

2022

ANNUAL REPORT



Acknowledgement of Country

BusNSW acknowledges the Dharug people as the first custodians of the land, air and waters on which BusNSW offices stand. We pay respects to all First Nations People and community Elders past, present and emerging.

BusNSW Mission Statement

The mission of BusNSW is to foster the efficient and sustainable growth of public transport and in doing so, to promote the benefits of bus and coach services in NSW. To achieve this goal BusNSW offers its members a range of services designed to support safe and efficient bus and coach services for the benefit of the community.



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President's Message

It has been another busy year for the industry. The year commenced with COVID-19 still a critical issue but, with a predominately vaccinated public, COVID restrictions gradually faded over the course of 2022 and demand for public transport returned. 2022 also saw the transition to Zero Emission Buses (ZEBs) begin in earnest, with the release of a Zero Emission Bus Transition Plan by Transport for NSW (TfNSW). The move to zero emissions across the state will provide new opportunities for bus suppliers and operators. However, it requires a close working relationship between government and industry, and this makes consultation between BusNSW and TfNSW more essential than ever.

We maintain strong relationships with the TfNSW Executive, Government Ministers, particularly Transport Minister David Elliot and Regional Transport Minister Sam Faraway, and the Opposition. The industry has seen many significant changes over the years but has always risen to those challenges. As I often say to our partners, the industry has the solutions to ever changing community needs and expectations. By working together, government and industry can unlock those solutions and deliver our shared goal of transporting customers to their destinations safely, comfortably and efficiently.

One of the legacies of COVID has been a shortage of bus and coach drivers. The shortage extends across Sydney, outer metropolitan and rural and regional NSW. While many larger metropolitan operators have their own recruitment strategies, in 2022 BusNSW commenced several innovative strategies to raise the profile and attractiveness of the industry to prospective employees. These initiatives will continue into 2023.

On a pleasing note, 2022 saw a return to "normality" in BusNSW functions and events. Regional seminars were held around the state in March. Delegates Forums, Associate Member seminars, and Board of Management and Committee meetings were also held face to face.

The year was capped off by the Australasia Bus and Coach Expo which was heralded as the largest and best run event of its kind. Over \$50 million worth of buses and bus-related goods and services were exhibited, with more than three thousand attendees, including over two thousand visitors. The BusNSW Industry Gala Dinner (held at the same time) also broke records with 700 guests attending. Five industry awards and three life memberships were presented on the night, and congratulations are extended to all the winners.

BusNSW is a representative organisation and is only as strong as its members. For that reason, I would encourage members, both old and new, to get involved in the association. I would particularly like to thank Delegates and Alternate Delegates for their excellent work this year. I would also like to thank my fellow Board Members for their many hours of work undertaken on behalf of the industry. BusNSW's strong governance framework ensures effective industry representation and makes it a reliable partner for Government.

As a challenging year draws to a close, I look forward to your continued support in 2023 which, with a State Government Election in March, promises to be another eventful year.

JOHN KING
President



Executive Director's Introduction

2022 was a challenging year for the industry, with members having to deal with the pandemic, several natural disasters and weather events, as well as a severe shortage of bus and coach drivers. This highlighted the important work that bus operators do at a local level to ensure the safe transportation of students, essential workers and other passengers. On the upside, it was pleasing to see patronage increasing towards pre-COVID levels and strong demand for long distance, tourist and charter services returning.

The bus contracting environment remains in a state of transition, with the current holders of Sydney Metropolitan Bus Service Contracts (SMBSC) tendering for these contracts in 2022. At the time of writing, the results of the first tranche of tenders had been announced. While most Outer Metropolitan Bus Service Contracts (OMBSC) were re-negotiated with incumbent bus operators, two regions on the Central Coast of NSW were also tendered in 2022.

The process of Rural and Regional Contract renewal kicked off in late 2022 with an initial meeting between Transport for NSW (TfNSW) and BusNSW. TfNSW is planning to extend the contracts of incumbent operators until 2025, with discussions to continue in 2023.

From a technology perspective, 2022 was the year of the Zero Emission Bus (ZEB). Around 100 electric buses are already operating on Sydney streets, and this number will double by mid-2023. This year saw more clarity around the roll-out of ZEBs, with the release of TfNSW's Zero Emission Bus Transition Plan. The Plan foresees a three staged implementation of ZEBs, in Sydney by 2035, in outer metropolitan by 2040 and in rural and regional NSW by 2047.

TfNSW progressed several projects and initiatives this year in consultation with industry via BusNSW. This included the completion of the rural and regional seatbelt program, phase 2 of the Transport Connected Bus initiative, and an announcement regarding the commencement of a contactless payments trial for regional NSW in early 2023. Further to this, in mid-2022, BusNSW supported the release of a tender to trial the first full sized automated bus in NSW.

The majority of metropolitan and outer metropolitan bus operators negotiated new Enterprise Agreements with their staff this year which provides stability for workers and operators over the next few years. During 2022, the Australian Government passed the Fair Work Legislation Amendment (Secure Jobs, Better Pay) Act 2022 which will change a number of existing rules and introduce a range of new workplace laws.

Safety remained a top priority for BusNSW in 2022. Early in the year, we distributed hard copies of BusNSW's Bus Breakdown Guide. We were also successful in obtaining a NSW Government grant for a project to improve mental health within the bus and coach industry. This added to the work undertaken by the association in other safety-related areas, including support for Bus Safety Week and appearances at parliamentary inquiries aimed at improving safety.

The stand-out event for 2022 was the Australasia Bus and Coach Expo at Sydney Showground in October. The BusNSW managed Expo had been postponed due to COVID, so it was pleasing to see the hard work finally pay off in what was recognised by Government, suppliers and operators as one of the best events of its kind.

In addition to our calendar of events, BusNSW continued to represent member interests on a daily basis on issues including bus contracts, accreditation, legislation, industrial relations, technical specifications, bus safety, vehicle standards and new technology.

This annual report provides members with details of the association's comprehensive work program in many of these areas, including our advocacy, submissions and achievements. On behalf of the BusNSW Board of Management, I would like to thank all members and industry stakeholders for your support in what has been a significant and exciting year.

MATT THRELKELD
Executive Director

Industry Environment and the Year in Brief

This year the industry finally emerged from the COVID-19 pandemic, with passenger numbers in the long distance, tourist and charter sector returning, and restrictions in the contracted sector gradually lifting.

One of the legacies of the COVID lockdown has been a shortage of bus and coach drivers across NSW. In NSW, the average age for bus drivers is 57, with many drivers (particularly in rural NSW) in their late 60's and 70's. Many of these drivers retired or left during the COVID pandemic, and there is simply no cohort of younger employees coming through to replace them.

The driver shortage is posing serious challenges for bus operators across NSW. To assist operators, BusNSW developed an Industry Driver Recruitment Action Plan prioritising 12 strategies, at both the state and federal level, to help boost driver recruitment in the bus and coach industry.

This year, successful tenderers for former State Transit Region 7 (Busways) and Region 9 (Transdev John Holland Bus) commenced operations. As a result, all contracted bus services across NSW are now delivered by private operators.

Between January and September 2022, the remaining ten Sydney Metropolitan Regions were put out to tender in three tranches, along with Outer Metropolitan Regions 6 and 7 on the Central Coast. The outcome for the first tranche has been announced with the remaining contracts to be awarded in 2023.

A significant announcement this year was the release of the NSW Government's Zero Emission Bus Transition Plan. This initiative which will see the planned introduction of 8,000 Zero Emission Buses (ZEBs) across the state, divides transition into three stages, with Sydney metropolitan buses to be zero emission by 2035, outer metropolitan regions by 2040, and rural and regional buses by 2047.

There are already over 100 ZEBs operating in the Sydney metropolitan area and the state's first trial of a hydrogen-powered electric bus is scheduled to take place on the Central Coast in early 2023. The Government's RFT for Bus Procurement Panel 4, announced in October 2022, also reflects the Government's focus on ZEB.

2022 saw the completion of the Rural and Regional Bus Seatbelt Program which means that almost 2,600 dedicated school buses in rural and regional NSW have now been fitted with seatbelts. Bus operators across the state played an integral role in the successful delivery of this program.

Also, in rural and regional NSW, the Transport Connected Bus program was extended to an additional 1,300 buses across 1,500 regular and school services in 14 regional areas. This program uses vehicle tracking technology to provide customers with real-time trip information and, when completed, will apply to approximately 3,000 rural and regional buses across the state.

In a separate initiative, TfNSW has announced the successful proponents of the tenders for a rural and regional Contactless Card Reader Device and Back Office System (Transportme and Littlepay respectively). A trial for contactless payments will commence in Bathurst and Dubbo in early 2023, and if successful, could be expanded to 300 fare-paying buses across regional NSW.

Safety remained a priority for the industry in 2022, with BusNSW members heavily involved in National Road Safety Week, NSW Bus Safety Week, and the NSW Government's bus flashing lights campaign. The aim of the flashing lights campaign is to educate the community on the 40 km limit rule for motorists approaching a bus that is picking up or setting down school students, and this is an issue that BusNSW also highlighted at Government Inquiries over the course of 2022.



From 1 August 2022, key regulatory functions (including heavy vehicle inspection stations) were transferred from TfNSW to the NHVR. Roadside enforcement, investigations, prosecutions and scheduled heavy vehicle inspections were some of the services that were transferred.

After a decade of Coalition Government, the Federal election on 21 May 2022 saw a Labor Government elected. Prime Minister Albanese was formerly Commonwealth Minister for Infrastructure and Transport, and shadow Minister for Infrastructure and Transport and has a strong interest in public transport.

Change was also apparent at the state level, with the appointment of David Elliot as NSW Minister for Transport, Natalie Ward as Minister for Metropolitan Roads and Sam Faraway as NSW Minister for Regional Transport and Roads. BusNSW maintained a close relationship with all three Ministers through 2022.

The NSW Government delivered its 2022-23 budget in June 2022 which included \$1.6 billion in recurrent expenses for bus services across NSW, including regional and metropolitan route services and school services. The budget also included several initiatives that ensure continued support for the visitor economy on its road to recovery.

After a period of stagnant growth, wages began to rise in 2022. From 1 July 2022, Award wages increased by 4.6%, with the June Wage Price Index resulting in contracted rural and regional bus driver wages rising by 2.49% from 1 September 2022.

In 2022, the majority of contracted Outer and Sydney Metropolitan Bus Operators negotiated new Enterprise Agreements with their drivers, with BusNSW assisting a number of these operators in their negotiations with the Transport Workers Union.

The introduction in late 2022 of the Federal Government's Secure Jobs and Better Pay Act, which introduces a number of new workplace laws, indicates that 2023 will be another busy year in the industrial relations space.

On the training front, face to face Driver Authority and Snow Driver training resumed. The Certificate of Transport Management run by the Institute of Transport and Logistic Studies (ITLS) showed strong demand with courses held in both July and November, where BusNSW representatives delivered several lectures. BusNSW also assisted ITLS with its regular review of the online Bus Operator Accreditation Course to ensure the training modules remain relevant and up to date.

BusNSW successfully delivered the Austrasia Bus and Coach Expo held at Sydney Showground on 5 and 6 October 2022. The Expo featured over \$50 million-worth of vehicles and equipment across 14,000 square metres, with more than 120 exhibition booths showcasing an extensive range of products and services.

After the postponement of the 2021 Expo, the industry was eager for the opportunity to meet face to face and more than three thousand people participated over the two days, including more than two thousand visitors. The quality of the stands was world-class, and the event's success capped off another memorable year for the industry.

Member and Community Outcomes

During 2022 BusNSW and its members worked cooperatively with NSW Government agencies and other stakeholders to deliver a range of outcomes for members and the community.

The following is a list of some of the more significant accomplishments for the year.

COVID 19

- As COVID rules changed during the year BusNSW assisted members to comply with NSW Government restrictions and to recalibrate risk assessments to keep staff and customers as safe as reasonably possible.
- Operators continued to undertake enhanced COVID cleaning up until 30 November 2022.

NSW GOVERNMENT INITIATIVES

- During February, the NSW Government provided access to a major financial support package of more than \$1 billion to help businesses affected by the Omicron outbreak.
- Planning for the state's first trial of a hydrogen-powered electric bus on the Central Coast is underway, as part of the NSW Government's plan to transition the contracted fleet to zero emissions.
- The NSW Government's 2022-23 budget released in June included \$1.6 billion in recurrent expenses for bus services in 2022-23 throughout NSW, including regional and metropolitan bus services and school services.
- The NSW Government's 2022-23 budget included an investment of \$219 million over the next seven years to support the bus fleet's move to zero emissions technology.
- The NSW Government published a Zero Emission Bus Transition Plan which will stagger the transition of the contracted fleet of buses to zero emissions technology by 2035 in Greater Sydney, Outer Metro regions by 2040 and regional NSW by 2047.
- Over 100 battery electric buses are on NSW roads and by mid-2023, this number will increase to 200.
- The NSW Government confirmed the approval of \$3 billion to fund the next stage of the transition to Zero Emission Buses and new charging infrastructure.
- A \$568 million investment to upgrade the Opal ticketing system was announced. Travellers will be able to put the Opal card on their digital wallets as part of the OpalNext Gen upgrade and the funding

will also enable the trial of a new world-leading Mobility as a Service app, known as Opal Plus.

- During September, TfNSW unveiled its updated Future Transport Strategy which outlines plans to innovate the NSW transport system to make travel easier, safer and more efficient.
- TfNSW opened an expressions of interest process for a \$5 million full-size driverless buses on-road trial that will allow technology leaders to partner with bus manufacturers and transport operators. BusNSW participated in an industry briefing on the trial which coincided with the release of a NSW Connected and Automated Vehicle Readiness Strategy.

