

Member Alert

December 2019



President's corner

Ben Romanowski, President, Bus SA

Stop the press!

News is just in that NHVR has confirmed the three-axle bus limit has increased from 20 tonnes to 22 tonnes.

More about this on page 2.

Bus SA AGM

The AGM was held on November 26. Dean McGinty and I were reinstated as Vice President and President respectively. So, it looks like you're stuck with me for another year!

If you wish to see the AGM minutes (or any other Board minutes for that matter), please email Andrea at admin@bussa.asn.au. She will send them out to you.

At the AGM, Mark Benson from YP Coaches raised what was, arguably, the most important issue discussed – catastrophic fire days.

He asked whether government has policy to guide decision-making for route closures and general public notification.

He also queried how other operators in similar geographic circumstances approach catastrophic fire days – do they operate,

do they shut down, or do they assess on a case-by-case basis.

The short answer is that, unless you're a school bus operator, there's no government policy providing hard and fast rules.

We agreed that Bus SA will take the initiative and develop best practice guidelines for operators, based on existing draft fire management documentation.

We will be asking for your review and comment, so please give generously!

We will also get it out to government and attempt to get the wheels of policy creation turning.

Merry Christmas

I would like to take this opportunity to wish all of you a happy, safe and enjoyable Christmas with your family and loved ones.

On behalf of the Board and myself, many thanks to you all for your ongoing support and involvement in BusSA.

See you in 2020.



EO's report

Andrea Overall, EO, Bus SA

BIC Conference

The BIC Conference in Canberra was well attended, and there's a lot about it in this Member Alert. Many of the presentations were quite inspiring and I encourage you to have a look at them online. They contain lots of valuable business information. Go to:

movingpeople.com.au/confpresentations

Member visits

Letting you know that I am hoping to get out to visit each of you in the first quarter of 2020 (and Lauran may just tag along too...).

I'm looking forward to meeting those of you I haven't, and to learning about your business. Most of all I'm excited to chat about reinvigorating your engagement with Bus SA. I genuinely want to know what we could be doing for you.

In the meantime, merry Christmas to all and please don't hesitate to contact me.

Tel: (08) 8269 1077
Email: admin@bussa.asn.au



Government Matters

Lauran Huefner, Director Bus SA

Road user charge rebate

Recently in Canberra at the BIC National Conference it was brought to our attention that ATO has taken a position to preclude bus operators from claiming a rebate on the Road User Charge based on the use of airconditioning in a bus. This has been specifically targeted at the bus industry.

Although this is an ATO position as opposed to a ruling, it could have significant impact on your business. The Board of Bus SA has agreed to support the BIC in seeking a preliminary opinion on how this can be dealt with from the industry perspective, as well as garner support from other similar sectors.

I recommend that if you had not been seeking this rebate that you seek advice from your accountant or financial adviser as soon as possible in relation to making a claim. We are, of course, able to provide you with further background information if your advisers are not aware of the rebate.

We'll keep you advised of progress into the new year.

Politics

The political climate is certainly interesting at the moment, where the Liberal Government is bringing in what could be considered ALP style reform, and the ALP opposes it. The Land Tax debate is the strong example of this, a piece of structural change that should serve the state well over the long run, but short termism was strongly evident on the way through the Parliament. The recent debate over privatising operation of the trams was also fascinating, and split on ideological lines. Clearly the travelling public need to be at the core of the decision and if we can create public transport that is more frequent and meets more peoples' needs, we should be all for it.

Unfortunately for us, however, some of the specific areas we would like clarity on are still waiting.

SAPTA has revealed no more about its role, and is not likely to do so for another few months. In the meantime the successful bidders for the Adelaide Metro contracts are not yet announced, although we would hope to know by February.

A commitment to a new funding model for regional public transport has not been forthcoming, whilst the School Bus Review that commenced in January has not been released.

And the list goes on...

At our recent Board Meeting we discussed taking a new approach to dealing with government into 2020 and 2021 ahead of the 2022 election. This will involve more direct engagement with Members of Parliament, and I will be in touch with you all in the new year to encourage you to participate in the opportunities we will create to help government understand your business.

Brake test – bus inspections

We have been made aware that DPTI inspectors are now requiring shaker tests for inspections, rather than the Tapley Test. Naturally we support this, as the shaker test is a superior method of checking safety.

However, we are aware that some operators are now required to relocate their vehicles to a depot with a shaker in order to undergo vehicle inspections, resulting in a cost penalty. We have approached the Department of Education, seeking their support to negotiate with DPTI re using their portable shaker wherever possible.

