

Bus Operator Handbook



FOREWORD

The Bus Industry Confederation (BIC) and the National Transport Commission (NTC) have developed this Bus Operator Handbook to act as a quick reference guide for bus and coach operators and those wishing to enter the industry to understand the major regulatory requirements and management practices to be a bus and coach operator in Australia.

This resource is not meant to be a detailed or comprehensive manual for bus and coach operators. Bus and coach operators should use this resource as a general guide and then seek more information if required from the relevant State or Territory Government department, State Bus and Coach Association or the BIC.

As this publication is a one-off project developed in partnership with the NTC, it is the intention of the BIC to update this publication every few years to keep industry informed of changed regulatory requirements and industry practices.

This publication is also provided to generate a greater understanding of the NTC and the national regulatory reform process in which BIC is engaged.

We hope you find the publication useful in your day-to-day operations.



Stephen Lucas
Chairman
Bus Industry Confederation



Michael Deegan
Acting Chair
National Transport Commission

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The NTC would like to thank the many bus operators and associations who contributed images for this publication.



The National Transport Commission (NTC) regularly meets with bus regulators from all jurisdictions. The NTC produced the *Guidelines for Bus Operator Accreditation Requirements* in 2004 which provided a summary of the slightly different operator accreditation requirements that exist in every State and Territory of Australia.

In recognition of the difficulties this presents for businesses which may wish to expand into other jurisdictions, and challenges for people wishing to enter the bus industry at the national level, the NTC has undertaken compiling this handbook as a one-off publication.

This handbook is a reference guide only for new entrants and existing operators to provide a summary of relevant requirements and references to the regulatory framework underpinning bus operator accreditation and bus driver authorisation.

The Austroads publication *AP-R183 Mutual Recognition of Bus Drivers and Operators* was released in 2000. The report clearly showed how regulators are required by the *Mutual Recognition Act (1992)* to recognise bus drivers licensed in

another jurisdiction. However, the report also showed there is no requirement under the Act to recognise bus operators from another jurisdiction.

Regulatory authorities are seeking to harmonise the different accreditation regimes, however, it is expected this will take some time.

Further to this, the NTC was requested to produce this handbook to cover essential topics such as national law relating to the bus and coach industry, State and Territory regulations, information on health and safety and relevant NTC reforms featuring fatigue, productivity, information on relevant standards, training courses, and contact details for regulatory authorities and industry associations.

This comprehensive resource outlines current regulatory requirements, the current reform program and key information to assist in the day-to-day management of a bus or coach company. It is expected this handbook will be a ready reference guide and improve overall understanding of the national reform process, the requirements of road transport law and ensure improved compliance.

This publication is not intended to be a substitute for legal advice on the exact requirements. Readers are encouraged to check the relevant legislation listed for each State and Territory and to consult the contacts listed at the end of the handbook.

The NTC would like to thank all the officers who contributed information for this publication and the Bus Industry Confederation (BIC) for its support of this initiative.

1.1 Bus Facts and Industry Figures

Bus Facts and Figures:

- Bus services are provided by both private operators and by State/Territory governments. The number of private operators is estimated at 9,500, while the total government fleet comprises 3,100 buses (1,935 in NSW). Recent years have seen SA and WA progressively franchise buses, and Victoria has franchised its entire public transport system, meaning there are no government operated buses in Victoria.
- The Institute of Transport and Logistics Studies estimates 42,000 people are employed by organisations directly related to the provision of bus services. This includes private bus operators, bus manufacturers, associated service providers and employees of government-owned fleets. Around 30,000 of these are employed in the private sector.
- In 2002 there were 70,196 buses registered in Australia. Around 62% of these are considered 'small' (20 or fewer seats), 10% 'medium' (21-40 seats) and 28% 'large' (41 or more seats).
- Small buses are typically used for services such as community transport and transporting patrons to and from local clubs, etc. Large commercial buses cover significantly more kilometres and hence need to be replaced at a younger age.
- 39% of Australia's registered buses are more than 12 years old, with 19% over 17 years old. Tasmania has the oldest fleet of any State or Territory (average age 14.8 years), while the NT has the youngest (8.1 years). The Australia-wide average bus age is 10.2 years, up from 9.1 years in 1997. (ABS Motor Vehicle Census 2002)
- The average bus age has been rising through time. It is important to note that sparsely populated States such as WA and the NT have younger bus fleets due to the greater distances travelled per journey. Buses in the States mentioned are replaced at a younger age than buses in Tasmania, for example, where the average age of the fleet is a major area of concern for the bus industry.
- Buses carry around 1.4 billion passengers annually, accounting for 62% of all trips made by public transport, and around 6% of all trips. Private industry operators accommodate 1.16 billion of these trips.
- The bus and coach industry is a significant contributor to Australia's international tourism sector. Buses and coaches are responsible for 23% of all trips made by international visitors. Over 1.5 million international visitors travelled by bus in 2002/03.
- There are 130 providers of scheduled long-distance coach operators in Australia (2000/01). The coach industry operates in a predominantly commercially deregulated market. Operators do not receive subsidies from government.
- The Australian bus and coach industry is much larger than merely the operational side. The manufacturing and supply sector is a \$600 million industry.

Source: BIC, *Information Brief on the Australian Bus & Coach Industry*, 10 May 2004

National Uniformity of Driver Training Courses

In the past, differences in jurisdiction driver training schemes may have resulted in bus drivers having to effectively repeat a driver-training course in order to obtain driver authorisation in another jurisdiction.

The Australian National Training Authority (ANTA) was formed by an Act of Federal Parliament in 1992 to oversee the strategic directions for vocational education and training at a national level. In 1997, a Ministerial Council agreed to an Australian Recognition Framework (now the *Australian Quality Training Framework*), based on quality assurance principles, which requires all training organisations to be registered in order to be recognised. National Assessment Principles endorsed by State Ministers in 1998 require that all training packages be delivered against national standards of competency. Under the Ministerial agreement, all jurisdictions were required to implement these principles by 1 January 2000.

In essence, this means registered industry training bodies in all States and Territories should now be able to offer bus driver-specific, competency-based training modules that can be undertaken as a TAFE course or by an accredited training provider (including government agencies), and be recognised in any Australian State or Territory. In addition, the same principles should apply to the transport management courses being undertaken by bus operators.

1.2 Bus and Coach Operators



Bus services are provided on contract with the various State governments, which means the industry comprises a diverse range of small and medium sized businesses.

Buses and coaches average 10.72 passengers at any time, taking into account peak periods in metropolitan areas, and less-used services outside peak periods. (*ABS Survey of Motor Vehicle Use, 2003*)

The average bus/coach travels 36,200 kilometres per annum (2001 figure).

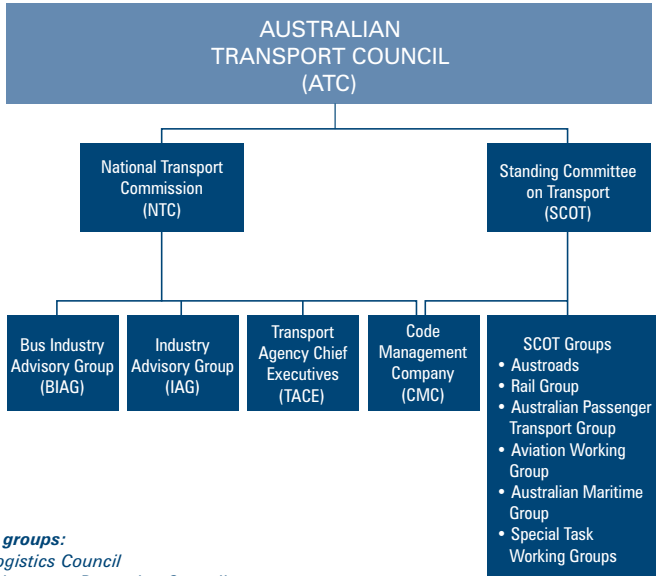
The private bus sector provides 80% of all dedicated school bus services.

The National Road Transport Commission (NRTC) was formed in 1991 as a national government body established to develop a consistent approach to road transport laws throughout the States and Territories.

The NRTC became the National Transport Commission (NTC) in January 2004, adding rail and intermodal regulation and operations to its existing road transport reform role.

The official website (www.ntc.gov.au) is regularly updated and contains publications and news about reform and developments, as well as national road transport legislation.

Figure 1: NTC Reporting Structure and Associated Organisations



Other relevant groups:

- Australian Logistics Council
- National Environment Protection Council

2.1 The National Transport Reform Process

The national transport reform process concentrates on the development of new transport policies to make land transport in Australia more efficient, safer and environmentally friendly.

Often the only way of giving binding effect to these policies is by changing the law. Under Australian constitutional arrangements, State and Territory governments (not the Commonwealth government) control most road transport laws.

National Reform:

In an effort to establish uniform or consistent transport laws across Australia, the NTC has worked with industry and the Commonwealth and States and Territories to create a substantial body of national transport legislation. It is available to States and Territories to guide and direct them in changing their laws. However, please check local State and Territory laws when establishing legal obligations as jurisdictions may have varied the national laws when implementing them.

3.1 Fatigue

Fatigue is an important health and safety issue for drivers of heavy vehicles and other road users.

Fatigue Facts:

- Surveys indicate that the experience of fatigue (and fatigue impairment) while driving is a regular part of the work experience of many drivers including bus drivers.
- Fatigue is a contributing factor in crashes involving driver fatalities and injuries.
- Drivers of heavy vehicles spend a large amount of time on the road and the consequences of heavy vehicle crashes are highly visible, particularly bus operations, where the lives and well being of passengers, as well as other road users, are at risk.

Driving times and behaviour of bus and coach drivers are covered under both the national *Road Transport Reform (Driving Hours) Regulations (Driving Hours Regulations)* and under Occupational Health and Safety (OHS) legislation.

The current “prescriptive hours control of driving and work” contained in the national Road Transport Reform (Driving Hours) Regulations was approved by the Australian Transport Council (ATC) in 1999 and contained a prescribed driving hours (standard hours) regime including some differential treatment for bus drivers and operators.

Drivers and employers must also comply with OHS legislation which states that an employer must provide a workplace that is safe and healthy. A workplace includes a vehicle used as part of work such as a truck or a coach. The primary

responsibility for maintaining a safe and healthy workplace belongs to the employer although employees and the self-employed also have responsibilities. This means employers have a duty to take reasonable steps to manage driver fatigue while employees and contractors also have a duty to protect their own safety.

The current prescriptive hours regulations are inflexible as they focus on just one factor affecting fatigue – time on task – and do not take account of other relevant factors, including time-of-day effects and cumulative sleep deprivation. The result is that fixed hours regulations are too restrictive in some circumstances, but too permissive in others.