NSW GOVERNMENT INQUIRIES

- BusNSW made a submission to the NSW Parliament's Legislative Council's Inquiry into the privatisation of bus services and appeared before the committee to give evidence.
- BusNSW made a submission to the NSW Parliament's Joint Standing Committee on Road Safety (Staysafe) Inquiry into speed limits and road safety in regional NSW and appeared before the committee to give evidence.
- BusNSW made a submission to the NSW Parliament's Legislative Assembly Committee on Transport and Infrastructure Inquiry into and report on the feasibility of emission free modes of public transport in the long term and appeared before the committee to give evidence.
- Following a BusNSW submission to the Inquiry into matters relating to tolling regimes for roads in NSW, the NSW Legislative Council committee recommended that the NSW Government implement a scheme to ensure that buses are not required to pay tolls when carrying passengers.

BUS CONTRACT MATTERS

- The franchising of State Transit Authority regions was completed, meaning that all bus services in NSW are now delivered by private operators.
- BusNSW continued to liaise with TfNSW regarding the NSW Zero Emission Bus Transition Plan by providing operator and industry insights into the ZEB transition process.
- Phase 2 of the Transport Connected Bus program, which involves the installation of vehicle tracking technology to contracted buses in rural and regional



NSW, was completed. It has delivered real-time information for an additional 1,300 buses across 1,500 regular and school services.

- Further progress was made during the year on the NSW Government's 16 Regional Cities Services Improvement Program with network changes now delivered in the Tweed, Wagga Wagga, Bathurst, Greater Nowra and Orange. Changes for Lismore, Albury, and Queanbeyan are to be implemented in early 2023.
- In October, TfNSW published a Request for Proposal for Bus Procurement Panel 4 to establish a panel for the provision of complete buses and related services to TfNSW and bus operators in NSW, including zero emission and Euro 6 options for several vehicle types.
- A BusNSW group including operator representatives met with TfNSW in November 2022 to commence discussions regarding the next generation of Rural and Regional Bus Service Contracts including the lessons learned from the current contracts.
- TfNSW confirmed its plan to take up the discretionary extension period option to extend rural and regional contracts by 12 months, until 2025.
- In late November, following BusNSW advocacy, the NSW Government announced a trial for contactless bus ticketing to be rolled out in Bathurst and Dubbo in early 2023.
- All seven of the NSW Government's remaining On Demand pilot bus services in rural and regional NSW were made permanent from 1 July 2022 providing communities with more transport options.

LONG DISTANCE, TOURIST AND CHARTER SECTOR

- BusNSW sought for the NSW Government to provide NSW Schools with a travel and education grant to spend on excursions which support students' on-site learning at selected historical and cultural attractions across NSW.
- BusNSW advocated for Destination NSW to promote bus and coach transport as part of tourism campaigns, particularly for conferencing, events and activities in regional NSW where group travel can support local tourism businesses and stimulate demand.
- The NSW Government's 2022-23 budget included a number of initiatives that will ensure continued support for the visitor economy on its road to recovery.
- BusNSW worked with Business Sydney to ensure bus and coach movements were considered for proposed road access changes in the Sydney CBD, particularly in relation to servicing cruise ships around the Rocks.
- BusNSW continued its work with the NHVR and TfNSW to expand the NSW Controlled Access Bus (CAB) interactive map that displays approved and prohibited routes for CABs operating under the National Class 3 Controlled Access Bus Exemption Notice 2019.
- BusNSW continued to interact with NSW TrainLink regarding timetabled service contracts, the panel arrangements for pre-planned and emergency services, and other NSW TrainLink matters.
- BusNSW coordinated the delivery of bus services for the NSW Premier's Gala Concerts and Seniors' Festival Expo on 30 and 31 March 2022.

BUS SAFETY AND REGULATION

- BusNSW and its members supported Bus Safety Week which was held from 21 to 27 February 2022 and encouraged motorists, riders, pedestrians and passengers to “Be Bus Aware”.
- In March, BusNSW launched a national Bus Breakdown Guide, developed using an NHVR grant, to assist operators to address hazards associated with roadside bus breakdowns.
- The Rural and Regional Bus Seatbelt Program was completed, with operators facilitating the seatbelt retrofit of almost 2,600 dedicated school buses in regional NSW.
- Several BusNSW members will be involved in an extension of the seatbelt program to 100 school buses in the Hunter (Cessnock, Singleton, Maitland and Port Stephens).
- The Heavy Vehicle Standards (2 for 3 Bus Seat) Exemption Notice 2021 was reissued for 3 months, before the NSW Heavy Vehicle (Adoption of National Law) Regulation 2013 was amended to include this exemption on an ongoing basis from 10 June 2022.
- BusNSW supported National Road Safety Week (15-22 May 2022), which is an annual initiative from the Safer Australian Roads and Highways group, partnering road safety organisations and government. This included BusNSW representatives attending the NSW launch in Sydney.
- TfNSW transitioned key regulatory functions, including Heavy Vehicle Inspection Stations, to the National Heavy Vehicle Regulator (NHVR) from 1 August 2022.
- During June, TfNSW announced regulatory amendments to the Road Transport (General) Regulation 2021 allowing vehicles illegally parked in bus zones to be towed.
- BusNSW was consulted by the Office of Transport Safety Investigations (OTSI) prior to the release of its Strategic Plan for 2022-2025 which outlines OTSI's vision, mission, values, objectives and how OTSI will deliver transport safety outcomes in NSW.
- BusNSW provided members with guidance based on OTSI's recommendations to operators, following several bus incident investigations during 2022.
- After being deferred twice, Automatic Mutual Recognition for bus drivers commenced on 1 December 2022 and will enable holders of a bus driver authority to work in a second state or territory without having to get an authority or pay fees in that second state or territory.

- BusNSW has communicated with the NHVR to facilitate the renewal of the New South Wales Work Diary Exemption Notice 2020 (No. 1) which exempts drivers undertaking regular passenger services from the need to carry and complete Work Diaries.
- BusNSW worked with TfNSW to raise industry awareness of the commencement of the new Technical Specification 160 (TS 160) on Bus Door Safety, which takes effect from 1 January 2023.
- BusNSW continued to provide input to the Heavy Vehicle National Law (HVNL) Review via the Bus Industry Confederation (BIC).
- BusNSW continued to provide input to the Review of the Disability Standards for Accessible Public Transport 2002 (Transport Standards) via the BIC.

EMPLOYMENT AND TRAINING

- BusNSW held a round table to discuss industry and operator recruitment strategies used in NSW. A BusNSW Industry Driver Recruitment Action Plan was developed and included a number of initiatives to attract new drivers to the industry.
- BusNSW prepared a discussion paper on bus driver shortages and industry recruitment strategies which outlined the contributing factors, the NSW driver profile and current industry and operator recruitment strategies.
- BusNSW sought the NSW Government's support for specific funding to allow new recruits to the bus and coach industry to upgrade to a HR or MR Licence and obtain a Bus Driver Authority at little to no cost.
- To assist with the driver shortage and reduce barriers for new recruits, BusNSW advocated for a change to the Passenger Transport (General) Regulation 2017 to allow a person who is 20 years of age and holds an unrestricted licence, to be eligible for a Bus Driver Authority (rather than the current 21 years of age). The proposed amendment to remove the requirement to have held an unrestricted Australian licence for 12 months would also allow drivers from overseas to obtain a Bus Driver Authority without delay.
- BusNSW continued to advocate for an amendment to the Passenger Transport (General) Regulation 2017 to permit the use of saliva as an appropriate sample for drug testing of transport safety workers (in addition to the current urine sample).



- BusNSW worked with the Australian Public Transport Industrial Association (APTIA) to represent members' interests regarding industrial relations reforms and amendments to the Fair Work Act.
- BusNSW successfully applied for a NSW Government Recovery Boost Program grant to fund an innovative mental health project called *Signal for Help* which is aimed at assisting bus workers with mental health issues and to reduce mental health stigma.
- BusNSW has supported TAFE NSW and its Electromobility Micro Skills Course to aid the introduction of electric buses and ensure the current and future workforce who drive, service and repair buses in NSW and across Australia are 'electric ready'.
- BusNSW was involved with the development of a new nationally recognised unit of competency "TLIC9977Y Operate a battery electric bus or coach", which will be an elective for the Certificate III in Driving Operations course and could be used in a Skill Set.
- BusNSW assisted the Institute of Transport and Logistics Studies at the University of Sydney to develop and deliver the Certificate of Transport Management (CTM) courses in July and November 2022.
- BusNSW supported the Bus Operator Accreditation training course run by the Institute of Transport and Logistics Studies by updating online course materials and examination questions.

BUSNSW EVENTS

- BusNSW conducted face-to-face Regional Seminars at ten locations around the state in March 2022.
- BusNSW held Associate Member Seminars in May and November to keep industry suppliers informed of the latest developments in the NSW bus and coach industry.
- During September, BusNSW supported and attended the Thredbo International Conference Series on Competition and Ownership in Land Passenger Transport in Sydney.
- On 5 and 6 October 2022, BusNSW hosted the Australasia Bus and Coach Expo 2022 at Sydney Showground. The Expo was a great success with more than three thousand people participating over the two days, including more than two thousand visitors.
- BusNSW presented the NSW 2022 Bus and Coach Driver of the Year Awards at the opening of the Expo to recognise the state's best drivers.
- The BusNSW Industry Gala Dinner was attended by 700 guests who enjoyed the entertainment and opportunity to interact. BusNSW was pleased to present five industry awards and three life memberships on the night.
- BusNSW conducted the Country Branch AGM's remotely (via email) in October with a comprehensive report sent to members.
- BusNSW delivered an online Regional Seminar via Teams on 11 November 2022.

State and National Representation

BusNSW representation on behalf of its members and more broadly, the NSW bus industry, takes a number of forms. Firstly, BusNSW regularly meets both with Government Ministers and the Opposition. BusNSW also represents the industry at a wide range of Government forums and meetings. Secondly, BusNSW represents individual members when they require assistance in dealing with government agencies. Finally, BusNSW supplies formal feedback on a range of government reports and inquiries.

TfNSW and other Government agencies engage with BusNSW as the representative of the bus and coach industry and as the key body aiding 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 affecting the industry, and then works with government to implement practical solutions to these issues.

NSW GOVERNMENT AND OPPOSITION

BusNSW had strong engagement with the NSW Government throughout 2022. This included regular meetings with Minister for Transport, the Hon. David Elliott MP and Minister for Regional Transport and Roads, the Hon. Sam Faraway MLC. Minister Faraway also launched the Australasia Bus and Coach Expo at Sydney Showground and attended the BusNSW Gala Dinner.

Representatives from BusNSW attended the NSW Nationals' Sydney Corporate Function in February, the NSW Nationals Conference in June and, in late 2022, the NSW Nationals' "Rally the Regions" function at Parliament House.

This provided an opportunity to discuss industry matters with Deputy Premier Toole, several State Ministers and the Federal Nationals Leader, David Littleproud.

BusNSW also kept in regular contact with the NSW Opposition, particularly Jo Haylen MP (Shadow Minister for Transport) and Jenny Aitchison MP (Shadow Minister for Regional Transport and Roads). Jo was also guest speaker at the BusNSW Christmas Function on 5 December 2022. BusNSW members attended NSW Labor round table events in regional towns where they were invited to provide feedback on local transport issues.

TRANSPORT FOR NSW

BusNSW attends regular meetings with officers from Transport for NSW. BusNSW currently meets with five different divisions within Transport for NSW on a wide range of issues. Regular meetings are scheduled with:

1. Secretary of Transport for NSW, Rob Sharp.
2. Greater Sydney Division (including Chief Operations Officer, Howard Collins)
3. Regional and Outer Metropolitan Division (ROM Partnerships representatives and NSW Trains)
4. Infrastructure and Place Division (Zero Emission Bus Transition Executives)
5. Customer Strategy and Technology Division (Customer Systems and Operations)
6. Safety, Environment and Regulation Division (Bus Industry Working Group)

AUSTRALASIA BUS & COACH
EXPO 2022
OCTOBER 5-6 • SYDNEY SHOWGROUND

AUSTRALIA'S
PREMIER BUS
AND COACH





The Secretary of TfNSW, Rob Sharp attended the Australasia Bus and Coach Expo, as did other senior TfNSW officers including Matt Fuller (Deputy Secretary for the Regional and Outer Metropolitan Division). Matt also attended the BusNSW Gala Dinner where BusNSW had an opportunity to discuss regional and outer-metropolitan matters.

OFFICE OF TRANSPORT SAFETY INVESTIGATIONS

OTSI is an independent government authority which contributes to the safe operation of bus, ferry and rail services in NSW by:

- investigating safety incidents, accidents and transport safety risk
- identifying system-wide safety issues and
- sharing lessons with transport operators, regulators and other stakeholders.

BusNSW holds regular meetings with OTSI to discuss bus investigations and other bus-related safety initiatives.

NATIONAL REPRESENTATION AND BUS AUSTRALIA NETWORK

In addition to the work undertaken 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 support for public transport.

BIC held its National Conference in November and is undergoing changes following a review into the organisation in 2021. There has been some progress with reforms to improve industry representation and the operation of BIC committees. BusNSW representatives on the BIC Council are continuing to promote accountability and improvements that provide BusNSW members with value for money.

APTIA, which is part of BIC, represents the bus industry in advocacy on national industrial relations issues. BusNSW is closely involved with the APTIA Council and Industrial Working Group, and this will continue in 2023, particularly in relation to the Fair Work (Secure Jobs and Better Pay) Act 2022, which will result in wide-ranging changes to the IR landscape.

Reports on Selected Topics

COVID-19

This year the industry finally emerged from the COVID-19 pandemic, with passenger numbers in the long distance, tourist and charter sector returning, and restrictions in the contracted sector gradually lifting.

From 30 April 2022, passenger capacity limits for regular passenger services (school and route services) were lifted. This meant that green dots on bus seats were removed, the front opal reader could be used again and areas that had been closed off to customers (e.g. near the driver's seat) were accessible once more.

The NSW Government announced that face masks were no longer mandatory on public transport from 21 September 2022. This meant bus passengers, including students over 12 years of age and drivers, were no longer required to wear masks from this date, removing a source of potential friction between drivers and passengers.

