



2012 Annual Report





Acknowledgements

State

Minister for Public Transport and Roads

The Hon Terry Mulder, MP

Shadow Minister for Public Transport

Fiona Richardson, MP

Minister for Education

The Hon Martin Dixon, MP

Parliamentary Secretary for Transport

Edward O'Donohue, MLC

Shadow Parliamentary Secretary for Transport

Natalie Hutchins, MP

Public Transport Victoria

The Department of Education and Early Childhood Development
AustralianSuper

Bandag Manufacturing

Bicycle Victoria

Bridgestone Australia

Bus and Coach Society of Victoria

CGU Workers Insurance

Driver Education Centre Australia

Freehills

International Association of Public

Transport (UITP)

Jardine Lloyd Thompson

Kamco

Melbourne City Council

Monash University Institute of

Transport Studies

Monash Sustainability Institute

Metro Trains Melbourne

Moonee Valley Racing Club

Municipal Association of Victoria

Pitcher Partners

Royal Automobile Club of Victoria

Tourism Victoria

Transport Health

Transport Safety Victoria

Transport Ticketing Authority

VicRoads

Victorian Automobile Chamber of

Commerce

Victorian Auditor-General's Office

Victorian Community Transport

Association

Victorian Council of Social Services

Victorian Employers' Chamber of

Commerce and Industry

Victorian Local Governance

Association

Victoria Police

Victorian Taxi Association

Victorian Taxi Commission

Victorian Transport Association

Westpac Equipment Finance

Yarra Trams

Federal

Minister for Infrastructure and Transport

The Hon Anthony Albanese, MP

Shadow Minister for Infrastructure and Transport

The Hon Warren Truss, MP

Australian Bus and Coach

Magazine

Bus Industry Confederation

National Transport Commission

Tourism Council Australia

Transport Workers Union of

Australia

Committees

Board

Scott Grenda (President)

Geoff Vickers (Vice President)

Campbell Christian (Vice President)

Andrew Cornwall (Vice President)

Doug Kefford, AO

Ashley McHarry

Peter Pickering

Brad Sanders

Dom Sita

Robert Wright

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Peter Pickering (Vice Chairman)

Lance Deacon

Mark Driver

Stuart Locke

Sam Lucas

Ashley McHarry

Dale Mee

Peter Pope

Jamie Whitmore

Metropolitan/Urban Group Committee

Andrew Cornwall (Chairman)

Robert Wright (Vice Chairman)

Peter Ayres

Simon Cowen

Shane Dyson

Scott Grenda

Bram Kefford

Peter McKenzie

Chris Sikavitsas

Dom Sita

Charter Group Committee

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Brad Sanders (Vice Chairman)

Barry Blewitt

Mark Driver

John Griffiths

Victor Haoust

Colin Maguire

Barry Mason

Dave Nickels

Adrian Nye

Industrial Sub-Committee

Graeme Davis (Chairman)

Andrew Cornwall

Shane Dyson

Greg Rayner

Maintenance Conference / Bus Expo Sub-Committee

Stephen Lucas (Chairman)

Jamie Atkinson

Michael Christian

Sam Compasso

Sam Lucas

Ashley McHarry

Craig Mee

Cameron Miller

Jim Sikavitsas

Alex Spyrou

Robert Wright

Passenger Transport Policy and Negotiating Sub-Committee

Doug Kefford, AO (Chairman)

Andrew Cornwall

Shane Dyson

Stephen Lucas

Training Sub-Committee

Campbell Christian

George Dawson

Shane Dyson

Geoff Hansford

Brad Kefford

Nick Lines

Patrick Ryan

Geoff Vickers

Vehicle Standards Sub-Committee

Peter Pope

Peter Ball

Neil Dyson

Larry Fallon

Brett Gibbs

Geoff Grenda

Victor Haoust

John Ludvikson

Ashley McHarry

Dale Mee

Ivan Pitcher

Robert Wright

BIC Operators' Group

Scott Grenda

Doug Kefford, AO

Stephen Lucas

Geoff Vickers

BIC Councillors

Scott Grenda

Stephen Lucas

Geoff Vickers

Branch Office Bearers

North West

Peter Pickering (Chairman)

Lynn Heard (Secretary)

South West Grampians

Peter Pope (Chairman)

Jason McCallum (Secretary)

North Central

John Flood (Chairman)

Jamie Whitmore (Secretary)

South Central

Kyle Hester (Chairman)

Ross Huntington (Secretary)

Goulburn North East

Ian Cuss (Chairman)

Janette Jones (Secretary)

Gippsland

Geoff Berryman (Chairman)

Jan Burge (Secretary)

East Gippsland

Loueen Goodall (Secretary)

Executive Director's Report

Earlier this year I came across the expression 'community level social capital' which Lester (2006) defines as 'a mechanism through which family owners protect and nurture their family businesses'. A community level approach to social capital emphasises concepts such as shared values, trust, norms (rituals) of reciprocity, social support and mutual respect shared broadly amongst members of a community.

