

NSW Bus Driver Authority Manual



Table of Contents

Table of Contents	1
Course Overview	4
Bus Driver Training Standards	4
Obtaining a Bus Driver Authority	7
Holding a Bus Driver Authority.....	8
Renewals and Medicals	8
Workplace Legislation & Procedures.....	9
Passenger Transport Act 1990.....	9
Accreditation of Bus Operators.....	9
Authorisation of Drivers.....	9
Passenger Transport Regulation 2007	10
Bus Operator	10
Bus Driver	11
Public Transport Passengers.....	13
Passenger Transport (Drug and Alcohol Testing) Regulation 2010.....	14
Alcohol	14
Illegal Drugs	14
Prescribed Medications	15
Child Protection (Working With Children) Act 2012 and the Child Protection (Working with Children) Regulation 2013.....	16
Barred Workers.....	17
Security Guidelines	18
Driver Welfare and Safety	19
Work Health and Safety Act 2011	19
Employers.....	19
Workers	20
NSW Workplace Injury Management and Workers Compensation Act, 1998	21
Harassment at the Workplace	21
Driver Safety	22
Defensive Driving	22
Night Driving.....	22
Road Rage.....	22
Violence Prevention for Bus Drivers	23
Cash Handling.....	23
Physical Assaults - what to do?	23
Driving in Snow - Keeping Passengers and the Public Safe.....	25
Driver Fatigue.....	27
Driver Fatigue Laws.....	27
Driver Responsibilities.....	27
Work Hours	28
Rest Hours	28
Work and Rest Options.....	29
Driver Base	29
Standard Hours	30

Solo Driver – Standard Hours (Bus & Coach Sector)	30
Two-Up driving – Standard Hours	31
Basic Fatigue Management (BFM) Option.....	32
Solo Driver – BFM.....	32
Two-up Driving - BFM	33
Advanced Fatigue Management (AFM) Option.....	33
Two-up Driving - AFM	34
Vehicle Monitoring Devices in Buses and Coaches	35
National Driver Work Diary.....	37
Contributing Factors to Fatigue.....	39
Signs of Driver Fatigue	40
Tips in Managing Driver Fatigue.....	40
<i>Managing Breakdowns and Emergencies</i>	<i>43</i>
Causes and effects of breakdowns	43
Informing of a Breakdown.....	44
Preventing Breakdowns.....	44
Pre-Departure Procedures	44
End of Journey Procedures.....	45
Vehicle Defect Reporting.....	45
Accident Procedures	46
Encountering an Accident Scene.....	46
If you are involved in an accident.....	46
Sensible actions to take at the scene of an accident	47
Recording Accident Details.....	48
Complete Accident Form	48
Reporting accidents to Police	48
Vehicle Fire Procedures.....	48
Runaway Bus Procedure	50
Rock/Projectile Throwing Protocol	50
<i>Dealing with Passengers</i>	<i>51</i>
Providing Quality Customer Service	51
Public Image	51
Customers With Special Needs	54
Senior Passengers	54
Non-English Speaking Passengers.....	54
Mobility Aid Passengers.....	54
Visually and Hearing-Impaired Passengers.....	55
Child Passenger in Pram or Stroller.....	55
Managing school student behaviour on buses	56
Bus Operators.....	56
Bus Drivers.....	56
Code of Conduct for School Students on Buses	57
Seat Belts on Buses	58
<i>Appendices.....</i>	<i>59</i>
Appendix 1 - Passenger Transport Regulation 2007 - (Bus Drivers).....	59

Appendix 2 - Passenger Transport Regulation 2007 - (Passenger)	61
Appendix 3 - Security Guidelines	64
MEDIUM - National Counter-Terrorism Alert	64
HIGH - National Counter-Terrorism Alert	65
EXTREME - National Counter-Terrorism Alert.....	66
Appendix 4 - Copy of the Bus & Coach Exemption Order	67
Appendix 5 - Example Pre-Departure Checklist	69
Appendix 6 – Example End of Journey Checklist	71
Appendix 7 - Example of Accident Form	72

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Course Overview

This manual is a part of an approved Transport for NSW Bus Driver Authority course. The course has been jointly developed by BusNSW, the Association representing New South Wales bus operators and Into Training Australia, a Registered Training Provider.

The course is comprised of the knowledge relating to the Transport for NSW (TfNSW) proficiency standards to be a bus driver in New South Wales. This knowledge, together with an aptitude to being a public passenger bus driver, is assessed by trainers who have been authorised by Into Training Australia.

In New South Wales, if you intend to drive a public passenger vehicle you have to hold a NSW "Driver Authority for drivers of public passenger vehicles".

NSW Driver Authorities have been categorised into the following:

- Authorities to drive buses
- Authorities to drive tourist service vehicles (other than buses)
- Authorities to drive taxi-cabs (covering various districts); and
- Authorities to drive other public passenger vehicles (not being private hire vehicles) of the kind specified in the Authority

Under the Regulations a driver may be issued with an Authority, which is valid for any of the categories listed above or any combination of them.

A Driver Authority is valid for a period of three years after which the Driver Authority requires renewal.

Bus Driver Training Standards

The standards for bus driver knowledge and aptitude are the standards specified herein.

In respect of each of these standards, subject to any determination to the contrary by Transport for NSW:

- > The standard is met if the proficiency for that standard has been attained; and
- > The standard is certified if a proficiency certificate in respect of that standard has been issued

Workplace Legislation and Procedures Standard

The standard is the knowledge of and aptitude to apply:

- Workplace procedures consistent with the legal obligations of bus drivers and operators; and
- Workplace procedures consistent with the Passenger Transport (Drug and Alcohol Testing) Regulation 2010; and

- Any legislation which is relevant to the performance of workplace duties, including the Passenger Transport Act 1990, Passenger Transport Regulation 2007, Work Health and Safety Act 2011, Child Protection (Working with Children) Act 2012 and the Child Protection (Working With Children) Regulation 2013, heavy vehicle driver fatigue provisions in the Road Transport (General) Regulation 2005 and any obligations of drivers of public passenger vehicles under the (Cth) Disability Discrimination Act 1992; and
- Ethical practices within the workplace [examples include the TfNSW Code of Conduct, Roads and Maritime Services Code of Conduct and Ethics, and the NSW Public Service Commission's Personnel Handbook Version 12.4 (Chapter 8 - Model Code of Conduct)]

Work Health and Safety Procedures Standard

The standard is the knowledge of and aptitude to:

- Follow workplace procedures for hazard identification and risk control, in keeping with the framework provided by the Work Health and Safety Act 2011 and the TfNSW Safety Management System requirements for Bus Operators under the Passenger Transport Act 1990
- Comply with health and safety obligations of drivers of public passenger vehicles under the Passenger Transport Regulation 2007

Fatigue Management Standard

The standard is:

- An appreciation of the causes and effects of fatigue; and
- The aptitude to apply strategies to minimise the likelihood of fatigue, including heavy vehicle driver fatigue provisions and work diary requirements under the Road Transport (General) Regulation 2005; and
- The aptitude to recognise signs of fatigue and take appropriate action

Breakdown or Emergency Standard

The standard is:

- An appreciation of, and the aptitude to, identify appropriate responsive action in relation to emergencies and vehicle breakdowns in the driving environment, with reference to accident reporting procedures and the National Terrorism Public Alert System.

Workplace Communication Standard

The standard is the aptitude:

- To communicate effectively in the workplace regarding procedures and incidents; and
- The aptitude to understand and follow directions given by workplace leaders.

Dealing with Passengers Standard

The standard is:

- The aptitude to identify disruptive and/or unlawful behaviour and an appreciation of the need to be able to identify appropriate action, in accordance with workplace procedures and the TfNSW Guidelines for Managing School Student Behaviour on Buses; and
- An awareness of the varying requirements of passengers who have disabilities, and the aptitude to interact effectively and to be sensitive to those passengers; and
- An appreciation of the needs of passengers from Culturally and Linguistically Diverse (CALD) backgrounds and the aptitude to be sensitive to those passengers.

[Please Note: There is no separate Workplace Communications Section within this document as it is addressed in the assessment process]

Obtaining a Bus Driver Authority

To obtain an Authority to drive buses, an applicant must first establish that they meet the required criteria as set out in the revised Passenger Transport Regulation 2007 (clause 29).

This criterion requires an applicant to:

- Be at least twenty [20] years of age; and
- Hold an unrestricted/unconditional driver licence issued in NSW; and
- Have held an unrestricted Australian driver licence¹ for a total of at least twelve [12] months in the two [2] years immediately preceding the date of the application; and
- Have passed an examination or assessment, at a level determined by the Director-General, in medical fitness; and

Satisfy that he or she:

- May lawfully work in Australia; and
- Have knowledge of the Act and Regulations relating to the operation of a bus (*copies of the Act & Regulations are available on the Internet*); and
- Is of good repute and in all other respects a fit and proper person to be the driver of the vehicle concerned (RMS will check to see whether an applicant has a criminal record); and
- Has sufficient responsibility to drive the vehicle concerned in accordance with law and custom.

In addition to the above, a person applying for an Authority to drive buses must also have successfully completed a Bus Driver Authority training course, which has been approved by Transport for NSW and conducted by a Registered Training Organisation, or must have such competence as a driver of buses, which the Director-General considers appropriate.

Once an applicant has determined that they meet the criteria, they must lodge the following with Transport for New South Wales (TfNSW) or Roads and Maritime Services (RMS);

- Driver Authority Application Form (completed and signed)
- Medical Assessment Form (completed) - this will involve a medical examination and, if a further medical referral is required, a completed Medical Specialist Assessment Report Form
- Photocopy of the applicant's driving licence
- Two [2] recent colour photographs (65mm x 65mm) that comply with the requirements indicated on the Driver Authority Application Form
- Non-refundable cheque or money order payable to RMS
- Evidence of the successful completion of a Bus Driver Authority training course
- Birth Certificate, Passport or Citizenship Certificate

¹ An Australian Driver Licence means a licence issued under a law in force in a State or internal Territory authorising the holder to drive a motor vehicle on a road or road related area, being a licence that is not a learners licence, probationary licence, provisional licence, restricted licence, driver licence receipt or conditional licence (other than a conditional licence the sole condition of which is that the holder must wear corrective lenses at all times while driving).

Holding a Bus Driver Authority

To hold a Bus Driver Authority, a person will have demonstrated that they are of good repute and a fit and proper person, who has both the skills and aptitude to drive a public passenger vehicle operated within New South Wales.

Once a person receives their Bus Driver Authority, that person accepts a responsibility to maintain the required standard.

The holder of a Driver Authority must comply with the standards that are clearly indicated in the

- Passenger Transport Act and Regulations
- Other relevant road transport legislation

Driver Authority holders must be aware that there are fines imposed on individuals if any of the driver authorisation requirements are breached.

For example, Australian Road Rules make driving while using a hand-held mobile telephone illegal and consequently, *RMS* regards the use of a mobile phone whilst driving a public passenger vehicle a serious breach of safety, which may merit suspension or possible cancellation of a driver's Driver Authority.

Renewals and Medicals

RMS will send applicants a renewal notice prior to the renewal date, which is indicated on their Driver Authority.

RMS will also notify drivers when they need to supply a new medical assessment form (usually every three years), although drivers over the age of 60 and drivers with specific medical conditions eg diabetes, cardiac or neurological conditions, will need to provide annual health assessments.

Drivers have an obligation to notify *RMS*, within 48 hours, of any change in their physical or mental condition, which the driver is aware, that may affect their ability to drive a public passenger vehicle safely.

None of the above, however, precludes *RMS* from giving a person notice in writing to attend a medical practitioner specified in the notice and by a required date to undergo a medical fitness examination.

Workplace Legislation & Procedures

Workplace Legislation & Procedures

PASSENGER TRANSPORT ACT 1990

The purpose of the Passenger Transport Act 1990 is to provide a basis for the Government to control Public Transport Services, Operators and Drivers operating within New South Wales.

It establishes the framework for all public transport services (such as taxis, buses and ferries) to ensure that the vehicles, personnel and services meet with the reasonable expectations of the community for safety, reliability and efficiency.

Accreditation of Bus Operators

A Bus Operator must meet certain standards before receiving accreditation and once accredited, must continue to meet the conditions of accreditation as outlined in the Passenger Transport Act and its Regulations or be subject to penalties and/or loss of accreditation.

There are a number of driver related conditions stipulated in the Act including:

- The operator must implement a drug and alcohol program for its Transport Safety Workers
- The operator must implement a Safety Management System

Loss of the accreditation due to the Bus Operator being unable to meet the required conditions means that the Bus Operator will be unable to provide passenger transport services.

Authorisation of Drivers

Appropriate authorities for drivers of taxis, buses, hire vehicles etc, are needed in addition to the appropriate driving licence for the vehicle being driven.

As with the Bus Operator accreditation, there are certain standards a bus driver must meet before being issued with a Driver Authority.

A driver who has been issued with a Driver Authority must continue to meet the conditions outlined in the relevant Act or Regulations or be subject to penalties, which can include the loss of their Driver Authority.