At the height of the COVID pandemic, TfNSW provided funding to contracted operators for enhanced cleaning of frequently touched hard surfaces on buses such as handrails, stanchions and seat frames. Funding for this enhanced cleaning ceased on 30 November 2022.

BUS CONTRACTS

Sydney Metropolitan Bus Service Contracts

The current NSW Government program for metropolitan bus services in Greater Sydney involves the franchising of three regions previously operated by State Transit and the tendering of ten private bus operator regions.

Following the commencement of services by Keolis Downer in former State Transit Region 8 in May 2021, this year

saw the completion of the franchising process. Busways commenced operations in former State Transit Region 7 in January 2022, and a joint venture between Transdev and John Holland commenced operations in Region 9 in April 2022. This means that all contracted bus services across NSW are now delivered by private operators.

Between January and September 2022, the remaining ten Sydney metropolitan regions were put out to tender in three tranches:

- Tranche 1: Regions 4, 12 and 14.
- Tranche 2: Regions 3, 5, 10 and 13.
- Tranche 3: Regions 1, 2 and 15.

On 7 November 2022, the Government announced that CDC NSW, had been selected to continue to operate services in Greater Sydney Bus Contract Region 4 and Region 14. Additionally, CDC NSW expanded its Sydney footprint to operate bus services in Region 12, which will be consolidated into Region 14. Commencement of services by CDC NSW will occur in the first half of 2023.

Outer Sydney Metropolitan Bus Service Contracts

Direct negotiations between TfNSW and the incumbent Outer Metropolitan operators took place in the 2020-21 financial year for eleven Outer Metropolitan contract regions, with new contracts for nine operators commencing on 1 July 2021.

TfNSW determined that the two remaining contracts (for Outer-Metropolitan Regions 6 and 7) on the Central Coast would go to tender. These tenders closed in late 2022, with the successful proponents expected to be announced mid-2023.





Rural and Regional Bus Service Contracts

Currently around 500 bus operators deliver rural and regional bus services through approximately 660 TfNSW contracts. Regional NSW has close to 4,000 bus routes and nearly 90% of these are school routes.

The current Rural and Regional Bus Service Contracts (RRBSCs) have approximately 18 months to run, with an option for a further 12 months at the discretion of TfNSW. The contracts provide the incumbent operator with the first right to negotiate a new contract with TfNSW, if it is in the public interest that the contract bus services continue.

BusNSW is seeking the renewal of rural and regional contracts based on an industry-wide approach that allows BusNSW to represent operators and negotiate fair contract terms and payments with TfNSW.

BusNSW met with TfNSW in late 2022 to discuss the "lessons learned" from the current RRBSCs. Around the same time, TfNSW confirmed its plan to take up the discretionary extension period option to extend rural and regional contracts by 12 months, until 2025.

The issue of RRBSC renewals will be an important part of BusNSW's work program in 2023.

ZERO EMISSION BUS TRIALS AND TRANSITION

A significant announcement this year was the release of the Government's Zero Emission Bus Transition Plan which foresees the planned roll-out of 8,000 Zero Emission Buses (ZEBs) across the state. The Plan divides the transition into three stages, with Sydney metropolitan buses to be zero emission by 2035, outer metropolitan regions by 2040, and rural and regional buses by 2047. BusNSW broadly supports this plan, given that the more significant challenges for the transition exist in rural and regional areas (longer distances, access to the grid, lack of infrastructure, etc).

The longer roll-out schedule also gives industry and Government time to understand which zero emissions technology (battery electric or hydrogen fuel cell) is best suited for rural and regional NSW. To that effect, the state's first trial of a hydrogen-powered electric bus is due to commence on the Central Coast in early 2023. The project is a partnership between the Department of Planning and Environment, local bus manufacturer ARCC, Origin Energy and Red Bus.

The NSW Budget for 2022-23 also highlighted the focus on ZEB transition. The NSW Government has advised that it will:

- invest \$218.9 million over the next seven years to support the contracted bus fleet move to zero-emissions technology,
- provide funding of \$84 million to enable transition planning, including electrical grid upgrades at 11 former State Transit bus depots,
- provide \$25 million over three years for regional trials in new and emerging technologies, including hydrogen fuel-cell electric buses,

In the metropolitan area, over 100 ZEBs are already in operation, with this figure expected to rise to 200 by mid-2023. TfNSW's Request for Tender for Bus Procurement Panel 4 (from which bus operators will select new buses) also includes ZEBs. Regional and Outer Metropolitan operators were asked to complete a Survey Questionnaire in 2022 which was designed to assist TfNSW to understand the challenges and opportunities of transitioning to ZEB technology in these areas.

Given that a lot is happening in the ZEB space, BusNSW is keen to ensure that, appropriate planning, consultation, regulations, contracts and training standards are in place to support implementation. To that end, BusNSW liaised extensively with the NSW Government in 2022, both at the Ministerial level and with the TfNSW executives involved in ZEB transition, to ensure members' views are considered.

BUS DRIVER RECRUITMENT

One of the legacies of the COVID pandemic has been a shortage of bus and coach drivers across NSW. In NSW, the average age for bus drivers is 57, with many drivers particularly in rural NSW in their late 60's and 70's. Many of these drivers retired or left during the COVID pandemic and there is no cohort of younger employees coming through to replace them.

Based on data provided by Transport for NSW, the number of current Bus Driver Authorities reduced by approximately 11% in the two-year period to Quarter 1 2022. This means that over 3,000 employees have been removed from the pool of available drivers.

As a result, on 20 July 2022 BusNSW organised an industry round-table discussion with bus operators to develop strategies to attract more people into the industry. The outcome of this round-table discussion was an Industry Driver Recruitment Action Plan, which prioritised a number of strategies at both the state and federal level to boost driver recruitment. These included proposals to:

- Fund Driver Authorities and Heavy Vehicle Licence upgrades at little to no cost to drivers
- Lower the age limit for Bus Driver Authorities from 21 to 20
- Implement the Automatic Mutual Recognition scheme (since brought into effect on 1 December 2022 for all states and territories, excluding Queensland)
- Update the BusNSW website to better promote bus driver job opportunities
- Promote career opportunities at industry events / expos (including the 2022 Australasia Bus & Coach Expo)
- Develop an operator / industry social media campaign, utilising various channels, supported by a communications toolkit
- Lobby for an income exemption for the aged pension test (via BIC/APTIA)
- Petition for changes to superannuation income rules (via BIC/APTIA) so older drivers are not limited
- Lobby the Australian Government to include bus drivers on the Priority Migration Skilled Occupation List (via BIC/APTIA)

BusNSW will continue to develop these initiatives and seek support from BIC and APTIA throughout 2023.

BUS SAFETY

Safety remained a priority for the industry in 2022, with BusNSW members closely involved in National Road Safety Week, NSW Bus Safety Week, and the NSW Government's bus flashing lights campaign.

BusNSW also provided submissions and appeared before Parliamentary inquiries on related safety issues including the NSW Parliament's Inquiry into Speed Limits and Road Safety in Regional NSW.

Listed here are some of the key bus safety issues that arose for BusNSW in 2022.

Bus Fires and Thermal Incidents

Bus fires and thermal incidents continue to be an issue for the industry. (Thermal incidents are those characterised by excessive heat and the generation of smoke, but which do not progress to a fire).

2021 revealed an overall increase in the number and severity of bus fires and thermal incidents in NSW, resulting in the destruction of three buses, a further two suffering major damage, 38 minor damage and 52 smoke damage. This trend continued through 2022. Fortunately, despite the potential danger of these incidents, all buses involved were safely evacuated, with no fatalities or injuries resulting.

Over the course of 2022, BusNSW worked closely with the Office of Transport Safety Investigations (OTSI) to identify what further measures can be taken to both publicise and prevent these types of incidents in the future.

With the assistance of BusNSW, OTSI developed and distributed a survey aimed at improving the annual reporting of fires and thermal events. The results of this survey are expected to determine future bus fire initiatives in 2023.

OTSI Systemic Investigation into Bus Rollaways in NSW

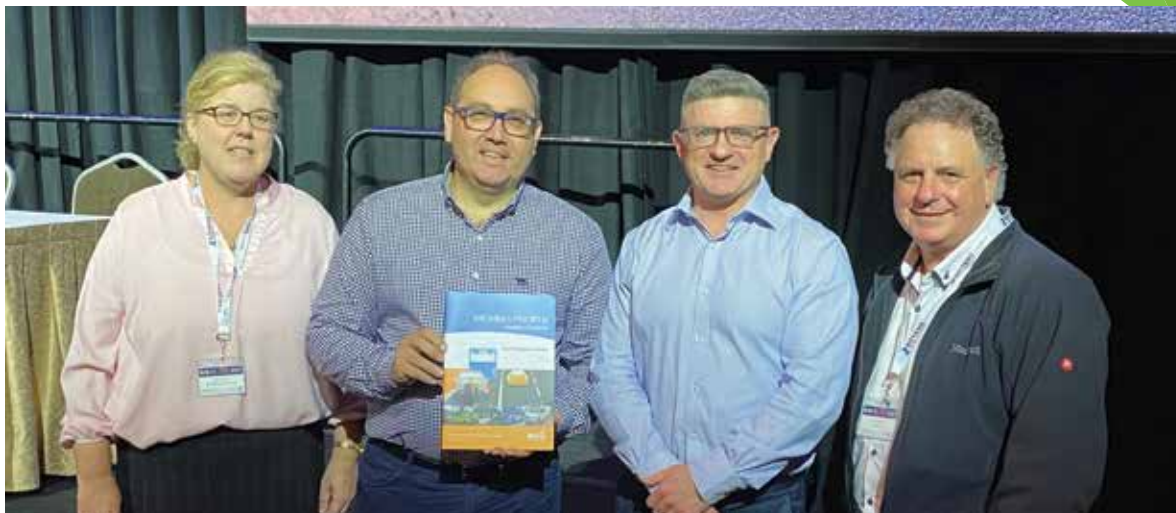
BusNSW regularly consults with the Office of Transport Safety Investigations (OTSI) on current investigations, industry safety alerts, and bus safety initiatives.

One of the major investigations currently being undertaken by OTSI is a systemic investigation into Bus Rollaways following a review of recent incidents and the findings of past investigations into incidents at Hurstville (2016) and Oatley (2017). OTSI have three dedicated staff undertaking the investigation. They are examining five years of data involving 114 rollaways. As part of the investigation, OTSI are categorising rollaways into three groups – Human Error, Incapacitation and Mechanical.

The initial data review by OTSI found that incident notifications and information on the Bus Incident Management Database (BIMD) were insufficient to enable detailed analysis or to determine trends to understand what was causing bus rollaways.

As a result, OTSI has redirected its investigation to focus on:

- Working with TfNSW to identify opportunities to improve BIMD data collection
- Approaching the NHVR to obtain any data on Heavy Vehicle rollaways
- Researching and collating information on technology solutions that might help prevent bus rollaways
- Approaching metropolitan bus operators to get a better understanding of what operational practices these operators have in place to prevent bus rollaways and how these compare for different operators



End of Shift Inspections

2022 also saw incidents where passengers, often students, were inadvertently left on buses at the end of a trip.

As a result, in 2022 TfNSW and BusNSW undertook measures to prevent further incidents of this type. These included TfNSW issuing a Safety Alert reminding operators of their obligation to ensure that end of shift checks are undertaken by drivers as soon as a service has ended, and prior to returning to the depot or commencing a new service.

BusNSW also revised its End of Shift Procedure in the BusNSW BOAS Manual to reinforce this point and developed an End of Shift Policy and a template Risk Register to assist members.

Following consultation with BusNSW, TfNSW released a survey to rural and regional operators which requested information on the controls that operators have in place to prevent occurrences of this type. The results will be shared with operators in 2023.

Bus Breakdown Guide

Bus breakdowns are one of the most common types of incidents in the bus and coach industry. In NSW alone, there are approximately 3,000 bus breakdowns each year. The hazards associated with bus breakdowns, where the vehicle is usually carrying public passengers and often schoolchildren, can be significant.

As a result, through the course of 2021, via a grant provided as part of the National Heavy Vehicle Regulator's Heavy Vehicle Safety Initiative program, BusNSW worked with BIC, state bus associations and other parties to develop best practice safety guidelines for bus breakdowns.

This project was finalised in 2022, with the formal launch of the Bus Breakdown Guide, the distribution of 5,000 hard copies of the Guide to bus and coach operators across Australia, a dedicated web page on the national Bus Industry Confederation (BIC) website, which includes a bus breakdown video, and an extensive publicity campaign. It is hoped that the project will significantly reduce the risks associated with this common type of incident across the bus and coach industry.

Workplace Mental Health

There are approximately 25,000 bus drivers in NSW. In recent years, operators have seen many drivers leaving the industry. COVID and the mental health challenges posed by the pandemic have contributed to this situation.

A range of factors are likely to contribute to mental health issues among drivers. These include aggressive and abusive passengers, stressful driving conditions, the pressure to meet TfNSW Contract KPIs (e.g., on-time running) and the isolated nature of the driver's job.

Most bus drivers are male and some regionally based, with many in this demographic unlikely to admit that they are anxious or facing mental challenges and are therefore unlikely to seek help. Sometimes knowledge of a mental health issue only emerges when a workers compensation claim is made against the employer. "Mental health claims" are among the top five types of workers compensation claims within the industry.

In 2021, BusNSW applied for and was successful in obtaining a grant from the NSW Government to develop and implement a mental health program for the bus and coach industry. The program, *"Signal for Help – a program to support healthy minds in the NSW Bus Industry"*, aims to assist bus drivers, operators, and other transport workers by raising awareness of specific industry issues that may affect their mental health and providing strategies to manage those issues. The object of the program is to encourage people to seek help early, support their recovery and reduce the stigma around mental health issues.

To date, a website concept and scenarios have been developed outlining typical issues faced by drivers and other employees in the industry, and a range of suitable mental health resources have been assessed for use. Work is continuing, with the project scheduled to be completed in early 2023.

