

## 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.





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# President's Message



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

Following the state election in March and the return of a Liberal and National Government, it was pleasing to see the renewed focus on Regional NSW and the appointment of the Hon. Paul Toole as the Minister for "Regional" Transport and Roads. This appointment and the retention of the Hon Andrew Constance as the Senior Minister within the Transport portfolio provides us with the opportunity to further improve public transport.

We currently have a strong relationship with government and BusNSW is fully supportive of a partnership approach focussed on outcomes for our customers. Bus operators, industry suppliers and government need to work collaboratively to support customer expectations and ensure that we offer the best possible service to the travelling public of NSW.

We live in a rapidly changing world and in the current environment it is easy to get caught up in predictions on the future of public transport. However, the efficiency of mass transit and of moving people by bus and coach means that the need for operational expertise – to ensure "the rubber hits the road" - will remain for years to come.

The NSW Government's Future Transport plan and vision to create a modern and connected roads and public transport network that gives people the freedom to choose how they get around provides a great opportunity for our industry. With significant population growth in NSW and a need to address congestion, there will be an ongoing role for bus and coach operators willing to integrate new technology with the safe and efficient movement of people.

BusNSW is a member organisation and I encourage all members to get involved in the association. This will ensure that the talent and innovation that is found within the industry can be reflected in the services that BusNSW provides, particularly during this period of change.

I would like to thank the Board of Management, Branch office bearers, committee members and BusNSW staff for their contribution in 2019. 2020 will be another eventful year with unprecedented change on a number of fronts and I look forward to your continued support for a united industry.

**John King**  
PRESIDENT



# Executive Director's Introduction

I am pleased to provide this report for 2019, my third as the Executive Director of BusNSW.

2019 saw both a State and Federal election take place within a couple of months. Prior to the March State election, BusNSW released an Election Brochure: *Moving People NSW – Measures to Shape our Communities*. This document highlighted 20 measures that could have huge flow-on effects in terms of reducing congestion and creating better places to live and work.

It was pleasing that the Liberals and Nationals responded with a commitment to consult with industry, and important announcements on bus service improvements in Greater Sydney and Regional NSW. We are hopeful that the new Ministerial arrangements and restructure of the Transport Cluster will mean greater industry consultation and better outcomes for customers into the future.

The Government's announcement in October 2019 that contracts for bus services in 13 Sydney Metropolitan regions will go to market presents some challenges for the industry. However, it also provides an opportunity to reset some of the contract settings, with a focus on customer outcomes and partnership between government and industry.

In the rural and regional contract space, there has been an ongoing need to address changes in demand via the service alteration process. We were pleased that Minister Toole agreed to review the seatbelt program via a taskforce, and we are confident that the recommendations will have benefits for government, industry and most importantly customers.

A lot happened in the long distance, tourist and charter sector over 2019. BusNSW has been advocating for improvements to access and parking, and our achievements in this area are outlined in the report. In addition to this, there have been a number of successes in regard to two and three axle mass limits and controlled access buses which provide benefits for members.

Safety has been a strong focus for the industry during 2019, which has included the implementation of new technical specifications and involvement in bus safety awareness campaigns. The industry has also been vigilant in assessing risks and introducing controls relating to bus fires, bus door safety systems, informal school bus stops, and pedestrians.

2019 was also a big year for industrial relations, with most Sydney metropolitan operators establishing Enterprise Agreements for the next few years. The 4-year review of the Passenger Vehicle Transportation Award also ended, with a new Award to commence in 2020.

These are just some of the more significant changes which took place in 2019, and with electric and even autonomous vehicles now in service, the pace of change is only set to grow. In that context, BusNSW will continue to provide a unified voice for the industry. Our advocacy is based on what's best for the customer, which supports the BusNSW mission to grow public transport. It's all about mobility - and buses will continue to be an important part of the total solution.

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

**Matt Threlkeld**  
EXECUTIVE DIRECTOR



Ulladulla Buslines

# Industry Environment and the Year in Brief

**2019 was another significant year for the bus and coach industry in NSW, with reforms to policy, contracts, training and legislation.**

The first half of 2019 saw both a State and Federal election take place, which created some uncertainty for the business community. The return of the Coalition State Government resulted in announcements to improve bus services both in Sydney and Regional NSW. In addition to the \$1.6 billion in the budget for bus services and fleet and \$131 million over 4 years for 14,000 additional services in the Greater Sydney area, the NSW Budget had a strong Regional focus, with \$68 million to be allocated over 4 years to improve bus services across 16 regional towns.

Buses play a vital role in delivering public transport in NSW and carry around 332 million passengers per annum, 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. 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.

2019 saw a range of new Government initiatives impacting the bus industry. These included:

- On demand transport pilots
- Contactless Transport Payments
- Rural and Regional vehicle tracking (the Transport Connected Bus Program), and
- Autonomous and electric vehicle trials.

Most of these initiatives can be traced back to the Government's *Future Transport Strategy 2056* (released in 2018). The new Future Transport mantra is about "Place" rather than "Mode", which accords with the bus industry where "Place", based on local ownership and serving local communities, has always been a priority.

A key development for the industry in 2019 was the Government's announcement of a three-year program to procure metropolitan bus services across Sydney. Significantly, this will include franchising the three remaining State Transit operated regions (Sydney Regions 7, 8 and 9) and follows the franchising of Region 6 in 2018 and Newcastle in 2017.

While this announcement will result in challenges for private operators who currently hold metropolitan bus contracts, it provides an opportunity to review the contract framework to ensure that the Government's vision can be delivered successfully by the industry and guarantee real customer outcomes. It also means that all bus services across NSW will be run by private operators.

Transport for NSW has determined to directly negotiate with existing Outer Sydney Metropolitan Bus Service Contract (OSMBSC) holders for new service contracts.

Rural and Regional contracts are 3 to 4 years into an 8-year term, with industry and government working to address some of the shortcomings of the new contract model. Key among this work was a review of the seatbelt program via

a joint government and industry taskforce. The Seatbelt Review Taskforce identified issues with Australian Design Rule Compliance, retrofitting of seatbelts versus full bus replacement, treatment of standees and reduced bus capacity. The taskforce final recommendations provide a practical solution for the industry as well as improved vehicle and passenger safety. BusNSW now looks forward to the government adopting the recommendations in full.

Important safety initiatives were also introduced in 2019. These included:

- The implementation of new Technical Specifications for Bus Door Safety Systems (TS155) and School Bus Warning Systems (TS150).
- The introduction of a new policy on how bus drivers use Mobile Phones.
- Safety campaigns to raise public awareness of bus safety, especially in and around school bus zones.
- Safety Alerts and programs to manage risks associated with thermal ignition and bus door safety systems.

Safety has always been the industry's priority and BusNSW will continue to work closely with government to identify new risks and implement controls.

A lot also happened in the non-contracted (long distance, tourist and charter) space. BusNSW is in close contact with the Sydney Coordination Office and Sydney Airport and continues to monitor "access" and "parking" issues at key locations in the metropolitan area. This consultation resulted in a new parking facility at Lee St, Sydney and improved management of the Central Station coach bays.

Following discussions with Transport for NSW (TfNSW), an online map of the state roads approved for Controlled Access Buses (CAB) was released in 2019. This included an expansion of access for CABs to include routes also approved for B-Double trucks. Work is being done with the National Heavy Vehicle Regulator (NHVR) and TfNSW to expand the CAB network even further. There was also progress with mass limits in 2019, with State Ministers agreeing to increase mass for three axle coaches from 20 to 22 tonnes. This national change removes the need for NSW operators to apply for a permit to operate at this mass, as well as providing consistent cross border access to other states.

The supply side of the industry has been adapting to reforms in 2019. The TfNSW Bus Procurement Panel went to market for the third time and will open for new bus orders in early 2020. New

technical specifications for bus doors and school bus lights also impacted bus manufacturing. Market sounding for Zero Emission Buses and Autonomous Vehicles has provided some opportunities for suppliers who are advanced in this space.

This year was significant for industrial relations, with BusNSW assisting a number of metropolitan operators in negotiations over new Enterprise Agreements. Most Metropolitan operators now have Enterprise Agreements in place, ensuring industrial stability over the medium term. BusNSW also assisted APTIA on the review of the Passenger Vehicle Transportation Award. As part of this review, operators dealt with changes including the introduction of a "casual conversion" clause, significant given the prevalence of casual drivers in the industry. This Award review process is now finished, and a new PVTa is expected to commence in early 2020.

Bus driver recruitment and training continue to be a challenge in certain parts of NSW. As part of the initiatives in this area, BusNSW, in partnership with INTO Training, has been running monthly Bus Driver Authority training courses to attract and train new people. Successful trainees have the opportunity to seek work placement with BusNSW members. BusNSW also worked with the Institute of Transport and Logistic Studies (Sydney University) on updating the approved Bus Operator Accreditation training course to reflect recent changes in legislation and administration.

At the national level, there was a major focus on the review of the Heavy Vehicle National Law (HVNL). BusNSW worked with BIC and the other States to make submissions on eight separate HVNL Issues Papers. In a different national area, the National Disability Insurance Scheme will provide challenges for Community Transport and the Assisted School Travel Program.

In 2019, the BusNSW team focused on providing professional advice to members via various communications channels, including a new BusNSW website which was launched earlier in the year. Similarly, BusNSW's program of events and training assists members to improve service delivery. In that context, BusNSW was pleased to promote the emerging talent in the next generation of the bus industry at the Young Leaders forum.

Finally, in 2019, BusNSW began to review its own structure (which consists of an Incorporated Association, an Industrial Association and the Coop) to examine the efficiencies that may be achieved from a single entity model. This work will continue in 2020 in consultation with members.





Minister Andrew Constance

# Government Representation

## BusNSW State Election Campaign

Prior to the March State election, BusNSW released an Election Brochure: *Moving People NSW – Measures to Shape our Communities*. This document highlighted 20 measures that could have huge flow-on effects in terms of reducing congestion and creating better places to live and work. These measures, outlined below, were divided into those for the Greater Sydney metropolitan area, Regional NSW, Tourist and Charter sector, and Other strategies.

### Greater Sydney

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

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

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.

### March 23 State Election

In March 2019 a Liberal and National Coalition Government was re-elected in NSW

Prior to the election, the Government made a number of important announcements which impact positively on the bus industry and the communities it services. These announcements included:

- More than 14,000 extra weekly bus services delivered over the next 4 years to improve public transport in Sydney, the Illawarra, Hunter and Central Coast regions.