Under the Act, a Driver is classified as a **Transport Safety Employee** of the **accredited** operator. In summary, the Act defines a Transport Safety Employee as:

- An employee or contractor of an accredited service operator who performs transport safety work, or
- A person who, without remuneration or reward, voluntarily and without obligation performs transport safety work for an accredited service operator, or

- An individual who is an accredited service operator and who performs transport safety work

For the bus industry, transport safety work is defined as:

- Work relating to the driving or other operation of a bus, the loading or disembarking of passengers from the bus or the movement of buses;
- Work relating to the repair, maintenance or upgrading of buses, bus terminals or bus maintenance facilities;
- Work involving the development, management or monitoring of safe working systems for public transport services carried on by means of buses, or
- Any other work that is prescribed by the regulations as bus safety work.

PASSENGER TRANSPORT REGULATION 2007

These consolidated Regulations outline the rights and obligations for operators, drivers and passengers of public passenger transport services.

Regulations prescribe what can or cannot apply in terms of:

- The operation of Bus Services
- Fares and ticketing that need to be applied
- The conduct of Drivers and Passengers
- Penalties for offences
- Miscellaneous matters such as the appointment of Bus Stops and Interstate Driver exemptions, etc

Bus Operator

The following are key points from Regulations relating to the responsibility of Bus Operators:

- Must ensure that each vehicle used in a public passenger service displays the name under which accreditation for the bus service in which the bus is normally used, the accreditation number allocated by the Director-General to the Bus Operator and location of the depot where the bus is normally based (Clause: 78)
- Vehicles used by a bus operator must be:
 - > Driven by a person who is the holder of an appropriate authority and licence (Clause 15)
 - > Safe, roadworthy and maintained by appropriately licensed persons in accordance with a maintenance plan (Clause 16)
 - > Clean and tidy (Clause 86)
 - > Insured (Clause 22)
- Must ensure that each bus used is fitted with a device suitable for holding the driver's authority card (Clause 79)

- Must keep a written record of their drivers full name and residential address, driver authority and driver licence number and date of expiry of the licence (Clause 21)
- Must notify the Director-General of any apparent change in the physical or mental condition of a driver within 48 hours of becoming aware of it (Clause 24)
- Must maintain records relating to the bus fleet, driver defect reports, accidents and customer complaints received and action taken in respect to each complaint (Clause 80).
- Must provide forms and procedures for addressing vehicle defects (Clause 81)
- Must advise the Director-General of incidents or accidents that cause injury, prevent the vehicle from continuing its journey or any other matters likely to arouse serious public concern (Clause 88)
- Must take reasonable steps to ensure that every passenger on a bus operated by the operator is made aware that the passenger is required to wear a seatbelt (if fitted) in the bus unless the passenger is exempt from that requirement (Clause 89)

Bus Driver

A list of Regulations relating to the driving of buses in New South Wales is included as **Appendix 1**. Should a Bus Operator, Driver or Passenger breach a Regulation, the penalties listed in the Regulations may be imposed.

Regulations applying to a Driver Authority and grievances against a driver are addressed below:

- A person holding a Driver Authority must notify the Director-General within seven (7) days of any change to their name and residential address (Clause 235)
- It is an offence to alter or deface, or lend or part with, fraudulently obtain or make any Driver Authority Card (Clause 32)
- A Driver Authority Card that has been altered or defaced is void, and may be returned to the Director-General RMS for replacement (Clause 33)
- A duplicate Driver Authority may be issued on proof, to the satisfaction of the Director-General, that the original Driver Authority Card has been destroyed, lost or stolen. A new photo will be required (Clause 33)
- A person who holds a licence, permit or other Authority that allows that person to drive a public passenger bus, in some other State or Territory and, which is recognised by RMS, is exempt from holding a Driver Authority Card in order to drive such a bus in New South Wales (Clause 106). The exemption does not apply in relation to journeys that take place wholly within New South Wales

RMS has the right to suspend a Driver Authority if a driver is charged or convicted with a criminal offence.

It is an offence for a bus driver:

- To drive the bus unless the appropriate Driver Authority Card is contained in the holder firmly affixed to the interior of the bus, so that any passenger can easily see it (Clause 92), and

- To fail to produce their Driver Authority when requested to do so by an Authorised Officer (Clause 46)

Procedures for handling allegations against bus drivers

The responsibilities of bus drivers are listed in **Appendix 1**. The initial investigation of any incident concerning the misconduct of a bus driver in relation to these Regulations is the responsibility of the employing Bus Operator.

Bus Operators are required to inform *RMS* of any serious passenger related incident concerning the operation of buses under their control. This forms part of the necessary "Driver Monitoring Program".

To ensure fairness, appropriateness and consistency across the State, *RMS* can intervene in certain circumstances. *RMS* has several options for dealing with serious allegations, ranging from a "Show Cause Notice" through to suspension or cancellation of the driver's authorisation. *RMS* will consider the overall driving record of the driver when making a judgement or deciding on an action.

Where the decision is taken to suspend a Driver Authority, the driver will be notified in writing (Notice of Decision) outlining the period of suspension. The notice will state whether (and if so, when) the Driver Authority card must be returned to *RMS*. Generally, the decision to suspend or cancel a Driver Authority is the last resort, except when the matters involved are serious, for example, criminal offences.

A Driver Authority may be cancelled in the following circumstances:

- Immediate cancellation if the driver is arrested, charged and/or convicted for committing a serious criminal offence, eg sexual misconduct, or assault of a passenger
- If a driver becomes ineligible to hold a Driver Authority or if their driver's licence is cancelled or suspended for any reason by the Roads and Maritime Services (*RMS*)
- If it becomes known that the driver is a prohibited person under the Child Protection Act

A Driver Authority may be suspended if:

- The driver does not continue to meet the required medical standards
- There is a series of complaints or where the matter is serious enough to question whether a driver is fit to hold a Driver Authority

Right of appeal:

- Drivers have 28 days from notification to appeal against the suspension or cancellation of their Driver Authority. An appeal can be made to *RMS* (Internal Review) or directly to the Administrative Decisions Tribunal
- The original decision will stand until it is substituted or varied. If after an Internal Review, the original decision to cancel or suspend a Driver Authority is upheld, the driver may exercise a further right of appeal through the Administrative Decisions Tribunal

Public Transport Passengers

The rights and responsibilities of people travelling on public transport services are listed in **Appendix 2**. The Dealing with Passengers section provides more information on dealing with different types of passengers.

PASSENGER TRANSPORT (DRUG AND ALCOHOL TESTING) REGULATION 2010

The Passenger Transport Act 1990 requires all accredited Passenger Transport operators (including but not limited to bus, coach, rail and ferry operators) to develop and implement a drug and alcohol program.

An operator's drug and alcohol program has clearly written policies and procedures and an employee education program to ensure that employees are knowledgeable about their roles, rights and responsibilities under the alcohol and other drug policy.

As a minimum, the following information is provided for participants. A driver will commit an offence under this legislation if they:

- Work while the prescribed concentration of alcohol is present (Clause 5)
- Work while under the influence of alcohol or any drug (Clause 5)
- Refuse to undergo breath test, breath analysis or to provide sample of urine or blood (Clause 20)
- Interfere with results of test (Clause 21)

Random or targeted testing may be carried out if the individual is on duty or 'about to commence' (Clause 8). This latter definition includes the period between leaving home and commencing work.

Alcohol

Most companies, especially those companies that deal with services provided to the public, have a general policy that there will be no consumption of alcohol on the premises or in vehicles either owned or rented by the company, and that you must not report for work under the influence of alcohol. It is your responsibility to abide by this policy.

Illegal Drugs

As a rule, the alcohol policy will cover the consumption of illegal drugs, such as heroin, cannabis, cocaine, barbiturates, stimulants and tranquillisers, on company premises or vehicles, either owned or rented by the company. As with alcohol, you must not report to work under the influence of illegal drugs.

Prescribed Medications

Some medicines can also affect the manner in which you undertake your duties. You should never take someone else's prescribed medicine because you cannot tell what it will do to you. Examples of medicines that can affect your ability to work safely and effectively, by causing drowsiness, are:

- Some pain killers
- Medicines for blood pressure, nausea, allergies and inflammations
- Tranquillisers, sedatives and sleeping pills
- Some cold and flu medicines

Medicines are usually labelled with a warning. If drivers are unsure of how the medicine could affect their ability to work safely they should ask their doctor.

If drivers are taking any prescribed medicine, they should not stop taking them without first talking with their doctor, as the side effects can sometimes be worse if drivers suddenly stop taking the drug.

CHILD PROTECTION (WORKING WITH CHILDREN) ACT 2012 AND THE CHILD PROTECTION (WORKING WITH CHILDREN) REGULATION 2013

From 15 June 2013, any employee engaged in child related employment, will be required to obtain a Working with Children Check prior to commencing work in that field. Child related employment is defined by the Act as being “direct contact by the worker with children” and includes both physical or face to face contact, and the Act explicitly refers to those employees working in “transport services especially for children including school bus services”. The Working with Children Check involves a national criminal history check, as well as a review of findings of workplace misconduct.

Employers will be required to confirm that a prospective employee has obtained this check prior to them commencing employment. The result of a Working with Children Check is either a clearance to work with children for five years, or a bar against working with children. Cleared applicants are subject to ongoing monitoring, and any relevant new records which appear against a cleared applicant's name may lead to the clearance being revoked.

The Check is fully portable which means it can be used for any paid or unpaid child-related work in New South Wales for as long as the worker remains cleared.

Existing Workers

If you are currently employed in paid child-related work, you do not need to apply until your industry sector is phased in. Existing workers in the “Transport services for children” sector will be phased in from 1 January – 31 December 2014. It is the employer's responsibility to verify that all existing workers have transitioned to the new system in this time.

Self Employed Workers

If you are self-employed, you do not need to apply for a Check until your Certificate for Self Employed People expires or until 31st December 2014, whichever occurs first. If your certificate has already expired, you must apply for a Check before you start any new child-related jobs. You have to do this yourself on-line at www.kids.nsw.gov.au. If you cannot access the online system call customer the service line on (02)29867627 and an officer will complete the form for them.

New Workers

If you are starting a new paid job in child-related work, you must apply for a Check before you start work.

To apply for the Check you should:

- Fill in an online application form at www.kids.nsw.gov.au. If you cannot access the online system call the customer service line on (02) 92867219 and an officer will assist.
- When you have completed the application, you will get an application number.
- You will need to verify your identity at a NSW motor registry or Government Access centre. You will need your application number and proof of identity.
- If in paid work, you will also need to pay an \$80 application fee. This check is valid for 5 years.
- Volunteers do not pay for the Working with Children Check, however, if you become a paid worker, you will have a maximum of 30 days from your first pay cheque to upgrade to the Check for paid workers.

Once you have completed the proof of identity requirement, you will need to provide your employer with your surname, date of birth and application number (or Working with Children Check number) for the online verification process. **You cannot use your email or letter confirmation as proof of clearance.**

Once the application has been processed, the worker will be notified of the outcome by email or post. There are only two results of a Working with Children Check, clearance or a bar.

During verification, your employer can only see your Check status. No information regarding your criminal or work history will be shared.

Barred Workers

If a worker receives a bar of any kind they must remove themselves from this child related work immediately and advise the employer. While the bar is in place it is an offence for a worker to engage in any child related work, paid or unpaid. The employer may be contacted and notified of the barred status.

An employer is required to ask people who are employed into child-related employment if they are a 'Prohibited or Registrable Person'.

This will require the employee to complete a Prohibited Employment Declaration.

SECURITY GUIDELINES

The National Counter Terrorism Alert system has three levels: medium, high and extreme.

The NSW Police, who coordinate security, have advised Bus Operators that the National Counter-Terrorism Alert level for special events and normal operations is **Medium**.

However, drivers should always remain alert and in the case of an emergency, contact their depot or the NSW Police directly on the emergency line (000).

When in service, drivers should observe the following procedures:

- Always conduct the standard pre-departure checks of your allocated vehicle
- If you locate an unattended item or suspicious article within or on the vehicle, carry out a HOT assessment by asking yourself the following questions:
 - H - Is the item hidden?
 - O - Is the item obviously suspicious?
 - T - Is the item typical of items usually found in that area?

If the HOT principle leads you to believe that the item is suspicious, **DO NOT TOUCH OR MOVE THE ITEM**, and:

- Do not use a 2-way radio or mobile phone within 150 metres of the bus
- Without causing panic, evacuate the bus and the immediate area to a minimum distance of 150 metres
- Let your passengers know what is happening and let them know they must remain clear of the bus due to the possible threat
- Ensure that the bus doors are kept closed when you are not in the bus
- Contact your depot/company providing:
 - > The location of the bus
 - > A description of the item, including type of package and place in the bus, etc
 - > Details of any unusual behaviour observed
- Either the depot/company or yourself must contact the NSW Police emergency line (000)
- Carry out all instructions received from the NSW Police or other Authorities

Appendix 3 of this manual outlines the preventative measures for various threat conditions under the National Counter-Terrorism Alert.

