the Association. Page 42 outlines the current BusNSW Committees.

Projects

Projects undertaken by BusNSW are established by the Executive Director and via policy-related initiatives coordinated through the Board of Management and the rolling Strategic Plan. Project leaders are appointed for each project, and each project is then included as an agenda topic for the relevant BusNSW Committee. The Executive Director and Committee Chairman provide project updates to the Board of Management.

The BusNSW President and two Vice Presidents are elected by the Board of Management. These office bearers work closely with the Executive Director between Board meetings on stakeholder relations and policy development.

Secretariat

BusNSW has a dedicated team of employees and contractors who provide member services and support the operation of the three BusNSW entities, Branches and sub committees.



BusNSW's Office Bearers for the 2018 Year

BCA Inc. Board of Management

J King (President)
 S Scott (Metro Vice President)
 P Harmon (Country Vice President)
 G Baxter, J Calabro, SK Cheng, J Oliveri (O/Metro and Coach Representatives)
 B Allen, F D'Apuzzo, P Ferris, P Harmon (Country Representatives)

Branch Delegates and Officials

Central Tablelands

D Sinclair, T Smith, M McGrath, F D'Apuzzo

Coach Operators

G Baxter, G Archbold, W Todd*

Goulburn/ACT

S Scott, P Ferris, C Moule, M Culmone*

Lismore

P Simes, G Waller, H Green, B Sweeney, J Sodhi*

Metropolitan Districts

All Metropolitan and Outer Metropolitan operators are considered Branch Delegates for voting purposes

Mid North Coast

S Eggins, P Hoffman, R Eggins*, P Cavanagh*

Newcastle/Central Coast

See Metropolitan Branch

New England

P Harmon, M Whitton, G Symes*

North Coast

T Mills, H Atwal, K Baldwin*

North West

P Hope, G Searle, C Lanham, F Hemmings*

Orana

E Ogden, J Neill, M James*, C McQuie*

Riverina

B Allen, D Kane, S Chaffey, B Drinnan, A Goode*, D Lake*, P Celi*

Shoalhaven

J Kennedy, J King, S King, J Kellam, M Neville*, D Tagg*

South Eastern

A Klemm, P Ingram, G Scarlett*

South West Slopes

R Loader, G Hill, P Charnock, B Ottey*

Tweed Byron

J Gosel, G Campbell, J Blanch, C Webster*

Upper Hunter Valley

T Howard, K Cumberland, C Sexton, G Shelton*

West Wyalong

P Curr, J Wright, C Perry, P Harper*

Wollongong

See Metropolitan Branch

* denotes Alternate Delegate

Bus & Coach Industrial Association Council

Secretary	J King
Deputy Secretary	S Scott
Councillors	B Allen, G Baxter, J Calabro, F D'Apuzzo, P Ferris, L Griffiths, J King, A Royle, S Scott, 3 vacancies.
Executive Director	M Threlkeld

BusNSW Coop Board

Chairman	G Baxter
Secretary	M Threlkeld
Accounts/Operations	S Shankar
Board	B Allen, J Calabro, F D'Apuzzo, P Ferris, L Griffiths, P Harmon, J King, A Royle, S Scott