- The introduction of 13 new bus routes to 44 rural and regional areas, connecting more towns in NSW. These new scheduled services will make it easier for seniors, families and singles to access health services, work and training, and will assist with daily activities like shopping and visiting family and friends in rural NSW.
- An investment of more than \$1 billion dollars to help clear the council roads’ maintenance backlog, repair NSW’s worst timber bridges, and reclaim up to 15,000 kilometres of council owned roads.

The delivery of these projects will mean a busy time for bus operators and suppliers in NSW and are evidence of the strong partnership which has developed between industry and government to help improve public transport services for the people of NSW.



Minister Paul Toole



## New Cabinet Team

Shortly after the March Election, Premier Gladys Berejiklian and Deputy Premier John Barilaro announced the new Cabinet Team. The Hon. Andrew Constance acquired an expanded role as the NSW Minister for both Transport and Roads (Roads was a separate portfolio under the Government's previous term). In recognition of the role Regional NSW plays in the community, the NSW Government appointed the Hon. Paul Toole to a new portfolio as Minister for Regional Transport and Roads.

BusNSW welcomed these appointments. The industry has had a professional and productive relationship with Minister Constance and the new combination of transport and roads provides an opportunity to better deal with matters that overlap responsibilities within the large NSW Transport cluster. The majority of BusNSW members are bus operators who service rural and regional communities and BusNSW commends the renewed focus on Regional NSW with the appointment of Minister Toole.

BusNSW also welcomed the appointment of Stuart Ayres as Minister for Tourism. The long distance, tourist and charter sector of our industry is dependent on a strong visitor economy and BusNSW looks forward to working with the Minister to explore opportunities for operators who service domestic and international travelers.

## TfNSW Operating Model

The new Cabinet model provided an opportunity to align Transport for NSW (TfNSW) with the Ministerial arrangements. As a result, in April 2019, the Secretary of TfNSW advised BusNSW that the Transport cluster would be restructured. The new TfNSW operating model is designed to support integrated service delivery across transport modes, bring a greater focus to transport's role in making places, and increase the regional voice in decision making. Under the new operating model, rural and regional and outer metropolitan bus operations will be managed by a "Regional and Outer Metropolitan" Division, separate from a "Greater Sydney" Division (which will manage metropolitan bus operations).

In November 2019, Transport for NSW announced the integration of the functions of the Roads and Maritime Services into the transport agency. The changes were first announced in April as part of an administrative overhaul following the Coalition's state election win in March, though the passing of the Transport Administration Amendment (RMS Dissolution) Bill 2019 formalised these changes.

The passing of the Bill enables a more integrated and strategic approach to transport with consideration of both roads and services.

## NSW Government Budget 2019-20

The new Coalition Government released its first budget on 18 June 2019. Over 2019-20 \$1.6 billion will be spent on bus services throughout New South Wales, including regional and metropolitan bus services, school services and funding of new and replacement buses.

To meet growing demand, \$29 million (\$131 over four years) has been allocated for over 14,000 extra weekly bus services from 2019-20 throughout Sydney, the Illawarra and Lower Hunter, with an additional \$68 million over four years to improve bus services across 16 regional towns.

## Member Representation

BusNSW representation of the industry takes three main forms. First, the representation of the industry at Government forums and meetings. Second, representation of individual members when they encounter difficulties dealing with government agencies. Finally, BusNSW provides formal feedback to a range of government reports and inquiries on behalf of the industry. BusNSW responses to some of the inquiries are outlined on pages 28 - 29.

TfNSW and other Government agencies engage with BusNSW as the representative of the bus and coach industry and as the key body assisting operators to meet their contractual, policy and regulatory requirements. As part of that consultation, BusNSW draws on the insights and expertise of its members to

identify key issues impacting the industry, and then works with government to find practical solutions to these issues. BusNSW engagement with the NSW Government includes the following meetings and forums:

#### NSW Government

- Minister for Transport and Roads - The Hon. Andrew Constance
- Minister for Regional Transport and Roads - The Hon. Paul Toole
- Minister for Jobs, Investment, Tourism and Western Sydney- The Hon Stuart Ayres

#### Transport for NSW

- Greater Sydney Division - Services
- Regional and Outer Metropolitan Division - Rural and Regional Contracts Forum
- School Bus Safety Working Group
- Sydney Co-ordination Office

#### Roads and Maritime Services

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

#### Sydney Airport

- Ground Transport Meeting

#### National Representation and Bus Australia Network

In addition to the work that BusNSW does in NSW, 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.

APTIA, which is part of BIC, represents the bus industry in the development of industrial awards, including the Passenger Vehicle Transportation Award, and in advocacy on other national industrial 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 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.



Symons Bus and Coach Narooma





Melissa Marshall, Marshall's Bus and Coach Moryua

# Reports on Selected Topics

## Bus Contracts

### Sydney Metropolitan and Outer Metropolitan Bus Service Contracts

In October 2019 the NSW Government announced that it would embark on a three-year program to procure metropolitan bus services across Sydney. Significantly, this would include franchising the three remaining State Transit operated regions (Sydney Regions 7, 8 and 9).

The announcement provides an opportunity to reset some of the contract settings, with a focus on customer outcomes and partnership between Government and industry. BusNSW has advocated for the NSW Government to recognise the long-term investments made by existing private operators, their track record in delivering technology and safety initiatives, and their strong relationships with customers, bus drivers and other staff.

Sydney Metropolitan bus operators have had to adapt to significant population growth and a shift to buses as a preferred mode of transport for the public. Contract Key Performance Indicators (KPIs) for on-time running and service planning continue to be areas of discussion for metropolitan members, particularly with increased traffic and congestion in some areas of Sydney.

Buses play a vital role in delivering public transport across NSW, with buses delivering 11 million services, compared with 1.2 million for trains, 212,00 for ferries and 74,435 for light rail. The

industry remains motivated to meet the challenges associated with congestion and a growing population in Sydney.

### Outer Sydney Metropolitan Bus Service Contracts

Outer metropolitan operators have been performing well whilst operating for some time on short term contracts. The current contracts fall due for renewal between July 2020 and January 2021. BusNSW has advocated for a renewal program that provides incumbent operators with an opportunity to continue to apply their local expertise, build on their achievements and provide the efficiencies created from long-term investments. BusNSW welcomes the NSW Government's deliberation on this matter and its confirmation that the existing contracts will be extended for a further 12 months and then renegotiated directly with the incumbent operators.

### Rural and Regional Bus Service Contracts

During 2019 there were two variations made to the Rural and Regional Bus Service Contracts:

1. Schedule 1 (Services schedule) was varied to include a requirement that for all existing and new informal bus stops, reference should be made to Centre for Road Safety guidance on recognised best practice, including the Advice for Choosing Locations of Informal School Bus Stops, as amended from time to time. This resulted from an OTSI recommendation made after an investigation of a student fatality.
2. Schedule 7 (Ticketing, Fares, Concessions and Free Travel, Part 3 – Approved Beneficiaries of Free Travel on Bus Services) was varied to change the SSTS Moratorium Period of 8 weeks to 4 weeks in line with the Sydney Metropolitan and Outer Sydney Metropolitan arrangements, commencing from the 2020 School Year.

The NSW 2019-20 Budget included \$68 million over four years to improve bus services across 16 regional towns. TfNSW is accelerating work on the network reviews and is focusing on those towns with opportunities to implement service improvements promptly.

### **Rural and Regional Seatbelt Review Taskforce**

The TfNSW seatbelt implementation program, originally announced in 2013, aimed to replace dedicated school buses (previous Contract “A” buses) with seat-belted school buses over a ten-year period. In 2017, the NSW Government announced that the seatbelt program was to be expanded to include all rural and regional contract buses (including previous Contract “B” school and regular passenger service buses) through a combination of bus replacement and retrofitting.

Many problems have been identified with the rollout of the expanded program including delays in the implementation of the retrofit program, design issues, retrofitting of older buses (when replacement may be more appropriate) and customer experience impacts.

Following representations by BusNSW, an independently chaired Taskforce was set up by Minister Toole in 2019 to review the program. BusNSW, bus operator representatives, TfNSW and the NSW Centre for Road Safety were on the Seatbelt Taskforce.

The Taskforce met on a number of occasions to seek solutions to the issues, with its final report and recommendations submitted to the Minister for Regional Transport and Roads in early December 2019. Among those recommendations was that the fitting of seatbelts on One Door Urban Buses used for regular route services in regional towns be discontinued and that larger (Category 3 and 4) buses manufactured prior to 2000 and used for school services, be replaced rather than retrofit with seatbelts.

### **Rural and Regional Transport Connected Bus Program**

In 2019, TfNSW released a Request for Proposal (RFP) seeking a suitable technology solution consisting of vehicle tracking, passenger counting and other telematic capabilities for rural and regional bus services. The technology solution will enable TfNSW to publish, via integration with existing systems, real-time trip information to customers via TfNSW digital customer information channels; and provide Operators with data to streamline their operations. The RFP for this “Transport Connected Bus Program” closed in June 2019 but to date the successful proponent has not been announced.

### **Bus Procurement Panel 3**

The procurement of contracted buses is provided by TfNSW through a portal system. From time to time the bus types and their specifications are updated to ensure they meet the future requirements of the operator and government. In August 2019, bus manufacturers provided their tenders for the new Bus Procurement Panel number 3.

In October 2019, TfNSW reported that due to the large number of tender respondents and the variety of bus solutions offered, new buses would not be available from Bus Procurement Panel (Number 3) until February 2020.

Unfortunately, the Deeds for the current Bus Procurement Panel (Number 2) were due to expire. As a result, there will be a period of up to 3 months during which buses will be unable to be ordered by bus operators.

### **School Student Transport Scheme**

The School Student Transport Scheme provides eligible school students with free travel to and from home and school. Variations to school services are often required because of changes in demand (student numbers and/or general population growth).

BusNSW is aware of a new NSW Government School Enrolment Policy implemented by the NSW Department of Education to address changes in demand across different communities. The changes to catchment areas, also known as “school zones” or “school intake areas”, can impact on school bus services, with some schools formerly able to accept out-of-area enrolments, no longer doing so. BusNSW is closely monitoring this issue for potential impacts on school bus services.

### **Impact of the Drought**

During 2019 the drought had a severe impact on rural communities, with farming families moving away from drought-affected areas and farming employees being laid off. This is having a flow-on effect for bus operators with some experiencing a loss of students on their runs.