Driver Welfare & Safety

Driver Welfare and Safety

WORK HEALTH AND SAFETY ACT 2011

The Work Health and Safety Act 2011 imposes responsibilities on employers, employees, contractors and all other third parties (including customers and visitors) to uphold certain standards of health and welfare in the workplace. It brings clarity and certainty to the legal obligations that everyone has in delivering safer and healthier workplaces.

Legislation primarily ensures that all companies are committed to ensure, so far as is reasonably practicable, that their employees are safe from injury and risk to their health and safety whilst at work.

The Act lays down general requirements for Health, Safety and Welfare, which must be met at all places of work in New South Wales and places a particular emphasis on the assessment of and management of risk to health and safety in the workplace. A duty of care is a legal obligation imposed on individuals and companies requiring that they adhere to a standard of reasonable care while undertaking tasks that could foreseeably harm others or themselves.

Employers

A person conducting a business or undertaking must ensure the health, safety and welfare of their employees when at work by:

- Ensuring the workplace, the means of entering and exiting the workplace and anything arising from the workplace are without risks to the health and safety of any person
- Making arrangements for ensuring the safe use, handling, storage and transport of plant and substances
- Providing and maintaining systems of work, and working environments, that are safe and without risks to health
- Providing the information, instruction, training and supervision necessary to ensure the health and safety of employees
- Providing adequate facilities for the welfare of employees

Employers and self-employed people must ensure the health and safety of people visiting or working at their places of work, who are not their employees, by not exposing them to risk.

Employers must not require employees to pay for anything done or provided to meet specific requirements made under the Act or Regulation.

Workers

A person can be categorised as a worker under the Work Health and Safety Act if the person carries out work as:

- An employee
- A contractor or sub-contractor, or an employee of a contractor or sub-contractor
- An apprentice or trainee
- A student gaining work experience, or a volunteer

All workers must take reasonable care for the health and safety of themselves and others and ensure that his/her acts or omissions do not adversely affect the health and safety of other persons.

Employees must co-operate with employers in their efforts to comply with work health and safety requirements and must not:

- Interfere with or misuse things provided for the health, safety or welfare of persons at work
- Obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work
- Refuse a reasonable request to assist in giving aid or preventing a risk to health and safety
- Disrupt a workplace by creating health or safety fears

NSW WORKPLACE INJURY MANAGEMENT AND WORKERS COMPENSATION ACT, 1998

Under this legislation everyone has an obligation to report and manage injuries sustained in the workplace. If you have been injured at work, you have an obligation to:

- Report the injury to your employer or supervisor as soon as possible after injury, and before you voluntarily leave the employment where the injury occurred
- Attend a doctor to obtain a WorkCover medical certificate if you wish to claim:
 - > Loss of wages
 - > Medical expenses
 - > Damage to personal property

Most companies in NSW use insurance companies for injury claims and in the management and return to work process. The insurance company used by your company will contact you to confirm details of any injury or claim. You are expected to co-operate in any injury management/return to work plan developed for you by the company's Rehabilitation Coordinator and insurance company.

Unreasonable failure to comply with a requirement on your part may result in weekly payments being stopped. The insurance company must advise you in writing that weekly payments will cease, together with the reason/s and the action you must take for the payments to resume.

Harassment at the Workplace

Every employee has the right to work in an environment that is free from all forms of harassment.

Harassment is any form of unwelcome or inappropriate behaviour aimed at one or more people. It may be used on actual or perceived differences, such as, but not limited to, gender, ethnic background, religion, union membership or marital status. Harassment includes:

- Unwanted physical contact
- Offensive gestures
- Unwanted sexual behaviour
- Persistent and unfair allocation of unfavourable tasks to one person
- Verbal abuse
- Name calling
- Physical assault
- Offensive jokes
- Display of offensive posters or notices

Employees who experience, or who are aware of harassment taking place, should notify their Supervisor or Manager.

DRIVER SAFETY

Defensive Driving

When constantly driving in traffic, you need to be aware of what is going on around your vehicle to ensure the safety of the customers and other road users.

You can usually see over traffic, crests and around bends better than car drivers due to the height of the driver's position above the road, but all around vision can be restricted by:

- Corner pillars
- Rear vision mirrors
- Bus or coach length (which may include a trailer)

A good defensive driver is always conscious of these blind spots, and keeps an eye out for vehicles or pedestrians moving into and out of them. The driver is also able to be an observer of traffic conditions and other driver behaviour.

Night Driving

Dazzle is a constant problem with night driving. Don't look directly at the lights of oncoming vehicles. If other drivers fail to dip their lights, resist the temptation to 'get even'. Switching your lights to high beam only increases the chance of a collision.

The dazzle from oncoming vehicles through a dirty windscreen makes it even more difficult to see clearly. Having a dirty windscreen also causes a strain on your eyes and brings on fatigue. As a professional driver, you should clean your windscreen inside and out, and make sure that windscreen washers and wipers are in good condition. Don't forget to clean your mirrors.

Your lights must be in good condition, clean and adjusted correctly to avoid becoming a hazard to other drivers.

Road Rage

Although road rage is a relatively recent phenomenon, it is more common than people think. Professional drivers are on the road for longer periods than other drivers and should always avoid becoming a victim of road rage or worse, displaying road rage to other road users.

When confronted with a frustrating situation, back off and calm down. This action will avoid you becoming involved in legal proceedings or doing things you will later regret.

Remember, to avoid road rage you need to drive defensively and never take out your own frustration on other road users. You need to understand that driving is not a contest between you and other drivers but getting you and your customers to the destination safely.

Lastly, you need to realise that you cannot control other people but you can control how you react to them.

Violence Prevention for Bus Drivers

Bus drivers, by the nature of their job, run the risk of being robbed, verbally abused or physically assaulted. However, with careful preparation, the use of emergency procedures and the correct assessment of situations, the risk can be reduced.

Under Work Health and Safety legislation, employers have a duty of care to provide a place of work that is safe and without risk to health. This duty extends to taking all reasonable steps to minimise the likelihood of armed robbery and incidents of violence and any trauma that results from an incident or robbery.

Companies have a responsibility to inform new drivers about all emergency and vehicle safety procedures.

Cash Handling

You may be made aware of risks involved in cash handling and receive instruction in:

- Cash handling procedures
- Emergency procedures and operation of security devices
- Confidentiality about procedures and security devices
- Staff support services during a robbery
- How to identify suspicious behaviour
- How to behave during a robbery or assault

Physical Assaults - what to do?

Listed below are some common-sense procedures, which can be adopted during an emergency situation:

- Push your emergency alarm or alert button (if fitted) if you believe an assault is about to happen
- During a robbery do exactly what you are told, don't try to be a hero! The best way to protect yourself from harm is to remain calm and quiet, and hand over whatever money you have
- Make a mental note of the offender's appearance, including hair colour, height, weight, clothing, race, age and type of weapon
- Look for identifying markings, such as scars, tattoos and speech patterns
- **DO NOT CHASE**. Chasing an offender could provoke them to violence, and it could also lead to you becoming the offender
- Contact your base/company - they will contact the Police and provide guidance on what you should do next
- Report all incidents of robbery or assault to Police. In addition, you should complete a Transport Security Incident Report (TSIR) form as soon as you can (TSIR forms should be available at your depot)

Any injury or occurrence that involves a risk of serious injury or illness to a driver must be notified to your employer and WorkCover. This includes robberies, attempted robberies and incidents of violence. Your employer will complete an Incident Notification Form and forward it to WorkCover.

Apply for Counselling (if needed)

Following an assault/incident, you may need counselling to help you overcome the condition called "post-traumatic stress disorder". Symptoms include increased heart rate, insomnia and hypersensitivity, muscle tension, fear of returning to work, phobias, anxiety, depression, grief and a desire to quit your job.

If these symptoms are not treated, post-traumatic stress syndrome may develop leaving you feeling threatened, unjustly treated and that you are worthless and vulnerable. It is the responsibility of the company to provide counselling if you request it following a violent incident.

Remember you should resume normal duties as soon as possible and seek professional guidance if reluctant to return to work. It is up to a doctor, the company's rehabilitation co-ordinator, psychiatrist or psychologist in conjunction with you to make a decision about returning to work.

Driving in Snow - Keeping Passengers and the Public Safe

In the colder months, many Operators undertake charter trips and tours into snow areas. It is the Operators responsibility, as part of their Driver Safety Monitoring, to ensure that drivers are properly skilled and trained for their assigned task.

The following standard has been added to the Operators Accreditation Standards for Operators of Long Distance and Tourist Services to encompass this responsibility;

The Operator will ensure that only suitably qualified and experienced drivers will be employed to drive vehicles used to provide long distance and tourist services carrying passengers into snowfields.

- “Snowfields” means the whole area of the Kosciuszko National Park, 1 June to 15 October each year, or such longer period during which the National Parks and Wildlife Service of NSW requires vehicles entering Kosciuszko National Park to carry snow chains

A driver will be considered suitably qualified and experienced if the driver has:

- Completed a driver training course, which is particularly directed at operating buses or coaches in poor, icy, foggy and treacherous driving conditions; and
- Driven a bus or coach of at least equal weight and configuration in the snow field areas under the supervision of a driver accredited with a valid snow licence; or
- Driven a bus or coach of at least equal weight and configuration into snowfield areas on at least three occasions prior to 1 June, 1992.

If the driver has undertaken a snow driving course, then a certificate or other evidence of completion should be carried. In the event that a driver has the necessary experience in snow driving, but has not undertaken a course, the Operator should make sure that the driver carries the necessary documentation, which shows when and where the experience was gained.

If you need to undertake a snow driver-training course, contact BusNSW for details.

Driver

Fatigue

Driver Fatigue

DRIVER FATIGUE LAWS

The national fatigue laws were developed to make Australian roads safer for everyone. They apply to all of the supply chain, not just the drivers and are consistent with the current WHS laws. Under these fatigue laws there is no distinction between driving and other work duties you undertake.

Heavy Vehicle Driver Fatigue laws include:

- A general duty in Road Transport law to manage fatigue, which is consistent with current Work Health & Safety laws
- A “Chain of Responsibility” provision that extends to all parties in the supply chain whose actions, inactions or demands influence conduct on the road
- An emphasis on opportunities to sleep and rest
- Record-keeping provisions, including the use of Work Diaries
- A risk-based categorisation of offences and a range of sanctions
- Enhanced enforcement powers, and
- Four fatigue-management options providing alternative drive, work and rest hour requirements:
 - > Standard Hours - Bus Option
 - > Standard Hours - Heavy Vehicle Option
 - > Basic Fatigue Management Option
 - > Advanced Fatigue Management Option

Remember, the vehicle you use in the course of your employment is defined as a workplace, including heavy trucks or buses.

Penalties for breaches of fatigue laws vary depending on the type of breach and the risk to road safety. Penalties may include loss of accreditation; supervisory intervention orders, prohibition orders and substantial fines.

Driver Responsibilities

All bus drivers must know the importance of rest and recovery and properly plan for it. You should never be fatigued when driving. Professional drivers need to have a healthy lifestyle that balances work, social and family life. You should be able to recognise the signs of fatigue and take appropriate measures if it occurs.

Fatigue can affect a person’s health and causes:

- Loss of alertness
- Poor judgement

- Dulled reaction times
- Falling asleep at the wheel
- Poor memory and mood changes

Fatigue Impacts how well a person does their work and all of the above can be **lethal** when you are on the road! As a professional driver, you need to understand what causes fatigue and how to pick up on the early warning signs so that you can do something about it before it affects your driving.

Work Hours

Work limits are like speed limits. They state the maximum time allowed in ideal conditions. That is, when drivers are well rested and alert. If you are likely to be fatigued for any reason you must not drive a regulated heavy vehicle.

Work time is not just driving time. Work refers to the time that the driver spends driving a regulated heavy vehicle or bus, whether or not it is on a road and any other time spent on tasks related to the operation of the vehicle. Driving includes being in the driver's seat while the engine is running and instructing or supervising the driver of the vehicle. Work time also includes:

- Loading and unloading the vehicle
- Inspecting, servicing or repairing the vehicle
- Inspecting or attending to the load on the vehicle
- Attending to passengers of a bus
- Cleaning or refuelling the vehicle
- Performing marketing tasks in relation to the operation of the vehicle. Marketing tasks include arranging for the transport of passengers or goods as well as canvassing for orders for the transport of passengers or goods
- Recording information

Work time is a maximum period so is always rounded upwards eg a period less than 15 minutes is counted as 15 minutes work, a period more than 15 minutes up to 30 minutes is counted as 30 minutes work etc and is recorded according to the time zone of the driver's base.

Rest Hours

All other time is counted as rest. The rest requirement is a minimum period. If you feel fatigued, you will need more rest. When you feel tired, stop, take a break or have a sleep. Rest is always rounded downwards eg a period less than 15 minutes does not count towards rest while a period of 15 minutes but less than 30 minutes is counted as 15 minutes rest etc.

A 30-minute rest break can be taken as 2 x15 minute rest breaks but 7 hour or 24-hour rest breaks must be taken as a continuous period.