Fixed Hours:

- Fixed hours regulations are too restrictive for a well rested driver doing a single trip in daytime hours.
- Fixed hours regulations are too permissive in the case of a driver doing overnight runs on six successive nights, with limited or poor quality sleep during the day.

There is overlap between the approach taken under OHS legislation and that taken under the Driving Hours Regulations which generates some confusion and uncertainty.

There is also no consideration under either area of law on demands that may be made by other parties that can jeopardise safety.

Consequently the NTC has undertaken a review of the regulatory approach to managing heavy vehicle driver fatigue.

This has included researching and analysing the issues and evaluating the extensive scientific research into the effects of fatigue. Proposed driving hours are discussed below.

In April 2004, (ATC) gave 'in-principle' endorsement of the *Heavy Vehicle Driver Fatigue Policy Proposal* prepared by the NTC. In endorsing the proposal, the ATC noted issues relating to the bus and coach industry remained to be addressed.

The proposed regulatory framework also includes:

- a general duty to manage fatigue;
- provision of detailed Guidelines for the Management of Heavy Vehicle Driver Fatigue, Napping and on the provision of Rest Areas;
- 'Chain of Responsibility' provisions extending liability for fatigue offences to all parties whose actions, inactions or demands influence conduct on the road including drivers, operators, employers, directors and senior managers, loaders, schedulers, freight forwarders, consigners and consignees (receivers);
- strengthened record keeping provisions including replacement of log books with a new driver work diary;
- risk-based categorisation of offences and revised range of sanctions; and
- enhanced enforcement powers.

Fatigue Options:

1. Regulated Driving Hours (Standard Hours)

A default option prescribing minimum rest and maximum working hours;

2. Basic Fatigue Management (BFM)

A more permissive set of minimum rest and maximum working hours requirements with increased fatigue management and compliance-assurance responsibilities imposed on operators; and

3. Advanced Fatigue Management (AFM)

An approach based on risk management, alternative compliance and quality assurance approaches. Operators will adhere to agreed standards and operating limits in return for maximum work and minimum rest hours defined by the regulatory agency according to the operator's specific fatigue risks and fatigue management system.

The reform also seeks to manage the current overlap between road transport and occupational health and safety regulation.

Key changes that may affect bus and coach operations in the reform are:

- total work in 24 hours: 12 rather than 14 hours;
- maximum 6 hours driving before short break, not 5;
- minimum continuous break 7 hours, not 6 hours;
- removal of the distinction between work and driving;
- nights off in 14 days, 4 not 2 nights;
- pair of consecutive nights off in 14 days;
- nights worked in 14 days, 10 not 12 days; and
- 10 and 28 day schedules may be permitted through the BFM or AFM options.

These options provide flexible parameters in return for increased fatigue management responsibilities imposed on operators through accreditation under the *National Heavy Vehicle Accreditation Scheme*.

The aim of the reform is to achieve improvements in road safety and transport productivity through the development and implementation of policies and practices to assist in the management of fatigue in drivers of heavy vehicles.

The regulation of bus drivers is still being considered and will be contained in the final regulatory proposal to be considered by the (ATC) in mid 2006.

A key element of the regulatory package will be the general duty on all parties to manage driver fatigue. This is consistent with the current OHS duties applying to bus operators and drivers to provide a safe workplace which includes a bus which is a workplace.

This general duty requires bus operators and drivers to take action to manage the risks associated with driver fatigue. Consistent with OHS law, parties should adopt a risk management approach to control fatigue risks. Further information is available on the NTC website.

Source: NTC 'Heavy Vehicle Driver Fatigue: Bus Sector Options Paper', prepared by Denis Molennan, June, 2005

3.2 Drugs and Alcohol

An emerging trend in Australia is the regulatory requirement for businesses of all types to develop and implement a drug and alcohol program for their workers.

Similarly in the bus and coach industry made up of bus drivers, mechanics, rostering staff and other staff, the development and implementation of a drug and alcohol program should form a key part of the company's approach to its occupational health and safety responsibilities.

Each State will have slightly varying requirements and these should be investigated individually by bus and coach operators.

The Bus Industry Confederation (BIC) believes it is important for all bus and coach operators to implement a drug and alcohol program. This ensures employees are not under the influence of alcohol or any other drug when about to carry out, or while on duty for the purpose of carrying out, transport safety work.

The adoption of a drug and alcohol program policy on a risk assessment basis is one way to minimise the risk and exposure under most States' OHS legislation. The BIC recommends that consultation with employees takes place as part of this process. It is important that a company's OHS Committee fully participate in this exercise and position itself as the appropriate forum to discuss, plan and review the drug and alcohol program for your workplace.

It is important the drug and alcohol policy provides a means of informing employees and other people at the workplace of what behaviour is acceptable in relation to drugs and alcohol. Having a drug and alcohol policy also demonstrates commitment by management to obtain a safe and healthy workplace.



Driver Alcohol Policies:

Depending on the size of an organisation and the level of risk, an operator's drug and alcohol policy may consist of a written policy, access to assistance, employee education, supervisor training, information about the dangers of alcohol and drug abuse, details of company assistance program, company disciplinary program.

It assures personal, privacy and dignity issues and identifies the nature, frequency and type of testing that may be conducted.

The drug and alcohol policy should outline the operators' aims in relation to drug and alcohol use with the objective being the reduction of the hazards and risks associated with drugs and alcohol use. The policy should aim to prevent harm whilst also dealing with occurrences and rehabilitation.

The application of the policy and its supporting procedures should be outlined. The policy should specify what constitutes an infringement in relation to drug and alcohol use. The hazards and risks associated with the use of drugs and alcohol at the workplace should be assessed in the same way as any other OH&S hazard.

One of the most important strategies for prevention of harm is providing information about drugs and alcohol to persons at the workplace. Providing this information also contributes towards developing a workplace culture where employees are prepared to encourage each other to work safely.

It is important to recognise that when alcohol testing or testing for illicit drugs is introduced written procedures for testing and an implementation timetable will need to be included in the supporting procedures.

The development of a drug and alcohol policy and guidelines within the workplace is an important initiative for all bus and coach operators to put in place.

This brief overview provides some basic direction in relation to the development of an alcohol and drugs policy. The BIC suggests that bus and coach operators contact their State or Territory association in relation to the requirements of OHS laws. Contact details for State departments of transport, State OHS offices and State bus and coach associations are available in the contacts list at the back of this publication.

Source: Michael Apps, BIC

3.3 Medical Guidelines

In recent years the medical standards for commercial and private vehicle drivers in Australia have been published in two booklets by two separate organisations: *Medical Examinations of Commercial Vehicle Drivers* (updated by NRTC in 1997) and *Assessing Fitness to Drive* for private vehicle drivers (published by Austroads in 2001).

These standards have been used by health professionals and driver licensing authorities to guide decisions regarding driver licensing and patient management. Following a review, it was agreed by all driver licensing authorities that there would be benefits in bringing both sets of standards and the clinical guidelines into a single publication.

This has been achieved in *Assessing Fitness to Drive for Commercial and Private Vehicle Drivers (2003)*. The revised document was developed by the NRTC and Austroads in consultation with a wide range of medical experts, peak medical bodies and colleges, the road transport industry and State and Territory licensing authorities.

In July 2003 the standards were approved by the ATC and Austroads, the association of road transport and traffic authorities. All driver licensing authorities have also approved the standards.

In addition to consolidating the commercial and private vehicle driver standards, this edition provides more comprehensive guidance for health professionals conducting examinations and provides a clear outline of the responsibilities and relationships in the licensing process for drivers, health professionals and driver licensing authorities.

This publication recognises the importance of driving to our society and outlines the use of conditional licences in circumstances where the medical condition can be successfully treated by a doctor or specialist, with the resulting risk being comparable to that of the healthy population.

A copy of the publication can be obtained from Driver Licensing Authority in your State or Territory. It is also available on the Austroads website at <http://www.austroads.com.au/aftd/index.html>.

The commercial standards should be applied to:

- drivers of 'heavy vehicles', i.e. those holding or applying for a licence of class MR (Medium Rigid), HR (Heavy Rigid), HC (Heavy Combination) or MC (Multiple Combination, refer Table 1);
- drivers applying for an authority/already authorised to carry public passengers for hire or reward (bus drivers, taxi drivers, chauffeurs, drivers of hire cars and small buses, etc); and
- drivers applying for an authority/already authorised to carry bulk dangerous goods.

Other driver categories may also be subject to the commercial vehicle standards as a result of certification requirements of the authorising body or as required by specific industry standards, for example tram drivers, driving instructors, members of Trucksafe, etc.

Bus drivers should note the following requirements based on the choice of standard according to vehicle/licence type.

Source: *Assessing Fitness to Drive*, September 2003, NRTC

Table 1. Choice of standard according to vehicle/licence type (relevant to buses)

NATIONAL LICENSE CLASSES:	STANDARDS TO APPLY:	
Medium Rigid (MR) Any 2 axle rigid vehicle greater than 8 tonnes GVM.	Private standards apply UNLESS driver holds or is applying for an authority to carry public passengers for hire or reward or bulk dangerous goods.	Commercial standards apply if driver holds or is applying for an authority to carry public passengers for hire or reward or bulk dangerous goods.
Heavy Rigid (HR) Any rigid vehicle with 3 or more axles greater than 8 tonnes GVM.	Commercial standards apply at ALL times	
Heavy Combination (HC) Prime mover + single semi-trailer or a rigid vehicle plus trailer greater than 9 tonnes GVM and any unladen converter dolly trailer.		
Multiple Combination (MC) Heavy combination vehicle with more than one trailer.		

Source: *Assessing Fitness to Drive NRTC September 2003* (<http://www.austroads.com.au/aftd/index.html>)

- Appendix 1 – Regulator Requirements for Driver Testing (medical assessment)
- Appendix 4 – Drivers’ legal BAC limits

4.1 Requirements

The *National Driver Licensing Scheme*, implemented in 2000, provides uniform requirements for all key driver licensing transactions. Bus drivers are licensed according to the weight of the vehicle they are driving.

The table below outlines the driver licence class and details of the vehicles which may be driven for that particular class.

Table 2. Explanation of Licence Classes

CODE:	LICENCE CLASS:	MAY DRIVE:
LR	Light Rigid vehicle licence	A motor vehicle that: (a) has a GVM greater than 4.5 tonnes but not greater than 8 tonnes; or (b) seats more than 12 adults (including the driver) and has a GVM not greater than 8 tonnes.
MR	Medium Rigid vehicle licence	A motor vehicle that has: (a) 2 axles; and (b) a GVM greater than 8 tonnes.
HR	Heavy Rigid vehicle licence	A motor vehicle (including an articulated bus, but not including any other articulated vehicle) that has: (a) 3 or more axles; and (b) a GVM greater than 8 tonnes.