In the past, if a school saw a decline in student enrolments, the total number of staff in the school would decrease. However, in August 2019 the Government announced that it would maintain staffing levels at schools experiencing a loss of students due to impacts of the drought. BusNSW has asked the NSW Government for a similar commitment to maintain school bus services and payments where students leave a school bus service due to the drought.



MetroConnect On-Demand Service

# NSW Government Projects and Programs

## Transport for NSW 10 Year Blueprint

In 2018 TfNSW released the *Future Transport Strategy 2056* which outlined a 40-year strategy for transport across NSW. In 2019, TfNSW released its 10 Year Blueprint which explains the outcomes and strategic priorities that TfNSW as an agency will adopt over the next 10 years to further the Future Transport Strategy.

The Blueprint introduces an “Outcomes Framework”, describing the four primary outcomes that TfNSW is seeking to deliver over time. These are:

- For customers: Connecting the customers’ whole lives
- For communities: Successful places
- For the people of NSW: Strong economy and quality of life
- For the staff at Transport: Thriving people doing meaningful work.

In terms of Strategic Priorities, the Blueprint identifies seven key “levers of change” where a lot of new activity is expected to emerge. These involve TfNSW:

- Working in partnership
- Making Data-driven decisions
- Utilising technology and innovation

- Designing place-based integrated services
- Enabling the “mobility ecosystem”
- Financial sustainability
- The evolution of work

The document also describes the more detailed planning required to achieve the Blueprint’s outcomes and lays out TfNSW’s plans in this area.

## On Demand Transport

There are currently ten on demand transport trials taking place in Greater Sydney, with a further eleven trials in Regional NSW. These trials are examining the suitability of On Demand public transport in delivering flexible services when and where people need them, and in improving connectivity with the existing public transport network. The On Demand trials include various operating models combined with new technology. Some trials have come under media scrutiny for poor patronage and cost.

Sydney Metro opened on Sunday 26 May 2019, delivering a turn up and go rail service between Rouse Hill and Chatswood. Two new On Demand bus services started in The Ponds (Cooee operated by Busways) and Norwest (MetroConnect operated by CDC NSW) connecting customers to Metro services. These On Demand buses pick up customers from an agreed point close to their home and drop them at a nearby Metro station.

BusNSW looks forward to seeing how On Demand services will fit into the public transport mix, and how they will inform the planning, procurement and delivery of future transport in NSW.

## Automated Vehicle Trials

Automated vehicle technology is seen as one of the next major changes for bus transport. This technology has the potential to increase safety, minimise congestion, and improve productivity and mobility.



The driverless shuttle bus service at Sydney Olympic Park has become the first vehicle in the country to interact autonomously with live traffic conditions. The vehicle communicates autonomously with live traffic signals to negotiate an intersection, connecting passengers to Olympic Park Station, restaurants and car parks

In 2019, BusNSW members have been involved with regional automated vehicle trials, which commenced in both Coffs Harbour and Armidale. The trials use level four fully automated Easy Mile EZ10 vehicles with capacity to carry up to 14 passengers and operate in open traffic. Safety has been a major priority throughout the trials, with the vehicles operating at low speeds and with a shuttle supervisor on board the vehicle at all times.

### Contactless Transport Payments

Contactless Transport Payments allow customers to pay a public transport fare on the Opal network by tapping on and off using a credit or debit card. Contactless payments are available on metro, train, light rail and ferry services, and during 2019 were rolled out to bus services in Sydney Metropolitan and Outer Metropolitan regions. The system allows for most American Express, Mastercard or Visa credit and debit cards to be used.

Two regional Contactless Transport payment trials also commenced in 2019 in Kiama and Ulladulla, which included a trial of Student Opal cards. At this stage it is unclear whether TfNSW is intending to roll out Contactless Transport payments and Student Opal cards across regional NSW and how this will intersect with the Transport Connected Bus program (see page 13).

### Electric Bus Initiatives

Electric vehicles are considered to have greater potential to meet environmental targets and to provide more liveable communities through reduced noise and emissions. This along with possible operating cost reductions has resulted in a new focus on this technology.

In October 2019, the NSW Legislative Assembly's Committee on Transport and Infrastructure announced an inquiry to examine the benefits of electric buses and the barriers to their wider use on metropolitan and regional public transport fleets. The Committee will also examine the opportunities and challenges of transitioning the whole NSW metropolitan bus fleet to electric.

As part of the inquiry, the energy and infrastructure needed to power electric bus fleets, and other emissions neutral energy sources will be examined. The Committee will also examine how the local manufacture and assembly of electric buses can be supported.

The Committee has asked for submissions from interested groups and BusNSW has made a formal submission to the Inquiry (refer page 29).

As part of a separate initiative, in 2019 a Zero Emissions Bus Services Trial also commenced, utilising four electric vehicles in Sydney's inner west. The two-year trial is using vehicles operated by a private Sydney bus operator. It is expected that the trial will examine and provide data on the suitability of Electric buses on Sydney's busiest routes.



Driverless Shuttle Coffs Harbour



The Entrance Red Bus Coffee With A Cop

# Bus Safety and Accreditation

## On-line Bus Driver Authorities

In response to industry concerns regarding delays in processing Bus Driver Authorities, in 2019 TfNSW introduced an on-line Bus Driver Authority application process. Drivers applying on-line no longer need to submit a photograph with their application, with TfNSW using the driver's licence photo.

Drivers still have the option of manually applying for a Bus Driver Authority, though it is expected that the on-line system will reduce delays. Currently, the on-line process only applies to new Driver Authorities, with renewals of Authorities expected to go on-line in 2020.

## Daily Bus Driver Authority Currency Updates

Under the Bus Operator Accreditation Scheme, bus operators are required to undertake regular checks to ensure that their drivers' licenses and Bus Driver Authorities remain current. Operators do this via TfNSW's MyRecords and Driver Authority Information System (DAIS). This allows operators to check the currency of driver information and to prevent them driving if their licence or Bus Driver Authority has been suspended, cancelled or expired.

In 2019, the Government introduced new drink and drug driving laws which resulted in an immediate suspension of licence for low range drink and drug driving offences. This had implications for bus operators, particularly in relation to the currency of Bus Driver Authorities and Licences which were updated weekly on the MyRecords and DAIS systems via a cross check.

Following representations by BusNSW, TfNSW has amended the databases to ensure daily (rather than weekly) updating, and so ensuring confidence in the accuracy of Bus Driver Authority records checked by bus operators.

## Bus Safety Week 2019

TfNSW, in conjunction with BusNSW, nominated 18 to 24 February 2019 (second week of the school term) as "Bus Safety Week". The aim of Bus Safety Week, reflected in the "Be Bus Aware" message, is to raise the awareness of pedestrians, passengers and motorists of safety issues in and around buses, and measures that can be taken to reduce the risk of bus-related injuries and accidents.

BusNSW worked closely with TfNSW on Bus Safety Week and encouraged members to spread the safety message to their drivers, customers and the community. TfNSW assisted this process by making resources available for bus operators including posters, bus driver videos, safety animations and a dedicated website and mobile apps.

## School Bus Flashing Lights Campaign

Another important safety campaign for 2019 was the “School Bus Flashing Lights Campaign” which ran at the start of each school term.

Bus travel is among the safest of all modes of transport and the greatest risk to passengers is posed by other motorists immediately after the passenger disembarks from a bus. As a result, the Campaign encouraged motorists to “slow down to 40km/h when Lights Flash”, and included radio and social media advertising, promotion on screens at all 104 Service NSW Centres across NSW, and Variable Message Signs on certain roads.

BusNSW supports this Campaign through its website, social media and the distribution of information packs for members to use in their communities.

## Let's Talk Emergencies Hub

In 2019, TfNSW launched the “Let's Talk Emergencies” hub (website, video and workshop resources) for rural and regional bus operators. The hub illustrates bus emergencies that could potentially be faced by rural and regional operators and how evacuation can take place safely.

Importantly, these emergency scenarios were put together with the help of a number of BusNSW rural and regional members and so have a feel of reality for rural bus operators and their drivers. The Hub resources are available to members via the BusNSW website.

## Bus Thermal Ignition Causes

In March 2019, TfNSW sent a Safety Alert to bus operators concerning bus thermal ignition causes. This follows a spate of bus fires in recent years. The Safety Alert required each operator to provide advice on how they planned to develop and implement strategies to mitigate the risk of bus thermal ignition.

To assist members in responding to TfNSW, BusNSW provided members with an Information Kit which outlined a number of strategies that members could utilise to address this serious safety concern.

## Door Brake Interlock and Override Switch

In a separate Safety Alert in September 2019, TfNSW raised concerns about Bus Door Safety System Maintenance Isolation Switches. This followed an incident where a student was trapped in the middle door of a bus when the override switch

was switched on. Operators were requested to advise TfNSW on which contract buses had override switches and to undertake a risk assessment and consider the controls that could be implemented to address these concerns.

BusNSW developed an Information Kit to assist members with mitigating the risk of this type of incident occurring. The kit included a sample risk assessment, pre-departure check, draft information alert for drivers and maintenance staff, and a sample response to TfNSW.

## School Child Pedestrian Safety

The OTSI Bus Safety Investigation Report into a school child pedestrian fatality at Rocky Point, NSW on 26 April 2017, contained two recommendations in relation to bus operators.

- Develop and Implement procedures that restrict non-urgent communications to and from bus drivers at safety critical times on designated school bus services
- Ensure bus drivers inform children to remain roadside until the bus has departed the bus stop, before crossing the road

The report also made recommendations to Schools, Parents and Carers of students.

In November 2019, TfNSW requested that contracted operators provide an update on actions taken in response to this report at their contract meeting. BusNSW prepared a Member Information sheet to assist members with a risk assessment and the implementation of controls.

## Coffee with a Cop

During 2019, BusNSW participated in a number of “coffee with a cop” initiatives with bus operators and the NSW Police. Coffee with a cop is a great way to have a chat about safety issues with local police over a cup of coffee.

BusNSW would like to recognise Chief Inspector Phil Brooks and the NSW Police Force for all of the work they are doing in the community to improve heavy vehicle road safety.





Chief Inspector Phillip Brooks

# Laws and Regulation

## Review of the Heavy Vehicle National Law

A major review of the Heavy Vehicle National Law (HVNL) commenced in 2019. The review will look to improve safety for all road users, support increased economic productivity and innovation, simplify administration and enforcement of the law, support the use of new technologies and methods of operation, and provide flexible, outcome-focused compliance options.

As the first stage in this review, the National Transport Commission (NTC) published seven detailed Issues Papers which BusNSW responded to via the Bus Australia Network. Further information on these Papers is provided in the Submissions to Government section at page 28.