Work and Rest Options

The road transport heavy vehicle driver fatigue laws include changes to the driving hours, placing a greater emphasis on sleep and rest. Under the Regulation, industry will have a choice of operating under four fatigue management schemes. Each option allows increasing levels of flexibility which are offset by managing risks through accreditation schemes. In all options Operators need to actively manage driver fatigue.

The three options are:

- Standard Hours Option –Bus
 - > A default option for the bus industry prescribing minimum rest and maximum working hours. This will suit many businesses, there are standard hours for work and rest but the driver can still work up to 12 hours per day
- Standard Hours Option – Heavy Vehicle (this may also be used by bus drivers/operators)
 - > A default option prescribing minimum rest and maximum working hours
- Basic Fatigue Management (BFM) Option
 - > Allows additional working hours while imposing increased fatigue management and compliance responsibilities on operators
- Advanced Fatigue Management (AFM) Option
 - > Allows more flexible working hours based on risk management, alternative compliance and quality assurance approaches. Under this option, operators need to adhere to agreed standards and operating limits in return for more flexible working arrangements defined by the regulatory agency according to the operator's specific fatigue risks and fatigue-management system

Driver Base

What is a driver's base?

Under the Regulations, the driver's base is defined as:

- The base for a driver of a regulated heavy vehicle, in relation to particular work, is the place from which he or she normally does the work
- Despite subclause (1), if a driver has not recorded a base in his or her work diary in relation to particular work, for the purposes of this Part the driver's base in relation to that work is the garage address of the vehicle
- The "garage address" of a vehicle is:
 - > If the vehicle is normally kept at a depot when not in use, the principal depot at which it is kept, or
 - > If the vehicle is normally kept on a particular road or at a particular place when not in use, the home address of the registered operator whose home address is nearest to that road or place, or
 - > In any other case, the home address of the registered operator whose name is first listed on the registration certificate for the vehicle

STANDARD HOURS

Solo Driver – Standard Hours (Bus & Coach Sector)

The bus industry in NSW has access to the default “Standard Hours (Bus & Coach Sector)”. This option caters for the bulk of the bus industry that has a good safety record and undertakes minimal night operations.

Bus operations needing more flexibility also have access to the same Standard Hours Option as the trucking industry, Refer *Table 2*. If even more flexible hours are required, a company can apply for Basic Fatigue Management (BFM) or Advanced Fatigue Management (AFM).

The Standard Hours (Bus and Coach Sector) option introduces a specific variation, which effectively allows days off to be “banked” over 28 days for low risk bus operations. This variation is limited to bus applications where night work and total hours are low. This variation also allows tour bus drivers time to fully recuperate after completing a tour and can be used by school bus drivers who work limited hours.

Table 1 - Standard Hours (Bus & Coach Sector) – Solo Drivers

TIME	WORK	REST
In any period of;	A driver must not work for more than a MAXIMUM of;	And must have the rest of that period off work with at least a MINIMUM rest break of;
5 ½ hours	5 ¼ hours work time	15 continuous minutes of rest time
8 hours	7 ½ hours work time	30 minutes rest time in blocks of 15 continuous minutes
11 hours	10 hours work time	60 minutes rest time in blocks of 15 continuous minutes
24 hours	12 hours work time	7 continuous hours stationary rest time ²
7 Days		6 x night rest breaks ³
28 Days	288 hours work time	4 x 24 continuous hours stationary rest time

Table 2 indicates the time, work and rest periods required for solo drivers under the Standard Hours option

² Stationary rest time is the time a driver spends out of a regulated heavy vehicle or in an approved sleeper berth of a stationary regulated heavy vehicle:

³ Night rest breaks are 7 continuous hours stationary rest time taken between the hours of 10pm on a day and 8am on the next day (using the time zone of the base of the driver) or a 24 continuous hours stationary rest break:

Table 2 - Standard Hours – Solo Drivers

TIME	WORK	REST
In any period of;	A driver must not work for more than a MAXIMUM of;	And must have the rest of that period off work with at least a MINIMUM rest break of;
5 ½ hours	5 ¼ hours work time	15 continuous minutes of rest time
8 hours	7 ½ hours work time	30 minutes rest time in blocks of 15 continuous minutes
11 hours	10 hours work time	60 minutes rest time in blocks of 15 continuous minutes
24 hours	12 hours work time	7 continuous hours stationary rest time ⁴
7 Days	72 hours work time	24 continuous hours stationary rest time
14 Days	144 hours work time	2 x night rest breaks ⁵ and 2 x night rest breaks taken on consecutive days

Two-Up driving – Standard Hours

The Standard Hours module for “Two-up” has been developed for Operators who only use Two-up on an ad-hoc or infrequent basis. Short rest breaks and working hours in 24 hours are the same as for solo drivers.

Table 3 - Standard Hours – Two-up

TIME	WORK	REST
In any period of;	A driver must not work for more than a MAXIMUM of;	And must have the rest of that period off work with at least a MINIMUM rest break of;
5 ½ hours	5 ¼ hours work time	15 continuous minutes of rest time
8 hours	7 ½ hours work time	30 minutes rest time in blocks of 15 continuous minutes
11 hours	10 hours work time	60 minutes rest time in blocks of 15 continuous minutes
24 hours	12 hours work time	5 continuous hours stationary rest time ⁶ or 5 hours continuous rest time in an approved sleeper berth while the vehicle is moving.
52 hours		10 continuous hours stationary rest time
7 Days	60 hours work time	24 continuous hours stationary rest time and 24 stationary rest time in blocks of at least 7 continuous hours of stationary rest time
14 Days	120 hours work time	2 x night rest breaks ⁷ and 2 x night rest breaks taken on consecutive days

⁴ Stationary rest time is the time a driver spends out of a regulated heavy vehicle or in an approved sleeper berth of a stationary regulated heavy vehicle:

⁵ Night rest breaks are 7 continuous hours stationary rest time taken between the hours of 10pm on a day and 8am on the next day (using the time zone of the base of the driver) or a 24 continuous hours stationary rest break:

⁶ Stationary rest time is the time a driver spends out of a regulated heavy vehicle or in an approved sleeper berth of a stationary regulated heavy vehicle:

BASIC FATIGUE MANAGEMENT (BFM) OPTION

The Basic Fatigue Management option offers a company more flexible hours than the Standard Hours option. This option includes the ability to work shifts of up to 14 hours.

BFM gives bus and coach operators a greater say in when they can work providing the risks of working long hours and night shifts are properly managed.

To access BFM, bus and coach operators will need to be accredited and comply with six BFM standards covering:

- Scheduling and rostering
- Fitness for duty
- Fatigue knowledge and awareness
- Responsibilities
- Internal review, and
- Records and documentation

In some States and Territories the local bus accreditation may substitute for BFM accreditation and enable a driver to drive within the BFM option.

Solo Driver – BFM

The table below indicates the time, work and rest periods required for bus drivers under the new Basic Fatigue Management.

Table 4 - BFM Hours – Solo Drivers

TIME	WORK	REST
In any period of;	A driver must not work for more than a MAXIMUM of;	And must have the rest of that period off work with at least a MINIMUM rest break of;
6 ¼ hours	6 hours work time	15 continuous minutes of rest time
9 hours	8 ½ hours work time	30 minutes rest time in blocks of 15 continuous minutes
12 hours	11 hours work time	60 minutes rest time in blocks of 15 continuous minutes
24 hours	14 hours work time	7 continuous hours stationary rest time ⁸
7 Days	36 hours long/night work time ⁹	
14 Days	144 hours work time	24 continuous hours stationary rest time taken after no more than 84 hours work time and 24

⁷ Night rest breaks are 7 continuous hours stationary rest time taken between the hours of 10pm on a day and 8am on the next day (using the time zone of the base of the driver) or a 24 continuous hours stationary rest break:

⁸ Stationary rest time is the time a driver spends out of a regulated heavy vehicle or in an approved sleeper berth of a stationary regulated heavy vehicle:

⁹ Long/Night work time is any work time in excess of 12 hours in a 24 hours period or any work time between midnight and 6am (or the equivalent hours in the time zone of the base of the driver):

		continuous hours stationary rest time and 2 x night rest breaks ¹⁰ and 2 x night rest breaks taken on consecutive days
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Two-up Driving - BFM

Basic Fatigue Management accreditation offers greater flexibility for Two-up operators than Standard Hours. Under Basic Fatigue Management Two-up, operators are required to address critical fatigue factors such as driver selection and training, driver comfort, sleeper berth design, and pre-trip preparation. Under Basic Fatigue Management Two-up, short rest breaks are not mandated. Refer *Table 4*.

In some States and Territories the local bus accreditation may substitute for Basic Fatigue Management accreditation and enable a driver to drive within the Basic Fatigue Management option.

Table 5 – BFM Hours – Two-up

TIME	WORK	REST
In any period of;	A driver must not work for more than a MAXIMUM of;	And must have the rest of that period off work with at least a MINIMUM rest break of;
24 hours	14 hours work time	
82 hours		10 continuous hours stationary rest time ¹¹
7 Days	70 hours work time	24 continuous hours stationary rest time <u>and</u> 24 stationary rest time in blocks of at least 7 continuous hours
14 Days	140 hours work time	4 x 7 night rest breaks ¹²

ADVANCED FATIGUE MANAGEMENT (AFM) OPTION

The Advanced Fatigue Management (AFM) option brings a genuine risk management approach to managing fatigue, rather than prescribing work and rest hours.

To access this option, an operator must be “National Heavy Vehicle Accreditation Scheme AFM” accredited and comply with ten AFM standards including:

- Scheduling and rostering
- Operating limits
- Readiness for duty
- Health
- Management practices
- Workplace conditions

¹⁰ Night rest breaks are 7 continuous hours stationary rest time taken between the hours of 10pm on a day and 8am on the next day (using the time zone of the base of the driver) or a 24 continuous hours stationary rest break:

¹¹ Stationary rest time is the time a driver spends out of a regulated heavy vehicle or in an approved sleeper berth of a stationary regulated heavy vehicle:

¹² Night rest breaks are 7 continuous hours stationary rest time taken between the hours of 10pm on a day and 8am on the next day (using the time zone of the base of the driver) or a 24 continuous hours stationary rest break:

- Fatigue knowledge and awareness
- Responsibilities
- Records and documentation, and
- Internal review

Two-up Driving - AFM

If your company's operation needs more flexible hours than those provided by the Standard or Basic Fatigue Management options, then the company should be looking toward the Advanced Fatigue Management – Two-up option.

Rather than prescribing work and rest hours, Advanced Fatigue Management delivers a genuine risk management approach to managing driver fatigue as per *Table 6*.

Table 6 – Summary of BFM/AFM Risk Management for Two-up operations

Counter measures	Requirements
Sleeper Berth design	<ul style="list-style-type: none"> • Auxiliary Air Conditioning units • Separate suspension • Noise and heat insulation • Good quality mattress • Dual escape hatches
Driver Selection	<ul style="list-style-type: none"> • Driver self-selection • Pre-employment screening • Ability to sleep in a moving vehicle • Married teams assessed as individuals • Probationary period with experienced driver • Periodical review of terms
Driver Training	<ul style="list-style-type: none"> • Nationally recognised training covering fatigue management, sleep hygiene, napping techniques, managing unforeseen delays and stimulant use
Trip preparation	<ul style="list-style-type: none"> • Notify trip details in advance • Designate lead driver • Avoid work prior to a long distance trip • Prepare trip plane
Driver health	<ul style="list-style-type: none"> • Education on driver health issues (including stimulant use) • Regular driver medicals

VEHICLE MONITORING DEVICES IN BUSES AND COACHES

In New South Wales, registered coaches used in the course of trade, business, hire or reward must have monitors.

Vehicle monitors are devices, which automatically record details about the operation of a vehicle at all times, whether the engine is on or off. There are various types of vehicle monitors.

Among them are Tachographs and electronic boxes, also known as Trip Computers or Black Boxes. In some States and Territories, the road rules dictate which vehicles must use monitors, and when they must be used. Make sure you are aware of whether your vehicle requires a vehicle monitor for the trip being undertaken.

What do vehicle monitoring devices record?

- Length of time the vehicle is moving and stationary during a journey
- Speed at which the vehicle is driven
- Distance the vehicle travels between stops
- Time, date and place of starting and finishing a journey
- Driver details and vehicle identification

NSW buses and coaches do not have to use monitoring devices if the:

- Vehicle is being used within a radius of 80 kilometres from their usual depot unless carrying bulk dangerous goods
- Vehicle driven under the direction of Police or an authorised officer
- Coach is used exclusively as route service buses on routes of less than 40 kilometres
- Coach used only as a school bus
- Vehicle registered federally or in other States or Territories
- Vehicle being driven for sale, provided no goods are carried in bulk quantity

Before you start the journey:

- Make sure the monitor is working properly
- Record the time, date and place where the journey starts
- Record the registration number of the vehicle (unless automatically recorded)

During the journey:

- Record the times the vehicle was driven and when it was stationary (unless automatically recorded by the monitor)
- Record the name of each driver and times that each driver was in charge of the vehicle

At the end of the journey:

- Record the date, time and place where the journey finished

You may use the duplicate pages of the Driver's Work Diary to record this information. If your monitoring device produces charts, you should attach the duplicate page to the chart. Alternatively, you can record the information on the back of the chart.