Having more than scratched the surface on social capital now over the last few months as part of a personal research project I recently commenced, it has become clear to me that the extent of community level social capital in the Victorian bus and coach industry is unique. For instance, the level of civic engagement by bus operators within their local community is very high, particularly in regional and rural Victoria.

The BusVic Leadership Team unanimously agreed that this year's Annual Report should focus on the type of endeavours that bus operators do that is 'above and beyond' their bus business and is perhaps 'not so known'; those contributions that bus operators make that have a small or large effect on their local community's social capital. This annual report aims to celebrate all of those things that sit 'outside of the contract' – and there are a lot of them – too many in fact to fit into one year's Annual Report, so we hope the dozen or so that we have chosen to highlight this year hit to home the importance of being able to go 'the extra mile'.

It's important that BusVic promote the non bus endeavours of the industry, because I believe so much of the rich community level social capital we enjoy would disappear if performance based school and route bus contracts weren't renegotiated and renewed every ten or so years. Governments' must understand that payments to bus operators do not serve an exclusive purpose to just cover the costs of delivering a bus service. The payments also serve a critical purpose of reinvestment back into the local communities for the economic and social wellbeing of that community. Can you imagine the decline in quality of life of a town if bus operators didn't or couldn't go 'that extra mile'?

Management guru Charles Handy said 'the purpose of business is not just to make a profit, but to make a profit so that the business can do something more or better' and this is relevant to this discussion. In the context of Victoria's family bus businesses, 'the something more or better' can mean a rich legacy of civic commitment passing from one generation to another and a contribution to the community in which the business makes its home.

I would like to express my sincere thanks to all 55 BusVic staff, all 470 members of the Association, the Committees, Sub-Committees and various working groups we have working year round on a multitude of issues, and most importantly, to our President Scott Grenda and the BusVic Board for continuing to put their faith in me to enact the Association's strategy.

I hope you enjoy reading this Annual Report as much as we've enjoyed preparing it.

“the purpose of business is not just to make a profit, but to make a profit so that the business can do something more or better...”



Chris Lowe
Executive Director



“

Go the
extra mile.
It's never
crowded.

Unknown

”

President's Report

I was born into the bus industry so have always had affinities for the people that make it up, so to be elected President in September last year was indeed an honour I greatly cherished. In the role of President I have got to meet a lot more BusVic members around our great State and it never ceases to amaze me as to the quality of individuals our industry employs.

Throughout this report you will read about a number of individuals who have gone 'the extra mile' in contributing to the community outside their day to day business lives. These individuals are just a few of many from within our ranks who continually contribute silently back to the community, people we, should be and are, proud of.

As an Industry we are constantly under Government scrutiny; a factor of the contract system under which many of you operate. We never shy away from the fact that we need to provide a professional service at a competitive price and I'm pleased to stand up and say that I believe our industry works tirelessly to make sure we do just that. We hope that this report highlights that the role we play in the community is far greater than that of providing bus services and that Government's recognise our greater contributions to the State as a whole.

In what has been a busy year for the Association, it has been pleasing to watch the professional manner in which Chris and his team have gone about their work. We should never take for granted the quality support we get from our Association and the contribution it makes into ensuring the longer term viability of our businesses.

The highlights for me over the past 12 months were the State Branch meetings and the Maintenance Conference and Bus Expo. All Branch meetings were well attended and I very much enjoyed meeting our Country members and getting to understand more about their businesses. As for the Conference and Expo, it left little doubt that it is the premier event of its type in Australia and this year's event was, in my view, the best we have ever held.