Given the size of the current HVNL this is likely to be a lengthy and detailed review.

## Point to Point Transport

The *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017* came into effect on 1 November 2018 for accredited bus operators with smaller buses with between 8 and 12 seats (including the driver). The legislation does not affect smaller buses that only undertake regular passenger services, including school services, under TfNSW contracts. Such operators will continue to be accredited under the Bus Operator Accreditation Scheme.

However, when smaller buses are used for tourist or charter services, bus operators will also need to be authorised as a “booking service provider” under the Point to Point legislation. BusNSW has prepared a Fact Sheet on the issue to assist bus operators in this situation.

## Passenger Transport Regulation

The Passenger Transport Act was released in 2014, however the Passenger Transport Regulation (which was re-published in 2017 without amendment) is yet to be updated and released for consultation.

The delay in the Regulation has also delayed a number of BusNSW projects including the review of on-line training products and the Bus Operator Accreditation training course (refer pages 26 - 27).

# Coach and Charter Section

BusNSW actively supports and encourages Coach and Charter operators with a separate Coach and Charter Branch within BusNSW. The purpose of this Branch is to promote coach and charter priorities and address issues with Government regulators, infrastructure owners and developers, and other industry stakeholders.

2019 was a busy year for the Coach Branch and included a range of activities that targeted Sydney and regional coach access, and decision makers at all levels of government. Selected highlights of the Coach Branch's work for 2019 are set out below.

## Lee Street Sydney Bus and Coach Layover

In late 2018, after a lengthy period of negotiation with TfNSW and the NSW State Transit Authority, BusNSW was successful in having six large bays allocated to coach and charter bus operators for layover purposes at the Lee Street, Sydney facility.

These negotiations came about as a result of members requesting a layover facility in the southern CBD area when they take tour and/or charter groups to venues such as the Capitol Theatre. The facility was opened from 1 December 2018.

## Sydney Coach Terminal Operations - Central Station

The Sydney Coach Terminal, located on the Western forecourt of Sydney's Central Station, provides facilities and a central location for coach and charter operators (as well as inter and intra-state timetabled service operators) to pick-up and set down passengers.

Following the lodgement of an expression of interest during 2019, TfNSW appointed Murrays Australia (a BusNSW member) to manage the Central Station Coach Bays on its behalf. The transition to this new system was facilitated by TfNSW with input from Murray's Australia, BusNSW and regular users of the facility.

## Sydney CBD Bus and Coach Layover

Several changes and enhancements were made to the management and operation of the Bus and Coach Layover Facility at King Street Sydney during 2019. These changes include:

- The re-appointment of the facility manager, following a competitive tender.
- An Electronic Number plate recognition system – Operators are asked to email their vehicle registration numbers for approval to gain access.
- Painting of all internal bays and line marking
- Increased speed of the boom gate – it was taking up to 40 seconds for the gate to activate leading to driver frustration
- Better security – the facility can now monitor who is using the facility and at what times.
- Longer manned hours from 7:00am to 6:00pm, seven days a week. This replaces the previous shorter hours and unmanned weekends, and addresses concerns raised by operators regarding weekend operations.
- A capacity to restrict access, through the number plate recognition system, for operators who do not follow the rules
- Addressing anecdotal advice that some operators were using the facility as their depot.

BusNSW continues to provide feedback to Transport for NSW to ensure the facility can be effectively utilised by members.

## Sydney Airport Operations

BusNSW regularly meets with the Sydney Airport Corporation and attends meetings of the Corporation's Ground Transport Group. These meetings provide a forum for BusNSW to table and discuss matters relating to bus and coach operations at the airport. Sydney Airport also uses the forum to communicate changes to airport infrastructure and their impact on bus and coach operators.

In late 2018, BusNSW made a submission to the Sydney Airport Master Plan 2039 which included a few simple measures that could add to the effectiveness of the Master Plan and support its Ground Transport objectives.



Murrays Coaches

Following a request from BusNSW on behalf of members, Sydney Airport produced the following four maps to assist operators and drivers with wayfinding around the Sydney Airport precinct:

- T1 International Pick Up Areas
- T2 Domestic Pick Up Areas
- T3 Domestic Pick Up Areas
- Ground Transport Holding Areas

The maps are available on the Sydney Airport website.

### Coach Solutions for Land Transport Tourism

BusNSW played a major role in working with the Bus Industry Confederation and state associations, to develop a policy document focused on coach tourism. This document, *Moving People - Coach Solutions for Land Transport Tourism Strategy* highlights the Australian Coach Sector's coverage of public transport and tourism in Australia and the diverse services provided by the sector.

The Strategy includes a series of recommendations targeted at various levels of government which are aimed at growing Australian

coach tourism. In particular, the Strategy identified nine key policy areas, which if adopted by government, would increase travel by coach, disperse tourists from major cities to regional Australia, and significantly grow Australia's tourism economy. The strategy is available from the BusNSW website.

### Blue Mountains City Council

During 2019, Blue Mountains City Council released its Parking Precinct Plan for Echo Point for consultation. BusNSW attended meetings to review this plan and provided comments on the draft recommendations on behalf of members. As a result, the plan included elements of importance to BusNSW members including:

- An acknowledgement of the shortage of bus and coach parking in the area and the need to provide additional coach parking spaces;
- The introduction of paid bus parking based upon the size of the vehicle, and
- Greater parking compliance activities to ensure turnover of time-limited bus stops.



Paul Newcombe, Newcombe Coach Lines



BusNSW has also recommended a number of changes to the draft report. It is understood that the final Plan will be implemented in 2020.

## 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. There are real productivity benefits to be achieved from greater road access for these higher capacity vehicles, however currently the vehicles are only permitted on restricted routes specifically included in TfNSW's CAB Approved Routes list.

BusNSW has been advocating for both the approved CAB network to be included on an online interactive map and for the expansion of the CAB network in NSW.

In April 2019, TfNSW published a new online interactive map of the approved network for CAB's operating on the state road network in NSW under the *National Class 3 Controlled Access Bus Exemption Notice 2019*.

The online interactive map of the state road network displays:

- CAB approved routes
- CAB approved routes with conditions
- CAB denied routes

TfNSW will keep progressively transitioning all council roads approved for CAB's onto the online interactive map and has engaged Transport Certification Australia to assist with the process.

Further to this, TfNSW provided increased access on the state road network through additional routes, that are approved for 25/26m B-doubles, also being approved for CABs. These additional routes are displayed on the new online interactive map.

BusNSW has also requested the NHVR to facilitate a further expansion of the CAB network in NSW by requesting Councils to approve increased CAB access on council roads. This process has commenced and BusNSW will provide members with an update in early 2020.

## NSW Seniors Festival and Premiers 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 Concerts. In most cases these groups do not have ready access to public transport. In 2019 BusNSW coordinated the delivery of services by members to 62 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.



M.I.A. Coaches, Griffith



# Technical Committee

BusNSW has an active Technical Committee that reviews technical matters impacting the bus industry and makes recommendations on technical policy and procedures to the Board. It also liaises with the Technical Committee of the Bus Industry Confederation (BIC) on national regulations and technical standards, including Australian Design Rules (ADRs).

A range of changes took place in the technical area during 2019.

## Bus Door Safety Systems – RMS Technical Specification 155 (Small Buses)

During 2018 a new Technical Specification 155 – Bus Door Safety Systems came into effect for larger buses (seating 25 or more passengers). This specification sets the criteria for the design of a bus door safety system which is intended to prevent persons from being injured, potentially fatally, by a passenger door in a bus. When TS155 was developed, it was recognised that some small buses (25 or less people including the driver) could not comply based on current models, and as such TfNSW formed a working group to determine how this specification could be applied to smaller buses with less than 25 seats.

In 2019, BusNSW and BIC submitted minor amendments to TS155 for small and medium buses (seating less than 25 adults). These amendments are currently being considered by TfNSW. The industry has also proposed an implementation period of 12 months from finalisation of the specification for manufacturers of smaller buses to comply.

## School Bus Flashing Lights and Signage – Technical Specifications 150

Technical Specification 150 (TS150) relating to new requirements for warning signs and lights on school buses was published in late 2018. The new specification will improve the visibility of the warning lights and is required on all new buses (first registered on or after 9 February 2019).

Existing rural and regional contract buses which convey school children to or from school also have a requirement to upgrade their signs and lights to comply with TS150 by 8 August 2020.

## Three Axle Mass Limits

In 2018, following a submission from BusNSW the then NSW Minister for Roads announced that the gross mass limit for three-axle buses would increase in NSW from 20.5 tonnes to 22 tonnes. The increase was based on bus operators applying to the National Heavy Vehicle Regulator (NHVR) for a permit for specified vehicles to operate up to a 22 tonne mass limit on nominated NSW roads.

Following this development, and after further consultation with industry, in 2019 Transport Ministers across Australia approved a gross mass limit increase for three-axle buses from 20 tonnes to 22 tonnes. The increase, which occurred via an amendment to the *Heavy Vehicle (Mass, Dimension and Loading) National Regulation*, commenced on 10 December 2019, and removes the need for bus operators to apply for a Permit.

The increase will apply to vehicles meeting certain safety criteria and the change means that mass limits for three-axle buses will now be consistent for operators across Australia.

## 2.55 Metre Wide Vehicles

Some buses manufactured overseas have a 2.55 metre width limit, whereas in Australia the width limit is 2.5 metres. During 2019, for the first time 2.55 metre buses have been registered for use in NSW.

An operator must apply to the NSW Road Managers (through the National Heavy Vehicle Regulator) for Permits to use a 2.55m wide bus or coach on nominated routes. In order to legally operate, a 2.55 metre bus must be approved under NHVR's Performance-Based Standards Scheme and enrol in the Telematics Monitoring Application through Transport Certification Australia. This provides Road Managers with access to data if there is a need to confirm that an operator is complying with the permit issued for a particular vehicle. BusNSW understands that approximately 63 local Councils have provided general access to their road networks for 2.55m wide vehicles and TfNSW have approved approximately 20 routes involving state roads.

## Authorised Standees and ADR68

The extension of the NSW Government's Rural and Regional Bus Seatbelt Program to all rural and regional buses had unintended consequences for standees on buses.

Prior to the seat belt program, buses were generally authorised to have both seated and standing passengers as part of an overall calculation of the vehicle's capacity. The new seats being fitted on Rural and Regional buses must now comply with ADR68, *Occupant Impact Protection in Buses*. ADR 68 provides that all occupants have the same level of protection and due to this definition, some manufacturers and certifying engineers interpreted the application of ADR68 as precluding authorised standees on seat-belted buses. This has resulted in less carrying capacity on some new and retrofitted buses which has forced operators to review their services in order to cater for the loss in capacity.