If the monitor breaks down during the trip, you must record on either a chart or on a separate report: the time, date, place and type of break down. You must continue to record the items referred to in this section and the distance travelled.

NATIONAL DRIVER WORK DIARY

All drivers of fatigue-regulated heavy vehicles who drive 100km or more from their home base or operate under Basic Fatigue Management or Advanced Fatigue Management must complete a work diary to record their work and rest times (unless an exemption is in place).

The National Transport Commission (NTC) in partnership with the NHVR, industry and governments, has updated the National Driver Work Diary to reflect the requirements contained within the new Heavy Vehicle (Fatigue Management) National Regulation 2013.

The National Driver Work Diary been changed to include:

- a reduction in duplication and the amount of information required to be filled out
- more detailed advice on fatigue laws
- guidance on how to count time

The changes will make completing a work diary easier and ensure that a driver's focus can be on managing their fatigue. Further detailed information is provided in the **NHVR National Driver Work Diary for drivers of fatigue-regulated heavy vehicles** booklet.

A work diary can be either written or electronic but, whatever form it takes; it must contain a record of the driver's work/rest history as required under the legislation.

An electronic work diary is an electronic device or system fitted to the heavy vehicle to monitor and record the work and rest times of a driver and must be approved as an electronic work diary by the road authority.

Drivers must complete the work diary's daily sheets to record their work/rest history.

Who needs to use a Work Diary?

You only have to use a work diary if you are driving a heavy vehicle with a GVM over 12 tonnes (except a Bus or Tram) or a bus with more than twelve [12] seats.

In New South Wales, the RMS has issued an exemption for work diaries in the Bus & Coach industry. A copy of that exemption is contained in **Appendix 4**, however you need to be aware that:

- Any driver doing work contracted by RMS (i.e. School or Regular Route Service) is exempt from using a work diary
- Any driver doing other work (e.g. coach) where distances are greater than 100 km from the driver base requires a work diary
- Any coach driver doing interstate work needs to be using a work diary since Log Books are not recognised in other States or Territories
- Drivers who operate both trucks and buses will need to be using a work diary now

Drivers who are required to use a work diary must keep the work diary in the vehicle, which contains records of their work and rest time within the last twenty-eight day period.

Who keeps copies of your work diary pages?

Each daily work sheet (marked ORIGINAL) must remain in the work diary. Each daily work sheet has two copies both marked DUPLICATE.

The first duplicate copy must be given to the person you are currently working for as soon as possible or within twenty-one days of the date recorded on the daily sheet.

The second duplicate copy should remain in the work diary unless you have worked for two separate employers within the same twenty-four hour period. In this instance, you must give each employer a duplicate copy.

Your employer or, if you are self-employed, must keep copies of your work diaries and daily work sheets for three years for audit purposes.

Inspections

If an authorised officer or Police Officer stops you for a roadside inspection, you must produce your work diary for inspection when requested. Failure to do so may result in your being unable to drive for a twenty-four hour period.

Authorised officers may remove a duplicate work diary daily work sheet from a driver's work diary if required. If this occurs, you can ask the officer to make a notation in your work diary if you have been stopped for longer than five minutes.

Obtaining a Work Diary

If you have almost filled up your work diary, you can obtain a new one by applying in person at any *RMS* office.

If your work diary is lost, stolen, destroyed or completed before you can obtain a new work diary, you are required to report this in writing to the *RMS* within two business days. You have a maximum of seven days to obtain a new work diary.

Until you are issued with the new work diary you must continue to record all work and rest time in a supplementary record, which must contain the same information as you would record in the work diary.

Supplementary records must be retained for a period three years for audit purposes similar to the work diary.

How to fill in the work diary

It is important that you always use a blue or black ballpoint pen and record all entries legibly. Make sure you apply sufficient pressure so your entries will be transferred and clearly recorded on the duplicate sheets. You must:

- Complete a daily work sheet for the full twenty-four hours of each day during which you are the driver of a heavy vehicle or bus
- Start a new daily work sheet every time you change work/rest options, if you change to a driver base located in a different time zone, or
- You start working for a different employer

False or misleading records:

A driver must keep an accurate work record in their possession and severe penalties exist for drivers who:

- Record information in a work diary that they know, or ought to know, is false or misleading
- Have more than one written work diary (other than a filled up work diary)
- Record information for the same period in more than one work diary
- Deface or change a work record they know, or ought to know, is correct
- Pretend that they have made a work record or made an entry in a work record when this is not the case
- Make an entry in someone else's work record (unless otherwise permitted eg a Police Officer making an annotation or a two-up driver's counter-signature)
- Destroy a work record before the end of the period for which they are required to be kept (the law requires records to remain readable and easily understood as evidence), and
- Tamper with the operation of an electronic work diary

CONTRIBUTING FACTORS TO FATIGUE

Fatigue is caused by getting less sleep than you need. The amount of sleep required varies among individuals with some people needing more sleep than others. Make sure that you get most of your sleep at night time – it is better than daytime sleep. Regular night sleep of about seven to eight hours is one of the best ways to manage driver fatigue.

A number of factors that may contribute to fatigue include:

- Changes to the body clock:
 - > If you work irregular hours eg shift work, your natural body clock can be affected. This could feel similar to being "jet lagged".
- Lifestyle:
 - > Poor health and fitness or unhealthy eating
 - > Emotional issues
 - > Stress
 - > Medical sleep problems such as Sleep Apnoea
- Work Factors:
 - > Long driving hours
 - > Night time driving
 - > Irregular hours and early starting times
 - > Tight scheduling/rostering
 - > Insufficient time to recover from previous work
 - > Doing non-driving physical work such as loading and unloading
 - > Poor driving conditions such as hot or wet weather
 - > Monotonous driving

SIGNS OF DRIVER FATIGUE

Driver fatigue severely impairs your concentration and judgment; it slows your reaction time. Watch for these early warning signs of driver fatigue:

- Yawning
- Poor concentration
- Tired or sore eyes
- Restlessness
- Drowsiness
- Slow reactions
- Boredom
- Feeling irritable
- Making fewer and larger steering corrections
- Missing road signs and taking wrong turns
- Having difficulty staying in the lane
- Microsleeps where you 'nod off' for a short time

TIPS IN MANAGING DRIVER FATIGUE

A heavy vehicle driver spends a lot of time on the road and driving a bus or heavy vehicle can be demanding. In the interest of your own safety and that of the public, it is important to abide by the driver fatigue laws and regulations and generally take care of your health and wellbeing by:

- Getting enough sleep
- Eating a well-balanced diet
- Exercising regularly
- Trying to relieve stress, as it can affect your driving

Resting and sleeping are the two most important ways to combat fatigue. Professional drivers need to develop and maintain a regular routine that provides for sleep, meals, daily living and time off.

By planning and controlling fatigue in their own lives, professional drivers can avoid and/or prevent fatigue related situations occurring on the road.

The following are some tips that may assist in managing fatigue:

- Have a good night's sleep before you start your trip, and even have an afternoon nap before starting back on a night shift. For longer trips take rests early on in the trip before you start feeling fatigued
- Plan your trip ahead of time to allow for rest breaks
- Plan your rest breaks to happen before you start feeling fatigued, or plan where to stop if you do start to feel fatigued. If you can, plan rest breaks for when your body

clock will tell you to be asleep (ie afternoon, night/early morning) because that is when you are most likely to become fatigued

- Try and have a regular sleep and waking schedule on every day of the week
- Be aware of the causes and effects of fatigue and recognise the early warning signs
- More relevant to long distance drivers, is the need to make sure you stop and rest as soon as possible when you realise you are becoming fatigued. Do not try and push on, especially in those 'body clock' danger times of night/early morning and afternoon
- It is also very important for drivers to maintain a healthy lifestyle by keeping fit, eating healthy food and getting sufficient sleep
- Never drive longer than legal work and rest hours
- Never drink alcohol before or during your trip
- Take naps in times of the day when you would normally be sleeping. Make sure the environment you are in is good for sleeping eg dark, quiet and a suitable temperature. Naps can be as short as 10 minutes but generally not more than 30-40 minutes as you may feel groggy afterwards for a period of time

In addition to the above, bus operators and schedulers need to manage driver fatigue at an operational level.

Managing Breakdowns & Emergencies

Managing Breakdowns and Emergencies

CAUSES AND EFFECTS OF BREAKDOWNS

When breakdowns occur when a vehicle is in service, the chances of an accident happening can increase. An accident, when it happens, has the potential to damage property, injure and in some circumstances, kill people.

To help avoid this, you need to be aware of what situations cause accidents and breakdowns, the effects these events can have on road users, and how to reduce the chances of them occurring.

Common maintenance problems that can cause vehicle breakdowns include:

- Fuel blockage
- Loss of coolant resulting in engine overheating
- Flat tyres or tyre blow out
- Electrical problems

Unforeseen breakdown events can also happen, such as:

- Ruptured fuel tanks or lines
- Split radiator or heater hoses
- Broken fan belts
- Seized bearings
- Thrown tail shafts
- Collapsed water pump or fuel pump
- Blown globes

From your own experiences, you are probably aware of several "other causes" that have resulted in breakdowns.

Some breakdown situations can also lead to an accident:

- A tyre blow-out; causing loss of vehicle control
- Collision; when other road users collide with a stationary, broken down vehicle
- Personal injury; incurred while trying to repair the cause of a breakdown, or by directing traffic around a broken down vehicle

If you notice any maintenance needed on the bus or coach that you drive, you are required to notify the relevant area within your own particular company.

Informing of a Breakdown

If a bus or coach breaks-down on the road, the driver must follow the company procedure regarding the notification to their company.

When relaying the information, it is good practice to advise:

- The name of the driver
- The fleet or registered number of the bus/coach
- What trip the bus or coach is undertaking
- The location of the breakdown
- The nature of the problem, if known

It is the responsibility of the driver to ensure that their vehicle does not become a hazard to other traffic. Wherever possible, try to move the vehicle to a safe location out of heavy traffic. If moving the vehicle is not possible, portable-warning triangles must be placed on the roadway around the vehicle as detailed in the Heavy Vehicle Drivers' Handbook.

These requirements usually require warning triangles to be placed, as indicated below, for any vehicle that is stopped on a road and is not visible for 200 metres in any direction:

- One triangle 50 to 150 metres to the front of the vehicle;
- One triangle 50 to 150 metres to the rear of the vehicle; and
- One triangle at the side of the vehicle, in a position that gives sufficient warning to other road users of the position of the vehicle

You should also switch on the vehicle hazard lights and stay with the vehicle until help arrives.

It is also important to keep passengers from wandering around for their safety, and informed of what is happening, including the estimated time of delay.

PREVENTING BREAKDOWNS

Pre-Departure Procedures

Professional drivers take pride in the fact that the vehicle they drive has been checked, not only to ensure their own safety whilst driving the vehicle in traffic but so that it can be driven in service to carry customers safely.

You need to carry out pre-operational checks as early as possible before your departure from the depot/terminal/stopover, both AM and PM departures in order to limit the potential of a breakdown on the road.

Even if a vehicle appears to be in order, as a professional driver, you are still required to complete the pre-operational checks, which are an integral part of your job, and must be performed prior to all departures.

If you are unfamiliar with any type of vehicle that your company operates, obtain some advice or assistance from your Supervisor or the Workshop Supervisor on duty prior to departing the depot.

Remember, under Work Health & Safety, your obligations and “Duty of Care” requires you to know how to safely operate the vehicle you drive. If you have never driven the vehicle previously you must advise your Supervisor and ensure you receive training.

It is usually a company requirement to have a bus or coach driver complete some form of Pre-departure Checklist, and deposit it at a pre-determined location prior to departure. It is a driver’s responsibility to follow the policy of their company, and ensure that they comply with those requirements.

Appendix 5 provides an example Pre Departure Checklist.

End of Journey Procedures

The procedures that you perform at the end of your trip/shift are as important as the pre-departure checks. One of your colleagues may have to take the vehicle out next and is relying on you to leave it in the best condition possible.

Most companies would expect that a detailed description of any problem/s you might have experienced while carrying out your duty is reported in accordance with company procedures.

In addition, any defect that you encounter, observe or experience should be reported to the appropriate person in the company, eg Workshop Supervisor, Mechanic, etc, and written down in the Vehicle Defect Book.

It is a driver's responsibility to identify the policy of their particular company and ensure that they comply with those requirements.

If your company has a checklist that you need to complete at the end of your journey or shift, the following are likely to be included on an end of journey checklist (at stopover, depot or terminal).

Appendix 6 provides an example End of Journey Checklist

Vehicle Defect Reporting

Where any defect in the vehicle is observed, a Vehicle Defect Report must be completed and handed to the Depot Supervisor or the Workshop Supervisor. It is also important that defects are written down in a Vehicle Defect Book where provided.

People sometimes forget when told things so you must write vehicle defects down in accordance with required company procedure.

If the defect has occurred prior to departure, but you did not report it before departing, you could be seen as responsible for a breakdown if it occurs or the defect, when the following driver finds and reports the defect as part of his/her inspection.