Source: *Administrative Guideline: National Driver Licensing Scheme, January 2000, NRTC.* <http://www.ntc.gov.au/filemedia/Publications/DriverLicensingPolicyPrimarySupp.doc>

To be eligible to apply for the issue of a driver licence higher than class C (refer Table 3):

- A person must be a resident of the jurisdiction in which they are applying for a licence.
- In addition, the licensing authority must not renew a driver licence of a person if it is satisfied that the person no longer resides within the jurisdiction unless the person is residing outside of the jurisdiction temporarily.
- A person must meet the relevant eligibility requirements for the class of licence sought (although if necessary, the driver licensing authority has the ability to waive eligibility requirements).
- A person must not be disqualified from driving by a court in Australia.

A person is not eligible to apply for a driver licence in the following circumstances:

- If a person’s Australian driver licence has been suspended, he or she is not eligible for the duration of the suspension.
- If the person is currently disqualified from driving in another country, and the offence giving rise to the disqualification would have resulted in the person being disqualified from driving in this jurisdiction.

Relevant Eligibility Requirements

To be eligible to apply for a licence class, a person must have held, at some time, a certain lower licence class for a minimum period of accumulated time (not necessarily continuous). Table 3 sets out the relevant eligibility requirements for heavy vehicle licence classes.

Table 3. Relevant Eligibility Requirements

<i>ELIGIBLE CLASS</i>	<i>MINIMUM CLASS HELD</i>	<i>PERIOD¹</i>
LR	A class C Australian driver licence	12 months ²
MR	Medium Rigid vehicle licence	24 months ²
HC	A class C Australian driver licence and a class MR or HR Australian driver licence	24 months ² 12 months ³
MC	A class HR or HC Australian driver licence The driver licensing authority must also be satisfied that the applicant has passed a training course, or has satisfied other assessment, approved by the driver licensing authority.	12 months

- 1 Any period of licence suspension or a person’s disqualification from driving must not be included in calculating the periods for which a person has held a licence.
- 2 Includes the period of any provisional licence held.
- 3 The minimum 12 months class MR or HR may be part of the 24 months class C requirement.

If a person holds an Australian driver licence of an equivalent class, he or she is exempt from the relevant eligibility requirement.

4.2 Mutual Recognition of Driver Certification

The *Commonwealth Mutual Recognition Act 1992* (MRA) was developed to promote the free movement of goods and service providers in Australia.

Mutual Recognition:

Section 17 of the *MRA* describes the mutual recognition principle as follows:

- (1) The mutual recognition principle is that, subject to this Part, a person who is registered in the first State for an occupation is, by this Act, entitled after notifying the local registration authority for the second State for the equivalent occupation:
 - (a) to be registered in the second State for the equivalent occupation; and
 - (b) pending such registration, to carry on the equivalent occupation in the second State;
- (2) However, the mutual recognition principle is subject to the exception that it does not affect the operation of laws that regulate the manner of carrying on an occupation in the second State, so long as those laws:
 - (a) apply equally to all persons carrying on or seeking to carry on the occupation under the law of the second State; and
 - (b) are not based on the attainment or possession of some qualification or experience relating to fitness to carry on the occupation.

Source: Mutual Recognition Act (1992)

Bus driving is recognised as an ‘equivalent occupation’ under the terms of this Act, and therefore bus drivers are entitled to use the MRA to have their qualifications recognised. There are some unresolved differences between jurisdictions which need to be recognised by bus drivers.

Currently, Queensland, South Australia and New South Wales are in full compliance with the MRA in respect of bus drivers. However, the Australian Capital Territory has effectively applied the MRA in respect of drivers seeking permanent residence because it allows immediate recognition of other State and Territory authorisations. A form of national mutual recognition already exists with regard to charter and inter-capital express bus drivers.

Queensland has recently implemented changes resulting from the Driver Authorisation (DA) legislative changes affecting drivers with criminal history. This legislative change provides that provisions of the MRA will not automatically grant driver authorisation to interstate applicants, as legislative requirements for the “protection of children and other vulnerable members of the community” overrides the MRA.



Since the introduction of the *National Driver Licensing Scheme*, many jurisdictions have changed, or are changing their bus driver authorisation requirements to accept the driver licences of other jurisdictions. Several jurisdictions have introduced, or are proposing to introduce, changes that will reduce or remove authorisation restrictions on inter-capital and touring buses. For example, Queensland is considering this exemption through exempting certain interstate operators.

Please note that interstate operators who provide an intrastate service in Queensland (that is, both picking up and setting down the same passengers in Queensland) are required to

hold Queensland Operator Accreditation (OA). OA and DA is required if passengers are picked up or dropped off in Queensland. This also applies to DA.

Interstate operators who pass through Queensland without dropping off or picking up passengers do not require Queensland OA.



5.1 Driver Training

All transport regulatory bodies are planning or implementing significant changes aimed at improving the efficiency of their operations and providing improved, safer services for public transport customers.

Jurisdictions have mostly replaced the established practice of licensing buses for different types of operation (e.g. route bus, school bus, etc.) with a system in which bus operators are accredited for various types of operation in terms of their compliance assurance systems.

Accreditation transfers the bulk of compliance checking and enforcement effort from regulatory authorities to bus operators, who are required to establish auditable systems to assure compliance with a range of public transport safety standards and requirements.

At a minimum, operator accreditation schemes require operators to demonstrate the existence of systems to ensure that bus drivers are properly authorised, and are adequately monitored in terms of complaints, infringements and driving hours. Queensland has in place a limited system by which certain accredited Courtesy and Community bus operators are able to issue an operator-specific driver authority.

Standards:

Specific responsibilities which have been nominated by jurisdictions for bus drivers in their transport legislation effectively become minimum driver knowledge and performance standards. Accredited bus operators can then be required to ensure that their drivers are competent with these standards.

To further reduce direct regulatory control, at least one jurisdiction, Queensland, has moved away from specifying driver training as a condition of driver authorisation and instead has made operators responsible for ensuring that their drivers are appropriately trained in terms of meeting statutory driver obligations. The basis for this change is that, provided the government's safety standards are maintained, it is more appropriate for the bus industry, rather than government, to be involved in deciding the specifics of bus driver training.

National Uniformity of Driver Training Courses

In the recent past, differences in jurisdiction driver training schemes may have resulted in bus drivers having to effectively repeat a driver-training course in order to obtain driver authorisation in another jurisdiction.

The Australian National Training Authority (ANTA) was formed by an Act of Federal Parliament in 1992 to oversee at a national level the strategic directions for vocational education and training. In 1997, a Ministerial Council agreed to an Australian Recognition Framework, based on quality assurance principles, which requires all training organisations to be registered in order to be recognised. National Assessment Principles endorsed by State Ministers in 1998 require that all training packages be delivered against national standards of competency. Under the Ministerial agreement, all jurisdictions were required to implement these principles by 1 January 2000.

In essence, this means that registered industry training bodies in all States and Territories should now be able to offer bus driver-specific, competency-based training modules that can be undertaken as a TAFE course or by an accredited training provider (including government agencies), and be recognised in any Australian State or Territory. In addition, the same principles should apply to the transport management courses being undertaken by bus operators.

5.2 Bus Operator Training

Buses and coaches operate as an important part of Australia's public transport system nationally, although operational differences exist within each jurisdiction.

This is largely due to historical development however, rather than particular local concerns. Some jurisdictions, i.e. Victoria, NSW and Queensland, have significant training requirements whereas others have no training requirements, like Tasmania and the Northern Territory.

In Queensland, an Operator Accreditation (OA) training workbook was introduced on 2 May 2005. The workbook was developed as a practical, low cost alternative to the other methods of OA training to enable operators holding provisional OA to qualify for full OA. Completion of the workbook is compulsory for all new applicants and current provisional operators excluding taxis and limousines.

These differences in training requirements currently require a lot of extra work for operators who operate in more than one State through administrative duplication. Rationalisation of these systems would result in systemic improvements and significant savings in resource allocation for public transport nationally.

Training:

The NTC is currently undertaking a project to analyse and make recommendations on the possible future role of training of bus operators for accreditation purposes. This project will explore ways to harmonise the different administrative requirements for bus operators in different jurisdictions and canvas options for moving towards a nationally unified system of bus operator accreditation.





The NTC produced a comprehensive publication in 2004, *Guidelines for Bus Operator Accreditation*, which provides a useful outline of the different accreditation regimes across Australia, current as at January 2004. Some changes have occurred since that time and you are encouraged to check with the relevant jurisdiction for current requirements.

To assist bus operators in recognising the different bus and coach operator accreditation requirements in each State and Territory, the NTC recently produced a publication summarising those differences by setting out the requirements in every jurisdiction.

In 2000, the Austroads publication *AP-R183 Mutual Recognition of Bus Drivers and Operators* was released. The report clearly showed regulators are required by the Mutual Recognition Act to recognise bus drivers licensed in another jurisdiction. However, the report also showed that there is no requirement under the Act to recognise bus operators from another jurisdiction.

Operator accreditation requirements differ slightly in every State and Territory of Australia. This makes it difficult for businesses to expand into other jurisdictions and presents a challenge for people wishing to enter the bus industry at the national level. Regulatory authorities are seeking to harmonise the different accreditation regimes. However, it is expected that this will take some time.

The guidelines provide a summary of relevant requirements. It is not intended to be a substitute for legal advice on the exact requirements. Readers are encouraged to check the relevant legislation listed for each State and Territory and to consult the contacts listed. The guidelines are available from the NTC website (www.ntc.gov.au) or by request from the NTC.



Source: BIC

Under the Australian system of government, the States and Territories are responsible for making laws about workplace health and safety and for enforcing those laws. Often, Worksafe Australia (a national body) develops guidelines and/or standards which the States and Territories adopt and adapt to their own needs, and make them law.

In addition to these requirements, standards in the industry are also determined by guides, recommendations and restrictions.

OHS Laws:

Each State and Territory has a principal Occupational Health and Safety Act, which sets out the laws for ensuring that workplaces are safe and healthy. This law imposes a duty of care of employers to provide a healthy and safe working environment to all employees.

The duty of care obligation includes:

- provision and maintenance of safe plant;
- safe systems of work which includes plant and substances;
- safe working environment with adequate welfare facilities; and
- information, instruction, training and supervision of employees in relation to hazards and safe working practices.

Employees have a duty of care to themselves and to those around them.

Effective Occupational Health and Safety (OHS) happens when a company and its workforce co-operate to:

- develop policies, systems and procedures to eliminate or minimise risks;
- make sure the people who implement the systems and procedures and the people affected by the systems and procedures understand them;
- implement effective training in procedures; and
- ensure the workforce has good access to safety standards and safety information generally.

For any OHS system to be effective it must have the total commitment of all levels of staff within an organisation.