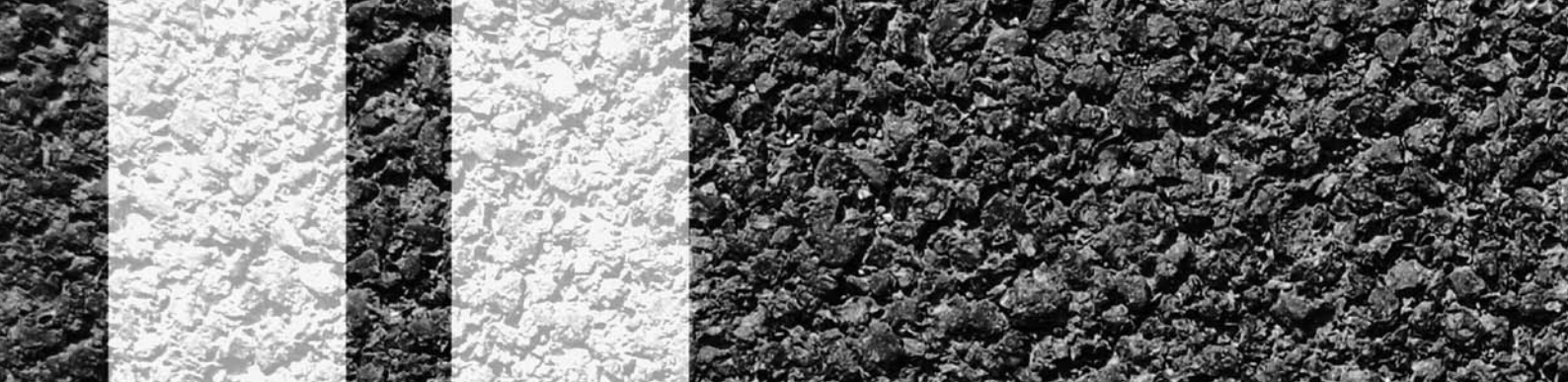
Looking forward, there is little doubt that we will continue to see changes both within and around our Industry. Our Industry has always been proactive with respect to positive change and we will continue to be. As always, we will work with all our partners to ensure that the services we provide continue to be of the highest calibre and that the safety of our employees and customers is paramount in everything we do.

In finishing I wish to acknowledge the staff of BusVic, members of the Board, Committee's, Sub Committees and working groups for their tireless input into our industry and this Association. We are very lucky to have such a dedicated group of people willing to give up their time for the betterment of our industry and our Association.

Happy Reading.

Scott Grenda

President



Bus Industry Confederation Report

The outcomes of the October 2011 Bus Industry Confederation (BIC) National Conference were always going to lead to a big 2012 for the Bus Industry Confederation.

The BIC worked hard in 2012 to consolidate the industry reform agenda established in Fiji and address the challenges of future industry representation.

Both of these were a focus throughout 2012 with much debate and discussion about how industry best represents itself in with the backdrop of a changing business environment for bus operators and suppliers.

I am sure these discussions will remain a focus in the 2012/2013 year.

2012 has also been an important year in advancing the BIC's lobbying agenda to at a national level as we progress towards the federal election in 2013.

Achievements in 2012

The BIC has been hard at work in 2012 laying the ground work for a federal election in 2013.

We believe the next federal election is the industry's strongest chance of achieving a consensus view on the need for the Commonwealth Government to take a role in moving people policies and investment in public transport infrastructure.

National Public Transport Strategy

As part of the development of this consensus view the BIC has participated with Infrastructure Australia, a body that will be retained regardless of which major party forms government after the election, in the development of a National Public Transport Strategy.

This Strategy, which looks at the benefits of investment in public transport and a framework for delivering the investment is in development and due to be released in 2013.

Moving People 2030 Taskforce

Since our establishment in Canberra the BIC has taken the lead on calling for a national approach to public transport and over time we have developed strategic partnerships with like-minded organisations to take our lobbying message forwards.

The formation of the Moving People 2030 Taskforce this year was an important first step in formalising these partnerships into something we can build on into the future. The Moving People 2030 Taskforce was launched by the Federal Minister for Infrastructure and Transport, the Hon Anthony Albanese MP at the Bus Industry Annual Dinner in Canberra this year. Membership organisations of the Taskforce are:

- Australian Local Government Association
- Australasian Railway Association
- Bus Industry Confederation
- Cycling Promotion Fund
- Heart Foundation
- Planning Institute of Australia
- International Public Transport Association, Australia and New Zealand
- Tourism and Transport Forum

NHVR Bus Industry Taskforce

The BIC's Moving People Policies go hand in hand with our industry policies; as we grow the bus industry's share of the public transport pie we need to make sure that the industry is able to meet a growing passenger transport task.

To that end the BIC has been working through the Bus Industry Taskforce on the National Heavy Vehicle Regulator to ensure that the National Heavy Vehicle Law and its application recognise the different nature of the passenger and freight task and ensure we are not lumped in with trucks under a meaningless 'heavy vehicle' category.