ACCIDENT PROCEDURES

Encountering an Accident Scene

If you come upon a scene of an apparently serious accident during your trip, contact the Emergency Services as soon as you can.

In some instances, your company may have a direct line through to the emergency services, and it would be quicker to contact the company than try to do it yourself.

Always advise the exact location of the accident, and if known, if anyone has been injured.

If you see an accident happen, or are the first to arrive on the scene of an accident, your actions are vitally important because:

- You might be able to save a life or prevent other vehicles becoming involved in the accident
- You may be able to provide valuable help as a witness

While there are no legal requirements to stop unless you are involved in the accident, it is really important that all professional drivers are aware of the need to lend assistance and act as responsible citizens and road users.

If you have or come upon a road crash, take these basic actions:

R Respond

Park safely and protect yourself and your passengers from danger

E Environment

Check for traffic and other hazards. Give a warning to other traffic by switching on the vehicle hazard warning lights, and if you have warning triangles, place them on the road to warn other traffic

A Assess

Quickly assess the location, type of accident, and number of casualties

C Communicate

You may be required to call the Emergency Services directly by telephoning 000. If possible, stay on the phone to provide further information, and if company policy dictates, communicate details to the company as soon as you can

T Treat

Even if you are not trained in First Aid, you may be able to help by following directions from the Emergency Services personnel to assist with emergency care.

If you are involved in an accident

If you are unfortunately involved in an accident that results in the injury to a person or animal, or which caused damage to property, you must **STOP** your vehicle immediately. It is against the law to fail to stop after an accident. Penalties apply, including licence disqualification and imprisonment.

A person involved in an accident must stop and render all possible assistance (follow **R.E.A.C.T** steps previously described). Even if not trained in First Aid, there are some other sensible steps that can be taken by a professional driver faced with people who have injuries. It is important that you do not admit any liability at an accident scene.

Sensible actions to take at the scene of an accident

The number one rule when attending the scene of an accident is not to attempt anything that you have not been trained in and this includes first aid. The points outlined in this manual are for information only and not intended to take the place of proper training.

If you feel you need to be able to assist more at an accident scene, then it is suggested that you undertake a First Aid course conducted by a professional organisation.

Unconscious people should be handled with care and you should know what you are doing. If the person is breathing (and if they are not already on their side), place them in the lateral (side) position and maintain neck stability. Recheck the person's airway and breathing regularly then look for other injuries while waiting for the emergency personnel to arrive.

If the injured person is conscious and not in any immediate danger, they are best left where they are until professional help arrives. Moving an injured person unnecessarily may worsen their condition, increasing pain, injury, blood loss and shock.

Try not to move an injured person's neck or head and never try to straighten any fractured limbs, leave this to the professional emergency personnel.

However, if there is a risk of fire or further collision/danger, which makes the moving of the injured person necessary, do it carefully. Avoid bending or twisting the person's neck or back and try to have other people assist to lessen the impact of the move.

In the case of a **person with burns**, cover the burnt area with a loose and light non-stick dressing, preferably sterile or clean, dry lint free (non-fluffy) material eg plastic cling wrap, handkerchief, sheet or pillow case. **DO NOT:**

- Peel off adherent clothing or other substances
- Use ice to cool the burn because frostbite (causing further tissue damage) may result
- Break blisters
- Apply lotions, ointments, gels, creams or powders

Injured people are usually in a state of shock so talk reassuringly to them and let them know that help is on the way.

Smoking can be dangerous at the scene of an accident and should not be allowed.

Do not give an injured person any alcohol, as this tends to make any bleeding worse and/or increase the strain on the injured person's heart.

Recording Accident Details

Note or mark the position of your vehicle on the roadway then, if possible, move it clear of traffic and secure it (most mobile phones have a camera facility, which can be used for this purpose).

Collect details of the accident, including:

- Nature of the problem and assistance sought
- Number of people involved, if known
- Location of street and nearest cross street or section point
- Direction of travel, eg inward, outward, north, south, etc

Complete Accident Form

It is your responsibility to ensure that you have been shown the company forms, which are needed to be completed in the event of an accident, and fully understand the information that you need to complete the form/s.

An example of an accident form is included as **Appendix 7**.

Reporting accidents to Police

The Police may attend and investigate accidents where:

- A person is killed or injured
- A person fails to stop and exchange information
- A driver is believed to be under the influence of alcohol or a drug
- Either vehicle is required to be towed away
- There is damage to property or animals

If the Police do not attend the crash scene, you must report the accident as soon as possible within 24 hours. This may be done by phoning the Police Assistance Line (PAL) on 13 14 44.

You are required to provide Police attending the accident with details of the accident, vehicles involved, your name and address and, if known, information about any witnesses or the driver/s of other vehicles involved.

VEHICLE FIRE PROCEDURES

It is important to understand that fires cannot occur without a source of ignition such as electrical wiring or equipment being poorly maintained, damaged or frayed cords, etc, or a build-up of combustible material in areas that can become heated.

As a consequence, with the obvious exception of arson, most fires are preventable by good maintenance practices and practicing good housekeeping while at work.

Fires in vehicles can be minimised if the engine and gearbox are kept clean, and loose paper or other combustible materials are not allowed to accumulate around exhaust pipes, mufflers etc, or in the cabin/saloon area.

If a fire occurs in the vehicle that you are driving, remain calm and do not panic

- Bring the vehicle to a halt in a safe place
- Evacuate the vehicle and have passengers assemble in a safe area well away from the danger
- If at all possible, try to move the bus to an open space, such as a wide median strip, park, parking area, landfill, etc. **Under no circumstance** should you drive the vehicle into an area such as a garage/petrol outlet
- If it is safe to do so without endangering yourself or others, and only after all people have been evacuated, you can attempt to extinguish the fire by using the vehicle Portable Fire Extinguisher
- Remember, Portable Fire Extinguishers carried on vehicles are for small fires only and attempting to extinguish the fire with a Portable Fire Extinguisher must only be done if:
 - > You have had training on the use of the Portable Fire Extinguisher
 - > The fire is small enough to be extinguished by a Portable Fire Extinguisher
 - > You leave yourself a safe exit

If not possible to move the vehicle; apply the handbrake, shut down the motor, and contact emergency services personnel by phoning (000).

Remember, safety must take precedence at all times.

RUNAWAY BUS PROCEDURE

A runaway bus, whether in the bus depot or on a public road, has the potential to cause serious or fatal injury, and significant damage to property and assets.

To prevent serious incidents from occurring, it is essential that bus drivers:

- Before leaving the driver's seat, apply the park brake and check that it is correctly engaged
- Where the bus is fitted with an external door close control, you must use this to close the bus
- Must not close the bus doors by reaching switches from outside the bus through the driver's side window
- Under no circumstances access the bus controls via the driver's window

ROCK/PROJECTILE THROWING PROTOCOL

In the event of a rock/projectile throwing incident the bus driver must:

- Drive beyond the immediate rock/projectile throwing area and where it is safe to do so, pull the bus over
- On no account leave the bus to give chase to the perpetrators
- Check passengers for any injuries, provide reassurance, then immediately notify the operator's control room with the details of the incident, the exact location of the bus and the current injury status of passengers

Dealing With Passengers

Dealing with Passengers

PROVIDING QUALITY CUSTOMER SERVICE

Drivers of public passenger vehicles (buses) must understand that providing quality customer service is their responsibility and must be delivered at all times. It requires and expects a driver to:

- Drive smoothly and safely
- Stay on time - neither late nor early, which will go a long way to getting your customers to their destination on time
- Be personally well groomed, neat and tidy, at all times
- Provide a clean, safe bus, which displays the correct destination and route numbers
- Treat customers with respect and courteously at all times, keeping them informed with accurate information wherever possible

These expectations of a driver are clearly set out in the Passenger Transport Act 1990.

PUBLIC IMAGE

People's impressions and respect for you are not only determined by the service that you provide; they are also made by the image that you present. The following information, which has been summarised from the Top 5 workplace image disasters by Jon-Michail, CEO of Image Group International¹³, provides a guide on how to provide a positive public image.

Manners, Etiquette and Respect – “This is a way of being,” says Jon-Michail. “It incorporates your speech, your politeness, the opening of a door for somebody, waiting for someone to come out of a lift before going in, eating properly when going to business lunches, and so on. These are all behaviours that are part of your look. You might have the hottest suit on, but if you act like a pig, you’re still a pig.”

Brand Marks – “These are people who display offensive tattoos”. Tattoos have become a new phenomenon through celebrity culture and sportspeople, which young people imitate. Offensive or excessive tattoos are not acceptable in most workplaces.

Grooming and Adornments – “This is particularly related to multiple piercings. The perception of hygiene issues as well as the negative image is considerable when people present at work with piercings inappropriate to the workplace eg: eyebrow, tongue, lip etc. Often the piercings are accompanied by tattoos which create an even greater image problem for the business.

¹³ An extract from: Workplace Communication, Regional Australian Workplace Development “Driven By Local Industry & Community” produced by Regional Skills Training P/L

Sexual Dressing – Sexual dressing, whether male or female, is inappropriate for the workplace and communicates an image that is not appropriate for the business.

Inappropriate conversations – “Sloppy conversations are the wrong conversations,” You can’t separate language from image. The spoken word and the non-spoken word, if applied incorrectly, can be career-limiting behaviour. “Think about how negative the business image will be if the customer service person litters their sentences with swear words.” As you go about your work, people are noticing you and observing you very closely. They are constantly forming impressions about your physical appearance, speech, competence level, body language, confidence, and character. A customer or your manager may not tell you what they’re thinking, but they are developing a perception or image that they link to you and to the company. This means that in the workplace, it is very important to pay attention to these basic forms of image communication as they may be career limiting issues.

Take a look at the following areas you need to assess about yourself:

Your personal hygiene and dress – Unfair as it may be, most people judge you first by how you look. In the workplace you must be clean, neat and appropriately dressed for your particular job.

Your speech – People also judge you by the way you talk. This includes your choice of words, tone, volume, and speed. Do you avoid slang and swearing? Is your tone friendly, considerate and sincere? Do you speak too loudly or too softly? Do you talk too fast or too slowly?

Your competence – Whether someone is meeting you for the first time or has known you for years, that individual is deciding just how competent you are during the conversation. The person is observing your posture, your state of alertness, the quality of your verbal contributions, your ability to engage them, your talent for responding appropriately. Whether or not this person’s assessment is accurate, they form an opinion around your competence very quickly.

Your body language – Your body language communicates more than 80% of your message. Your facial expressions, mouth position, eye contact, how you sit or stand, and your degree of comfort in your personal space all tell people a lot about you. You could say you aren’t angry, but if your arms are crossed tightly, your eyes are narrowed, and your lips are pursed, people may very well see those as demonstrations of anger. In many cases the signals your body sends out carry more weight than your actual words.

Your approachability factor – Immediately people determine whether or not you are someone they want to talk to, ask questions of or get input from. If they see a relaxed body with a smiling face, they are more likely to come over to you than if they see physical rigidity and a frown. Think about how you view this sort of thing. Aren’t you more apt to

approach a person who emits vibes of openness? A person who conveys receptivity to others?

Your interest in others – Do you show genuine interest in the other person? Do you ask friendly and appropriate questions? Do you empathise? Avoid the mistake of making it all about you as people will feel uncared for, neglected and ignored. You must focus on your customer.

Your confidence level – People detect your confidence level very quickly through your eyes, facial expression, body stance, style of dress, and how you talk. Do you stand tall, look people in the eye, smile and appear comfortable in your own skin? Does your voice sound welcoming and your words offer something of value?

Your character and integrity – In order for people to want to do business with you, they have to feel like they can trust you. They must intuitively sense that you are someone who is a good, genuine person. In general, they must believe you tell the truth and strive to do what is right for them as the customer and the business. A great saying is to make sure that you deliver on “what you see is what you get”.

Your likeability factor – Do people see you as basically a likeable fellow human being? Or do they view you as off-putting because you’re overly critical, frequently angry, overbearingly rude, and distastefully self-centred? Just how likeable are you? And how likeable do you really want to be? To what extent do you care if others like you? Very simply, if lots of people dislike you, how do you expect to grow your career and your professional reputation?

Your credibility factor – How many people in your life take you seriously? If you’re feeling like not enough people - or the right people - take you seriously, do you have any insights about why that is so? Some ideas to increase your credibility include: follow up on what you say you’re going to do, speak your mind directly but diplomatically, add value to conversations, be conscious of your impact on others, ask others for their ideas.

CUSTOMERS WITH SPECIAL NEEDS

Senior Passengers

Travelling by bus is often the only way that older people can access essential services. Quite often seniors do not have the mobility to quickly board or alight a vehicle. In some cases even standing while a bus is in motion can be dangerous for them. They can also feel quite vulnerable in the company of others.

The best approach to transporting seniors is to:

- Allow them plenty of time to board the bus; provide assistance if necessary
- Be courteous and friendly
- Ensure that they are seated before you move the vehicle; request younger people to stand if necessary
- Drive smoothly
- Provide enough time for them to safely exit before departing stop

Non-English Speaking Passengers

Frustration can occur when attempting to communicate with customers who do not understand or speak English well.