NSW Government Projects and Programs

FUTURE TRANSPORT

FUTURE TRANSPORT STRATEGY

During September 2022, TfNSW unveiled its updated Future Transport Strategy which outlines plans to innovate the NSW transport system to make travel easier, safer and more efficient. The strategy aims to shape future planning, investment, delivery and operations to ensure the network is more efficient and reliable, giving people more choices and better access to public transport.

This new Future Transport Strategy considers the significant social and economic change brought about by the impacts of the COVID-19 pandemic, bush fires, floods and drought. It also addresses changes and trends such as population growth, energy transition, the digital economy, data management, climate change and evolving technology.

BUS TECHNOLOGY, SAFETY AND PROCUREMENT

ZERO EMISSION BUS TRANSITION PLAN

As part of the NSW Government's commitment to transition the entire 8,000-plus bus fleet to zero emissions, in early 2022 it was announced that Custom Denning had been awarded a contract to design, manufacture and assemble 79 new electric buses. Once built, the 79 buses will operate services in Sydney's inner west.

In June 2022, the NSW Government provided details of its zero emission bus rollout plan as part of the NSW Budget for 2022-23. Under this plan, the NSW Government advised that it would transition the whole of the contracted bus fleet by 2047.

In December 2022, the NSW Government announced the approval of \$3 billion to fund the next stage of transitioning to Zero Emission Buses (ZEBs) including new charging infrastructure. More than 1,200 new buses will be manufactured under the ZEB program as part of a plan to eventually replace the entire TfNSW contracted fleet with electric vehicles. The funding will also allow 11 existing depots across Sydney to be converted for electric charging and a new depot to be constructed at Macquarie Park.

BusNSW will continue to consult with TfNSW on behalf of the industry to ensure a successful transition.

HYDROGEN-POWERED ELECTRIC BUS TRIAL

The state's first trial of a hydrogen-powered electric bus is scheduled to begin on the Central Coast in early 2023, as part of the NSW Government's plan to transition the contracted fleet to zero emission technology. The project is a partnership with the Department of Planning and Environment, local bus manufacturer ARCC, Central Coast operator Red Bus, and Origin Energy.

FULL-SIZE DRIVERLESS BUSES ON-ROAD TRIAL AND CAV READINESS STRATEGY

In mid-2022, Transport for NSW opened expressions of interest for \$5 million funding to allow technology leaders to partner with bus manufacturers and transport operators for the on-road trial of full-size driverless buses. The EOI announcement coincides with the release of a NSW Connected and Automated Vehicle (CAV) Readiness Strategy.

The CAV Readiness Strategy is a step forward from the 2019 Connected and Automated Vehicles Plan, building on the lessons learnt, recent research and strategic drivers for NSW. It has identified a program to successfully accelerate the real-world application of CAV technologies, and actively pursue the integration of CAVs into the transport system.

TFNSW BUS PROCUREMENT PANEL NUMBER 4

Buses required for metropolitan and outer metropolitan services are procured from a panel of bus suppliers selected by TfNSW. The panel (Panel #1) was created in 2012/13. In 2015 TfNSW created a panel (Panel #2) which included Rural and Regional Category 3 and 4 school buses and low floor wheelchair accessible buses for town services (known as a "One Door Urban Bus"). Following a Request for Tender (RFT), a new Bus Procurement Panel (Panel #3) commenced in 2020. This panel includes electric bus options.

In late October 2022, TfNSW published a Request for Proposal for Bus Procurement Panel #4. TfNSW is seeking to establish a panel for the provision of complete buses and related services to bus operators in NSW. The RFT includes an optional secondary objective, which is a ZEB Request for Information and involves TfNSW gathering information to better inform future procurements of Zero Emission Buses.



RURAL AND REGIONAL BUS SEATBELT PROGRAM

In March 2022, the NSW Government announced the completion of the Rural and Regional Bus Seatbelt Program which means that almost 2,600 dedicated school buses in rural and regional NSW have been fitted with seatbelts. BusNSW was involved with the School Bus Safety Community Advisory Committee which recommended the installation of seatbelts on school buses in 2012 and was part of a Taskforce which recommended improvements to the program in 2019. Bus operators across the state played an integral role in the successful delivery of the program.

In August 2022, the NSW Government announced that they were extending the seatbelt program to 100 school buses in the Cessnock, Singleton, Maitland and Port Stephens areas following an analysis of roads in the Hunter Valley with higher risk ratings.

TICKETING AND PASSENGER INFORMATION

OPAL UPGRADE

In June 2022, the NSW Government announced that travellers will be able to put the Opal card on their digital wallets as part of the OpalNext Gen upgrade which ensures that NSW will have a modern, reliable and world-leading ticketing system. Investment in OpalNext Gen will also enable the trial of a new world-leading Mobility as a Service app, known as Opal Plus.

RURAL AND REGIONAL ELECTRONIC TICKETING TRIAL

On 29 November 2022, the NSW Government announced a trial for contactless ticketing was being rolled out in Bathurst and Dubbo. The trial will start in early 2023, allowing customers to pay their fare by “tapping” their credit or debit card, phone or watch when boarding the bus.

If the trial is successful, up to 300 buses across rural and regional areas of NSW (that carry fare-paying passengers on regular passenger services) could be considered for contactless card reader technology.

BusNSW has been advocating for the NSW Government to introduce an electronic ticketing system in regional NSW for some time via engagement with NSW Government Ministers and submissions to IPART rural and regional bus fare reviews. In 2021, TfNSW published two Request for Tenders relating to the rural and regional contactless payments trial. The successful proponents are as follows:

- Rural and Regional Bus Contactless Reader Device - Transportme
- Rural and Regional Bus Back Office System & Payment Gateway - Littlepay

RURAL AND REGIONAL “TRANSPORT CONNECTED BUS” PROGRAM

The Transport Connected Bus (TCB) Program has been developed to deliver vehicle tracking and automatic passenger counting technology across the regional

NSW bus network. The TCB aims to give regional bus customers the information they need to make more informed travel choices and provide regional bus operators and TfNSW with the information and tools needed to improve regional bus services.

Following the phase 1 roll out of TCB in Dubbo, Coffs Harbour and Bega, the program was expanded to another 14 regional centres. Phase 2 includes Albury, Armidale, Bathurst, Bomaderry-Nowra, Grafton, Griffith, Lismore, Orange, Parkes, Port Macquarie, Queanbeyan, Tamworth, Tweed Heads, and Wagga Wagga.

TCB will eventually be rolled out to the entire rural and regional contract fleet. This is based on completing Phase 3 (the final phase) which will involve approximately 400 operators.

SERVICE PLANNING AND DELIVERY

REGIONAL ON DEMAND SERVICES

All seven of the NSW Government's remaining pilot On Demand bus services in rural and regional NSW were made permanent from 1 July 2022, providing communities with more transport options. On Demand allows people to access public transport closer to home and to get to appointments in a more flexible and convenient way, which is important for those living in regional areas. The seven On Demand services made permanent were:

1. LiveBetter On Demand, in the Far West (run by LiveBetter Services)

2. B-ConX On Demand, in the Northern Rivers (run by Northern Rivers Buslines)
3. Woopi Connect On Demand, in the northern beaches of Coffs Harbour (run by Forest CDC)
4. Flexibus On Demand, in the Sapphire Coast (run by Sapphire Coast Buslines)
5. Rixons On Demand, in the South Coast to Canberra (run by Rixons Buses)
6. Regional Buses On Demand, in the Riverina region Burrumbuttock (run by Regional Buses)
7. Regional Buses On Demand, in the Riverina region Holbrook (run by Regional Buses)

16 REGIONAL CITIES SERVICES IMPROVEMENT PROGRAM

The NSW Government is rolling out the 16 Regional Cities Services Improvement Program as part of a commitment to improving bus services throughout regional NSW, including providing better connections for customers for work, education, health, community and recreational activities.

Under the program, more than 2,590 additional weekly services have been introduced since 2019, an increase of more than 27 per cent to the existing bus networks. The cities include the Tweed Heads, Wagga Wagga, Bathurst, Greater Nowra and Orange. Planning is progressing for the other regional cities, with three more cities (Lismore, Albury, and Queanbeyan) to go live in January 2023.





Employee Relations

After the significant reforms to casual employment that occurred last year, 2022 was a relatively quiet year in employee relations with two notable exceptions; the negotiation of new Enterprise Agreements for metropolitan bus operators and the passage of the Fair Work Amendment (Secure Jobs Better Pay) Act in late 2022. These and other changes to the industrial landscape in 2022 are summarised below.

ENTERPRISE AGREEMENTS

The majority of contracted Outer and Metropolitan Bus Operators negotiated new Enterprise Agreements with their drivers over the course of 2022, with BusNSW assisting several operators in their negotiations with the Transport Workers Union.

Most of these Enterprise Agreements have a common expiry date of 30 June 2026 which makes the multi-employer bargaining introduced under the Secure Jobs Better Pay Act (refer below) a possibility closer to that expiry date.

Several of the larger rural and regional operators also negotiated new Enterprise Agreements with their staff over this period. To assist this process, a new Rural and Regional Enterprise Agreement Kit was made available to members in 2022.

FAIR WORK AMENDMENT (SECURE JOBS AND BETTER PAY) ACT

In late 2022 the Federal Government introduced landmark reforms as part of its Fair Work Amendment (Secure Jobs and Better Pay) Act 2022. The scope of the Act is broad and includes changes to:

- enterprise bargaining (including a move to “multi-employer” enterprise bargaining);
- flexible work arrangement requests by employees (where disputes will be now subject to arbitration by the Fair Work Commission);
- the rules pertaining to the taking of industrial action; and
- the Better Off Overall Test (BOOT) and Enterprise Agreement (EA) approval requirements.

Perhaps the most significant change in the Act relates to multi-employer enterprise bargaining in which employee bargaining representatives (including unions) may seek an authorisation from the Fair Work Commission (FWC) requiring an employer to bargain in conjunction with other employers when:

- The employers have clearly identifiable “common interests”.
- The operations and business activities of each of the employers are “reasonably comparable” with those of the other employers.

- At least some of the employees covered by the agreement are represented by a union.
- A majority of employees in each of the relevant employers want to bargain with the employers that will be covered by the EA.

These amendments may have an impact on Metropolitan and Outer Metropolitan bus operators and could see a return to the centralised bargaining between the TWU and BusNSW that used to occur prior to the introduction of the Fair Work Act.

“Supported bargaining” is another type of multiple employer enterprise bargaining under the Act. Under these amendments, employees can apply to the FWC for an authorisation compelling their employers to bargain in conjunction with other employers. In determining whether to make the authorisation, the FWC will consider:

- The prevailing pay and conditions within the relevant industry (including whether low rates of pay prevail in the industry).
- Whether the employers have clearly identifiable “common interests”.
- Whether the likely number of bargaining representatives would be consistent with a manageable collective bargaining process.
- At least some of the employees covered by the agreement are represented by a union.

The current amendments are the first of a series of industrial relations reforms that the Government is planning, with changes to casual employment expected to be introduced in 2023. The laws have staggered commencement dates, with amendments relating to multiple employer enterprise bargaining commencing in June 2023.

WAGE INCREASES

After a period of stagnant growth, wages began to rise in 2022. Wages grew by 2.4% to the March quarter of 2022, with the annual rate of growth rising in each successive quarter. The March quarter Wage Price Index (WPI) used to fund some metropolitan bus contracts, grew by 1.98%, while the June WPI used for contracted rural and regional bus driver wages, rose by 2.49%.

The National Minimum Wage rose by 5.2% and Award minimum wages increased by 4.6% from 1 July 2022. This last increase led to wage increases across the three Awards used in the bus industry, namely:

- Passenger Vehicle Transportation Award (for Drivers, Yard Persons and Cleaners)
- Manufacturing and Associated Industries and Occupations Award (Mechanics)
- Clerks – Private Sector Award (Administration staff).

PAID FAMILY AND DOMESTIC VIOLENCE LEAVE

In October 2022, the Government amended the Fair Work Act to provide up to 10 days of paid family and domestic violence leave each year for all employees (including casuals). This provision replaced the former entitlement of 5 days of unpaid family and domestic violence leave.

The 10 days paid leave is available at the commencement of each year, meaning that the leave is not accrued by employees. The leave is payable at the rate the employee would have earned had they worked instead of taking the leave. For casual employees, the rate of pay will be as if the employee had worked the hours in the period for which the casual employee was rostered i.e., the leave is not payable if the employee is not rostered to work on that day.

Evidentiary provisions for family and domestic violence leave remain unchanged, allowing employers to require employees to provide evidence that the leave is taken for family and domestic violence reasons.

These amendments will commence on 1 February 2023 for larger employers (15 employees and over) and on 1 August 2023 for small employers (less than 15 employees).

COVID-19

Most of the industrial changes instituted as a result of COVID lapsed in 2022. In particular, the Government's Pandemic Leave Disaster Payments for employees testing positive to COVID, ended on 14 October 2022.

One COVID-inspired change that remained in place were amendments to the NSW Long Service Leave Act. Prior to the pandemic, there were restrictions on the number of separate periods that could be taken as Long Service Leave (LSL).

During the pandemic the Act was amended to provide more flexibility for employees to take long service leave, and these changes have now been made permanent from 24 March 2022. This means that, with the agreement of the employer, LSL may now be taken in one or more periods of not less than one day.

BUSNSW EMPLOYEE RELATIONS MANUAL

The BusNSW Employee Relations Manual, originally launched in 2020, was updated this year to reflect the changes to industrial relations. The Manual which provides advice and templates (leave forms, employee disciplinary letters etc.) is available to members via the BusNSW website.



Industry Training

BUS DRIVER AUTHORITY TRAINING

In order to become a bus driver in NSW, a person must undertake a Bus Driver Authority (BDA) training course approved by TfNSW. Currently, there are four registered training organisations which have been approved to deliver BDA training (including BusNSW partner, Into Training Australia). However, the cost and duration of these courses vary significantly. BusNSW has concerns that this may mean that the content, delivery, verification processes and learning outcomes for each course may vary significantly.