The employer's main duty under the *Occupational Health and Safety Act* (1985) (refer to national Act) provides that employers (including contractors) are required to "provide and maintain so far as practicable for employees a working environment that is safe and without risks to health".

7.1 Health and Safety Links

The National Occupational Health and Safety Commission is also known as Worksafe Australia. It is a national body that oversees the development of health and safety standards in Australia. The Worksafe Australia website has general information about a wide range of hazards, with the facility to search by keywords and links to other health and safety links. The web address is <http://www.worksafe.gov.au/>. See section 18.4 for a list of State and Territory health and safety authorities' websites.

8.1 Australian Road Rules

The *Australian Road Rules* (ARR) is a national model developed by the NTC in consultation with all Australian governments through their transport agencies and police, the Commonwealth Office of Legislative Drafting, the Parliamentary Counsel's Committee and many other stakeholders. Their approval in 1999 by the Australian Transport Council was an historic event.

Australian Road Rules:

The Australian Road Rules (AAR) are an agreed set of road rules which are given legal effect by the legislatures of the various States and Territories. This provided Australians and visitors with a uniform and consistent set of rules by which to drive. However, at the time of development, it was recognised that the ARR needed to make allowance, in some instances, for States or Territories to vary the agreed position to satisfy local issues or needs: these areas can be identified by the term "under another law of this jurisdiction".

You can access the ARR on the NTC website. Individual jurisdictions have either adopted the ARR without modification or have adopted them with minor variations. It is therefore essential to check the laws that relate to the State or Territory in which you intend to drive. In addition to a jurisdiction's version of the ARR, it is particularly important to note that most jurisdictions have other primary or subordinate legislation that impacts on how you behave on the roads.

For additional rules relating to public bus drivers refer to Part 17 Division 2 of the ARR. The road rules may be accessed from each jurisdiction's respective road agency website, see contact details at the end of the handbook.

A report was commissioned by the NRTC as part of its monitoring role to examine the implementation of the ARR in each of the jurisdictions. This report is available on the NTC website and outlines differences which existed as at March 2003.

8.2 Chain of Responsibility

What It Means

Chain of Responsibility (CoR) means anybody – not just the driver – who has control in a transport operation can be held responsible for breaches of road laws and may be made legally liable. In other words, if you use road transport as part of your business, you share responsibility for ensuring breaches of road laws do not occur.

You will also have obligations not to coerce, induce or encourage a breach of road transport laws.

In addition to ensuring compliance with road laws, you will have to take reasonable steps to make sure that you do not pass on to other parties any false or misleading information about a vehicle or its task.

Corporate and Management Responsibility

Under the planned new legislation, a corporation, partnership or any other body corporate can be found guilty of an offence under CoR. Anyone who is involved in the management of any such organisation can also be personally liable for the same offence.

Corporate liability will apply to a corporation, partnership or other body corporate if:

- the organisation is a party in the CoR, e.g. bus operator; or
- an employee of the organisation is a party in the CoR, e.g. driver.

Responsibilities

As an operator, manager or scheduler of a business involved in road transport, your responsibilities include ensuring:

- rosters and schedules do not require drivers to exceed driving hours regulations or speed limits;
- drivers' activities including driving, work and rest times are recorded;
- vehicle speed limiters are functioning;
- vehicles do not exceed mass or dimension limits; and
- appropriate restraint equipment is provided and loads are restrained.

Contact points are provided in the contact lists at the end of this handbook for operators to consult their jurisdictions for a full overview of the CoR obligations.

8.3 Enforcement Officers and their Powers

From September 2005, new road transport compliance and enforcement laws will be progressively introduced throughout Australia. These will introduce new enforcement powers to regulate heavy vehicle safety including driving hours, fatigue, speed, accreditation, mass and loading requirements.

These new powers will enable officers to pursue all relevant parties in the chain of responsibility, whether they are drivers, operators or 'off-road' parties such as travel agents, in-bound tour operators and operators of intelligent transport systems.

8.4 National Inspection Standards (Roadworthiness)

Various accreditation systems exist across Australia which set standards for vehicle maintenance. These are outlined in the NTC publication *Guidelines for Bus Operator Accreditation*. This is available on the NTC website, or can be obtained from BIC.

8.5 Speed Limits and Speeding

Speeding Heavy Vehicles ('Three Strikes and You're Out')

Buses, like all other road vehicles, are required to not exceed posted speed limits. There are, however, additional restrictions which apply to buses to prevent them from travelling at a speed of more than 100 km/h even if the applicable speed limit for the road is higher.

The *Speeding Heavy Vehicle Policy* is based on a 'three strikes and you're out' approach. On the third strike, suspension of registration applies to operators of heavy vehicles detected in excess of 15km/h above the open road speed limit. The 'three strikes' penalty is a staged approach comprising warnings, demonstration or fitting of a speed limiter, and a 28 day (first occasion) or three-month (next or subsequent occasion within three years of another 'three strikes' suspension) suspension period.

The 'three strikes' policy has been implemented in New South Wales, Victoria and South Australia, as well as by the Commonwealth in relation to vehicles operating under the *Federal Interstate Registration Scheme*. The Commission is currently reviewing compliance and enforcement measures for speeding heavy vehicles.

The review will include consideration of the 'three strikes' policy. It is envisaged that special provisions to create a chain of responsibility for speeding heavy vehicle compliance will be developed and, again, the new provisions will then be included in the model *Road Transport Reform (Compliance and Enforcement) Bill*.

The *Australian Design Rules* (ADR) set out design standards for vehicle safety and emissions. They are developed through a consultative process involving government, industry, employee and consumer representatives. The ADR, as they then stood, became national standards for the purposes of the *Motor Vehicle Standards Act* on 2 August 1989 (Gazette number S 264).

Speed Limiting:

Following is a description of ADR65 which sets speed limits for the bus industry:

- ADR 65/01 Maximum Road Speed Limiting for Heavy Goods Vehicle and Heavy Omnibuses specifies the speed limiter requirements for heavy buses over 5 tonnes Gross Vehicle Mass (GVM). ADR 65 was first introduced in July 1990 and the design rule is applicable to buses >5 tonnes GVM and up to 14.5 tonnes GVM from 1 July 1991 and buses over 14.5 tonnes GVM from 1 January 1991.
- ADR 65 sets the maximum allowable speed as 100km/h for the applicable buses.
- Regardless of the road speed capability limit, buses must follow the posted road speed limits if less than the road speed capability limit.
- It is the responsibility of the bus operator to ensure that the speed limiter remains functioning, is not tampered with, and is adequately maintained.



9.1 Permits

Where a bus is over the allowable mass or dimension limit, some road authorities will issue permits with consideration of situation and circumstances. Check with your local road authority for conditions.

9.2 Allowable Bus and Coach Mass and Dimensions

Heavy vehicles operating in most States and Territories and in the Federal Interstate Registration Scheme (FIRS) are now able to operate at higher mass limits if they have road-friendly suspensions, travel only on approved routes and meet other requirements.

FIRS commenced in 1987 as an alternative to State based registration for heavy vehicles weighing 4.5 tonnes and over. The Scheme was designed to provide uniform charges and operating conditions for heavy vehicles engaged solely in interstate operations.

An information bulletin is available at http://www.dotars.gov.au/transreg/str_firs1.aspx and outlines how operators of certain trucks and buses registered under the FIRS can carry higher mass on designated routes. These arrangements are part of the national implementation of higher mass limits.

The figure in brackets after the figure for maximum mass refers to the maximum mass for road-friendly vehicles.

Vehicle: Two Axle Bus



Maximum Mass Limit (tonnes): **16***

Annual Charge (\$);

Up to 10t **334**

Up to 16t **557**

Width=**2.5m**

Height=**4.3m**

Length=**12.5m**

* The mass of two axle buses complying with particular standards is 16t, (including up to 6.5t on the front axle), otherwise it is 15t.

Vehicle: Three Axle Bus



Maximum Mass Limit (tonnes) **22.5*** (23)

Annual Charge (\$) **1,390**

Width=**2.5m**

Height=**4.3m**

Length=**12.5m**

* If eight-tyred tandem drive.

* If six-tyred tandem drive, maximum mass is 20t for buses complying with particular standards.

* Note: always check with local road authorities for variation in any of these national standards.

For details of the road-friendly requirements please contact your local road authority.

10.1 Australian Design Rules

The *Australian Design Rules* (ADR) set out design standards for vehicle safety and emissions. They are developed through a consultative process involving government, industry, employee and consumer representatives.

As with all vehicles registered for use on Australian roads, buses and coaches are subject to ADR, which are applied at the Original Equipment (OE) level. Heavy omnibuses (those with Gross Vehicle Mass (GVM) exceeding 5.0t) must comply with a multitude of ADR, including several ADR introduced during the past decade to improve the crashworthiness and occupant protection of buses and coaches.

ADR 58 (Requirements for Omnibuses Designed for Hire and Reward) was first introduced in 1986 and includes requirements for:

- passenger access, amenity and seating;
- emergency exits; and
- fuel systems.

The ADR requirements for access and seating include aisle width requirements in seating and standee areas and seat pitch requirements; these requirements have a strong influence on bus capacity (seated passengers and standees).

ADR 58 also includes a stability requirement of 28 degrees transverse slope (for double-deck buses, which is approximately equivalent to a Static Roll Stability of 0.53g) and a requirement for dual tyres on single rear axles (for buses with 15 occupants or more).

ADR 35 (Commercial Vehicle Brake Systems) includes requirements for minimum deceleration capability under both fully laden (at the manufacturer's maximum GVM rating) and unladen conditions.

ADR 43 (Vehicle Configuration and Dimensions) includes requirements for:

- maximum turning circle (at the tyres) of 25m in diameter;
- ability to turn within an inner radius of 5.3m and an outer radius of 12m (for articulated omnibuses);
- rear overhang of a rigid vehicle not to exceed 60% of the wheelbase or 3.7m, whichever is the lesser;
- overall width not to exceed 2.5m (overall width is the maximum distance measured across the body including wheel guards, but excluding rear vision mirrors, signalling devices and side-mounted lamps);
- ground clearance (relative to two intersecting gradients of 1:15); and
- load-sharing suspension.

The more recent package of bus safety ADR comprises:

- ADR 59 – Omnibus Rollover Strength (introduced in 1992);
- ADR 66 – Seat Strength, Seat Anchorage Strength & Padding (introduced in 1992) – this ADR applies to the passenger seats; and
- ADR 68 – Occupant Protection in Buses (introduced in 1992) – this ADR includes requirements for the fitting of seat belts to passenger seats, with the exception of route service buses and buses with less than 17 seats.

Test requirements specified are specific to the unladen mass of the vehicle, and do not specifically invoke the maximum GVM rating. ADR 66 and 68 are mainly concerned with requirements for individual seats and do not invoke the maximum GVM rating. Any change to ADR 68 which may extend the requirement for fitting seat belts to passenger seats – for example to include route buses – may have implications for the viability of current width and mass limits.