Following representations from BusNSW, TfNSW contacted the relevant Federal Department requesting a formal interpretation of ADR68 on the issue. The Department confirmed that ADRs do not include requirements for in-service use and that ADR 68 therefore does not inhibit the carriage of standing passengers.

A recommendation arising out of the Seatbelt Review Taskforce (see page 13) was for TfNSW to provide guidance to manufacturers and seatbelt retrofitters on the application of ADR 68, and the authorisation of standing passengers.



RMS Wetherill Park visit





CDC MetroConnect staff

# Industrial Relations

## Award Issues

The relevant industrial award for bus drivers employed by private bus operators is the national *Passenger Vehicle Transportation Award 2010 (PVTa)*.

The terms and conditions of this Award apply unless the operator has an Enterprise Agreement in place.

Over the past few years the Fair Work Commission (FWC) has been undertaking an extensive review of all modern awards, including the PVTa.

In 2019 this process came to an end, with the FWC releasing an “exposure draft” of the new PVTa which is likely to be the new version of the Award from early 2020.

The exposure draft includes changes from earlier versions of the PVTa. Most of these changes result from the introduction of “common clauses” that will apply to all modern Awards.

These clauses include:

- The right to request conversion from casual to permanent employment (n.b. this is only a right to request rather than a right to be granted casual conversion);
- Unpaid domestic and family violence leave;
- Right to request flexible working conditions (e.g. when the employee is taking care of a child);
- Right to request annual leave in advance (only with agreement of the employer);
- Time off in lieu of overtime.

The Award also more clearly specifies a minimum engagement for casual school bus drivers of four hours (if am and pm shifts are worked) or two hours (if only the am or the pm shift is worked).

The Exposure Draft enshrines the right of an employer to request a bus driver to submit to a medical examination to ensure that they are “capable of performing the inherent requirements of the job.”

It is expected that the exposure draft will be finalised in early 2020.

BusNSW will be working with APTIA to develop an Explanatory Memorandum to assist members to better understand the Award.

## Metropolitan Bus Operators

By the end of 2019, most Sydney metropolitan bus operators had implemented new Enterprise Agreements, in negotiation with the Transport Workers Union. BusNSW assisted a number of Metropolitan operators with their negotiations. The expiry date for most of these Agreements is June 2021, ensuring a stable industrial environment for the industry over the coming years.

Currently, the Transport Workers Union represents private bus drivers, with the Rail Tram and Bus Union representing State Transit drivers.

The recent Government announcement concerning the franchising of remaining State Transit regions (see page 6), has created questions concerning union coverage for former government bus drivers who become employed by private operators.

Irrespective of the outcome of the case, the NSW Government has indicated that the current industrial conditions which apply to State Transit drivers will remain in place for those drivers for a period of two years following the franchising of Sydney metropolitan regions 7, 8 and 9.

## Rural and Regional Operators

The June 2019 Quarter Wage Price Index (WPI) result saw a 2.326% increase in wages for bus drivers of Rural and Regional Operators (R and R Operators). This increase (which is included in NSW bus contracts) was passed on by R and R Operators.

Some larger R and R Operators also implemented Enterprise Agreements with their drivers in 2019. An R and R Enterprise Agreement Kit (including a template R and R Enterprise

Agreement) is available on the BusNSW website to assist R and R Operators in this regard.

The most significant concern for R and R Operators without an Enterprise Agreement remains the two hour “minimum engagement” required for casual school bus drivers under the PVTa. As most operators pay their casual drivers at above Award wage rates, BusNSW has published a Member Information Sheet outlining how operators may off-set the minimum engagement under the Award against the higher wages paid to school bus drivers in some cases.

### Coach Operators

During 2019, 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.

### Mondelez Case

A recent Federal Court decision, *Mondelez Australia Pty Ltd v AMWU* confirmed the method of accruing and taking paid personal/carer’s leave under the National Employment Standards.

The case ruled that personal leave should be calculated according to the employee’s actual working days rather than hours. A working

day is the portion of a 24-hour period that an employee would otherwise be working had they not been on leave.

The decision has implications for employers who have traditionally assumed 7 hours 36 minutes as a “day” for the purposes of personal leave calculations, based on a 38 hour week. The Mondelez case is currently under appeal and BusNSW has provided members with advice.

In the interim, the Fair Work Commission has published a new Fair Work Information Statement (which is included on the BusNSW website) to reflect the decision.

### Member Information

BusNSW has a range of information and tools to assist members on 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 employee entitlements including Casual Conversion, Minimum Engagement, Long Service Leave and Family and Domestic Violence Leave.



Busways Co-Op Staff



BusNSW Snow Driver Training

# Industry Training

As the peak industry body representing private bus and coach operators, BusNSW develops and delivers a range of training to assist members both to meet statutory requirements and to improve their business operations.

Member training takes a variety of forms including BusNSW's on-line and classroom training, and training delivered by BusNSW partners, INTO Training Australia and the Institute of Transport and Logistics Studies (University of Sydney). BusNSW's Regional Seminars (see page 30) also form a key plank of BusNSW's training strategy. Details of BusNSW training is outlined below.

## Bus Driver Authority Training

Drivers of public passenger vehicles (with more than 12 seats including the driver) are required to obtain a Bus Driver Authority issued by TfNSW. One of the conditions for obtaining a Driver Authority in NSW is the successful completion of a TfNSW approved training course delivered by a Registered Training Organisation (RTO).

Into Training Australia, a BusNSW industry partner, is an approved RTO that delivers this course, both through authorised trainers and via monthly Driver Authority training courses held at BusNSW's offices.

Around 100 drivers were trained at BusNSW premises in 2019. Upon successful completion of the course, drivers are provided the contact details of BusNSW members to pursue careers in the bus and coach industry. In this way, BusNSW is providing a conduit between members and new bus drivers.

During 2019 a new on-line Bus Driver Authority training course was approved by TfNSW.

## Snow Driver Training

TfNSW requires bus drivers involved in transporting passengers to the skifields to satisfactorily complete both the theory and practical components of an approved Snow Driver Training

Course. The theory component course is conducted primarily by INTO Training at BusNSW's offices, while practical training and assessment take place in the Kosciuszko National Park during the ski season.

This practical training is undertaken in a vehicle consistent with the drivers' licence class (LR, MR, HR etc.) and includes:

- Pre-operational checks of the bus and equipment;
- Familiarisation with chain fitting bays, bus parking areas and hazardous road areas;
- Practical fitting and tightening of snow chains; and
- Two hours supervised driving in the Kosciuszko National Park.

During 2019, INTO Training Australia conducted 4 training courses at BusNSW 38 students successfully completed these courses and were then able to attend the practical component of the course.

## Bus Operator Accreditation Scheme Course

The Bus Operator Accreditation Scheme (BOAS) 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 this course to become an accredited bus operator in NSW. The course includes four modules:

- Accreditation;
- Management Information Systems;
- Vehicle Maintenance Management Systems; and
- Safety Management Systems.

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

During 2019, over 200 students completed the course.

BusNSW continually reviews and updates materials for the BOAS course to ensure it remains current and consistent with changes to legislation and BOAS. As a result of the integration of Roads and Maritime Services into TfNSW (refer page 10), BusNSW worked closely with the ITLS to ensure that these changes in administration were reflected in BOAS course materials.



## ITLS - Certificate of Transport Management

In addition to the (compulsory) BOAS course, ITLS also runs the Certificate of Transport Management (CTM), a four-day professional development course for middle and senior managers in the bus industry.

The course is designed to develop the practical skills of students through interactive exercises and individual assignments, with several course modules developed and delivered by BusNSW staff. The course also provides the opportunity to network with other managers in the industry (both from bus companies and government agencies).

During 2019, 50 students attended the course. Key areas of the course cover:

- Changes to Government Policy
- The Industry Environment
- Business Analysis
- Marketing
- Human Resources and Industrial Relations
- Analysing and Managing Risk
- Network Planning

The next CTM course will be held on 7-10 July 2020.



## INTO Training Australia

INTO Training Australia is a Registered Training Organisation and Platinum Partner of BusNSW.

As well as Driver Authority Training (see above), INTO develops and delivers a range of professional development courses for the bus and coach industry. These courses include:

- Applying Chain of Responsibility legislation, regulations and workplace procedures
- Applying and Administering a Fatigue Risk Management System

- Certificate III in (Bus) Driving Operations
- Certificate IV in Transport and Logistics (Driving Instruction)

## BusNSW On-Line Training

BusNSW has developed a range of on-line training packages to assist BusNSW members and their staff.

The on-line nature of these courses means that members can undertake the training in remote locations and 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's file as evidence that they have completed 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 review of these training packages, however implementation of the recommended changes has been postponed pending release of the new Passenger Transport Regulation (see page 18). Upon release of the Regulation a further review will be undertaken, materials updated, and the revised training packages re-launched.

## Transport and Logistics Industry Reference Committee

BusNSW's Executive Director is a member of the Transport and Logistics Industry Reference Committee which has responsibility for developing and updating vocational training in the Transport and Logistics sector.

The Industry Reference Committee also has responsibility for Skills Forecasting to prioritise the skills needed by the Transport and Logistics Industry. These forecasts are developed and reviewed annually and submitted to the Australian Industry and Skills Committee for approval.



Premier Transport Group, Yutong Electric Bus Trial

# Submissions to Government

In addition to its regular meetings with government (see page 11), 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 2019 by BusNSW are summarised below. The full submissions can be accessed via the BusNSW website.

## TfNSW Older Persons Transport and Mobility Plan 2018-2022 – January 2019

TfNSW's *Draft Older Persons Transport and Mobility Plan 2018-2022* aimed to address the future transport needs of older Australians, how their travel needs may change as they age, and how technology may assist this process.

BusNSW's submission on the draft Plan noted that older people use buses more often than other modes and use buses regularly (at least once a week). 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 (from small buses to high capacity buses) make them an ideal solution to meet a range of transport needs, including options for an aging community. This is where BusNSW members make a significant contribution to the communities they service

BusNSW noted that some buses are currently underutilised, particularly in rural and regional areas, and argued for better utilisation of the bus fleet during the off-peak for elder passengers.

Finally, the submission noted that bus operators have operational expertise and currently move people, including elderly passengers around our cities and regions every day. As a result, BusNSW's submission advocated a partnership approach between government and the bus industry in identifying and implementing transport solutions for older Australians.