BusNSW met with TfNSW in August 2022 to discuss these concerns, current standards and whether the training being provided was consistent with TfNSW standards. As a result of that meeting, TfNSW agreed to commence quality assurance checks of all BDA training courses in NSW.

SNOW DRIVER TRAINING

The Passenger Transport (General) Regulation 2017 requires the driver of a public passenger vehicle to

undertake and satisfactorily complete a training course on driving public passenger vehicles in the Kosciuszko National Park (KNP) during the winter.

BusNSW has a number of concerns with the current Snow Driver Training scheme. BusNSW has been administering Snow Driver training and the issuing of Snow Driver "Licences" for around 30 years and has responsibility for a database that includes several thousand drivers.

There is currently no renewal process or requirement to undertake snow driver refresher training. Drivers who were issued with a licence some time ago and have not driven in the KNP, are still authorised to drive in the KNP today.

There is also minimal enforcement activity by TfNSW or Police in KNP and BusNSW is concerned that should an incident occur, the current regulation of Snow Driver "Licences" by TfNSW may be questioned.

BusNSW met with TfNSW in August to discuss these concerns. At that meeting, TfNSW indicated that they were considering several steps to address the issues raised prior the 2023 ski season.

ITLS BOAS ONLINE TRAINING COURSE – BUSNSW REVIEW OF LEARNING MATERIAL

Under the Passenger Transport Act 2014, all operators of public passenger bus services must be accredited to provide services legally in NSW. One of the requirements to become accredited is to complete the Bus Operator Accreditation Scheme (BOAS) Online Training Course delivered by the Institute of Transport and Logistics Studies (ITLS) at the University of Sydney.

BusNSW has a long standing professional and commercial relationship with ITLS that includes reviewing and updating each of the course modules annually to ensure they remain accurate and fit for purpose. The four training modules are:

Module 1. Accreditation

Module 2. Management Information System

Module 3. Vehicle Maintenance Management System

Module 4. Safety Management Systems.

ITLS has reported that there has been a steady decline in enrolments for the BOAS course. Although this decline coincided with COVID, the trend seems to be continuing. BusNSW met with ITLS in late 2022 to discuss the issue and BusNSW has agreed to promote the course more widely in 2023.

ITLS CERTIFICATE OF TRANSPORT MANAGEMENT

The Certificate of Transport Management (CTM) is a professional development course for staff in the bus and coach industry and the community transport sector. The CTM is recognised as an important industry qualification for middle and senior management and provides an opportunity for career development and to learn about

the latest developments in the industry. It is supported by Transport for NSW, BusNSW and private operators.

BusNSW staff lecture on several topics within the course, including The Industry Environment, Marketing and Passenger Relations, and Analysing Risk in the Business.

With the course postponed last year due to COVID, there was strong demand for the CTM in 2022, with two separate CTM courses delivered by ITLS in July and November 2022.

TAFE NSW ZERO EMISSION BUS (ZEB) TRAINING

In November 2022, TAFE NSW announced the release of Module 5.1 (“Get to know the Volvo BZL Electric”) of its electric bus training package. This complements the following four modules released over the past two years:

- Module 1: Introduction to electric vehicles, systems and components
- Module 2: Connect and disconnect charging systems
- Module 3: Initial emergency response
- Module 4: Safe and energy-efficient driving

BUSNSW ON-LINE TRAINING

BusNSW provides four on-line training courses for members. “Incident Reporting” and “Work Health and Safety” training for managers, and “Driver Induction” and “Customer Service” training for drivers.

In May this year, the reporting arrangements for driver training were modified. Where trainees have successfully completed a module of training, an email is now automatically sent to BusNSW, allowing BusNSW to track the number of drivers undertaking the training packages.

The results (for the months May to December 2022) are provided below and reveal good utilisation of the training.

BUSNSW ONLINE TRAINING	COURSE MODULES	NO. OF COURSES COMPLETED
DRIVER INDUCTION	General Induction	99
	Specific Safety Issues	82
	Incident Management	72
CUSTOMER SERVICE	Good Customer Service	98
	Customers with Special Needs	88
	Managing Difficult Customers	115
Total		554



Technical & Regulatory Matters

RURAL AND REGIONAL SEATBELT PROGRAM TASKFORCE

In 2019 Minister Toole commissioned the Rural and Regional Bus Seatbelt Program Taskforce to examine issues with the Rural and Regional Seatbelt Program (completed in 2022). The seven recommendations in the Taskforce Report were accepted by Government.

The Rural and Regional Seat Belt Taskforce recommendation number 2, which involved the re-engineering of some One Door Urban Buses (ODUBs), including the installation of side facing seats, is still to be completed. BusNSW understands that approximately 50 ODUBs will be re-engineered. TfNSW has advised there have been issues with the supply of the parts required to progress the refitting of seats into the ODUB fleet.

ENGINE BAY FIRE SUPPRESSION SYSTEM – 5 YEAR MAINTENANCE

During 2022 TfNSW initiated the Year 5 maintenance of Engine Bay Fire Suppression Systems (EBFSS) as required under Australian Standard 5062, Fire Protection for Mobile and Transportable Equipment.

In the case of Metropolitan and Outer Metropolitan buses the 5-year maintenance is required and funded under the tendered and negotiated contracts.

Rural and Regional Contract buses fitted with an EBFSS from 1 April 2016 require the Year 5 Maintenance (essential in maintaining the operational functionality of the EBFSS) to be undertaken during the current Rural and Regional

Bus Service Contract term. This maintenance includes the removal of EBFSS cylinders and the replacement of them with freshly charged cylinders.

Following representations by BusNSW on behalf of Rural and Regional bus operators TfNSW undertook to reimburse operators for each Contract Bus procured via the TfNSW Bus Procurement Portal since 1 April 2016. This amount is inclusive of a maximum 1-hour travel cost and is in addition to the annual EBFSS payment.

TYRE PRESSURE MONITORING SYSTEM – 4 YEAR MAINTENANCE

During 2022 Transport for NSW (TfNSW) initiated the Year 4 Battery Replacement Service of the Tyre Pressure Monitoring System (TPMS) as required on all Contract Buses.

In the case of Metropolitan and Outer Metropolitan buses the battery replacement is required and funded under the tendered and negotiated contracts.

Rural and Regional Contract buses fitted with an TPMS from 1 April 2016 require the Year 4 Battery Replacement Service (essential in maintaining the operational functionality of the TPMS) to be undertaken during the current Rural and Regional Bus Service Contract term. This service includes the removal and the replacement of the sensors (including batteries) on the TPMS.

Following representations by BusNSW on behalf of Rural and Regional bus operators TfNSW will reimburse Operators for each Contract Bus procured via the TfNSW Bus Procurement Portal since 1 April 2016.

BUS DOOR SAFETY SYSTEMS – TS160

Following an Office of Transport Safety Investigations (OTSI) recommendation, TfNSW worked with the bus industry to develop Technical Specification (TS) 160, Bus Door Safety Systems. TS 160 applies to all motor vehicles built mainly to carry people, that seat over 12 persons (including the driver) which:

- Are used by an accredited service operator to operate any regular passenger service within the meaning of the Passenger Transport Act 1990,
- Are first registered in NSW on, or after, 1 January 2023, and
- Are fitted with a driver-controlled passenger door.

This new specification requires:

- A door sensor system to detect door obstructions.
- A driver warning system with visual and audible alarm.
- A door brake system to prevent the bus from moving, or to stop it if it's already moving.
- An acceleration control system that controls the supply of energy to the vehicle drive system, in specific circumstances.

The new specification was published on 22 December 2021 and will apply to all applicable buses first registered in NSW on, or after, 1 January 2023. This allowed a 12-month transition period before the new requirements take effect.

For existing buses, TS146 and TS155 will continue to apply (i.e., TS 160 is not retrospective) based on the size of the bus and the date of first registration in NSW.

2 FOR 3 BUS SEATS - NSW HEAVY VEHICLE (ADOPTION OF NATIONAL LAW) ACT 2013

Amendments to the Heavy Vehicle (Adoption of National Law) Act 2013 (NSW) were approved on 1 June 2022 to cater for the rule in NSW that allows three children under 12 years of age to occupy a bus seat designed for two adult passengers. The amending regulation was published on the NSW legislation website on 3 June 2022.

The amendments replicate the terms in the current New South Wales Heavy Vehicle Standards (2 For 3 Bus Seat)

Exemption Notice 2022 (No.1) issued by the National Heavy Vehicle Regulator which expired on 10 June 2022. The amendment started on 11 June 2022 and provides for the same operating environment for NSW bus operators as the current notice.

AUTOMATIC MUTUAL RECOGNITION

Automatic Mutual Recognition (AMR) enables holders of a Bus Driver Authority (BDA) to work in a second state or territory without having to get a licence, or pay fees, in that second state or territory. It was intended that from 1 July 2022, and then 1 November 2022, all states and territories would participate in the AMR scheme for bus drivers except for Queensland.

For Bus Driver Authorities:

- Applicants who hold a BDA or equivalent in another state or territory will complete a simplified process to notify TfNSW of their intention to work in NSW.
- Regulators will share registration and disciplinary information regarding BDA holders, and
- The driver will be allowed to drive a bus in NSW for the duration of their home state BDA and their BDA would be automatically renewed upon renewal of their home state BDA.

After being deferred twice, the AMR scheme came into effect on 1 December 2022.

NHVR TO REGULATE HEAVY VEHICLES IN NSW FROM 1 AUGUST 2022

TfNSW handed over the key regulatory functions (including Heavy Vehicle Inspection Stations) to the National Heavy Vehicle Regulator (NHVR) from 1 August 2022. Roadside enforcement, investigations, prosecutions, and scheduled heavy vehicle inspections currently provided by TfNSW, are some of the services that transferred to the NHVR, along with 340 TfNSW staff.

The NHVR continues to deliver services from the more than 200 existing Heavy Vehicle Inspection Stations and on-road enforcement sites across NSW. The most noticeable change for operators is that the TfNSW Compliance Operations Inspectors have now become NHVR Safety and Compliance Officers.



Long Distance, Tourist & Charter Sector

COVID-19 AND SECTOR RECOVERY IN 2022

Approximately 25% of the Long Distance, Tourist and Charter (LDT) coach fleet was de-registered in 2020 due to the impact of the COVID-19 pandemic on the sector.

2022 saw the final stages of the 2-year COVID-19 pandemic, as lock downs and travel restrictions within the sector were lifted. As the industry recovered BusNSW provided members with ongoing assistance and information to support the recovery.

BusNSW provided regular updates during COVID on vehicle capacity limits, mask wearing, QR codes and passenger lists, driver and passenger vaccination requirements, holiday travel restrictions and the need for LDT operators to implement and monitor their COVID-19 Safety Plan.

BusNSW also published a "Frequently Asked Questions" document to assist members with information on risks and controls to manage COVID-19 when a positive COVID case occurred on an extended tour.

During the latter stages of 2022, the industry has shown strong signs of recovery with schools and touring groups across NSW returning to bus and coach travel, with the demand in the charter sector exceeding supply.

BUSNSW AND LDT SECTOR ADVOCACY

BusNSW continued to advocate for measures to assist LDT operators to remain viable and retain staff. BusNSW advocated for the NSW Government to:

- Adopt a model for pre-planned rail replacement services managed by Sydney Trains that creates work for charter operators (i.e., not simply contracted operators with Opal equipment). As a result, significant rail work has been allocated to operators from the LDT sector.
- Encourage NSW schools to undertake extracurricular activities that will generate business for operators providing charter services, day trips and tours.
- Provide NSW Schools with a travel and education grant to spend on excursions which support students' on-site learning at selected historical and cultural attractions across NSW.
- Ensure that Destination NSW promotes bus and coach transport as part of its tourism campaigns, particularly for conferencing, events, and activities in regional NSW where group travel can support local tourism businesses and stimulate demand.

CONTROLLED ACCESS BUS – EXPANSION OF NETWORK

A Controlled Access Bus (CAB) is a bus, other than an articulated bus, longer than 12.5 metres but not more than 14.5 metres long. Access to the general road network for CABs is currently limited.

BusNSW continues to advocate on behalf of the industry for the expansion of the CAB road network. During 2022 many more road managers provided approvals to the NHVR to allow CABs to operate on their roads.

BusNSW has also been working with the NHVR and TfNSW to expand the approved CAB network in the Sydney Metropolitan Area. Until recently, operators had to apply for new permits every three years, which required significant administration. BusNSW is seeking for TfNSW and local road managers to review current permits with a view to including those in NSW Government Gazette Notices to enable their permanent inclusion on the approved CAB road network in NSW.

NSW GOVERNMENT SENIORS FESTIVAL CONCERTS AND EXPO

The Seniors Festival Concerts and Expo in 2022 provided an opportunity for BusNSW members to supply services for the Gala concerts over two days, coordinated by BusNSW. In 2022, members also provided shuttle bus services between Central Station and the International Convention Centre (ICC) at Darling Harbour.

Some of the key metrics of the services provided were as follows:

- 50 buses transferring senior groups to / from the concerts – more than 1,000 passengers.
- 2 buses transferring two school groups (Parramatta and Engadine).
- Up to 12 shuttle buses transported more than 2,100 passengers to and from the ICC.

- 20 different BusNSW Members provided the buses needed to undertake this work.

BusNSW has been asked to coordinate the delivery of bus services for the 2023 NSW Premier's Gala Concerts and Seniors' Festival Expo.