10.2 Heavy Vehicle Standards Regulations

For the primary purpose of ensuring the safe use of vehicles throughout their life, in a consistent way throughout Australia, the *Heavy Vehicle Standards Regulations* (1995) set out requirements for a range of factors. Those of particular relevance to bus operators and not previously mentioned under ADR include:

- maximum length of 12.5m for a single motor vehicle, with the exception of 14.5m for a controlled-access bus and 18m for an articulated bus;
- maximum height of 4.3m, with the exception of double deck buses (4.4m) simplified brake performance criteria, similar to ADR 35 requirements; and
- speed limiting, as in ADR 65, for buses with GVM over 14.5t manufactured after December 31 1987 (except for buses with specific provision for standing passengers).

10.3 Mass and Loading Regulations

The *Mass and Loading Regulations* (1995) set out nationally uniform requirements for mass and loading primarily to increase safety and reduce damage to roads. These requirements have not been adopted by all States. The Regulations specify the following limits:

- mass on a tyre not to exceed the greatest load capacity specified by the tyre manufacturer, with the associated tyre pressure not to exceed 825 kPa;
- mass limits relating to axle spacing; note that these limits only impact on vehicles of 23t or more so do not impact on buses; and
- axle and axle group mass not to exceed the following limits relevant to buses:
 - 6.0t for single axle/single tyres (less than 375 mm section width)
 - 6.7t for single axle/single tyres (375 – 450 mm section width)
 - 7.0t for single axle/single tyres (more than 450 mm section width)
 - 10.0t for single axle/dual tyres (bus licensed to carry standing passengers) – the bus industry has recently made representations at the national level to increase this limit for low floor route buses
 - 11.0t for load-sharing twin steer axle group (10.0t for non-load-sharing)
 - 13.0t for 6-tyred tandem axle group
 - 16.5t for tandem axle/dual tyres.

10.4 Key Bus Limits in National Heavy Vehicle Design and Operation Standards

From Sections 10.1 and 10.2 and 10.3, the key considerations with regard to increased mass and dimension limits are:

- axle and axle group mass limits as listed in Section 10.3;
- total length of a rigid vehicle (currently limited to 12.5m), with the exception of up to 14.5m for a controlled-access bus and 18m for an articulated bus;
- overall width (currently limited to 2.5m);
- rear overhang restrictions;
- maximum turning circle (currently set at 25m diameter);
- GVM rating for which compliance has been obtained under ADR 35 (Commercial Vehicle Brake Systems); and
- tyre and rim ratings mass on a tyre not to exceed the greatest load capacity specified by the tyre manufacturer, with the associated tyre pressure not to exceed 825 kPa.

Other relevant considerations to increased mass and dimension limits, which are not currently mandated for all heavy omnibuses, include:

- stability on a transverse slope; and
- ability to turn within specified inner and outer radii.

10.5 Design for Disability

Arrangements in relation to bus operations must aim to reflect the principles and intent of the *Disability Discrimination Act 1992 (DDA)* and the *Disability Standards for Accessible Public Transport 1995*, Parts I and II. The Disability Standards require that transport operators demonstrate significant progress at 5, 10 and 15 year intervals, with the aim of full accessibility at the 20-year mark.

Refer to Section 13 which outlines the requirements of the DDA.

10.6 Greenhouse Considerations

Most government bus operators, and several private operators, have had experience with LPG/CNG buses and cleaner engine technologies despite the initial capital cost involved. Unless gas storage tanks and larger gas engines are integrally designed into chassis/frameworks (which adds less than 0.5t), their incorporation into traditional designs can add a weight penalty of up to 1.6t.

Cleaner engine technologies are increasingly being recognised as appropriate for future public transport in populous inner city areas. This could also include advanced diesel engines and cleaner diesel fuels.

Government bus operators (and owners that contract out in South Australia and Western Australia) are already ordering significant numbers of gas buses for their city route services.

The private bus industry has recently entered into the *Greenhouse Challenge Cooperative Agreement*, which commits to bus purchases and other actions that will abate greenhouse gas emissions and increase the use of public transport.

The increased mass and dimension reforms referred to in Section 9 are complementary to these recent trends. As well as increased limits providing extra carrying capacity for buses (to attract travellers from cars), increased mass limits are necessary to accommodate the additional weights of advanced engines and fuel storage tanks without sacrificing payload capacity.

10.7 Regulation of Bus Passenger Capacities

National and State regulations and contracts place limits on the number of passengers (seated and standees) which are approved for various types of bus. Each jurisdiction was contacted to obtain information on rules applying to bus occupancy and bus contracts.

10.8 Licensed Passenger Capacities

Bus passenger capacities are determined from a number of factors including:

- the number of seats in the bus, with minimum seat width and pitch being defined by ADR 58/00, Clause 58.13 Passenger seats;
- the floor area of the bus available for standing passengers, with floor areas in part being defined by ADR 58/00 Clause 58.4 Aisle Requirements and in part by Clause 58.13 Passenger seats;

- the difference between the tare weight of the bus and the allowed GVM of the bus, divided by the unit weights of passengers and luggage (if appropriate) as defined in ADR 58/00, Clause 58.3 Occupant Capacity;
- other variations that may apply to school children, ensuring driver visibility, rules about stair wells, etc; and
- vehicle mass limits.

The ADR 58/00 passenger-related mass limits and axle mass limits are shown in Table 4, along with any conditions and variations applied in each State.



Table 4. Mass Limits Applied

ITEM	MASS LIMIT	EXCEPTIONS
Passenger mass	ADR 58/00 – 65kg per seating and standing position including the driver seat	Applied in all States and Territories
Luggage mass	Medium Rigid vehicle licence	Applied in all States and Territories
Steer axle limit	6.0t or 6.5t in some cases	6.5t limit applies in NSW; 6.5t available in Tasmania under permit; 6.5 allowed on complying buses in Victoria and Queensland
Single dual drive axle limit	9t or 10t	9t limit applies generally 10t limit applies as of right for buses in all States except Queensland, Tasmania and South Australia. Available under permit in Tasmania, and to complying buses in Queensland and South Australia
6 tyred tandem axle group	13t or 14t	13t applies in all States 14t available under permit for road friendly suspensions in Tasmania, and on a complying bus in Victoria and Queensland
8 tyred full tandem axle group	16.5t or 17t	16.5t applies as of right in all States 17t available in Tasmania under permit, and to complying buses in Queensland

Dimensional Limitations on Passenger Capacity

Dimensional limits applying to seats, seat pitch, standee areas and clear spaces, as applied in ADR 58/00, all affect maximum passenger capacities under a given set of vehicle limits. State requirements relating to the carriage of school children also affect the capacity of buses.

Source: Improved Bus Productivity through Increased Mass and Dimensions Limits Final Report 21 August 2000 (Road user International Pty Ltd & Saturn Corporate Resources Pty Ltd.)



11.1 Enforcement Practices of Jurisdictions

Based on the information collected at workshops held in Melbourne, Launceston, Sydney, Brisbane, Perth and Adelaide, the table below lists the enforcement provisions.

Table 5. Enforcement of Bus Occupancy and Mass Limits

JURISDICTION	GENERAL MASS ENFORCEMENT ARRANGEMENTS
NSW	Buses are weighed at registration and capacity is calculated using gross and tare mass difference, and other factors. Route buses are never weighed loaded. Most mass limit enforcement occurs at Marulan and to a lesser extent Mt White. The number of occupants is not checked. School bus occupancy are controlled by numbers of students authorised to travel on a particular service.
VIC	Buses are weighed at registration. Capacity is calculated by a Licensed Bus Tester using gross and tare mass difference and other factors. Route buses are never weighed loaded. Mass limit enforcement occurs only if an officer suspects there is a problem. The number of passengers are checked where complaints of overloading are made. School bus occupancy is controlled by the set numbers of students authorised to travel on a particular service.
QLD	Buses are not weighed at registration. Capacity is calculated using gross and tare mass difference and other factors (by bus supplier). Route buses are never weighed loaded. Other buses are weighed only if a problem has already been identified. Dedicated school bus occupancy is controlled by set numbers of students authorised to travel on a particular service under the contract. More than 50% of school children travelling on buses travel on route buses.
SA	Buses are weighed at registration and capacity is calculated using gross and tare mass difference, and other factors. Buses are weighed loaded at permanent weigh stations located outside Adelaide.
WA	Buses are weighed at registration and capacity is calculated using gross and tare mass difference, and other factors. Buses are never weighed loaded in WA. School bus occupancy is controlled by set numbers of students authorised to travel on a particular service.
TAS	Buses are not weighed at registration. Tare mass difference is not used to determine occupancy. Route buses are very rarely weighed loaded. Mass limit enforcement occurs only if an officer suspects there is a problem. Number of occupants checked where complaints of overloading are made. School bus occupancy is controlled by set numbers of students authorised to travel on a particular service.

NT	<p>Buses are weighed at registration and capacity is calculated using gross and tare mass difference, and other factors. Buses are never weighed loaded.</p> <p>Interstate coaches most likely to be checked at permanent stations in SA or at Marulan or Mt White in NSW. School bus occupancy controlled by numbers of students authorised to travel on a particular service.</p>
ACT	<p>Buses are weighed at registration and capacity is calculated using gross and tare mass difference, and other factors. Route buses are never weighed loaded. The number of occupants is not checked.</p>

11.2 Australian Vehicle Standards Rules

The *Australian Vehicle Standards Rules* (AVSR) (1999) set standards that vehicles must comply with to be driven on roads and road-related areas.

The Australian Design Rules (ADR) are rules for designing and building vehicles. Imported vehicles must also comply with the ADR.

The Vehicle Standards require a vehicle that is subject to an ADR when built or imported to continue to comply with the ADR.

The Vehicle Standards also apply certain other standards (adopted standards) that are intended to complement the ADR.

The ADR do not cover:

- vehicles built before 1969;
- combinations of vehicles of any age; or
- every safety feature for vehicles built between 1969 and 1988.

These matters are covered by the Vehicle Standards.

In most cases, if a vehicle complies with the Vehicle Standards, it is suitable for road use.

The AVSR are available at: <http://www.ntc.gov.au/ViewPage.aspx?page=A02300408400160020>

Rules 114 to 117 in Part 8, Division 18 of the AVSR set out the national requirements for warning lights and signs on buses carrying children. However, in NSW a different requirement is required.

12.1 Fuels and Excise (Petrol, Diesel, CNG, Alternative)

On 15 June 2004 the Federal Government released a White Paper "Securing Australia's Energy Future", detailing a new Energy Policy out to the year 2015. Amongst the new initiatives announced were changes to the fuel excise system and the *Energy Credits Grants Scheme* which provide a rebate to eligible transport operators on each litre of fuel used for business purposes.