## OneMusic Public Vehicles and Vehicles for Hire Proposal – February 2019

OneMusic is the body responsible for licensing the use of music on public vehicles including buses. OneMusic issued a Discussion Paper proposing new licensing rules and fees around the use of music on public vehicles and sought feedback from BusNSW.

BusNSW's submission argued that the proposal in the OneMusic paper, to licence on a "per passenger" basis would be difficult to administer and may lead to poorer compliance.

In contrast to other types of transport for hire e.g. airplanes and cruise ships, the use of copyright material within the bus and coach industry is generally low and infrequent. In these circumstances, having to supply and reconcile passenger numbers per trip and/or music featured would be highly impractical.

Instead BusNSW proposed a fee setting arrangement based on the use of the vehicle (e.g. charter services versus long distance coach services) and on the size of the vehicle (under and over 25 passengers).

## IPART – Maximum Opal Fares – June 2019

IPART is the body responsible for recommending the level and structure of public transport fares to the Government.

In April 2019, IPART requested comment from BusNSW on an Issues Paper on the Maximum OPAL Fares to apply from 2020 to 2024 in Sydney and surrounding areas.

BusNSW's submission:

- Identified that the two most important objectives when setting fares were encouraging people to use public transport, and maximising the benefits of public transport use to the community.
- Advocated separate fares for buses and light rail to reflect the different costs in providing each type of service.
- Supported different fares for peak and off-peak services to encourage passengers to switch their travel to off-peak where this is an option for them.

- Supported a review of the \$2.70 fare cap on Sundays to spread patronage more evenly between Saturdays and Sundays.
- Argued that discounts currently applying to Opal Cards should also apply to contactless payment (credit and debit cards).
- Argued that the appropriate fare for on-demand services should be somewhere between a taxi fare and the fare for a fixed route bus service.

In December 2019 IPART published a draft report and draft determination on maximum Opal fares for 2020-2024. IPART has made a draft decision to increase single fares by an average of 5% each year.

IPART also made draft recommendations for discounts for more passengers, more off-peak fares, more integrated fares and greater access for low income passengers. Implementing all of the draft recommendations would increase the average fare by around 2.5% each year. BusNSW will make a submission to the draft report and determination by 31 January 2020.

## National Heavy Vehicle Law Review – July to November 2019

The Heavy Vehicle National Law (HVNL) is being comprehensively reviewed.

As the first stage of this review, the National Transport Commission (NTC) published seven detailed Issues Papers over the course of 2019 and invited submissions from industry.

The Papers covered the following topics:

- Risk Based Regulation (July 2019)
- Fatigue Management (August 2019)
- Road Access (August 2019)
- Safe People and Practices (August 2019)
- Vehicle Standards (August 2019)
- Effective Enforcement (October 2019)
- Assurance Models (November 2019).

The Bus Industry Confederation coordinated the industry response on behalf of the Bus Australia Network, with BusNSW and BusVic the major contributors on each of the seven topics.

## National Transport Commission Mass Limits Paper – September 2019

As outlined at page 22, in 2019 Transport Ministers approved a gross mass limit increase for three-axle buses from 20 tonnes to 22 tonnes via an amendment to the *Heavy Vehicle (Mass, Dimension and Loading) National Regulation*.

Part of the support for this increase was a draft paper, Transport and the *Economic Impact of Three-axle Bus Mass Limits*, released by the NTC.

This paper outlined the economic, social and environmental benefits that would result from an increase in mass.

BusNSW was asked to comment on the draft paper and its extensive comments were incorporated into the final report provided to State Transport Ministers.

## NSW Legislative Assembly Inquiry into Electric Buses – December 2019

In October 2019, the NSW Legislative Assembly's Committee on Transport and Infrastructure announced an inquiry to examine the benefits of electric buses and the barriers to their wider use on metropolitan and regional public transport fleets.

The Committee will also examine the opportunities and challenges of transitioning the whole NSW metropolitan bus fleet to electric.

BusNSW's submission to the Inquiry generally supported the use of electric buses, particularly in the Sydney Metropolitan area but recommended a range of action and research take place prior to fully transitioning to electric.

This included:

- **Bus Life and Reliability:** The need to ensure that the life and reliability of electric buses is comparable to diesel vehicles.
- **Electricity supply:** The need to ensure the supply of electricity and charging stations is stable and abundant.
- **Charging Capacity:** the need to ensure that, whichever power source is chosen, that it is capable of charging fleets outside of daily peaks and of powering vehicles at least until each peak period ends.
- **Training:** the need for training to support the workforce in developing new skills across the industry – from vehicle mechanics, to transport planners and bus drivers.
- **Mass Limits:** to ensure that vehicle mass limits will include any additional weight of batteries and other components.





BusNSW Member Conference

# Major Events

## Annual General Meeting - 21 February 2019

Branch Delegates from across the state gathered at BusNSW's offices at North Parramatta on Thursday 21 February 2019 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 an update on TfNSW Projects including the Metropolitan and Regional On-Demand pilots, Contactless Transport Payments Trial, Bus Procurement Panel (Number 3), Automated Bus Service Trial and a Zero Emissions Bus Services Trial.

Sydney Metropolitan and Outer Sydney Metropolitan Contract renewal was discussed, along with BusNSW's Discussion Paper on Contract KPIs.

The presentation also covered Rural and Regional (R and R) contract matters such as Reporting, Contract Variation for Informal School Bus Stops, R and R Growth and Capacity Provision, the R and R Seatbelt Retrofit Project, ADR68 Policy Workshop on Standees, the R and R Service Performance Program and R and R Service Planning and Network Reviews.

Other topics covered on the day included Coach and Charter matters, Bus Safety issues (including TfNSW's advice on the Use of Mobile Phones by bus drivers), Enterprise Agreement negotiations, Technical Matters and the 2019 BusNSW Events Program.

The next AGM will be held on Thursday 20 February 2020 at BusNSW's offices.

## Regional Seminars – March and October / November 2019

During March and again in October and November 2019, BusNSW delivered 21 regional seminars across NSW, providing an opportunity for BusNSW to receive feedback from members operating in rural and remote parts of the state.

Seminars took place in the regional centres of Ballina, Coffs Harbour, Tamworth, Dubbo, Cowra, West Wyalong, Griffith, Wagga, Queanbeyan, Merimbula and Ulladulla.

The election of Country Branch office bearers also takes place at the October Branch AGMs undertaken in conjunction with the seminars. A range of BusNSW Platinum and Gold Partner representatives attend the seminars to promote their services to members.

The Seminars are used to update members on key industry issues which, this year, included:

- The BusNSW 2019 State Election Platform
- TfNSW Rural and Regional Bus Service Contract Matters
- Rural and Regional Bus Seatbelt Retrofit Project and Review
- School Student Transport Scheme (SSTS) and Student Misbehaviour
- Bus Safety and Industry Regulation
- Employment and Training
- BusNSW Membership Matters and 2019 Industry Events
- Insurance and Superannuation Reports

Presentations from the seminars are available in the Members Area of the BusNSW website.

## BusNSW Member Conference 18-19 July 2019

The 2019 BusNSW Member Conference was held at the Fairmont Resort in the Blue Mountains on Thursday 18 and Friday 19 July 2019 and was attended by a record breaking 270 delegates. The conference theme “Forging the Future Together”, reflected the need for bus operators, industry suppliers and government to work collaboratively to support customer expectations: that, in a changing world, there is a need to integrate new technology with the safe and efficient movement of people on the ground.

On the Wednesday evening preceding the conference, Delegates enjoyed a Welcome Function with Lauren Downs, General Manager of Volvo Bus Australia introducing the Volvo team.

John King welcomed delegates to the 2019 BusNSW Conference, his third conference as President. John highlighted that while there is a current focus on future technology and transport predictions, the efficiency of mass transit and moving people by bus and coach means that the need for operational expertise will remain for years to come. John also spoke about the major restructure of Transport for NSW, which will see RMS integrated into TfNSW, and the need for BusNSW to be dynamic in the way it engages with the new divisions at TfNSW.

The Minister for Regional Transport and Roads, The Hon. Paul Toole MP, provided the Government Address at the Conference. Minister Toole thanked operators for their contribution to local communities and provided delegates with some key insights into the NSW Government’s *Future Transport Strategy 2056* and the Government’s plans for Regional NSW.

A Conference highlight was an inspirational address from Kurt Fearnley who received a standing ovation. Kurt was born without the lower portion of his spine but went on to become one of Australia’s most successful and respected athletes and advocates.

Tony La Rocca from SURA made the Industry Achiever Award Presentation to Greg Abel from Nowra Coaches. Greg has more than 20 years’ experience in the bus and coach industry, has led the successful delivery of innovative projects and has provided important feedback to BusNSW on a range of industry topics. Refer to page 33 for more detail.

Other presentations on the day included:

- “Evolving Transport - The new Transport for NSW Operating Model and what it means for the NSW Bus and Coach

Industry” presented by Matt Fuller, Acting Deputy Secretary Regional and Outer Metropolitan Division, TfNSW.

- “Heavy Vehicle Safety and Compliance Programs across the Transport Sector” presented by Chief Inspector Phillip Brooks, Stakeholder Manager for the NSW Police Traffic and Highway Patrol Command.
- “Transport for NSW Compliance and Regulatory Services Update” presented by Melinda Bailey, Executive Director, Compliance and Regulatory Services, TfNSW.
- “Connected Vehicles in a Connected Economy” presented by Jamie Smith, Business Development Executive – SMART Transport, Telstra.
- “BusNSW Industry Report” presented by Matt Threlkeld, Executive Director of BusNSW.

The day finished with an interactive panel session that covered a broad range of industry topics including industrial relations, on-demand transport services, electric and autonomous buses, the Rural and Regional Seat-belt Program and the new TfNSW operating model.

The “Christmas in July” themed Conference Dinner included some light entertainment from the master of ceremonies, Aaron Lewis from Rover Motors, and provided delegates with an opportunity to relax and network.

BusNSW would like to thank its Platinum and Gold Partners who supported the Conference.

Conference presentations are available in the Member Area of the BusNSW website.

In 2020 the BusNSW Conference will be moving to Sydney, with the Conference taking place at the Hyatt Regency Sydney (Darling Harbour) on Thursday 16 and Friday 17 July 2020 (the second week of the NSW School Holidays).



BusNSW Young Leaders Forum

### BusNSW Young Leaders Forum - 26 September 2019

BusNSW invited 25 up-and-coming industry professionals to attend a one-day forum in Sydney on 26 September 2019 which was hosted in conjunction with Volvo Bus Australia.