NSW TRAINLINK CONTRACTS AND OPERATIONS

During 2022, NSW Trains consulted with BusNSW on the following contractual and operational matters impacting coach operators involved with the provision of NSW TrainLink services:

- The TrainLink timetabled coach services that were due to expire on 30 June 2022 were renegotiated with incumbent operators for an additional two-year period, with an option to extend by an additional year at the discretion of TfNSW. With one exception, all existing contract holders were successful in obtaining new contracts which include monthly fuel indexation and improved payment terms.
- The TrainLink Emergency and Pre-planned coach service panel contracts were originally due to expire on 30 December 2021 and were extended until 30 December 2022. Following representations from BusNSW, NSW TrainLink undertook a review of the annual contract CPI Indexation of operating costs and contract fuel prices. With consideration of service viability and vehicle supply, NSW Trains increased the fuel price, effective from 1 July 2022. During 2022 a subsequent extension to these contracts was made and they will expire on 30 June 2023. NSW Trains has advised that a Request for Tender (RFT) will be released early in 2023 for new Emergency and Pre-planned coach service panel contracts.
- The development of an unaccompanied minors factsheet to be provided to contracted operators, a new carry-on luggage policy, a food trial on coaches, and changes to the administration of purchase orders by NSW Trains.





Submissions to Government

NSW PARLIAMENTARY INQUIRIES

LEGISLATIVE COUNCIL INQUIRY INTO THE PRIVATISATION OF BUSES IN NSW - MARCH 2022

The focus of this Inquiry by the NSW Legislative Council was on the modelling, rationale and process of privatising bus services, and the impact that privatisation has had on the community who use bus services and the workers who provide them.

The genesis for the Inquiry appeared to be changes to services that coincided with the franchising of State Transit Authority (STA) operations, particularly in Newcastle and the Eastern Suburbs of Sydney. Hence the Inquiry was predicated on a misassumption: that private bus operators are responsible for service changes. BusNSW questioned the timing of this Inquiry given that the Government had completed the market process for the final three STA regions (Regions 7, 8 and 9) and had awarded contracts for these regions to private operators.

BusNSW's submission to the Inquiry highlighted:

- The model used to tender the STA contract regions was better described as “franchising”, as the ownership of assets and decisions regarding bus services remain with the NSW Government.
- The fact that private operators have little control over the number and scope of bus services, and that service planning is the responsibility of Government.
- The history of bus services in metropolitan Sydney including the rationalisation of private

operators as a result of the 2004 Unsworth Review and the 2011 tendering of privately operated contract regions in Sydney.

- The lower funding required for privately operated services, and the extensive KPI and reporting framework required of private operators under the contracts.

These points were reinforced by BusNSW's President and Executive Director when they appeared before the Portfolio Committee No. 6 on 2 May 2022.

The Committee's Final Report was released in September 2022. The report included several controversial recommendations including that the NSW Government consider reverting bus services to publicly-owned-and-operated agencies in the four privatised Contract Regions in metropolitan Sydney (Contract Regions 6, 7, 8 and 9), as well as the bus services delivered under the integrated public service contract for Newcastle.

BusNSW has concerns with how the franchising system and the NSW bus contracting model were described in the report, and that some recommendations did not appropriately consider the information given at the inquiry. Government members were in a minority on the Committee and lodged a dissenting statement in the Report.

NSW Labor is intending to establish a bus industry taskforce to deal with the recommendations from the report.

The Government provided a response to the report in December 2022. The response did not support the recommendation to revert bus services to be “publicly-owned-and-operated” citing that the current model is more economical, provides improved customer outcomes and a more varied service offering, relevant to each region.

NSW PARLIAMENT (STAYSAFE COMMITTEE) INQUIRY INTO SPEED LIMITS AND ROAD SAFETY IN REGIONAL NSW - JULY 2022

In its submission to the Staysafe Committee, BusNSW highlighted the predominance of buses in transporting rural students to and from school. Regional NSW has close to 4,000 bus routes and nearly 90% of these are dedicated school bus routes. Buses are often required to set down and pick up children on roads that are signposted with a speed limit up to 100kph. As such, this Inquiry was of particular interest to BusNSW members.

Two thirds of fatalities occur on country roads and the fatality rate on country roads is four times higher than on urban roads. Given the number of passengers that buses carry, a bus related incident is likely to be a major safety issue.

In recent years the bus industry has become concerned with the behaviour of motorists in the vicinity of school buses. There seems to be little adherence to the 40 km speed limit rule among motorists in regional NSW. This is despite the TfNSW's bus flashing lights campaigns at the start of each school term. BusNSW advised the Committee that its members would like to see greater enforcement of the "40km when lights flash" rule to ensure motorists slow down to 40km/h when passing a bus that is picking up or setting down school students (similar to the on-road enforcement by the NSW Police Force in school zones).

The Staysafe Committee's report on the inquiry was tabled in Parliament on 8 December 2022. The report made 15 recommendations, including the use of variable speed limits and improved infrastructure planning, with industry consultation and based on community need. The Government is required to respond to the report within six months of it being tabled.

NSW LEGISLATIVE ASSEMBLY COMMITTEE ON TRANSPORT AND INFRASTRUCTURE INQUIRY INTO EMISSION FREE MODES OF PUBLIC TRANSPORT - JULY 2022

In its submission to this Inquiry, BusNSW focused on the capacity and capability of the industry to provide emission free modes of public transport. BusNSW stressed that a strong partnership between government and the industry was essential to the success of the implementation of emission free buses. The transition to electric will involve major changes to operational practice including but not limited to changes to bus maintenance, fleet and parts availability and compatibility. As a result, the correct infrastructure, legal, contractual and policy settings need to be put in place to ensure the transition is successful.

Given the level of changes needed and the fact that electric vehicle technologies and options for generating electricity are continually evolving, BusNSW's submission

recommended that electric vehicles and technologies be introduced on a phased basis according to short, medium and long-term strategies. A phased transition would also enable industry to monitor the performance and reliability of ZEBs in Australian conditions over time and mitigate potential issues before a full-scale implementation. It would also avoid a "demand cliff" and provide a smoother procurement pipeline for bus manufacturers and suppliers.

BusNSW also appeared before the Committee in August 2022.

The Committee's Report, released on 30 November 2022, followed many of BusNSW's suggestions and recommended that TfNSW:

- review its strategy for constructing, upgrading and converting bus depots and local electricity infrastructure, with a particular emphasis on establishing a timeline for depot upgrades.
- review the bus specifications that manufacturers are required to meet, in consultation with manufacturers.
- develop a procurement model that provides greater long-term certainty to manufacturers and avoids fluctuating levels of demand.
- work with government education agencies to support the training and education of workers involved in producing and maintaining the electric bus fleet.

TRANSPORT FOR NSW PROGRAM

TfNSW DISCUSSION PAPER ON TRANSPORT CONNECTED BUS PROGRAM – SEPTEMBER 2022

The Transport Connected Bus (TCB) Program is a TfNSW funded project that provides vehicle tracking and passenger counting technology for NSW regional communities. The program involves the installation of devices in around 3,000 rural and regional buses and is being delivered in three phases.

BusNSW is supportive of the TCB Program, however a number of issues were identified by members during Phase 1 and 2 of the roll-out. In September 2022 BusNSW developed a TCB discussion paper based on feedback from members and sent it to TfNSW. The paper included issues regarding the initial Installation Work, Data Capture, Operational Changes, Training for Operators and Drivers, Reporting, and Fleet Changes.

TfNSW has acknowledged the need to respond to BusNSW's TCB discussion paper following Phase 1 and Phase 2 of the TCB rollout and will provide a response soon.

TfNSW has advised that funding had been approved to proceed with the roll out of Phase 3 which involves the installation of TCB equipment in approximately 1,800 buses throughout regional NSW over the next two years.



NATIONAL REVIEWS

REVIEW INTO NATIONAL HEAVY VEHICLE DRIVER COMPETENCY FRAMEWORK - AUGUST 2022

Federal agency Austroads undertook a review into the National Heavy Vehicle Driver Competency Framework in 2022.

Currently, the method for progressing from one class of Heavy Vehicle Licence to another (e.g., from a Medium Rigid to a Heavy Rigid licence) is based on the time spent on each class of licence. The draft "Consultation Regulatory Impact Statement" (RIS) released by Austroads proposed two additional pathways to obtaining a Heavy Vehicle licence, involving:

- The current method plus the driver demonstrating a low risk driving history in past 2 years and holding an unrestricted C class licence (to get an MR licence).
- The method above plus a requirement for post-licence supervised driving within the first 3 months of obtaining a MR or HR licence.

BusNSW provided its comments to BIC for incorporation into a national response to the RIS. In those comments, BusNSW pointed out that making the holding of an unrestricted Class 2 licence a pre-requisite for holding a HV licence would create unintended consequences and would lead to inconsistencies between the jurisdictions. This is because different states and territories have different requirements for the minimum age for which a person can obtain a Class 2 licence. This ranges from 18 years and 6 months (in the Northern Territory) to 22 years (in Victoria).

Applying an unrestricted Class 2 licence as a requirement would result in different age requirements for MR licences across Australia. Until inconsistencies in the minimum age for obtaining a Class C licence can be resolved, BusNSW recommended not to include this requirement as part of the Heavy Vehicle Licence requirement.

In relation to the requirement for post-licence supervised driving, BusNSW argued that the proposal may cause problems for small rural (one or two driver) bus operators. It was pointed out that a person obtaining a HR licence should already have obtained the necessary competencies and assessment to drive a heavy vehicle. Imposing an additional obligation upon employers, particularly given the chronic shortage of bus drivers across Australia, was not supported.

REVIEW OF HEAVY VEHICLE NATIONAL LAW - JUNE 2022

Over the past two years BusNSW, on behalf of the Bus Industry Confederation (BIC), has been involved in extensive consultation with the National Transport Commission (NTC) on reforms to the National Heavy Vehicle Regulatory framework. In November 2021, BusNSW received a document from the NTC which proposed a new base work and rest hours regime for solo drivers to replace the current Standard Hours fatigue regime.

The proposed changes to work and rest hours would have had a significant impact on the efficiency of bus driver shifts/rosters and would increase costs for government contracted bus services. In response, BusNSW via BIC, prepared papers outlining the impact of the changes being proposed.

The Australian Government has now decided to take a different approach and in June 2022, a consultant appointed by the NHVR met with BusNSW and BIC to garner their views on a range of national heavy vehicle legal issues including fatigue, road access and safety accreditation. BusNSW prepared a written response to each of the proposals put forward by the NHVR which, along with submissions from other stakeholders, is likely to be incorporated in a revised Regulatory Impact Statement in the future.

Major Events

ANNUAL GENERAL MEETING – 24 FEBRUARY 2022

BusNSW held its Annual General Meeting (AGM) for the three entities of BusNSW, namely the Bus and Coach Association Inc, Bus and Coach Industrial Association, and Bus and Coach Co-operative Society, at the BusNSW Offices on Thursday 24 February 2022.

Delegates at the AGM were updated on the industry environment and on plans for the year ahead. BusNSW's presentation covered a wide range of topics including Government Projects and Initiatives for COVID-19, the Zero Emission Bus Transition Strategy and the Future Fuels Program's Round Two Funding.

Greater Sydney Bus Contract matters were discussed, particularly the franchising of Greater Sydney Regions 7, 8 and 9, and the tendering of Sydney Regions 4, 12 and 14 and Outer Metropolitan regions 6 and 7. Also discussed was the NSW Legislative Council's Inquiry into the Privatisation of Bus Services.

Rural and Regional (R&R) contract matters covered in BusNSW's presentation included the Transport Connected Bus Program, the R&R Seatbelt Retrofit Program, the 16 Cities Program, Engine Bay Fire Suppression Systems and Tyre Pressure Monitoring Systems.

Other topics covered on the day included Coach and Charter matters, Bus Safety issues, Technical matters, Employment and Training initiatives and BusNSW's Events Program for 2022.

BusNSW's next AGM will be held on 23 February 2023.

BUSNSW NEXTGEN LEADERS FORUM - 19 AUGUST 2022

In August 2022, BusNSW hosted the NextGen Leaders Forum, where a group of young and emerging operator, supplier, and government representatives from across NSW were invited to learn and share their experiences on the latest developments impacting the industry. BusNSW was pleased to have the continued support of Volvo Bus Australia in delivering the event.

As its name suggests, the NextGen Forum is designed to develop and promote the next generation of leaders in the bus industry and to foster professional relationships

that can help these young leaders in the years to come. Participants at the event were from metropolitan and regional areas, family businesses and multi-national companies, operators, suppliers, and government.

Presentations at the event covered topics including how the COVID pandemic has reshaped public transport demand, new and emerging technologies in the industry, the imminent transition to Zero Emission Buses, and work health and safety law. The Q&A session also provided an opportunity for emerging leaders to explore themes important to their respective areas.

Special guest speaker Ross Judd, Director of Team Focus, presented on "Understanding and Building Culture in an Organisation", providing an insight into organisational culture, its drivers, and mistakes to avoid when discussing organisational culture.

The final session on the day was a group exercise, drawing on the ideas shared throughout the day. Participants split into groups to discuss their view of the industry's future, key challenges and opportunities facing the industry and the strategies that could be used to lead their organisation successfully in the future. The discussion ranged from driver shortages to fuel prices, and from legislative change to the introduction of new and emerging technologies.

The different perspectives provided by participants engendered stimulating ideas and formed the basis of a BusNSW paper which was shared with participants.

AUSTRALASIA BUS & COACH EXPO – 5 & 6 OCTOBER 2022

A highlight of the 2022 year was undoubtedly the Australasia Bus and Coach Expo and BusNSW Gala Dinner, held at The Dome and Halls of the Sydney Showground on 5 and 6 October. After the challenges and distance maintained through the COVID pandemic, exhibitors, operators, government representatives and bus enthusiasts revelled in the opportunity to meet in person and catch a glimpse of what will be the future of the bus industry.

As the industry begins the move to zero emission modes of public transport, the expo also provided a unique opportunity for visitors to see and evaluate battery electric and hydrogen fuel cell technology in the one location.





A range of hydrogen fuel cell and battery electric buses were on display as well as the latest transport management, safety, and maintenance equipment. In total, over \$50 million worth of goods were exhibited, and more than three thousand people participated in the expo, including more than two thousand visitors.