In summary the changes are that from 1 July 2006:

- The net excise paid on fuels used on-road for business purposes by heavy vehicles over 4.5 tonnes Gross Vehicle Mass (GVM) will be converted to a non-hypothecated "road user charge".
- The Federal Government proposes that the NTC will be responsible for annual adjustments to the road user charge though its annual adjustment procedure, in addition to heavy vehicle registrations.
- Existing urban-regional boundaries that govern eligibility for excise credits will be removed.
- Excise credits will apply to petrol as well as diesel powered heavy vehicles.
- To qualify for the energy credits, heavy vehicles will need to meet any one of five emission criteria based on emission standards set under the *Diesel National Environment Protection Measure*.

Emission Criteria to Qualify for Energy Credits:

Heavy vehicles need to meet at least one of the following criteria to qualify for fuel tax credits under the new scheme to be introduced from 1 July 2006:

- all vehicles manufactured since 1 January 1996;
- vehicles that are part of an accredited audited maintenance programme;
- vehicles that pass the in-service emission standard set by the Australian Transport Council and referred to in the National Environment Protection (Diesel Vehicle Emissions) Measure agreed in 2001 between the Australian Government and all State and Territory governments;
- vehicles which comply with a simple Australian government endorsed maintenance schedule that includes an emissions component, which will be developed in consultation with industry; or
- vehicles owned by primary producers that are used in their owners' primary production business activity.

Source: NTC



12.2 Heavy Vehicle Charges Determination

The NTC has the responsibility of developing and recommending national heavy vehicle charges to the Australian Transport Council. These charges aim to recover heavy vehicles' share of road construction and maintenance expenditure. Currently charges are applied in a two-part charging system – a fuel based charge (formally referred to as the 'Road Use Charge' currently set at 20¢ per litre) and the second is a fixed annual registration charge (which recovers the balance of costs allocated to each vehicle class).

To date, only two full heavy vehicle road pricing determinations have occurred. The first was agreed in 1992 and implemented in 1995-96 and the Second Determination was agreed and implemented in 2000. To ensure heavy vehicle road prices keep pace with changing circumstances and to reduce the potential impact of a full review every 4-5 years, the NTC has in place a method to adjust charges on an annual basis.

The annual adjustment formula for heavy vehicle road prices adjusts registration charges in accordance with changes in road expenditure and expected changes in road use, capped by CPI movements. The procedure first applied in October 2001 and has applied automatically each year from July 2002.

To ensure heavy vehicles' road prices reflect their share of road costs, work has commenced on the *Third Heavy Vehicle Road Pricing Determination*. Numerous projects are being undertaken that aim to significantly improve the heavy vehicle road pricing approach. This work is expected to be completed by the end of 2005, with implementation of the Third Determination in mid 2006.

Table 6 outlines examples of bus charges applied from July 1, 2004.

Source: Michael Apps, BIC

Table 6. Current Heavy Vehicle Registration Charges:

VEHICLE TYPE	MASS	JULY 2005 CHARGE
	Up to 12.0t	\$334
	Over 12.0t	\$557
		\$1 390

OR

BUS TYPE	2 AXLE	3 AXLE	4 AXLE
Bus (type 1)	334		
Bus (type 2)	557	1 390	1 390
Articulated bus		554	557

Bus (type 1): A rigid bus that has 2 axles an MRC (Mass Rating for Charging) not exceeding 12t.

Bus (type 2): (a) A rigid bus that has 2 axles and an MRC exceeding 12t; (b) A rigid bus that has 3 or 4 axles.



In October 2003 the Australian Commonwealth Parliament passed the *Accessible Public Transport Standards* which are prescribed under section 31 of the *Disability Discrimination Act* (DDA). The (Accessible Transport Standards) in turn are referred frequently to Australian Standards AS1428.1 and AS1428.2.

The purpose of the Accessible Transport Standards is to provide accessible transport in compliance with the *Disability Discrimination Act* and the *Disability Transport Standards*. The Accessible Transport Standards set out formal requirements for accessibility to public transport in Australia.

These include access paths, manoeuvring areas, ramps and boarding devices, allocated spaces, handrails, doorways, controls, symbols and signs, the payment of fares and the provision of information.

Providers and operators of public transport, infrastructure and premises must meet these requirements for all new items coming into service and will have a staggered compliance timeframe for upgrading equipment beginning from 23 October 2002.

The Accessible Transport Standards apply to route services or any bus and coach operator who sells seats on a per seat basis. There are exemptions for school bus operators. The standards also relate to premises that the public visit in relation to the public transport service and these must also comply.

New buses, coaches, premises or infrastructure must comply if they have been in service from 23 October 2002. There are requirements to make certain aspects, like information provision and lighting of buses, coaches, premises and infrastructure 100% compliant by either 31 December 2007 or 2012. Other aspects, like ramps, have a phased implementation over a 20-year period.

The BIC has developed guidelines for the Disability Discrimination Act to assist bus and coach operators and manufacturers to meet the requirements of the Act and to develop an action plan to meet the standards.

The bus and coach operators' guidelines for the Disability Discrimination Act are available for bus and coach operators through the State bus and coach associations whose contact details are available at the back of this publication.

14.1 Fuel Quality Standards

The *Fuel Quality Standards Act* (Cth) (2000) provides a legislative framework for setting national fuel quality and fuel quality information standards for Australia.

A staged approach to introducing 'cleaner' diesel has been undertaken which is linked to the new emissions standards for heavy vehicles. 'Cleaner' diesel is required so these new emissions technologies can be introduced.

The first stage in introducing new diesel fuel quality standards was completed in 2002 and set a maximum level of sulphur in diesel to 500 parts per million (ppm). The second stage introduction of a lower sulphur level will occur in 2006 when the level drops to 50 ppm. In 2009, the maximum sulphur level in diesel will drop to 10 ppm.

For more information visit <http://www.deh.gov.au/atmosphere/cleaner-fuels/>

14.2 Emissions Legislation

Australian Design Rules

Standards for diesel vehicle exhaust systems are set by the *Australian Design Rules* (ADR), which have been progressively tightened over the past decade. The ADR are enforced as national standards under the *Motor Vehicles Standards Act* (Cth) 1989. The ADR relevant to heavy vehicles ensure that manufacturers install efficient combustion and exhaust systems in their vehicles and provide documentation to fleet owners so that in-service vehicles can be properly maintained. The relevant ADR for heavy vehicles and the application dates are presented in the table below.

Table 7. ADR for Heavy Vehicles

STANDARD	APPLICATION DATE	FUEL TYPE	COMMENT
ADR30/01	1976	Diesel	Introduced to limit the opacity of diesel engine exhaust smoke emissions.
ADR 70/00	1995	Diesel	Applied to all new models and vehicles from that date and set emission levels for hydrocarbons, carbon monoxide, oxides of nitrogen, and particulates.
ADR 80/00 Euro3 or US98	2002/2003	Diesel LPG, natural gas	Same as the standard adopted by Europe in 1992 and similar to those that were introduced in the USA in 1990. This standard reduces particle emission from heavy vehicles to a level that is about 72% less than ADR 70/00.
ADR 80/01 Euro4 or US2004	1 January 2007 for new models 1 January 2008 for all models	Diesel, petrol LPG, natural gas	This will make a further reduction of 80% in particle emissions defined in ADR 80/00.
ADR 80/02	January 2010 for new models 1 January 2011 for all models	Diesel, petrol	This will further reduce NOx emissions over ADR80/01.

For more information on ADR, see <http://www.dotars.gov.au/mve/index.aspx>

In-Service Standards

In Australia the standards for in-service emissions are set by the State or Territory authority. The ADR are useful here as a best-case scenario against which to measure any test results after servicing. These in-service emissions standards are available from your State or Territory authority. See the contact list of EPAs and road authorities in the back of this handbook.

Diesel NEPM

On 29 June 2001, National Environment Protection Council (NEPC), made the *National Environment Protection (Diesel Vehicle Emissions) Measure (NEPM)*.

The purpose of this Measure is to provide a framework for the management of emissions from the in-service diesel fleet. It is designed to facilitate compliance with in-service emissions standards developed in conjunction with the NRTC (now NTC).

The Diesel NEPM sets out a number of initiatives designed to improve air quality by reducing the impact of diesel emissions on the environment. States and Territories have passed complementary legislation that supports the Diesel NEPM, including recent additions that define in-service emission standards and provide monetary incentives to companies that maintain their vehicles to an auditable standard of performance.

The NEPM guidelines were adopted in June 2001 and include five programs which cover:

- vehicle inspection and maintenance;
- fleet maintenance;
- smoky vehicles;
- retro-fit; and
- engine rebuild.

For more information on the Diesel NEPM, see: http://www.ephc.gov.au/nepms/diesel/diesel_intro.html

14.3 Eco-Maintenance

There is significant value in helping to train mechanics to understand the link between good servicing and lower emissions. The eco-maintenance program aims to introduce mechanics to the emission-related aspects of servicing. A set of training materials have been prepared by the NTC to assist apprentice mechanics enrolled in the range of accredited programs in the *Automotive Industry Training Package AUR04-Retail Service and Repair*.

The material is primarily available through courses at participating TAFEs and will be available to operators for purchase.

14.4 Greenhouse Challenge Plus

Greenhouse Challenge Plus is a programme managed by the Australian Greenhouse Office which works together with industry to reduce greenhouse gas emissions.

Greenhouse Challenge Plus is designed to:

- reduce greenhouse gas emissions;
- accelerate the uptake of energy efficiency;
- integrate greenhouse issues into business decision-making; and
- provide more consistent reporting of greenhouse gas emissions levels.

For the majority of participants, the decision to join Greenhouse Challenge Plus is voluntary. However, from 1 July 2006, participation in Greenhouse Challenge Plus will be a requirement for Australian companies receiving fuel excise credits of more than \$3 million.

For more information, visit <http://www.greenhouse.gov.au/challenge/> or contact BIC to join the Greenhouse Challenge Plus program.



15.1 Bus Industry Safety

Buses are the safest form of motor vehicle travel in Australia. The 2001 *Australian Transport Safety Bureau Report on Bus Safety* found bus passengers comprised 0.6% of the 17,840 road fatalities from 1990 to 1998, despite buses accounting for around 6% of all trips taken in this period, making the bus ten times safer than other modes of travel.