Could you please advise me if you are affected by this change, so that we can build a case with DPTI for a change to the service model.

In the meantime I wish you a restful Christmas and New Year, and I look forward to 2020 with renewed vigour.

Please feel free to email me at lhuefner@bussa.asn.au if you have any questions or would like to discuss further.

Bus 3-axle limit increase

The National Heavy Vehicle Regulator (NHVR) has officially confirmed that three-axle bus limits have increased from 20 tonnes to 22 tonnes.

This is a great result for our industry, we've been pushing for this for a some time. It's always heartening to see something we've worked hard for come to fruition.

The NHVR has issued an information sheet to help you determine where your vehicles fit into things, in terms of weights permissible now and why the adjustment has come about.

[Download the NHVR information sheet.](#)

[Read a news article](#) about it.

**2019 BIC
Conference
Canberra
Nov 17-20**

The Australian bus scene



Panel members, left to right: Tony Hopkins, CEO of Buslink Qld and NT; Ian Craig, CO Bus Operations of Transdev Australia; Steffen Faurby, CEO of State Transit; Clint Feueherdt, CEO of Transit Systems Group; Adam Pulitano, MD of Pulitano Group; Laurent Offroy, COO Bus of Keolis Downer.

Audience questions were thrown to a group of experienced bus industry panellists. Here are some of their responses.

On lessons learned in the Australian bus industry

Clint – The Australian environment is very different to elsewhere because of issues like budget, distance and low population. Successfully running public transport in Australia is a skill that we take for granted. What we do here is world's best practice.

Laurent – Innovation can be pushed through by government and embraced by people very quickly, it's impressive. In Australia we deliver outstanding services within a smaller market, where everybody shares views and values.

Ian – Integration focus and delivery is great in Australia. Contract management is very mature and sophisticated. A bit less mature is the understanding of how to focus on and grow a market, but that will come over time.

On multimodal transportation systems

Laurent – Australia is one of the fastest growing multimodal markets in the OECD, with 30% growth anticipated in the next 20 years, and this drives policy. PT projects will have a strong focus on infrastructure. There is a real appetite in Australia for growth, with massive government investment and genuine recognition of the need for PT.

Multimodal is more than just train and ferry in one contract, the future will be about creating synergies in contracts. For example, fully integrated contract conditions where operators have full accountability for patronage growth, excellence, reliability and safety within their geographical area – that's a model that brings benefits.

Steffen – The 333 Bondi Link is a good example of a multimodal challenge. We promoted the inter-modality of bus and train – commuters could save 12 minutes on their trip by switching to the train. But they decided to stay on the bus and take the extra 12 minutes. As an industry we probably need to force people to switch modes, to use assets more broadly for efficiency and to ease congestion. We need to push it more.

On fuel emissions and being good corporate citizens

Clint - At some point the electric bus will simply be cheaper to run than the diesel bus.

Steffen - If we do our job well, we'll be having a massive impact on emissions.

Tony – We're at the forefront of the issue because of Australia's tyranny of distance.

Ian – In Europe there are already concerns around the longevity of diesel assets. They are already focussed on purchasing electric and hybrid buses.

On industry representation, and the 'big end' vs the 'small end' of town

Tony – There's good representation of smaller operators at national level and there's always a need for representation. The bigger companies can go in and lobby government on their own, but an association can lobby on behalf of the whole industry. It's beholden on the bigger operators to be industry association members, it helps maintain and support the whole industry and breaks down communication barriers for a wholistic approach. We need a consolidated voice. Lobbying groups help look after all our interests.



Great work Michele

Michele Pole from Spencer Gulf Coaches won this year's SURA Bus SA Achiever Award, putting her in the running for this year's national award.

Michele travelled to Canberra for the BIC Conference, where she was up against some stiff competition on the day. The national award ended up going to Robert Wright from Moreland Bus Lines in Victoria, a well-deserved win to a great operator.

Rumour has it, Michele was secretly relieved she didn't take the win. Ever the quiet achiever, getting up to say a few words in front of several hundred people is her idea of torture! We want to share with you the story of Michele's work on the Moving People Pirie project.

Michele has been a member of the Port Pirie community for many years. Her background is in the legal and hospitality sectors, and her approach to the public transport industry is all about customer service.

Upon joining Spencer Gulf Coaches in August 2017, Michele was quickly offered the opportunity to work on an industry-based trial being embedded in the organisation – Moving People Pirie.