The forum followed a successful inaugural event in 2018 and was designed to develop and promote the next generation of leadership in the industry.

Participants at the forum were from metropolitan and regional areas, family businesses and multinational companies, and are involved in a range of business functions including bus operations, administration, planning and maintenance.

A sponsor's welcome was provided by Stuart Woodward, NSW Regional Sales Manager for Volvo, who spoke about his family history within the bus industry.

Yale Wong from the Institute of Transport and Logistics Studies, University of Sydney Business School commenced the presentations with "Why Bus? Calling our Young Leaders", an insightful report on the state of the bus industry in NSW and Australia, and industry "hot topics" including demand-responsive services, autonomous and electric vehicles, "Mobility as a Service" and future contracting models.

Other presentations included:

- "Managing People and Building a High-Performance Culture" by Ian MacDonald, National IR Manager, Australian Public Transport Industrial Association, which included the importance of employee health and wellbeing and tips to manage people.
- "A TfNSW Report on Operators, Drivers and Buses" by Shirley Khalil - Bus Safety Officer, Compliance and Regulatory Services, Safety, Environment and Regulation, which covered the new TfNSW operating model and how the bus industry is performing.

The seminar also included a session on improving work productivity, teamwork and communication using the REACH personal assessment tool. Participants completed a questionnaire prior to the event and were given a report detailing their personal style profile.

The day finished with a strategic planning exercise where attendees provided a young leaders' perspective on priorities for the bus and coach industry, and how they would present these issues to the NSW Minister for Transport.



BusNSW Young Leaders Forum Participants



# 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
- Safety Award
- Supplier of the Year (Every second year)
- Environmental/Innovative Operator of the Year (Every second year)
- Contribution to the Industry Award (Every second year)

The BusNSW Award winners are submitted to the Bus Industry Confederation as nominations for the National Industry Awards.

BusNSW would like to congratulate all its Award winners and acknowledge them as individuals and corporations who strive for excellence, while delivering outstanding products and services to the industry and the public of NSW. A brief summary of the Award winners is outlined below.

## 2019 BusNSW Achiever Award

BusNSW's Industry Achiever Award was presented at the July 2019 BusNSW Conference at Leura. The Award, which is sponsored by SURA Australia Bus and Coach, was established to recognise individuals who have made an outstanding contribution, both to their company and to the industry overall.

This year's Achiever Award was won by Greg Abel from Nowra Coaches. Greg is Operations Manager for Nowra Coaches and is responsible for all things "compliance-related". In his time in

this role, the industry has seen a much greater emphasis on compliance through performance-based bus contracts, the Bus Operator Accreditation Scheme, Workplace Health and Safety Legislation and Chain of Responsibility laws.

In addition to managing responsibilities for compliance and operations for Nowra, Greg has been an industry leader in delivering a range of innovative projects. These included an on-demand transport pilot and an electric bus trial and highlight both his talent and his passion for the industry.

Greg holds a Certificate of Transport Management from the University of Sydney and several Work Health and Safety Accreditations, along with Training and Assessment qualifications. He is known for "getting into the detail" of compliance and operations and has been a willing contributor to BusNSW on a range of topics over many years.

## 2019 BIC National Safety Award

In addition to its own awards, BusNSW also participates in a number of national bus awards presented by the Bus Industry Confederation (BIC). This year, a BusNSW member, CDC NSW Pty Ltd was awarded the BIC National Safety Award for an innovative program designed to improve staff driving techniques.

In October 2018, CDC NSW partnered with Verizon Connect to conduct a trial using their telematics GPS tracking software. The purpose of the trial was to identify opportunities to improve driver behaviour while providing real-time, quantitative feedback around driving habits to improve safety standards for staff and passengers.



Minister Paul Toole, Tony Larocca (SURA) and Greg Abel



Mark Harbridge CDC



Winners - Rick Raymond, Adrian Spry and Clayton Carlyle

## 2019 Bus Driver of the Year Awards

BusNSW's "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. Rural and Regional Driver of the year, and
3. Coach Driver of the year.

To be eligible for each award, nominees need to fulfil five criteria. They must:

- Exhibit a positive and cooperative attitude towards their job;
- Assist passengers and other staff members;
- Have a high standard of personal presentation;
- Always greet passengers in a polite and friendly manner;
- Always drive safely, and be courteous to other drivers on the road

The three award winners were:

### Metropolitan/Outer Metropolitan Bus Driver of the Year

#### Winner: Adrian Spry from Red Bus Services

Adrian is a driver who his employer describes as "a quiet achiever that gives 110%" both to the company and to his passengers. He has been employed for over 21 years.

Adrian is also employed as a driver trainer. In that capacity he encourages all new recruits to follow the same high standards he sets for himself.

Adrian has received many compliments from his passengers about his exemplary customer service including from parents of young school students that he has taken the time to assist when

they have become lost or boarded the wrong bus. He takes great pride in maintaining the high safety standards of his company and keeping the services he operates running on time.

### Rural and Regional Bus Driver of the Year

#### Winner: Rick Raymond from Sapphire Coast Buslines

Rick has worked as a bus driver for the same company for the past 17 years and is regarded by his employer as an exemplary employee, team member and driver.

Rick's daily drive to work is a 50-minute return trip, though he is always on time, dressed neatly in company uniform, and promotes the company with great pride and respect.

He receives daily compliments and positive feedback from passengers, the general public and co-workers due to his professionalism, care and support to others.

Rick is described as "calm under pressure" and "a role model to all bus drivers". He is highly regarded as a safe driver by staff and management and always delivers a pleasurable, easy and comfortable travel experience for his passengers.

### Coach Driver of the Year

#### Winner: Clayton Carlyle from Crowthers Coaches

Having come from hotel management and looking for a complete change of career, Clayton quickly established himself as an immensely competent driver and guide, and worked extensively on his employer's day tour program, as well as driving and guiding on AAT-Kings, APT and GrayLine day tours.

After 10 years in this role, his skill level has continued to grow. He has worked extensively in the Northern Territory, and is currently one of only two people operating 26-day Sydney - Cairns - Sydney turnarounds on his own as a Driver, Guide, and Tour Director.

Clayton's customer service is described as "second to none", and he receives constant positive feedback from passengers for his efforts.

# Member Services

2019 has been a busy year for BusNSW, with members seeking assistance on bus contract matters, the Bus Operator Accreditation Scheme, technical specifications, legislation (including Point to Point Transport) and industrial relations.

Our member services include.

- Interpretation, negotiation and advice on bus contracts, regulations, policies and procedures. Assisting operators in understanding and addressing issues including the development of tools such as payment estimators, Fact Sheets, Member Information Sheets, reference tools, and pro-forma documents.
- Regularly circulating publications, reports, emails and newsletters on industry-related issues for the information and reference of operators.
- Representing members and the industry at government and non-government forums and meetings including with Transport for NSW, Roads and Maritime Services, Tourism bodies, and Infrastructure Development agencies (refer pages 10 - 11).
- Making submissions on behalf of members and responding to government inquiries on behalf of the industry (refer pages 28 - 29).
- Advocacy and leadership with key stakeholders, including the media, thereby enhancing the reputation and growth of the industry.
- Developing a 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 performance management (refer pages 24 - 25).
- Linking operators with Platinum and Gold partners, enabling operators to access the latest industry information and technology (refer page 36).
- Providing signs and other bus-related products at subsidised prices to assist operators to meet compliance requirements (refer page 37).
- Access to education and training programs, either in-house or through Sydney University (Institute of Transport and Logistics Studies) and Into Training Australia (refer pages 26 - 27).
- Access to other organisations supporting employers, including the NSW Business Chamber, the Bus Industry Confederation and the Australian Public Transport Industrial Association.

- A specialist Coach Branch to support the long distance, tourist and charter sector with advocacy services, compliance advice, infrastructure access (e.g. within the CBD, Sydney Airport), business development opportunities, heavy vehicle permits and road access (refer pages 19 - 21).
- Social media posts for the latest industry information and trends (refer page 37).

## Member Information Sheets and Fact Sheets

During 2019, the following Member Information Sheets and Fact Sheets were developed or updated.

### Member Information Sheets Developed

- *Employing Casual Workers* 01-03-19
- *Bus Thermal Ignition Mitigation* 25-03-19
- *Prevention of Runaway Buses - Vehicle Engineering Controls* 04-09-19
- *TfNSW Safety Alert - Door Brake Interlock and Door Re-open Override Switch* 11-10-19
- *OTSI Report Rocky Point Fatality* 26-11-19
- *Sydney CBD Access for Buses over 12.5m* 20-12-19

### Member Information Sheets Updated

- *Casual School Bus Drivers - Minimum Engagement* 02-10-19
- *Fuel Tax Credits* 26-11-19

### Fact Sheets Developed

- *Chain of Responsibility Obligations* 18-03-19
- *R and R Contract Termination Risk - Operator Death or Incapacity* 28-03-19

### Fact Sheets Updated

- *Casual Conversion* 07-03-19
- *School Student Misbehaviour* 22-05-19
- *Driver Authority Checks (Using My Records)* 14-08-19
- *Union Right of Entry* 14-08-19
- *BOAS Requirements* 14-08-19
- *Calculating Long Service Leave* 04-09-19





BusNSW Partners at Regional Seminar

# BusNSW Partners Program

The BusNSW Platinum and Gold Partnership Program, now in its thirteenth 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 the support of its Platinum and Gold Partners allows BusNSW to provide value to operator members.

BusNSW held its annual Partners Luncheon on 15 November 2019 to thank Partners for their support during 2019 and to discuss sponsorship arrangements for 2020.

In 2019 BusNSW welcomed three new Gold Partners to the Program: Firestorm Fire Protection, Irizar, and White Diesels Australia / Daewoo Bus. BusNSW's Platinum and Gold Partners for 2019 are outlined below.

## Platinum

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

## Gold

- BCI
- Bustech
- Custom
- Finlease
- Firestorm Fire Protection
- Hino
- Irizar
- Institute of Transport and Logistics Studies
- Mobitec
- Pitcher Partner
- Tasplan Super
- Thoreb
- Wales Bus Repairs
- Whites Diesels Australia / Daewoo Bus

# BusNSW Website and Membership Database

The BusNSW website gives members access to a large volume of general information as well as a special “Members Area” that contains the self-service portal, fact sheets, templates, contract calculators and other vital information. The site also includes an online store *Bus Signs +* to purchase bus signage and safety equipment at discounted member prices.