Representatives from government, industry, and regulatory bodies attended and exhibited at the event, reflecting the strong relationships between government, operators and suppliers that have been vital to establishing a dynamic industry.

The Expo's official opening was held on Wednesday 5 October and officiated by The Hon. Sam Faraway, MLC, Minister for Regional Transport and Roads, and included an address from Rob Sharp, Secretary of Transport for NSW. Awards were also presented by Minister Faraway and Mr Sharp to recognize the best bus drivers in NSW.

From well-known brands to industry newcomers, the quality of exhibits at the Expo was world class with innovative and engaging displays. Product launches and technical demonstrations were on offer from local and international suppliers. In contrast to the technology inside, free heritage bus rides provided a bit of fun and were a reminder of how far the industry has come in such a short time.

The success of the event was no more evident than at the 2022 BusNSW Gala Dinner. Over 700 attendees walked the red carpet to attend the sit-down dinner proudly sponsored by Hino and VDI Yutong. Special guests included The Hon. Sam Faraway, Shadow Regional Transport Minister Jenny Aitchison, and senior executives from TfNSW, the Office of Transport Safety Investigations, the National Heavy Vehicle Regulator and the Institute of Transport and Logistics Studies.

Feedback from visitors and exhibitors was overwhelmingly positive, many commenting on the great turnout and how well organised the expo was. A number of suppliers confirmed the strong leads and interest generated by the event.

BusNSW would like to thank its Partners, industry suppliers, operators, and visitors for making the Expo such an outstanding success.

REGIONAL SEMINARS – MARCH & NOVEMBER 2022

BusNSW's Regional seminars took place in March and November, providing an update on industry issues for rural and regional members.

The March Regional Seminars were conducted face to face at 10 locations across the state.

Several BusNSW Platinum and Gold Partner representatives attended the March seminars to promote their products and services. Key topics discussed at these seminars included:

- NSW Government Projects and Programs affecting the bus industry
- Rural and Regional Bus Service Contract Matters, including COVID-19
- Bus Procurement and Transition to Zero Emission Buses
- Bus Safety and Regulation
- Technical Matters
- Employment and Training
- Member Services and Industry Events, including 2022 Australasia Bus & Coach Expo
- Insurance and Superannuation Updates
- TfNSW update on safety and regulatory matters

Due to the Australasia Bus and Coach Expo, the November seminar was held remotely through the Microsoft Teams video conferencing platform. Country Branch Annual General Meetings and the election of office bearers also took place in November.

Presentations from the seminars are available on the BusNSW website.

Member Services

Full membership is open to accredited bus and coach operators in NSW including Regular Passenger Service Operators and Long Distance, Tourist and Charter Operators.

Member benefits include:

- Consultation with government regarding contract terms and funding
- Interpretation and advice on government regulations and procedures, including problem solving and dispute resolution
- Monthly BusNSW Bulletin, covering latest industry news and issues
- Regular updates and email broadcasts on new and emerging issues
- Assistance with Enterprise Agreements, unfair dismissal claims and other industrial issues
- Discounted bus signs and equipment
- Advocacy and political lobbying to promote public transport and the benefits of bus and coach services
- Access to member services area of BusNSW website, containing templates, tools, and information
- Access to BusNSW BOAS Manual and Employee Relations Manual
- Invitation to BusNSW conferences, exhibitions, seminars, and workshops
- BusNSW representation to other bodies such as the Bus Industry Confederation, Business NSW and Business Sydney

BUSNSW WEBSITE

BusNSW regularly updates the information available to members on the BusNSW website. This information includes:

- Member Fact and Information Sheets – These sheets assist members with many of the compliance and reporting requirements facing them in their daily business operations.
- COVID-19 Information – updated regularly during the COVID-19 pandemic this area provided vital information to members on operational restrictions, advice on how to manage COVID-19 in their

business, and the preparation of COVID-Safe plans.

- Forum and Seminar Presentation Slides and Notes – Delegate Forum and Associate Member Seminar presentations are provided to members as a quick reference guide on the priorities and work program undertaken by BusNSW on behalf of members.
- BusNSW Bulletin – During 2022 the BusNSW Bulletin magazine was upgraded and is now available to members in an easy-to-read online format.
- Industry Updates – all the latest industry updates are provided to members when they are released keeping members well informed of developments across the industry.
- Zero Emission Bus Information – the NSW Governments commitment to the roll-out of Zero Emission Buses provided impetus for BusNSW to establish and update regularly the Zero Emission Bus hub on the BusNSW website.

MEMBER INFORMATION SHEETS AND FACT SHEETS

During 2022, the following Fact Sheets and Member Information Sheets were developed or updated.

Fact Sheets

- Drug and Alcohol Test Supervisors 18-01-22
- Operators' Drug and Alcohol Obligations 18-01-22
- Calculating Long Service Leave 20-05-22
- Motor Repairer Trade Persons Certificate 20-10-22
- Bus Maintenance Requirements 20-10-22
- Applying for a NSW Driver Authority - Information for Drivers 26-10-22
- Bus Incident Reporting 31-10-22

Member Information Sheets

- Casual School Bus Drivers - Minimum Engagement 25-08-22





BusNSW Partner Program

The BusNSW Platinum and Gold Partnership Program for industry suppliers offers an attractive opportunity for each partner to connect their brand with an industry association dedicated to fostering the efficient and sustainable growth of bus and coach transport in NSW.

BusNSW has two partnership levels, Platinum and Gold, developed to give industry suppliers an all-inclusive event, advertising, and sponsorship package tailored to achieve each partner's commercial and marketing objectives.

A mix of the following benefits were incorporated into the 2022 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 and priority booking of exhibition space at the "Australasia Bus & Coach Expo" in Sydney
- Attendance at the BusNSW Regional Seminars (March and/or October) including the opportunity to display corporate banners, distribute brochures, demonstrate vehicles/products and introduce company representatives to BusNSW members.
- BusNSW Bulletin advertising
- BusNSW Bulletin cover page and editorial
- BusNSW website brand exposure
- BusNSW banner brand exposure
- BusNSW conference and event material brand exposure
- Cross promotional opportunities with BusNSW Partners

BusNSW's Platinum and Gold Partners for 2022 are outlined below.

PLATINUM

- BLK Auto
- Bus & Coach International (BCI)
- BusInsure
- Custom Denning
- Hino
- Mercedes-Benz
- Scania
- Volgren
- Volvo
- Yutong

GOLD

- Australian Bus & Coach
- Express Coach Builders
- Institute of Transport & Logistics Studies
- Into Training Australia
- Irizar
- Klinefire
- Luminator Technology Group
- MAN
- NEC
- Spirit Super
- United Safety & Survivability Corporation

BusNSW Awards

BUS AND COACH DRIVER OF THE YEAR

The best bus and coach drivers in NSW were recognised at the opening of the 2022 Australasia Bus and Coach Expo on Wednesday 5 October. The 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 relies heavily on its drivers to provide the kind of customer service that the travelling public expect and rely on.

To be eligible for each award, nominees 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 are courteous to other road users

With the 2021 awards postponed due to the pandemic, this year two winners in each of the three categories were announced. The winners (below) were presented with their award by The Hon. Sam Faraway, Minister for Regional Transport and Roads.

Metropolitan/Outer Metropolitan Bus Drivers of the Year

- Belinda Guillard from Busways
- Leo Pham from Premier Illawarra

Rural and Regional Bus Drivers of the Year

- Les Curtis from Cowans Bus Service
- Alan Selman from Ogden's Coaches

Coach and Charter Drivers of the Year

- Linaire Barrett from CDC NSW
- Hans Keetels from On Course Tours





INDUSTRY AWARDS

Each year, BusNSW also recognises a number of individuals and organisations for their outstanding service to the industry. This year, five industry awards were presented at the BusNSW Gala Dinner on Wednesday 5 October. The Awards were presented to the winners by the Hon. Sam Farraway, Minister for Regional Transport Roads, and by BusNSW President John King. The five Awards are:

- Achiever Award
- Supplier of the Year
- Safety Award
- Environment and Innovation Award
- Outstanding Contribution to the Industry

ACHIEVER AWARD: Jessica Kane from Kanes Buses

After graduating school in 2015, Jessica (Jess) completed her Bachelor of Business. Seeing the positive impact her family business had on her local community, Jess decided to pursue a career in transport.

She completed a Master of Commerce majoring in Human Resource Management and Corporate Communication in 2022.

During her masters Jess won not one, but two Deans Awards before graduating with distinction. All while gaining valuable industry knowledge by working in her family's bus business.

Having attended the BusNSW NextGen Leaders Forum, Jess expressed her joy at having found her calling, and she feels well-placed to be a leader as the industry faces further change.

"The transport industry is going to continue evolving and facing challenges like increased regulation, integration with technology and the challenge to provide sustainable solutions. I'm excited to use my learnings to help address them."

Jess continues to bring her passion, knowledge, and ideas to her work as the Administration Manager of Kane's Buses, working to help her community tackle the challenges facing her regional area.

SUPPLIER OF THE YEAR AWARD: BusInsure

After 20 years' working directly with bus and coach operators, BusInsure has developed a thorough understanding of the risks faced by the bus industry.

This experience and knowledge, coupled with their professionalism, make them an ideal partner who can provide solutions needed by bus operators, particularly in relation to their obligations under Bus Service Contracts.

As the industry faces into an ever-increasing amount of regulation and requirements, BusInsure has worked closely with operators and BusNSW to understand the landscape and develop new products and solutions for business owners to assess and manage risks.

BusInsure understands that each business is unique, and that the approach needed by a large metropolitan bus operator may be vastly different to that needed by a small rural school bus operator.

Their reputation is unsurpassed within the industry, and they are the trusted partner of many bus operators.

SAFETY AWARD: Transdev NSW

Transdev NSW has achieved outstanding results in workplace health and safety through the implementation of a range of innovative strategies and solutions.

Through targeted campaigns including “It’s Just Not Worth It”, “Get a Grip”, “GEM” and “Going for Care” they have delivered reductions in the number of workplace incidents and injuries and motor vehicle accidents.

During the pandemic they provided ongoing mental health workshops and driver wellbeing initiatives, with the safety of their staff and the broader community being a core priority.

Transdev’s safety correspondents are constantly looking to identify and replicate best safety practices, to support their “zero accidents” objective.

All employees undergo safety training and certification, and the best safety initiatives from employees are awarded “Safety Trophies”.

Transdev are also a dedicated supporter of safety programs such as Bus Safety Week and National Road Safety Week.

ENVIRONMENT AND INNOVATION AWARD: Busways

After 80 years in operation, Busways is still finding ways to innovate, and they have achieved outstanding results across a wide range of innovations and environmental initiatives.

They were one of the first operators to receive zero emission buses and have undertaken significant work at their depots to power a growing fleet of electric buses using “smart” software to optimise charging and grid use.

Busways was also involved in a trial of the first fully automated shuttle bus to take passengers in a public setting. The three-year trial carried over 11,000 passengers and was the first autonomous shuttle globally to achieve full automation with passengers on board.

They have been a key contributor in the development of on-demand transport, with their on-demand service transporting over 200,000 passengers quickly, safely, and efficiently.

Currently, Busways are involved in the trial of new technology to track and prioritise road repairs, by identifying potholes in real-time using sensors mounted on their buses.

OUTSTANDING CONTRIBUTION AWARD: Peter Dwyer from Piper Alderman

Peter has worked closely with the bus industry for over twenty years. He has represented both bus operators and State Associations throughout Australia.

In the early 2000s Peter served as the legal advisor to the bus industry during the bus reforms following the Unsworth report, which he considers a highlight of his career.

He has worked on a wide variety of bus-related issues for both the industry and individual operators including tenders, requests for proposals, expressions of interest, probity issues and complex negotiations with State Governments.

Peter has been a speaker at numerous bus conferences and through his firm has been a strong supporter of bus associations, including BusNSW.

He has also been there for members in times of personal crisis, at times acting in a pro bono capacity.

Peter is universally recognised by bus operators and associations as someone who has made a significant contribution to the industry.

LIFE MEMBERSHIP AWARDS

The highest honour BusNSW can bestow is a Life Membership, in recognition of the invaluable service and contributions that selected individuals make to the association and industry over an extended period.

BusNSW has awarded 24 Life Memberships since its inception, the following three having been bestowed most recently at the 2022 BusNSW Gala Dinner.





FRANK D'APUZZO **Buslines Group**

Frank has been involved with one of NSW's largest regional bus operations for over 40 years as an employee and proprietor and has been a major contributor to the bus industry in NSW.

He served as the President of BusNSW for six years and has been a member of the BusNSW Board of Management since its inception in 2005.

Over many years he has also been actively involved with BusNSW committees, including the Rural and Regional and Audit, Finance, and Remuneration Committees.

Frank has been through several rural and regional contract cycles and IPART fare reviews where he was at the forefront of discussions with government and his commercial and business skills were highly valued.

He has successfully managed high quality depots, fleet, systems, and staff, including mentoring the next generation of family members.

Over many years, Frank has contributed an enormous amount of his own time to attend meetings as an industry representative and to work on industry related matters.

STEVE SCOTT **Punchbowl Bus Company**

Steve first entered the bus industry in 1969 when he joined a family business with its origins dating back to 1947. He was promoted to Managing Director in the early 90's and still holds the position today.

He has successfully managed a Sydney metropolitan bus business involved with the provision of Regular Passenger, School, Charter, NightRide, and Rail Replacement services. He also operates bus services in regional NSW.

Over several decades Steve has been actively involved with BusNSW committees, including the Employment and Training Committee which he has chaired for many years. He has served as a BusNSW representative on the BIC Council and has been a member of the APTIA Council since its foundation in 2011, until recently holding the vice-chairman position.

Steve has been a member of the BusNSW Board of Management since its establishment in 2005 and held the position of Metropolitan Vice President for a term. He has contributed a large amount of his own time to support the BusNSW secretariat and to represent the industry.