This project was aimed at providing mobility solutions for regional community members who – for various reasons such as age, disability or ill-health – have difficulty accessing transportation.

Michele worked tirelessly to find ways to move transport disadvantaged community members around the region. Her interest in trying new ways to deliver a total local transport pilot was inspiring. She recorded all interactions in order to mount a case on behalf of industry. She was motivated to find new customers and new solutions. She was unwilling to accept that there were sometimes no solutions to the mobility challenge.

Without Michele there would have been no Moving People Pirie. From the first week she understood the goals of the project and the problems faced by clients. She couldn't leave for home each day if she had a client with an immediate problem. She understands that everyone deserves respect and dignity. Michele drove the project, she established the relationships, and she formalised those relationships.

Even though Moving People Pirie has officially finished, it's still running in a smaller capacity. Through her work at Spencer Gulf Coaches, Michele helps anyone who is referred to her for assistance and she'll often rearrange her working day to help a client get to an important appointment when no other option is available.

Michele is also a key member of the Spencer Gulf Coaches team, providing support for school bus operations, route services and charter work. Her focus on service for customers is very strong, as is her support for her co-workers.

She is a worthy winner of this year's SA SURA Achiever Award.

How can we attract young people to the bus industry?

Claire Madden – author on Generation Z

Claire gave a really entertaining talk about Millennials, including a test on slang that almost no one in the room could answer! She explained that young people feel “connected but lonely”, and that the climate crisis is the most important issue in their lives. Jess (a Gen Z) came on stage and told the audience that she and her friends are choosing not to buy cars because of their climate concerns.

To attract Gen Z workers to the bus industry, and to use PT in general, Claire suggested creating a brand personality that shows the public we're passionate about current issues, connection and environmental impact. These were some of her suggestions:

- Learn the language of new consumers, be fun and relevant.
- Humanise bus drivers and create community on buses.



- Attract young people with the idea of driving zero emissions buses, go the climate change angle.
- Create fun on buses, make the trip something you don't want to miss.

What do you think? Got any ideas to bring millennials into our industry?

SMARTA - regional and low volume bus services as 'new mobility solutions'

John Nelson, Chair in Public Transport – Institute of Transport and Logistics Studies, University of Sydney Business School

SMARTA is a project that conceptualised, identified and trialled shared PT services in rural areas across 28 countries, including Australia. Some of the issues they faced are well-known to Australian operators – depopulation, an ageing population and financial austerity. John shared the main learnings for future shared mobility trials:

- Begin with a solid set of objectives that address social exclusion. These are important (though often underappreciated) when lobbying government.
- Make sure you have solid working partnerships and a project champion. There must be good relationships between stakeholders.
- Use technology wisely as an enabler, it is not the project driver.
- Ensure strong community engagement to get public buy-in to the trial.
- Understand that no one size fits all. Every community and its needs are different.

The SMARTA website has excellent good practice case studies related to PT and shared mobility for rural and regional residents, vulnerable social groups, and for visitors and tourists:

<https://ruralsharedmobility.eu/good-practices/>

Fatigue reform

Greg Fill Director Safety Standards and Assistance, NHVR

Greg spoke of the current NHVR focus on fatigue safety. Forums were held in Oct 2018 and July 2019 that brought together over 35 key industry stakeholders including from bus industry (BIC).

Their focus is to get an industry consensus on:

- the changes needed in relation to fatigue regulation for more effective laws and better safety outcomes
- how to go about delivering those changes.

NHVR is developing a Fatigue Safety Strategy to deliver an improved regulatory framework for fatigue management. They have also created useful, practical Fatigue Risk Management Plans that include guidance and education material.

Take a look; they can help you develop your own fatigue safety plans:

<https://www.nhvr.gov.au/safety-accreditation-compliance/fatigue-management>



BIC Conference wrap up

Michael Apps, BIC Executive Director

The BIC National Conference concluded on November 20 at the Iveco Big Arvo Out in Turner, with the auction bus built by Iveco and Volgren driving out of Canberra on its

way to a new home at Swan Hill Bus Lines. The funds raised from the auction proceedings at the Big Arvo Out provides a significant monetary boost to the various projects and industry campaigns we undertake at the BIC. I sincerely thank all the buyers and for industry as a whole for your continued support for the traditional end of conference auction.

I would like to take this opportunity to also thank SURA Australian Bus and Coach and the NHVR for sponsoring the National Awards this year. Congratulations to Rob Wright of Moreland Bus Lines for your Achiever of the Year Award and CDC NSW for the National Safety Award, presented to Mark Harbridge. Next year will see all 5 National Awards opened up for nominations.