In March 2019, after significant development work, a brand new BusNSW website was launched. The new website layout is clean, uncluttered and is easy to navigate. The Members’ Area of the website also underwent a major reorganisation to categorise information into six key areas (see illustration from the Members Area below), avoiding duplication of information across pages. BusNSW has received positive feedback from members on the new site.

The self-service portal is now a permanent fixture on the Member Services page of the website (previously it was only available during membership renewal). Members are now able to update contact details, view their subscriptions, view/ pay annual membership fees, register to attend events, and view and edit Member Directory listings at any time.

Fact sheets and Member Information sheets are now located on one page in each of the six respective key areas.

The search function accuracy has been advanced to display all file types in search results i.e. PDF, Excel, Word, and external web links, and the “Bus Signs+” store has been updated for ease of ordering and checkout.

The BusNSW website is a valuable resource for members and is continually being updated with information and tools to assist members with their business operations and compliance. Members are encouraged to make use of the new Members Area and self-service portal.

## Social Media

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

## 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.

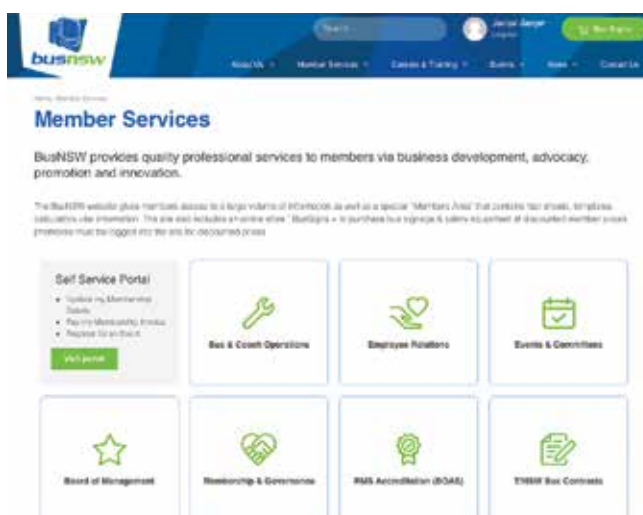
Products are marketed through the “Bus Signs+” catalogue which can be downloaded from the BusNSW website.

In 2019, the Co-op’s biggest sellers were:

- WHEN LIGHTS FLASH- large and small signs
- 40KM Hour – large and small signs
- Bus Driver Warning Signs (for runaway buses)
- Seat belts Must be Worn stickers
- Please Vacate this Seat stickers.

BusNSW members can purchase products in person, by phone or 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. Members can keep track of their order via the “Account” tab.

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





# 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 Driver Authority training. BusNSW Membership fees and the BusNSW Partners Program were the major sources of revenue to meet this work program and sustain reserves.

BusNSW has sound reserves and strong net assets supporting its work program for 2020.

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

# Auditors

BusNSW Auditors for all three Business Entities are HLB Mann Judd, who are a leading mid-sized chartered accounting group. Their audit report is published separately for members with the annual accounts.



BusNSW Board and Council Members



Jim Kellam, Kellams Buses



# Tasplan Superannuation Report

Tasplan is a BusNSW Gold Partner. Tasplan has provided the following report for BusNSW members.

This year has been another busy one for Tasplan Super with a focus on our mission to:

- deliver customised and competitive products and services
- build our service capability for members through our service footprint throughout Tasmania, and
- pursue growth opportunities.

Throughout this financial year, we've been working to deliver more customised services. This year we achieved:

- an increase in the number of transactions you can complete over the phone and through our website
- an improvement to the onboarding program for new members
- a range of digital functionality including the launch of the Tasplan app for both Apple and android devices. The app allows members to become more actively engaged with their super. If you haven't already, download the app for quick access to your super balance and account information
- actively combining duplicate member accounts resulting in a reduction in administration fees and insurance premiums

- the introduction of intra-fund advice which allows us to provide members with guidance around contributions, determining appropriate investment options, and retirement projection (looking at longevity of funds in retirement within Tasplan)
- the implementation of a new pension option which is designed to provide members with increased comfort that their retirement savings will last through retirement (targeting regular income payments until age 90)
- the implementation on 1 July 2019 of legislative changes resulting from the Federal Government's Protecting your superannuation package.

As a profit-for-members super fund, we're always actively working to achieve efficiencies, lower costs and better deliver services for our members.

## On the horizon

As you may have heard, on 29 November 2019, MTAA Super and Tasplan finalised an agreement to merge on 1 October 2020. This merger will create a national super fund with a combined scale of \$23.6 billion in funds under management and 335,000 members.

The decision to merge follows a comprehensive due diligence process to ensure the agreement is in the best interest of members of both funds. With a shared members-first philosophy and a common commitment to excellence, both funds are confident the merger will deliver great benefits to members through improved products and services and a continued focus on low fees and strong returns.

You can rest assured we will continue delivering the same quality support and services face-to-face, over the phone and online.

For more information visit [tasplan.com.au/merger-info](https://tasplan.com.au/merger-info).



Punchbowl Bus Company Goulburn

# BusInsure Report

BusInsure has been a Platinum Partner and the endorsed Insurance Broker of BusNSW since 2002, and is extremely proud to work closely with BusNSW and all their members.

BusInsure is the leading provider of Insurance Products and Solutions to the Bus and Coach Industry. We work closely with BusNSW, providing unrivalled insights into the accreditation and contract obligations of the Industry – delivering superior solutions and expert advice on all Insurance, Claims Management, and Risk Management products.

As your advocate to the insurance industry, and with the support of all BusNSW members, BusInsure continually work with insurers to provide tailored solutions and savings for the industry.

## Insurance report

2019 was a testing year for the insurance industry. Low interest rates and ever-increasing catastrophes and claims costs have placed pressure on premium rates. The Bushfire Catastrophe will influence insurances for many years to come.

A few of the main issues affecting the Insurance industry (and in turn the Bus Industry) include:

**Property Insurance** – pushed by recent natural disasters and increasing costs, Industry experts predict premiums to continue to harden with increases across both Domestic and Commercial insurances. Regulatory and compliance burdens have increased since the Hayne Royal Commission, and the proposed changes to “Unfair Contract terms” could have a dramatic affect.

**Emergency Services Levy (ESL)** - As experienced over the last 2 years, the ESL has a massive impact on Property insurance premiums. It is expected that the ESL will continue to increase, even to the levels prior to the review (43%).

**CTP Insurance** – CTP rates dropped dramatically from the 2017 review, and have remained low. Increasing costs of claims suggests that premiums may come under pressure into the future, however recent changes to cap insurer profit and limit losses hope to arrest this claims slide. The review of Taxi/Rideshare arrangements may see a fundamental change in how CTP is rated, which could extend into other public transport classes.

**WH&S Act 2011 (NSW)** – proposed changes prohibit entering into insurance/ indemnity arrangements to cover liability for a monetary penalty imposed under the WHS Act. This will see a changes to Statutory Liability Insurances and financial exposure to businesses.

**Motor Fleet Insurance** - increasing sophistication of vehicles’ electronic systems are boosting repair expenses, along with increased claims frequency due to congestion and driver experience/availability. However, the main premium driver remains the individual’s claims experience, which is generally assessed over a 5-year period.

**NSW Stamp Duty (SD) Insurance Exemption** – In 2018 the NSW Government introduced a small business SD Exemption. Any business with an aggregate turnover of \$2 million can apply to have Stamp Duty removed from their insurances.

**Cyber Risk** – Cyber risk growing rapidly in Australia and is seen as the major exposure for all businesses into the future. It is only a matter of time before an attack occurs, and it has been highlighted in many articles that Australia is not prepared for such exposures.

**Mandatory Reporting of Cyber Breach** - Every company with an annual turnover of \$3 million or more, is required to report a cyber breach to the Office of the Australian Information Commissioner (OAIC) and notify affected customers as soon as it becomes aware of a breach.

**Workers Compensation** – The premium rate for Short Distance Bus Transport has reduced from 2.610% down to 2.490%, Long Distance Bus Transport has remained steady at 3.340%.

Claimants weekly benefit amendment came into effect on the 28th October 2019 with how Pre-injury average weekly earnings (PIAWE) are calculated. All earnings, including leave, in the prior 52 weeks of the injury is now included in a claimant’s PIAWE.

State Insurance Regulatory Authority (SIRA) have conducted a comprehensive review of the iCare system, claims agent and claims model. Eleven recommendations were provided from this review after an extensive public feedback forum and internal system reviews by Ernst and Young, the full report can be viewed on SIRA’s website.

BusInsure is here to help, guide and advise all members on Insurance, Claims and Risk Management.

# 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 1996*.
- 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 the *Co-operatives National Law* and the *Co-operatives (New South Wales) Regulation 2014*.
- The Bus and Coach Association Inc. (BCA Inc.) represents BusNSW's 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.



## Branch Structure

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 (refer pages 19 - 21). 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 its Delegates, and those Delegates in turn, elect the Country representatives for the BusNSW Board of Management.

The Metropolitan Branch representatives on the Board are elected from 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 Strategic Plan. 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 updates on projects to the Board of Management.

The BusNSW President and two Vice Presidents (Metropolitan and Country) 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 committees.





BusNSW President, John King

# BusNSW's Office Bearers for the 2019 Year

## BCA Inc. Board of Management

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

## Branch Delegates and Officials

### Central Tablelands

D Sinclair, F D'Apuzzo

### Coach Operators

G Baxter, G King, G Archbold\*

### Goulburn/ACT

P Ferris, S Scott, M Culmone\*

### Lismore

H Green, B Sweeney, A 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

M Whitton, P Harmon, G Symes\*

### North Coast

H Atwal, K Baldwin\*, T Mills\*

### North West

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

### Orana

E Ogden, J Neill, C McQuie\*

### Riverina

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

### Shoalhaven

J Kennedy, J King, J Kellam, A Hawkes\*

### South Eastern

A Klemm, P Ingram, G Scarlett\*

### South West Slopes

P Charnock, R Loader\*, G Hill\*

### Tweed Byron

J Gosel, G Campbell, C Webster\*

### Upper Hunter Valley

T Howard, C Sexton, G Shelton\*

### West Wyalong

P Curr, C Perry, P Harper\*

### Wollongong

See Metropolitan Branch

\* denotes Alternate Delegate

## Bus and 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	J Calabro, F D'Apuzzo, L Griffiths, P Harmon, 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 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 (with over 1,000 followers), a Twitter account, 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.

## 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 type 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.

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**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.**