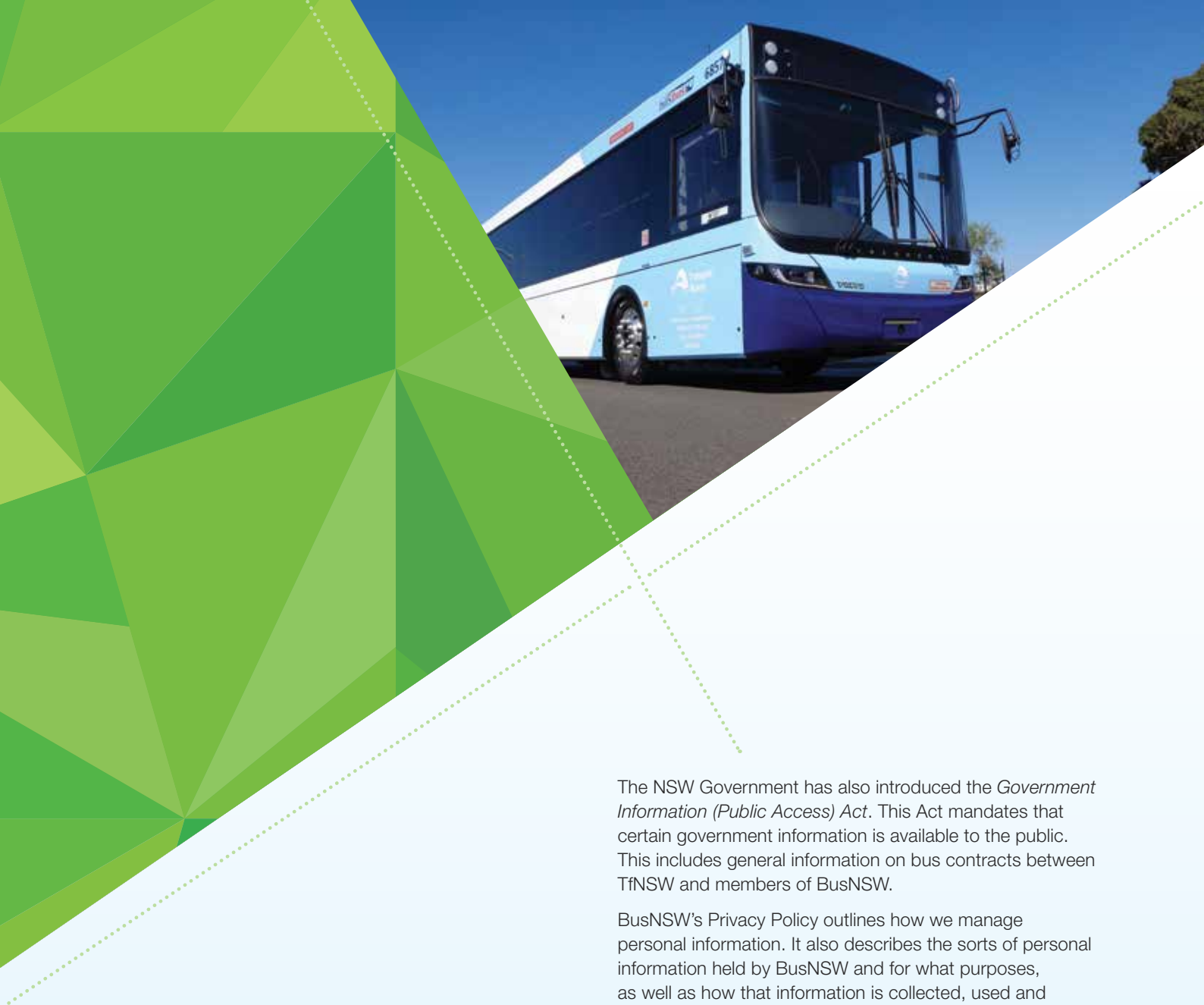
BCA Inc. Board Committee Chairpersons 2018

Employment and Training	S Scott
Finance, Administration, Audit and Remuneration	F D'Apuzzo
Technical	J Oliveri
Tourist Vehicle and Charter (Coach Branch)	G Baxter

Life Members

S J J (Jim) Bosnjak, I Ferris, R Hertogs, P Jones, B G Macdonald, R W Rowe, A R Royle, P Threlkeld, W K Todd.

R Corrigan (dec), G Dewey (dec), G Gourley (dec), R Graham (dec), R Hertogs Snr (dec), F L D Kennedy (dec), K Kirkland (dec), B Lequesne (dec), J Ritchie (dec), F J Spellacy OBE (dec), R Treuer (dec), A J Wagg (dec).



BusNSW Privacy Policy

The privacy of members' personal information is important to BusNSW. As an industry association offering a wide range of products and services to both members and non-members, we collect and hold a range of personal information about people (particularly people who wish to purchase our products or use our services).

BusNSW is committed to respecting the right to privacy and to protecting personal information. The Association is bound by the National Privacy Principles outlined in the Commonwealth *Privacy Act 1988*, as well as other applicable laws and privacy codes. BusNSW staff are trained to respect members' privacy in accordance with our standards, policies and procedures.

The NSW Government has also introduced the *Government Information (Public Access) Act*. This Act mandates that certain government information is available to the public. This includes general information on bus contracts between TfNSW and members of BusNSW.

BusNSW's Privacy Policy outlines how we manage personal information. It also describes the sorts of personal information held by BusNSW and for what purposes, as well as how that information is collected, used and disclosed. A copy of the policy can be obtained by contacting BusNSW or visiting the BusNSW website.

BusNSW Social Media Policy

The increased use of social media including Facebook and Twitter affords BusNSW the opportunity to further promote awareness on issues affecting the industry and BusNSW Services, Events and Products. BusNSW maintains a Facebook page and has developed a Social Media Policy to guide staff and members on the use of Facebook and other social media.

A copy of the Social Media Policy is also available from the BusNSW website.

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North Parramatta NSW 1750

PHONE: (02) 8839 9500

FAX: (02) 9683 1465

ABN: 71 965 227 022

Bus and Coach Industrial Association (NSW)

ABN: 98 623 454 004

Bus and Coach Co-operative Society, NSW Ltd.

ABN: 18 990 675 920

Bus and Coach Association (NSW) Inc.