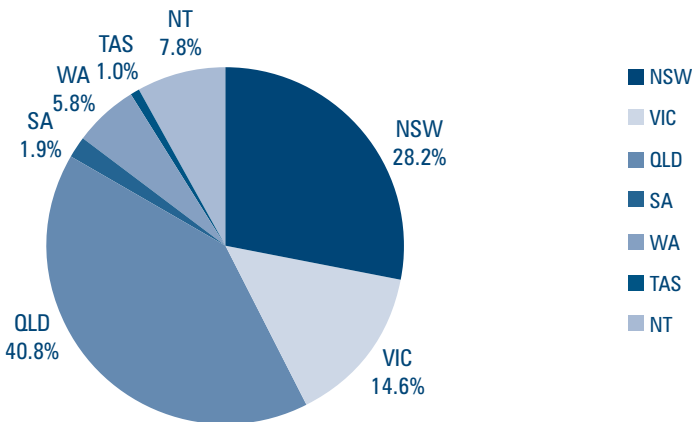
In 2002 there were 28 fatal crashes involving buses as opposed to 1,121 involving cars and 45 involving rail (Industry profile). Buses are the safest mode of travel (excluding air travel) in terms of passenger exposure (fatal accidents per billion passenger kilometres), with cars and trains being more than three times more dangerous than buses (ATSB Fatal Road Crash Database).

Out of around 300 bus-related fatalities between 1990 and 1998, only one-third were bus passengers and over 40% of these occurred in Queensland, where the age of the fleet is an issue of major concern.

With more than one billion passenger trips being made on buses every year in Australia, the odds of a passenger suffering a fatal accident are around one in 800 million.

A recent Institute of Transport and Logistics Studies study found that school buses are seven times safer than the family car, 31 times safer than walking and 228 times safer than riding a bike (BIC).

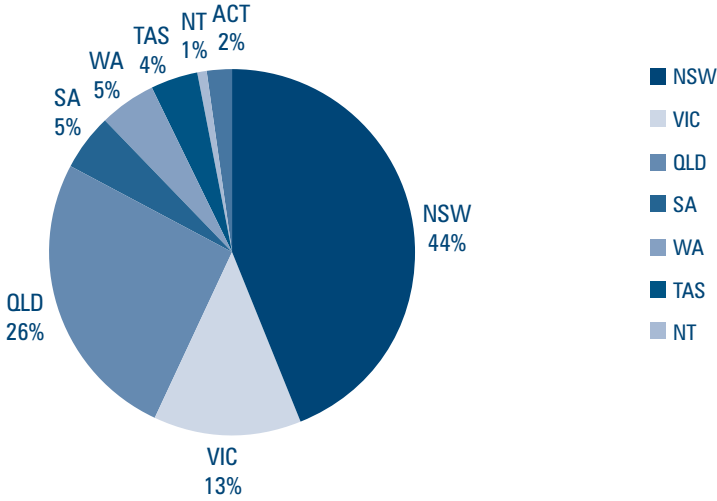
Figure 1. Bus Occupant Fatalities by State/Territory (1990 - 1998)



Source: ATSB Report on Bus Safety, 2001.
http://www.atsb.gov.au/road/stats/pdf/bus_travel.pdf

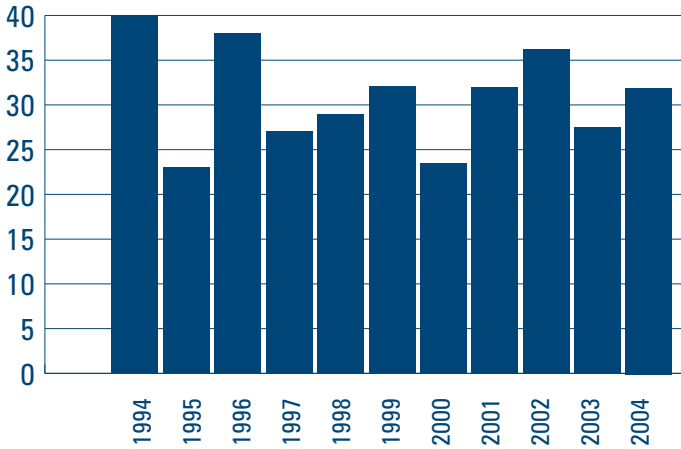


Figure 2. Bus Related Fatalities by State/Territory (1994 - 2004)



Source: ATSB (www.atsb.com.au)

Figure 3. National Bus Related Fatalities (1994 – 2004)



Source: ATSB (www.atsb.com.au)

Australia's Ageing Bus Fleet:

The age of the Australian bus fleet is an area of major concern for industry. Every incentive should be provided to operators to upgrade their fleet to newer, safer models. The 2002 ABS Motor Vehicles Census found that 39% of Australia's bus fleet was over 12 years old, with 19% older than 17 years. Tasmania has the oldest fleet in Australia (average age 14.3 years), followed by South Australia at 11.8. The Northern Territory has the youngest fleet at 8.1 years. The average age Australia-wide is 10.2 years, up from 9.1 years in 1997.

As identified by the ABS, 39% of Australian bus fleet was over 12 years old with vehicles in some States still in commercial operation at 25 years of age creating a less safe and less attractive travel alternative and industry. This is of particular concern as most of these older vehicles are being used in delivering school services.

Source: BIC, Information Brief on Road Safety, 7 May 2004; <http://www.aph.gov.au/house/committee/trs/roadsafety/sub34.pdf>

15.2 Second-hand Imported Vehicles

Although there are stringent rules and regulations new buses must conform to in Australia, there are currently no restrictions on the importation of second-hand buses from overseas aged 15 years and older. Most of these do not conform with ADR for safety, Euro 3 emission standards required for new buses, or the *Disability Discrimination (Accessible Transport Standards) Act (DDA)*.

The importation of these vehicles is undermining industry efforts to improve service quality and hurting the Australian bus manufacturing industry. The BIC has called for all imported buses aged 15 years or more to meet the requirements of current ADR and the DDA, except for buses imported for vintage or collector purposes.

15.3 Seat Belts

The Australian bus industry supports the use of seat belts in buses to improve the safety of travel to both passengers and drivers. The BIC believes a holistic approach to addressing bus safety issues is required, taking into account all the possible factors relating to bus accidents in order to deliver a set of priorities to put in place effective measures to reduce bus related accidents.

A recent report conducted by the NSW School Bus Safety Working Group in late 2003 sought to identify concerns and examine practical and potential solutions regarding the safety of school bus travel, in particular seat belts.

Findings in the report estimated that the implementation of seat belts in NSW on new buses would cost between \$1 billion and \$2.5 billion for large buses, and between \$8.2 million and \$33.1 million for smaller buses (<25 seats). Approximately, 46% (or \$0.5B to \$1.1B) of these costs for large buses and 85% (or \$6.9 million to \$28 million) of these costs for small buses would apply to country buses.

Overall, fitting seat belts and prohibiting passengers from standing significantly reduces the carrying capacity of a large bus from 25% to 48% and up to 20% of a small bus. Therefore, to compensate for this loss in carrying capacity, bus operators would need to increase their existing bus fleets by 33% to 92% for large buses and up to 25% for smaller buses.

The Ministry of Transport (NSW) recently conducted a study which found fitting padding to seat tops and stanchions could save one serious injury and 75

minor injuries out of all cases studied over a four year period at a cost of \$7 million. By comparison, the fitting of seat belts would cost over \$200 million for the possible savings of one fatality, two serious injuries and 100 minor injuries.

Small buses do not offer the safety to their passengers that larger buses can provide. Their lower ride height and relative lack of size and mass means their passengers are significantly more at risk of injury or death in the event of a collision than a passenger on a large bus.

Around 40% of injuries sustained from bus accidents involve small buses with 13 seats or less. In addition, small shuttle or mini buses are responsible for nearly 20% of Australian bus fatalities (Hildebrand & Rose, Australian Bus Safety, 2001).

Larger buses provide protection to passengers from crash impact due to the greater size of the vehicle and elevated ride height, which places passengers safely above crash impact points. If large passenger buses were measured as an independent category, the formal bus and coach services become even more clearly Australia's safest mode of transport.

ADR and Passenger Safety

Although current ADR for buses and coaches are focused on ensuring seats do not collapse or shift from their mountings in the event of a collision or rollover, the majority of buses operating in Australia today pre-date these requirements.

Based on current fleet turnover rates and the allowable age of buses in different States and Territories, it will take up to

20 years before all buses and coaches meet the current design requirements for safety.

Additional benefits of a younger bus fleet include greater accessibility to transport for older and disabled people and a reduction in greenhouse gas emissions.

Personal Security for Public Transport Users:

While the risk of injury caused by collision on buses is extremely low, personal security and safety is a major issue for many people.

"The fear of crime on public transport is a key factor in declining public transport patronage around the world... Queensland Rail's customer surveys indicated that the fear of victimisation was the first or second most common factor in people's decisions not to travel by Citytrain."

- (Queensland Parliamentary Travelsafe Committee Report, May 1995).

The ABS National Crime Statistics (1995) stated that 6.6% of all violent crimes in Australia were committed on public transport. Providing fair and equitable transport access requires measures to be taken to ensure public transport is a safe, convenient and viable mode of travel for all members of the community.

BIC has identified the age of Australia's bus fleet as an area of concern and believes governments should provide incentives for operators to update their fleet.

Source: Final Report of the "Deliberations of the NSW School Bus Safety Working Group: Seat Belts on School Buses". Report available at www.transportregulator.nsw.gov.au/info

In the bus and coach industry, an incident is a situation that has the potential to cause physical and/or physiological injury or distress to staff, passengers or the public. This includes situations such as a vehicle accident or near miss, bomb threat, robbery, assault or serious threat to staff or passenger, a workshop accident, a medical emergency for staff or a passenger, exposure to a natural disaster, witnessing or assisting after a fatal accident.

Incident Management:

In the year 2000 the BIC developed a detailed manual on critical incident management planning that was funded by the NRTC (now NTC). The incident management guidelines were updated in March 2004 to include guidelines to assist with emergency and security incidents, including possible terrorist attacks since the terrorist attacks on New York and Bali.

Although security management issues have been included within the guide the key focus remains on bus and coach accidents and incidents that are more likely than terrorism related security threats.

Nevertheless the guide is an important tool to assist bus and coach operators in the practice of appropriate, effective security policy and procedures to manage incidents including possible terrorist incidents.

Bus and coach accidents, when they have occurred, have received significant media attention, and have led to a community expectation that industry and companies are prepared to professionally manage the immediate impact and aftermath of such incidents.

If incidents are not well managed they can turn into a crisis for the operator, the community and the industry. The development and implementation of an emergency management plan is a requirement in most State authorities. Developing a management plan for incidents is an essential management tool for bus operators nation-wide.

An incident management plan offers five key benefits:

1. It provides specific guidelines for operators and the management of incidents to minimise the direct impact on staff and passengers and the indirect impact on family, friends and the community.
2. It provides operators with guidelines on how to minimise business risk, disruption and loss.
3. It ensures that services are provided in line with community expectations, duty of care and occupational health and safety requirements.
4. Provides for the effective management of media coverage for specific incidents which shapes the community's perception of operators and the industry as a whole.
5. It provides guidelines for operators on how to prepare, react and respond to possible terrorist and security threats.