I am pleased to report that we saw over 430 delegates and partners in attendance as representatives from 140 organisations. 45% of represented organisations were comprised of private and government run bus operations, while supply/manufacture organisations made up 31% and government departments/heads - 17%, with the remaining organisations being academia and advocacy groups.

All keynote addresses from the conference, the Australian Bus Scene panel and the IR Q&A panel have been loaded to the OzeBus youtube channel - go to: movingpeople.com.au/confpresentations

Finally, thank you to speakers, chairs and panellists - your eagerness to participate in the conference plenary and bring to Canberra some high protein brain food and enthusiasm is greatly appreciated in a place that can often be noted for its dry political landscape.

Let's do it all again next year - this time in the scenic location of Rotorua in New Zealand, October 27 to 30. Mark the diary. Book the accommodation. Go to movingpeople.com.au/2020.

All the best for a safe and happy festive season.

Thank you for your time in reading this conference update.



“We need to make buses more sexy in Australia. We should be promoting the positive impacts of the service - like easing congestion, land use and social inclusion. There is a big disconnect between how much political attention is placed on infrastructure versus buses as a service.”

Yale Wong, Research Associate – Institute of Transport and Logistics Studies, the University of Sydney Business School



How long will it be until diesel buses are banned? Scania says change is inevitable - biodiesel, biogas or hybrid buses are coming. Maybe methane powered!?? It’s certainly the first time we’ve seen a dunny as a stage prop. Particularly appropriate given his presentation was on World Toilet Day.

Julian Gurney, Sales Director Buses and Engines, Scania



“Solving congestion requires new thinking - we need more flexible networks & better integration to offer flexible alternatives to the car.”

Peter Colacino, Executive Director Policy and Research, Infrastructure Australia.



“Road safety is one of those aspects of politics that must rise above partisan policies.”

Hon Michael McCormack, Deputy Prime Minister of Australia and Minister for Infrastructure, Transport and Regional Development





Finalisation of the 4 yearly review of the Passenger Vehicle Transportation Award

Ian MacDonald, National IR Manager, APTIA

I am now able to report that the 4 yearly review has just about concluded. A further exposure draft was provided on 14 October for the Passenger Vehicle Transportation Award. (date to decided - probably 2020).

A copy of this exposure draft, which has been negotiated, primarily, between the TWU and APTIA, over the last 5 years is available on the APTIA website www.aptia.com.au.

Some of the changes also required a decision of the FWC, such as the old chestnut i.e. minimum engagements for school bus casuals.

Other changes have resulted from the 'common clauses' argued by the big boys i.e. ACTU, ACCI, CFMMEU, AiG etc.

A brief summary of the Exposure draft would show the following changes:

- A completely different numbered Award.
- Comprehensive wage calculations.
- Common clauses such as casual conversion, domestic and family violence leave, requests for flexible working conditions.
- Aggregated wage calculations for penalties and loadings.
- Medical reports limited to the inherent requirements of the job.
- Maximum ordinary hours for casuals defined as 38 hours with the loading only applying to ordinary hours.
- Minimum engagements for school bus casuals at 2 hours per single engagement.
- Facilitative provisions providing greater flexibility.
- Additional annual leave provisions and time off in lieu provisions.

His Hon, Justice Ross AO, President of the FWC, has now listed a finalisation hearing for the PVTA for Tuesday 17 December 2019.

I plan to go along to the hearing on 17 December and support the introduction of the new Award (proposed early February 2020).

Furthermore, I am planning an Industrial Working Group meeting for March 2020 to enable a comprehensive set of explanatory notes to be published by APTIA for use in our industry going forward.

The Industrial Working Group has been expanded to reflect those members who have supported APTIA over the period of the review.

Many thanks for your support and contributions to the industry.

Fair Work Information Statement

Ian MacDonald, National IR Manager, APTIA

The Fair Work Ombudsman has issued an updated Fair Work information Statement. As you know this notice must be given as part of the NES (Section 124) to each new employee as soon as practical after commencement of employment.

You can download a PDF of the document here:

<https://www.fairwork.gov.au/ArticleDocuments/724/Fair-Work-Information-Statement.pdf.aspx>

The statement covers pay and conditions information such as:

- protections at work
- ending employment
- minimum pay standards
- national employment standards
- right to request flexible working arrangements
- freedom of association and workplace rights (general protections)
- right of entry

Can you please make sure this replaces any previous versions you hand out to new employees.

Meme of the month



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