In these instances, it's important to be patient and sympathetic and, if possible, try to enlist the assistance of other customers who may understand the customer's language. If this is not possible, do not embarrass yourself or the customer by getting into an argument. Find a tactful solution to the immediate problem and refer any continuing difficulties to your Supervisor.

Mobility Aid Passengers

Wheelchair-accessible buses provide one or two priority spaces for people in wheelchairs. People in wheelchairs have first priority to use these spaces, then a child in a pram or stroller, and then any other passenger. Drivers should advise customers in wheelchairs to apply the wheelchair brakes to ensure optimum safety.

When operating a wheelchair accessible Bus Drivers should ensure:

- The bus is stopped close to the kerb
- The ramp or hoist is deployed safely on the gutter and footpath according to the operational procedure
- The bus kneeling suspension is lowered where fitted and when necessary
- Where fitted, electrically powered ramps will only operate with both doors completely closed
- Before putting the ramp or hoist away, it must be clear of all customers

Visually and Hearing-Impaired Passengers

Once you realise that you are about to transport a visually or hearing-impaired person it is generally a good idea to:

- If possible, stop with the door of the bus/coach directly in front of the customer
- Call out in a clear voice, the route and destination of your service
- Speak as the customer steps into the bus/coach as this will assist them to get their bearings
- Speak clearly and face the customer
- Avoid nodding or other gestures when answering queries
- Make sure the customer is seated before moving off
- Call out clearly all major stops and transfer points

Drivers must pick up or set down a visually or hearing-impaired person, and their Assistance Animal, at any point along the bus route.

Child Passenger in Pram or Stroller

On a low-floor, step-less entry bus with wheelchair access and priority spaces:

- A child may stay in a pram or stroller while travelling, provided the pram or stroller is placed in the wheelchair priority area of the bus and the area is not required by a person in a wheelchair

On low-floor, step-less entry buses without wheelchair spaces:

- A child may stay in the pram or stroller while entering the bus with the parent or carer, but the child must be removed and the pram or stroller stowed clear of the aisle or doorways before the bus moves from the bus stop

On other buses without a low floor step-less entry:

- A child may not stay in the pram or stroller while entering or travelling on the bus. The pram or stroller should be folded and stowed clear of the aisle or doorways and the child carried by the parent or carer

For optimum safety, it is recommended that:

- The stroller or pram is positioned facing the rear of the bus braced against the back of the seat or partition in front of the wheelchair space and the brakes (if any) applied
- The parent or carer must also remain with the child in the pram. In this situation, the decision to leave the child in the pram is a matter for the parent or carer

MANAGING SCHOOL STUDENT BEHAVIOUR ON BUSES

Published *RMS* guidelines entitled "Managing School Students' Behaviour on Buses" provide a framework to assist Bus Operators, Drivers, School Principals and Parents/Carers in the management of situations where students misbehave on buses.

The framework identifies categories of misbehaviour and establishes a code of penalties that may be applied in response to breaches of the Code of Conduct for school students travelling on buses.

RMS will support actions in line with the procedures, which are outlined in the Code of Conduct. The procedures and penalties do not remove any right of a school principal to take action against a student under the school's discipline code or student welfare policy.

Bus Operators

Bus Operators are responsible for providing their drivers with training in managing incidents of students' misbehaviour on buses and for ensuring they know of the policies and procedures to be followed when a student breaches the Code of Conduct.

When a bus driver reports a breach of the Code of Conduct, the responsibility for follow-up with the parents/carers and school principal lies with the Bus Operator.

Bus Operators can suspend and/or withdraw a student's subsidised travel pass in accordance with the procedures that meet *RMS* guidelines.

Bus Drivers

Depending on the nature of the breach, the driver may:

- Note the student's name and school
- Advise the student about which behaviour was inappropriate
- Remind the student of the consequences of repeated offences
- Record the incident as part of the driver's own record

For repeated or more serious offences, the driver can:

- Withdraw a student's travel pass. If appropriate, issue an "INTERIM" pass in its place
- Report the incident in writing to the Bus Operator

In an extreme situation or where there is any uncertainty about managing school student misbehaviour, contact your Bus Operator/Supervisor.

Code of Conduct for School Students on Buses

To ensure student safety and the comfort of other passengers, students will:

- Behave safely at all times
- Respect the needs and comfort of other passengers
- Behave appropriately at all times (eg no use of offensive language, fighting, spitting, placing feet on seats or throwing things in or from the bus)
- Protect bus property and report any vandalism
- Show their travel passes or tickets to the driver on boarding and when requested
- Only use the travel pass for its intended purpose
- Maintain possession of the travel pass at all times
- Follow the driver's instructions about safety on the bus (eg instructions on where to sit)
- Adhere to the law that bans smoking on buses
- Only eat or drink (other than water) on the bus with the written permission of the bus operator
- Keep arms, legs and other parts of their bodies inside the bus
- Only attract the attention of the driver in the case of an emergency

Behaviours and their possible penalties

Unacceptable behaviour	Possible Penalties
<ul style="list-style-type: none"> • Using offensive language • Smoking • Failing to show their travel pass • Damaging property • Eating on the bus • Distracting the driver with persistent noise 	<ul style="list-style-type: none"> • Loss of the subsidised travel privileges for up to ten school days • The student being banned from travelling on buses

Dangerous behaviour	Possible Penalties
<ul style="list-style-type: none"> • Seriously harassing or bullying other passengers • Letting any part of their body protrude from the bus • Throwing objects inside or outside the bus • Using matches and/or lighters • Carrying dangerous items 	<ul style="list-style-type: none"> • Loss of the subsidised travel privileges for up to ten school days • The student being banned from travelling on buses

Highly dangerous behaviour	Possible Penalties
<ul style="list-style-type: none"> • Interfering with safety equipment • Fighting • Pushing students out of the doors or windows • Assaulting the driver or other passengers • Destruction of bus property 	<ul style="list-style-type: none"> • The permanent loss of the school travel privileges • Possible court action or police prosecution • The student being banned from travelling on buses

These penalties reflect the seriousness of the misbehaviour. They ensure that all students who misbehave on buses are dealt with in a fair and consistent manner, no matter which Bus Operator or school is involved.

Seat Belts on Buses

Starting in the 2013-14 financial year seatbelts will progressively be installed and standing phased out on almost 1,700 dedicated school services over 10 years. More than 60,000 students across regional and rural NSW travel on these dedicated school buses (known by contractors as contract A buses) each day, covering more than 50 million kilometres each year.

Associated with the introduction of seat belts Transport for NSW will:

- Adopt a new Student Code of Conduct to ensure parents, students and bus operators know their responsibilities when it comes to wearing seatbelts
- Encourage schools to use buses fitted with seatbelts for excursions and other charters
- Develop guidelines which outline responsibilities for rural and regional bus operators to encourage students to wear seatbelts when fitted

Appendices

Appendices

APPENDIX 1 - PASSENGER TRANSPORT REGULATION 2007 - (BUS DRIVERS)

In addition to complying with the Passenger Transport Regulations as below, drivers must also comply with all road rules.

Bus drivers must:	
Be clean and tidy, and wear clean and tidy clothing including enclosed shoes.	Clause 35(a)
Behave in an orderly manner, and with civility and propriety towards any passenger, intending passenger driver of another public passenger vehicle or authorised officer.	Clause 35(b)
Comply with every reasonable requirement of any passenger.	Clause 35(c)
Not smoke any substance while in the vehicle, whether or not the vehicle is being driven for the purpose of providing a public passenger service.	Clause 36(a)
Not eat or drink in the vehicle while the vehicle is hired or available for hire, or is otherwise in use as a public passenger vehicle.	Clause 36(b)
Ensure that the vehicle is clean and tidy.	Clause 37
Not without reasonable excuse, interfere with any equipment attached to, or forming part of a vehicle.	Clause 38
Not drive a vehicle subject to a non-compliance label.	Clause 39
Not move the bus while the doors are open, or allow the vehicle to be moved so that any person is subject to the risk of injury.	Clause 40
Not permit any article or animal to be carried that is of such a size that it cannot be accommodated on the vehicle, and/or would inconvenience any other person on that vehicle. This does not apply in respect of an Assistance Animal. (Guide Dog, etc)	Clause 41
If lost property is found, return within 24 hours to the owner, bus operator or police officer at Police Station.	Clause 42
Undertake and complete any approved training courses required by the Director-General.	Clause 43

<p>Driver to notify Director-General of alleged offence</p> <ul style="list-style-type: none"> • The driver of a public passenger vehicle must furnish the Director-General with written details, within 7 days after the laying of the charge or the issue of the notice, of the following: <ul style="list-style-type: none"> > any alleged offence (other than a parking offence) with which the driver is charged by a police officer > any penalty notice issued to the driver in respect of an alleged offence (other than a parking offence) that relates to the driving of a motor vehicle 	Clause 44
Not fail to produce their Driver Licence when requested to do so by an Authorised Officer.	Clause 45
Not fail to produce their Driver Authority when requested to do so by an Authorised Officer.	Clause 46
Take action (ie contact operator or police) if they believe that the conduct of a passenger is endangering the safety of any person.	Clause 59
Fill in vehicle defect report, as appropriate, at the end of the driver's period of driving the bus.	Clause 81(2)
Not drive the bus unless the appropriate Driver Authority Card is contained in the holder firmly affixed to the interior of the bus, so that any passenger can easily see it.	Clause 92
<p>Stop to pick up and set down passengers as requested unless:</p> <ul style="list-style-type: none"> • Stopping the bus would be unlawful or unsafe • The bus routes has Bus Stops which are the only locations to pick up and set down passengers • The bus is not scheduled to pick up or set down passengers • The potential passenger is intoxicated or has soiled clothing/luggage • If doing so the driver would contravene carriage of goods/animals or overloading clauses. 	Clause 93
Not carry any more passengers than the vehicle is authorised to carry (seated or standing).	Clause 94
<p>Not carry passengers on any portion of the bus not intended for the conveyance of passengers including:</p> <ul style="list-style-type: none"> • The driving seat • On the right hand side of the driving seat and abreast of it, or any portion of the bus in front of the driving seat • Standing on the upper deck. 	Clause 96
Not without reasonable excuse, leave the driving seat of the bus.	Clause 97

APPENDIX 2 - PASSENGER TRANSPORT REGULATION 2007 - (PASSENGER)

A person using a public passenger service must:	
<p>Not, in or on a public passenger vehicle:</p> <ul style="list-style-type: none"> • Place their feet on a seat • Spit • Use offensive language • Wilfully interfere with the comfort or safety of other persons • Behave offensively 	Clause 49
Not smoke any substance in or on any public passenger vehicle.	Clause 50
Not drink any intoxicating liquor in any bus, unless provided on the bus with the permission of the bus operator.	Clause 51(2)(a)
Not eat or drink on any bus, or part of a bus, in which eating and drinking is prohibited by signs displayed in the bus without the permission of the bus operator.	Clause 51(2)(b)
Nothing in Clause 51 prohibits a passenger from drinking water, or from eating or drinking for medical reasons, in or on a public passenger vehicle.	Clause 51(3)
Not take into or on any bus, any dog, cat, bird or other animal, except if suitably confined in a box, basket or container and with the consent of the driver of the bus. (This does not apply in respect of an Assistance animal).	Clause 52
<p>Leave or not enter any bus, if in the opinion of the driver or an authorised officer, the passenger:</p> <ul style="list-style-type: none"> • Has clothing or luggage that may soil or damage the bus, or the clothing or luggage of other passengers, or the luggage is of such dimensions that it cannot be accommodated in the bus without inconvenience or danger to other passengers or to the driver • Is likely be a nuisance or cause annoyance to other passengers or the driver (including under the influence of alcohol or another drug) • Is committing an offence under the Regulations. 	Clause 53
Return any article found in or on a bus, to its owner or give it to the driver or an authorised officer.	Clause 54
Not wilfully damage any part of a public passenger vehicle.	Clause 55
Not remove any property of the driver or operator from any public passenger vehicle.	Clause 56(1)
Not deposit any litter on the bus, other than in a receptacle provided for that purpose, or deposit anything that may endanger any person or property.	Clause 57

A person using a public passenger service must:	
Not, without reasonable excuse, throw anything in or from a bus.	Clause 58
Not carry on commercial activity on a bus without written permission of the operator.	Clause 60
Not, without reasonable excuse, enter or leave a bus while the bus is in motion or by getting through a window.	Clause 61
Not board or leave a bus or attempt to board at a bus stop at which the bus is not scheduled to pick up passengers.	Clause 62(1)
Without reasonable excuse, not travel on any portion of a bus not intended for the conveyance of passengers (including roof, steps and footboard, or stairs of a two decked bus).	Clause 63
Not enter the driver's compartment of a bus.	Clause 64
Not, without reasonable excuse: <ul style="list-style-type: none"> • Interfere with any equipment attached to, or forming part of a bus • Block a bus door • Open a locked bus door at any time • Open an unlocked bus door while the bus is in motion • In any way interfere with an automatically operated bus door. 	Clause 65
Not use a scooter, skateboard, roller blades or roller skates.	Clause 67
Where not aged, does not have a disability, not continue to occupy a seat set aside for the aged and persons with a disability when requested to vacate it.	Clause 68
Not transfer (or offer to transfer) a ticket issued to them, or a portion of ticket to another person, unless: <ul style="list-style-type: none"> • The ticket was bought on behalf of that other person • The transfer is authorised by the Bus Operator • The ticket is a travel card. 	Clause 72
Not, with intent to deceive, alter or deface a ticket or make a ticket illegible or, in the case of tickets with a magnetic strip, inoperative.	Clause 73
Hold a valid ticket for the travel concerned.	Clause 74
Not travel in a bus on the authority of a concession ticket unless the person is entitled to the concession ticket.	Clause 75(1)
Comply with any direction from the driver of the bus, or authorised officer, to produce evidence that the person is entitled to a concession.	Clause 75(2)

A person using a public passenger service must:	
Present their ticket available for inspection processing by an authorised officer, on request.	Clause 77
<p>If the passenger is a school student the driver may:</p> <ul style="list-style-type: none"> • Direct a student to occupy a specified seat on the bus or to move to a particular part of the bus if the driver believes on reasonable grounds that it is necessary for the preservation of order on the bus • Not direct the student to leave the bus unless in the care of a legally responsible person or at an appropriate location. • Refuse to stop for, or allow onto the bus, a school student who the driver believes on reasonable grounds has contravened a provision of the Regulation concerning travel on buses. 	Clause 100(1)
	Clause 101 (a & b)
	Clause 102

APPENDIX 3 - SECURITY GUIDELINES

Drivers become involved when the National Counter-Terrorism Alert is at a Medium Threat condition or higher. This manual contains the information, which is relative to driver requirements in such an event.