The *Bus and Coach Operators' Incident Management Guidelines* are a must for all bus and coach operators in Australia and are available through State-based bus and coach associations. These associations' contact details are available at the back of this publication.

Source: Michael Apps, BIC

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McConnell Seats
PO Box 207
BATMAN VIC 3058
P: 03 9350 7277
F: 03 9350 7344
E: denis@mcconnellseats.com.au

Noel Dabelstein
StyleRide Seating Systems
PO Box 76
ARCHERFIELD QLD 4108
P: 07 3272 7550
F: 07 3272 7557
E: noel@styleride.com.au

Angelo Ciavarella
Kangan Batman TAFE
Private Bag 299
SOMERTON VIC 3062
P: 03 9350 1244
F: 03 9350 1244
E: aciavarella@kangan.edu.au

Garry Edwards
Kangan Batman TAFE
Private Bag 299
SOMERTON VIC 3062
P: 03 9350 1244
F: 03 9350 1244
E: gwards@kangan.edu.au

Roger Seaman
Into Training Australia Pty Ltd
PO Box 4074
SEATON SA 5023
P: 08 8345 0877
F: 08 8345 1823
M: 0417 202 930
E: rseaman@intotraining.com.au

Scott Wood
Commercial Manager
Bridgestone Australia Ltd
GPO Box 2200
ADELAIDE SA 5001
P: 08 8206 0200
F: 08 8206 0299
E: swood@bsal.com.au

Terry Stephenson
Goodyear Auto Service Centre
Private Mailing Bag 72
PARRAMATTA NSW 2124
P: 02 9806 1030
F: 02 9683 6147
E: tstephenson@sptyres.com.au

Rod DalGLISH
Bus Cover
PO Box 125
PORT MELBOURNE VIC 3027
P: 03 9645 3300
F: 03 9645 4455
E: rdalGLISH@busvic.asn.au

Graeme McDonald
GE Commercial Finance
Level 7
420 St Kilda Road
P: 03 9867 0010
F: 03 98679005
E: graeme.mcdonald@ge.com
W: www.gecommercial.com.au

17.5 Unions

Transport Workers Union
You can contact the TWU by email, phone, fax or mail. Alternatively you can send a message from the website. <http://www.twu.com.au/feedback.html>

Federal Office

John Allan – Federal Secretary
P: 03 8645 3333
F: 03 9676 2669
E: twu@twu.com.au
W: twu.com.au

New South Wales Branch

Tony Sheldon – Branch Secretary
P: 02 9912 0700
F: 02 9912 0728 or 02 9891 4953
E: info@nsw.twu.com.au

NSW Legal Office

P: 02 9912 0760
F: 02 9912 0797
E: nswlegal@nsw.twu.com.au

Wollongong and South Coast

Richard Olsen – Sub Branch Secretary
P: 02 4229 1753
F: 02 4228 5129
E: wollongong@nsw.twu.com.au

Newcastle and North Coast

Mark Crosdale – Sub Branch Secretary
P: 02 4969 3665 or 02 4969 3900
F: 02 4962 2614
E: newcastle@nsw.twu.com.au

Canberra & Southern NSW

Scott Connelly – Sub-Branch Secretary
P: 02 6280 9353
F: 02 6280 9373
E: info@act.twu.com.au

Queensland Branch

Hughie Williams – Branch Secretary
P: 07 3890 3066
F: 07 3890 1105
Free: 1800 804 533
E: info@qld.twu.com.au
W: qld.twu.com.au

Rockhampton

Richard (Buff) Staker
P: 0418 776 884
F: 07 4921 3744

Toowoomba

Tim Burke
P: 0411 875 909
F: 07 4630 8947
E: toowoomba@qld.twu.com.au

Townsville

Dominic Allen
P: 0411 556 823
F: 07 4788 0448
E: townsville@qld.twu.com.au

South Australia –

Northern Territory Branch

Alex Gallacher – Branch Secretary
P: 08 8346 4177
F: 08 8346 8580
Free: 1800 801 640
E: info@sa-nt.twu.com.au
W: sa-nt.twu.com.au

Northern Territory Office

Ian Gallacher –
NT Branch Research Officer
Peter Hazael – Organiser
P: 08 8947 2194
F: 08 8947 2217
E: nt@sa-nt.twu.com.au

Gas Industry (South Australia)

Russell Wortley – Sub Branch Secretary
P: 08 8346 2552
F: 08 8346 5225
E: gasind@sa-nt.twu.com.au

Victoria – Tasmania Branch

Bill Noonan – Branch Secretary
P: 03 9645 1322 or 03 9645 1575
F: 03 9646 1792
Free: 1800 331 530
E: info@vic-tas.twu.com.au
W: twu.asn.au

Hobart Office

Michael Cook – Organiser
P: 03 6234 9885
F: 03 6234 9505
E: hobart@vic-tas.twu.com.au

Western Australia Branch

Jim McGiveron – Branch Secretary
P: 08 9328 7477
F: 08 9227 8320
Free: 1800 657 477
E: info@wa.twu.com.au
Australian Rail, Tram and Bus Industry
Union (RTBU)
<http://www.rtbu-nat.asn.au/>

Contact details for the National Office of the RTBU.

83-89 Renwick St.
Redfern NSW 2016
P: 02 9310 3966
F: 02 9319 2096

18.1 State Jurisdictions

Victoria

E: Transport.Safety@doi.vic.gov.au
Tricia Brett, Public Transport Safety
GPO Box 2797Y, Melbourne Vic 3001
P: 03 9655 8953
F: 03 9655 8929
E: tricia.brett@doi.vic.gov.au
W: www.doi.vic.gov.au

ACT

Rosemary Garrett
Public Transport Policy
PO Box 151, Civic Square, ACT 2608
P: 02 6207 6181
F: 02 6207 7160
E: Rosemary.garrett@act.gov.au or
busaccreditation@act.gov.au
W: www.urbanservices.act.gov.au/transroads/bus.html

New South Wales

Ministry of Transport
P: 1800 227 774
E: mail@transport.nsw.gov.au
W: www.transport.nsw.gov.au

Northern Territory
Manager Commercial Passenger
Vehicles
P: 08 8924 7850
E: Jasminder.anand@nt.gov.au or
ptcpv@nt.gov.au
W: www.ipe.nt.gov.au

Queensland

Queensland Transport has jurisdiction
over operator accreditation and driver
authorisation
Contact: Industry Partnerships and
Development Unit
E: ptstandards@transport.qld.gov.au
W: www.transport.qld.gov.au/public

South Australia

David Potts,
Principal Consultant, Policy, Legislation
and Liaison
PO Box 85 Marleston BC 5033
P: 08 8226 4630
W: www.adelaidemetro.com.au

Tasmania

Department of Infrastructure Energy and
Resources
Level 7/10 Murray Street, Hobart 7000
Passenger Transport
Accreditation issues
E: Jeremy.gleeson@dier.tas.gov.au
W: www.dier.tas.gov.au

Western Australia

Department for Planning and
Infrastructure –
Rob Leicester or Glen Beck
E: Glen.Beck@dpi.wa.gov.au
W: www.dpi.wa.gov.au

National Transport Commission (NTC)

Level 15, 628 Bourke Street, Melbourne
VIC 3000
P: 03 9236 5000
E: ntc@ntc.gov.au
W: www.ntc.gov.au

18.2 Road Agencies

Roads and Traffic Authority NSW
www.rta.nsw.gov.au

VicRoads
www.vicroads.vic.gov.au

Department of Main Roads Queensland
www.mainroads.qld.gov.au

Main Roads, Western Australia
www.mainroads.wa.gov.au

Department for Transport, Energy and Infrastructure South Australia
www.transport.sa.gov.au

Department of Infrastructure, Energy and Resources, Tasmania
www.transport.tas.gov.au

Department of Infrastructure, Planning and Environment, Northern Territory
www.ipe.nt.gov.au

Department of Urban Services, ACT City Services
www.urbanservices.act.gov.au/transroads/index.html

Commonwealth Department of Transport & Regional Services
www.dotars.gov.au

18.3 Other Contacts

Australian Local Government Association
www.alga.asn.au

Transit New Zealand
www.transit.govt.nz

Austroroads
<http://austroroads.com.au>

18.4 Occupational Health & Safety Authorities

Visit <http://www.nohsc.gov.au/OHSInformation/>

The following State and Territory health and safety authorities provide information, legislation, and publications which can be viewed on-line or downloaded and printed out. Many contain links to other related sites, as well as information on workers compensation.

Victoria – Victorian Workcover Authority
<http://www.workcover.vic.gov.au/>

NSW – Workcover NSW
<http://www.workcover.nsw.gov.au/>

Queensland – Queensland Government – Department of Industrial Relations
<http://www.whs.qld.gov.au/>

ACT – ACT Workcover
<http://www.workcover.act.gov.au/>

Tasmania – Workcover Tasmania
<http://workcover.tas.gov.au>

South Australia – Workcover Corporation of South Australia
<http://www.workcover.com/>

Northern Territory – Department of Employment, Education and Training
<http://www.nt.gov.au/deet/etd/index.shtml>

Western Australia – Worksafe Western Australia
<http://www.safetyline.wa.gov.au/>

18.5 Environment Protection Authorities

A list of Australian environment agencies can be found at <http://www.environment.gov.au/>

Bus & Coach Association (South Australia) A Health & Safety Guide for operators of small sized bus and coach businesses

Source: *BIC, Information Brief on the Australian Bus & Coach Industry, 10 May 2004*

Source: *Michael Apps, BIC*

Source: *Assessing Fitness to Drive, September 2003, NRTC*

Source: *Assessing Fitness to Drive NRTC September 2003*

Source: *Administrative Guideline: National Driver Licensing Scheme, January 2000, NTC. <http://www.ntc.gov.au/filemedia/Publications/DriverLicensingPolicyPrimarySupp.doc>*

Source: *Improved Bus Productivity through Increased Mass and Dimensions Limits Final Report 21 August 2000 (Roaduser International Pty Ltd & Saturn Corporate Resources Pty Ltd.)*

Source: *Briefing note received from Chris Egger*

Source: *BIC, Information Brief on Road Safety, 7 May 2004*

Source: *Final Report of the "Deliberations of the NSW School Bus Safety Working Group: Seat Belts on School Buses". This report is available on the ITSRR website www.transportregulator.nsw.gov.au/info - 'Recent Publications'.*

NTC Guidelines for BUS Operator Accreditation Requirements 2004

BIC Inquiry into National Bus Safety, October 2003

<http://www.aph.gov.au/house/committee/trs/roadsafety/sub34.pdf>