EDMOND (EDDIE) OGDEN **Ogden's Coaches**

Ogden's Coaches have been in operation since 1980 and Eddie, together with his wife Faye, successfully operated and grew the business for over 40 years.

In the Central West of NSW, Eddie was an enthusiastic advocate for public transport and with the support of Transport for NSW he introduced the TOWNLINK bus service between Wellington, Dubbo, and Narromine.

Eddie was a delegate and chairman for the Orana Branch for several decades, a position that he held until his passing. In January 2001, Eddie was elected Country Vice President of BCA NSW.

Eddie was a member of the BusNSW Board of Management from its establishment in 2005 for several terms and he served on several BusNSW committees including the Technical Committee.

Over his lifetime, Eddie contributed countless hours to help BusNSW including travelling around the state with BusNSW staff for Branch meetings and AGMs.

Eddie will be remembered for his passion for the bus industry and his loyal support for the association.

BusNSW Website and Membership Database

The BusNSW website continues to be an important information source and BusNSW is focused on improvements to the website to meet the current and future online needs of members.

Website content is reviewed regularly to ensure that information and news remain relevant and easily accessible. The website contains a diverse range of information, and the Member services area is the central access point. Members are reminded to make use of the Members Area and self-service portal to update membership information, pay renewal invoices and register for BusNSW events.

During 2022, the BusNSW Bulletin page underwent a revamp to convert PDF versions of documents to a more modern “flipbook” style.

The online driver training modules were also updated with more work planned for 2023.

The search for a Bus & Coach Operator directory was re-instated on the website homepage allowing members of the public to perform searches.

BusNSW also developed the branding, including a dedicated website, for the 2022 Australasia Bus and Coach Expo. The website included venue, registration, and event information for exhibitors and visitors.

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. Bus Signs + five biggest sellers for 2022 were:

- Bus Driver Warning Signs (for runaway buses)
- School Bus - large and small signs
- WHEN LIGHTS FLASH – large and small signs
- 40KM/per hour - large and small signs
- No smoking, vaping, E-cigarettes

BusNSW members can purchase products online via the “Bus Signs+” shop, on the BusNSW website. This allows members to make orders and pay online for products in one easy transaction. Members also have the option of ordering online and paying via traditional methods such as cheque, etc. The online shop allows email notifications to be sent to members advising them of the status of their order. Members may also keep track of their order via the “Account” tab.

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





Financial

This year's financial results were positive and have reflected the high activity and cost levels associated with the 2022 Australasia Bus & Coach Expo.

BusNSW Membership fees, BusNSW Partners Program and events were the major sources of revenue used to fund the 2022 work program and sustain reserves.

BusNSW has good cash reserves and strong net assets to support its work program for 2023.

Financial reports and audit statements on each of the legal entities are provided to members at the AGM.

AUDITORS

BusNSW's auditors for all three business entities are HLB Mann Judd. Their audit report is published separately for members with the annual accounts.



Spirit Super

CARRYING ON THE SPIRIT

We are proud to once again partner with BusNSW in 2022.

In early 2022 I was delighted to join Spirit Super as CEO and also as a member. I intend to honour this privilege and work diligently with the experienced Spirit Super team to deliver exceptional products, services, education and advice to support members to and through retirement.

With over 325,000 members and over 70,000 employers, we're big enough to provide outstanding value while agile enough to deliver truly personalised service.

We're a platinum-rated fund, with SuperRatings naming us a "Best Value for Money Fund" for our Pension and MySuper offerings in 2022.

Our Pension and MySuper products have also received 5 Star ratings from the Heron Partnership and a 5 Apple rating (Highest Quality Fund) from data analyst firm Chant West.

With our increased capacity, capabilities and bold new vision, our focus now is to build upon the excellent work we've already done. This means continuing to listen to our members and finding new and better ways to improve our products, services, and advice.

As a profit for member industry super fund, everything we do is for the benefit of our members. I look forward to delivering on that promise — with spirit.

SUPPORTING BUSNSW

In October, Spirit Super was delighted to take part in the Australasian Bus & Coach Expo at the Sydney Showgrounds. With approximately 1,500 attendees over two days — including owners, drivers, staff, families and members of the public — we were able to help many people navigate their super journey.

Throughout the year we attended BusNSW Employment and Trainee Committee Meetings and BusNSW Regional and Rural Seminars. These engagements are insightful and allow us to better understand you, our members.

A CHALLENGING YEAR FOR INVESTORS

After record-high returns across the 2020-21 financial year, 2021-22 was difficult for investors. Persistent and heightened market volatility caused significant downturns across local and international markets.

For the financial year ending 30 June 2022, we achieved returns of -3.12% p.a. for the Balanced (MySuper) investment option and -3.57% p.a. for our Pension Balanced investment option.

Only our Cash option posted positive returns, with 0.18% and 0.21% for accumulation and pension members, respectively.

While short-term losses are disappointing, it's important to remember that super is a long-term investment.

We expect and plan for market fluctuations — including short-term losses — and have strategies in place to minimise its impact on your retirement savings.

Importantly, our pre-mixed investment options continue to perform well across medium and long term horizons.

As of 30 November 2022, our ten-year return average for our Balanced (MySuper) option sits at 8.11%, with our Pension Balanced investment option at 9.05% p.a.¹

¹Past performance is not a reliable indicator of future performance

INVESTMENT HIGHLIGHTS

In April 2022, Canberra-based tech company InstaClustr was sold to a Nasdaq-listed company for over \$A500 million.

As an early-stage investor in the company, we benefited greatly from its sale and have put those profits back into our members' retirement savings.

In line with our Environmental, Social and Governance (ESG) strategy, this investment allowed us to help create over 300 jobs and support the development of industry-leading technology small businesses in Australia, such as online streaming and rideshare apps.

A vital component of this ESG strategy is seeking out compelling investments that offer potential long-term value while benefiting the lives of everyday Australians.

This includes investing in assets that underpin the transition to a low carbon economy, backing local innovation and manufacturing, and supporting small and regional businesses expand and create jobs.

In June 2022, we were awarded a Rainmaker ESG Leader Rating. This rating is earned by Australia's best super funds that perform ESG principles to a high level while having a track record of strong investment performance.

This award shows our commitment to investing in you and the communities you live in, now and in the future.

SUPER CHANGES

The Government made no significant announcements about super in the 2022-23 Budget. However, announcements from previous years did come into effect on 1 July 2022.

The first was the increase of the Superannuation Guarantee (SG) from 10% to 10.5%.

The second change was removing the \$450 minimum threshold to earn super. This change will give all employees better access to super, and is an essential step towards improving the welfare of casual and part-time workers.

THANK YOU

I'd like to pass on my most sincere thanks to BusNSW and our members for your continued loyalty and support as we work hard to make your fund the best it can be. Our commitment to you and your super remains as important as ever. We look forward to continuing with you on this super journey.

Jason Murray
CEO Spirit Super

This is general information only and doesn't take into account your objectives, financial situation or needs. You should assess your financial position, personal objectives and needs before making a decision based on this information.

Advice on Spirit Super is provided by Quadrant First Pty Ltd (ABN 78 102 167 877, AFSL 284443) and issuer is Motor Trades Association of Australia Superannuation Fund Pty Ltd (ABN 14 008 650 628, AFSL 238718), the trustee of Spirit Super (ABN 74 559 365 913). Consider the Product disclosure statements and Target market determinations at spiritsuper.com.au/pds before making a decision. A copy of the Financial services guide for Spirit Super Advice is available at spiritsuper.com.au/financial-services-guide.

Past performance isn't a reliable indicator of future performance. The value of investments can rise or fall, and investment returns can be positive or negative.

BusInsure

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

As BusInsure moves into our 20th Anniversary Year, it was an honor to receive the BusNSW Supplier of the Year award, and award we are very proud to receive.

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

2022 was a year of disruption. The insurance market has been dominated by climate change, with extreme weather events increasing in both strength and frequency, led by an ongoing La Nina weather pattern in the Southern Hemisphere.

Natural catastrophes have plagued 2022, Floods, Wildfires, Earthquakes, Volcanoes, Hurricanes/Cyclones. Australia has been hit hard, with the 1st quarter flood events exceeding \$7.5 billion, followed up by further flooding during the year.

These events have affected both the local and international insurance industries, with sharp increases in the cost of re-insurance, affecting insurance availability and pricing.

COVID 19 pandemic continues both here and overseas, affecting both supply chains, mental health and fluctuating workforce. The mental health factors have seen pressure on our workers compensation schemes, and the bus industry has experienced the fluctuating workforce with reduced driver numbers.

Whilst the charter market has seen some great growth in the last quarter of the year, the tourism continues to be affected with the international tourism still slow.

A few of the 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.

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 this has not occurred to date.

Motor Fleet Insurance – As the industry awakens from the COVID 19 slumber, incident/claim frequency has increased dramatically. Whilst claims during the Covid Period were greatly reduced, individual claims performance will reflect in premiums in 2023. The largest challenge lies ahead in Zero Emissions, with questions on exposure from this new technology, and the related costs of repair and parts.

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 their Stamp Duty removed from their insurances.

Cyber Risk – Cyber risk growing rapidly in Australia and seen as the major exposure for all businesses into the future. COVID 19 has seen a shift to remote working which has further increased the exposure to Cyber-attacks.

Workers Compensation – There seems to be a continual review of Workers Compensation insurance in NSW. Icare announced in December 2022 that they will be extending the claims service providers to 6 – Allianz, DXC Technology, EML, Gallagher Bassett, GIO & QBE. Those employers with a premium over \$500,000 will be able to nominate their preferred claims service provider. These changes will take effect during 2023, BusInsure will keep the industry up to date on changes as they occur and the effect.

Financial Lines Insurance (Professional Indemnity, Management Liability, Cyber Insurances) – continue to be greatly affected in 2022, especially Professional indemnity. The market has seen a change in appetite and a move away from high exposure risks, which has seen many insurers declining to provide cover, or at greatly increased premiums and reduced terms.

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 Bus and Coach Operator Members, and Associate Members (i.e. industry 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 Regulations and the Co-operatives (New South Wales) Regulation 2020.
- 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 and charter operators with a specialist forum to address their needs. Coach and charter operators are also encouraged to participate in 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 elected by 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.

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.

BUSNSW STAFF

BusNSW has a dedicated team of full-time and part-time employees and contractors who provide member services and support the operation of the three BusNSW entities, Branches and committees. The team is comprised of the following (alphabetical):

Melissa Bowden, Senena Hoft, Karim Hussain, Jacqui Jaeger, Stephen Lynch, Lana Mellish (parental leave), Sanjana Shankar, Matt Threlkeld, Philip Whipp.



BusNSW Office Bearers 2022

BCA INC. BOARD OF MANAGEMENT

President: J King

Metro Vice President: L Griffiths

Country Vice President: B Rowe

O/Metro and Coach Representatives: J Calabro, L Griffiths, J Oliveri, E Thomas, S Scott

Country Representatives: F D'Apuzzo, P Ferris, T Howard, J King, B Rowe

BRANCH DELEGATES AND OFFICIALS

Central Tablelands: D Sinclair, F D'Apuzzo, T Ryan*, A D'Apuzzo*

Coach Operators: G Archbold, G King

Goulburn/ACT: P Ferris, S Scott, M Culmone*

Lismore: H Green, A Sodhi, P Symes*

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

Mid North Coast: S Eggins, P Hoffman, R Eggins*

Newcastle/Central Coast: See Metropolitan Branch

New England: M Velcich, N McCosker, A Amos*, M McCosker*

North Coast: H Atwal, B Rowe, T Mills*, K Baldwin*

North West: P Hope, C Lanham, G Searle*, F Hemmings*

Orana: E Ogden, C McQuie

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

Shoalhaven: J King, J Kellam, A Hawkes*

South Eastern: P Ingram, A Klemm, G Scarlett*

South West Slopes: P Charnock, G Hill*

Tweed Byron: G Campbell, M Campbell, J Gosel*

Upper Hunter Valley: T Howard, C Sexton, G Shelton*

West Wyalong: P Curr, P Harper*

Wollongong: See Metropolitan Branch

* denotes Alternate Delegate

BUS AND COACH INDUSTRIAL ASSOCIATION COUNCIL

Secretary: J King

Deputy Secretary: S Scott

Councillors: J Calabro, A D'Apuzzo, P Ferris, L Griffiths, J King, G King, J Oliveri, A Royle, B Rowe, S Scott, E Thomas

Executive Director: M Threlkeld

BUSNSW COOP BOARD

Chairman: L Griffiths

Secretary: M Threlkeld

Accounts/Operations: S Shankar

Board: J Calabro, F D'Apuzzo, L Griffiths, T Howard, J King, A Royle, S Scott

BUSNSW COMMITTEE CHAIRPERSONS 2022

Coach and Charter (Coach Branch): G Archbold

Employment and Training: S Scott

Finance, Administration, Audit and Remuneration: F D'Apuzzo

Signal for Help Project Working Group: BusNSW

Technical: J Oliveri

Zero Emission Bus Sub-committee: BusNSW

LIFE MEMBERS

S J (Jim) Bosnjak, R Hertogs, P Jones, B G Macdonald, R W Rowe, A R Royle, P Threlkeld, W K Todd, S Scott, F D'Apuzzo

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), I Ferris (dec), E Ogden (dec)

BusNSW Privacy Policy

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

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

The NSW Government has also introduced the Government Information (Public Access) Act. This Act mandates that certain government information is available to the public.

This includes general information on bus contracts between TfNSW and members of BusNSW.

BusNSW's Privacy Policy outlines how we manage personal information. It also describes the 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.

BusNSW Social Media Policy

The use of social media affords BusNSW the opportunity to further promote awareness on issues affecting the industry and BusNSW Services, Products and Events. BusNSW maintains a Facebook page (with over 1,000 followers), a Twitter account, and a LinkedIn Business page. BusNSW 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 available from the BusNSW website.







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PHONE: (02) 8839 9500

EMAIL: info@busnsw.com.au

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.