MEDIUM - National Counter-Terrorism Alert

Possible Preventative Measures - Facility

- Ensure all staff are aware the alert level has increased and to be vigilant for the following threats:
 - > Suspicious items (eg It is secured to a part of the facility and has visible wiring or power sources)
 - > Unattended suspicious vehicles
 - > Persons acting suspiciously
- In the case of public facilities, ensure processes for evacuation and containment of these facilities are documented and responsibilities of individual staff clearly understood and if practicable, tested
- All non-public areas to be locked and sealed in such a way as unauthorised entry is apparent
- Review the following practices, conduct a risk assessment and implement measures to treat unacceptable risks:
 - > Frequency of rubbish clearance from litter bins
 - > Procedures for handling unclaimed or unattended luggage
 - > Provision of luggage lockers
- Where CCTV is installed, monitor in accordance with facility operating procedures
- Review parking regime adjacent to the facility
- Provide the public with any information that would strengthen its ability to act appropriately
- All doors and windows offering access to offices, crew rooms, equipment boxes, storage bins and cupboards to be locked when not in use and keys to be controlled

Possible Preventative Measures - Vehicle

- Conduct a visual inspection of the vehicle prior to the commencement of service
- Overnight or unattended vehicles or vessels to be secured in facilities, which are appropriately illuminated
- Reinforce with employees the importance of adopting sensible security for themselves and their vehicles at all times, including:
 - > Be alert for surroundings, including any vehicles which appear to be following the vehicle - report any suspicious activity
 - > Minimise the number of stops
 - > Communicate on a regular, scheduled timetable with base and ensure there is

- a means of communication with a base or emergency response
- > Keep doors locked while the vehicle is between scheduled halts
- Consider increased positioning reporting of vehicles

HIGH - National Counter-Terrorism Alert

Possible Preventative Measures - Facility

- Ensure only fare paying passengers luggage is stored in vehicle
- Regular public announcements to be made reminding the public to not leave items unattended and report suspicious packages or activity to facility management, or the police if the facility management is not locatable
- Staff to check facility for suspicious items at least once a day
- Staff to check publicly accessible areas of high passenger movement at least once a day and such inspections to be logged with time, person and results of search (management to confirm daily that this requirement has been met)
- Remove all litterbins and post boxes from high-density public transit facilities
- Luggage lockers to be removed from public areas
- Discuss with Police, increasing uniformed presence at key transport hubs
- Arrange with Police a more rigorous parking enforcement regime outside concourse areas

Possible Preventative Measures - Vehicle

- An inspection of the publicly accessible parts of the vehicle to be carried out whenever the vehicle has emptied of passengers (at the end of a run or termination of a service) and when the vehicle is entering service for discovering unauthorised or suspicious parcels. Inspection to be logged with the time, date and person who carried it out. Vehicle secured when not in use
- Overnight or unattended vehicles or vessels stored in secured facilities, which are appropriately illuminated and periodically patrolled, and/or subject to CCTV monitoring
- Coaches and those vehicles, which mix cargo and passengers to ensure that all cargo carriage is authorised (official documentation listing the number and description of cargo matches what is loaded)
- Consider increased public safety and security announcements at the beginning of all trips, in boarding areas
- BIC members increase reporting and vigilance on critical infrastructure
- Increased frequency of positioning reports
- Initiate immediate "exception" reporting for unaccounted dispatched vehicles

EXTREME - National Counter-Terrorism Alert

Possible Preventative Measures - Facility

- Luggage only to be accepted from persons who have shown photographic identity and had details of identity recorded
- Alert all staff to the increase in the alert level and advise them of any increased measures to be adopted
- 24-hour guarding and patrolling of critical infrastructure including active challenging and identity establishment of those inside or approaching the facility
- Consider whether services should be reduced
- Where possible, close all public car parks in the vicinity of transport hubs; limit any deliveries (except those expected and associated with emergency maintenance) to off peak or out of hours - close, guard and block off delivery bays at other times
- Remove litterbins and places to conceal devices
- Facility staff to be tasked to continually check all publicly accessible parts of the system for suspicious activity or unattended items
- Liaise with Police to increase visible police presence at transit hubs and on vehicles
- Discuss with Police and Road Authorities blocking parking access for the public in front of transit hubs especially where there are large volumes of commuters (critical transport hubs)
- Remove all post boxes or other structures, which could conceal improvised explosive devices

Possible Preventative Measures - Vehicles

- Increase patrolling over and above the High levels using uniformed and non-uniformed security
- Increase CCTV coverage by increasing the staffing of facilities with CCTV screens to enable greater assessment of CCTV images
- Consider increased position reports
- Consider use of small "convoys" as a deterrent and to provide mutual support
- Consider alternate routes from vulnerable or threatened locations
- Consider re-location of some boarding stops and destination facilities away from threatened locations, symbolic or icon destinations and major government facilities

APPENDIX 4 - COPY OF THE BUS & COACH EXEMPTION ORDER

ROAD TRANSPORT (GENERAL) ACT 2005

Road Transport (General) Regulation 2005

Part 6 – Heavy Vehicle Driver Fatigue

EXEMPTION ORDER Bus and Coach industry

I, Michael Daley, Minister for Roads, pursuant to section 16 of the Road Transport (General) Act 2005, make the following Order.

1. Citation

This Order may be cited as the Bus and Coach Industry Exemption Order 2008.

2. Commencement

This Order takes effect on 29 September 2008.

3. Effect

This Order remains in force until it is amended or repealed.

4. Interpretation

Unless stated otherwise, words and expressions used in this Order have the same meaning as those defined in the Road Transport (General) Regulation 2005.

5. Exemption from requirements of Road Transport (General) Regulation 2005

Subdivision 2 (Work Diary requirements) of Division 4 of Part 6 of Road Transport (General) Regulation 2005 is declared not to apply to the driver of a bus if;

5.1 The driver is;

(a) engaged in a journey of less than 100 km from the driver's base; or

(b) the driver of a bus engaged in a journey undertaken under a bus service contract entered into under Part 3 of the Passenger Transport Act 1990, regardless of the distance travelled; and

5.2 The record keeper for the driver;

(a) records the following information as soon as possible after receiving it;

(i) the driver's name, driver licence number and contact details; and

(ii) the dates on which the driver drives a bus on a road; and

(iii) the registration number shown on the numberplate of each bus the driver drives; and

(iv) the total of the driver's work and rest times on each day when the driver drives a bus; and

(v) the total of the driver's work and rest times for each week when the driver drives a bus; and

(vi) the driver's rosters and trip schedules, including details of driver changeovers; and

(vii) the driver's base for each journey; and

- (b) keeps a copy of payment records relating to the driver, including timesheet records if the driver is paid according to time at work.
- (c) keeps a record that is required to be kept under this clause for 3 years after it is created.
- (d) keeps the records at the record location so that they are reasonably accessible to an authorised officer or police officer.
- (e) keeps the records in a way that ensures;
 - (i) they are readable and reasonably capable of being understood; and
 - (ii) are capable of being used as evidence

APPENDIX 5 - EXAMPLE PRE-DEPARTURE CHECKLIST

Step 1: Sign on Preparation

- Driver's journal obtained vehicle allocation determined
- Driver/shift schedule obtained and checked
- Authorised float reserve check and Timetable stock obtained (if applicable)
- Driver Work Diary (if applicable)
- Driver Authority Card, licence and company name badge

Step 2: Engine Start Up

- Bus in neutral with hand brake applied, and engine started to build up air pressure
- Log on and check any ticketing equipment installed on the vehicle for correct date and time, sufficient ticket stock/paper roll loaded etc
- Correct destination signage is displayed

Step 3: Exit vehicle for exterior safety check while air pressure builds up

- Fuel tank full, fuel cap securely closed and there are no noticeable fuel leaks
- Tyres (inflated/no damage)
- Radiator coolant level full, and radiator cap fastened (**do not remove cap while the engine is running or when hot**).

- All lights operational
- External cleanliness of the bus/coach and any noticeable damage
- Check all equipment required such as bus jacks, tool kit, wheel spanner, first aid kit etc

Step 4: Re-enter vehicle for interior check

- Appropriate documentation eg work diary, running journal, etc is completed as per legal and/or company requirements
- Roof hatches are adjusted and secured properly and air vents opened
- Bus/Coach checked for interior cleanliness and free of spills
- Check for dirty or damaged seats and defective steps
- If drinking facilities available check drinking water container and check cup stack is full
- Check toilet is operating correctly and complete with toilet tissues etc
- Check for any suspicious items

Step 5: Gauges and equipment

- Temperature, oil and fuel gauges
- Horn operates correctly
- Air conditioners and heater/demisters working
- Windscreen wipers operate correctly
- Radio system and if applicable, PA system, TV, Video systems checked and at correct level
- Cleaning equipment available eg broom, duster etc

Step 6: When leaving depot on extended tour

- All vehicle/driver monitoring equipment (eg Tachometers, Trip Computers, Work Diary, etc) are checked and completed as per legal and/or company requirements
- Additional cleaning equipment required for an extended Charter available
- E-Tag obtained if required

APPENDIX 6 – EXAMPLE END OF JOURNEY CHECKLIST

End of Journey Checklist: At Stopover/Depot/Terminal

- Check the bus/coach for any lost property and transfer anything found to the counter at the terminal/depot as per company procedures
- Ensure that there are no parcels or luggage left on the bus/coach
- At bus stations, terminals or depots located near residential buildings, limit noise by keeping revs down, and avoid overuse of brakes, etc
- If company procedures require it, refuel bus/coach prior to berthing/parking the vehicle
- At the berthing/parking location, secure handbrake, place bus/coach in neutral and allow the engine to idle for 2 or 3 minutes before shutdown
- Check external body of the bus/coach for any damage that may have occurred during your shift/journey. If applicable, off-load any bus/coach equipment that needs to be stored. This is to be placed inside the relevant storage area
- Ensure that any vehicle documentation is filled in correctly and concisely
- Log-off from any on-board ticketing/vehicle computer equipment as per company procedure
- Check that roof hatches, windows and air vents are closed
- Leave the bus/coach in a condition that you would appreciate if you had to take it out yourself, or if company procedures dictate it, clean the bus/coach as per company requirements
- Complete all required documentation, including an accident report if an incident occurred during the journey/trip, prior to signing off duty

APPENDIX 7 - EXAMPLE OF ACCIDENT FORM

Your Details	
Date: 13.1.07	Fleet No: 111
Driver: Joe Bloggs	Rego No: M07106
Place of accident: Glenco St, Sutherland	Time of accident: 9:00 am
Other Parties Details	
Vehicle Owner's Details	
Full Name: John Wright	Insurance Company: NRMA
Address: 21 Brown Street, Gymea NSW 2227	
Drivers Details	
Full Name: Sharon Wright	Expiry Date: 21.3.97
Address: 21 Brown Street, Gymea NSW 2227	
Lic No: 8854CX	Class: C
Vehicle Details	
Year: 1999	Body Type: Sedan
Make: Holden	Rego: AEF456
Model: Commodore	Colour: White
Police Details	Witness Details
Name: Cst Bevans	Full Names: Jenny Day
Station: Sutherland	Address: 14 May St, Miranda 2228
Phone No: 9545 4526	Phone No: 9958 3215
Report No: E1256846	
Brief description of damage to other vehicle/property: Front bumper damaged	
Brief description of damage to company vehicle: Rear bumper damaged slightly	

Example of Accident Form