Keeping the industry informed about changes to operating conditions such as the National Heavy Vehicle Regulator through our marketing is a key part of the service the BIC offers the industry.



The National Heavy Vehicle Regulator is due to be established in Brisbane in 2013 and this is something the BIC will be working on in the year ahead.

Vehicle Mass

A key win for the industry in 2012 was the announcement by VicRoads of the increase in GVM for 2 axles from 16 tonne to 18 tonne.

We will be working with jurisdictions to ensure that this increase is adopted across the country and that a similar increase is given to 3 axle vehicles.

BIC Marketing

Keeping the industry informed about changes to operating conditions such as the National Heavy Vehicle Regulator through our marketing is a key part of the service the BIC offers the industry.

The re-launch of the Ozebus website this year was an important measure in keeping the BIC's web presence relevant for users and allowing us to adopt technology as it develops.

The re-launch of Ozebus was accompanied by the launch of the Australian Public Transport Industrial Association website which will provide APTIA members with excellent industrial relations resources.

Industry Publications

In addition to our web presence in November 2011 the BIC launched Moving People Across Australia, a policy statement for the coach sector of our industry.

The BIC will continue our lobbying on national issues relating to coach, charter and express services in the year ahead.

Publications aimed at informing the industry are also a part of the BIC program. In 2012 the BIC launched a re-vamped version of our Incident Management Guidelines for Bus Operators this year as part of a suite of industry publications being undertaken.

Many of these publications will be released in 2013 as part of with BIC's activities in raising awareness of the industry in an election year.

The BIC Agenda for 2013

There are four key outcomes that we are targeting from the 2013 federal election campaign:

1. A consensus view that the Commonwealth Government has a role in public transport.
2. Progress in how we finance transport infrastructure in the future.
3. New investment in upgrading the Australian bus fleet to more environmentally friendly and efficient vehicles.
4. That buses should not be subject to any form of carbon pricing or if fuels used by buses incur the carbon price, complimentary measures should be invested to encourage public transport use.

While we don't expect wins right away on any of these targets, making the case now will plant the seed for future success in the same way that planting the seed of Commonwealth investment in public transport for a decade led to the historic investment in 2008.

Planting the seed begins with the BIC Conference being held in Canberra in 2012 and the work we build a foundation for in 2013 will continue well into the future.

Michael Apps

Executive Director, BIC



membership profile

OPERATING MEMBERS	462
BUSES AND COACHES	5,669
REGISTERED MEMBERS	2
LIFE MEMBERS	10
ASSOCIATE MEMBERS	27

Member Services

Members

During the reporting year, members were involved in dealing with a number of issues, some of which included: Bedding down regional route and DEECD special school contracts; V/Line bus services; bus replacements; *Bus Safety Act*; Transport Safety Victoria's (TSV) approach as a regulator of the bus industry; accreditation requirements; completing the accreditation course; the economy; population decline; succession planning; tour operator licensing; bus parking; industrial agreements; service reviews and rationalisation of regional and metro services.

Member communication, member meetings, new membership interviews and member visits have continued to be a critical element of the valuable service we are all involved in and which has called for a huge commitment from members, committee members and BusVic staff.

A number of people and companies joined as BusVic members during the year and we take this opportunity to welcome you to the Bus Industry and the Association. We also recognise and thank former Association members who retired from the Bus Industry. Our sincere condolences are also extended to the families of our members who passed away during this year.

Member Care Program

The member care program is a totally integrated package including member visits being conducted by staff members. During 2011, staff had made 225 member visits. Of these, eleven were to Charter members, 202 to Country members and seven to Melbourne Metro members.

From the 2012 member care visits, members identified the top four BusVic membership benefits as:

- Advice
- Communication
- Representation (which includes contracts etc)
- Advocacy

Top four Industry issues as:

- Safety (which includes accreditation)
- Rationalisation of services
- Contracts
- Population decline



Branch Meetings

The 2012 BusVic Branch meetings were held at nine regional centres throughout Victoria during February and March. Members, Association staff, Committee members and invited industry suppliers attended these important local meetings.

Presentations included: The Bus Accreditation session lead by BusVic and also participation by Monash staff; Executive Director's annual issues report; public transport funding; roads condition reporting; charter bus/coach operations and also the PTV school bus centre reviews. Members are now also a little more encouraged that they will be able to achieve re-accreditation, as they receive assistance from BusVic staff and the BusVic prepared help kit and course guidance notes. The suppliers represented and buses on display added value of attending the meetings. BusVic wishes to acknowledge the support of the many supplier companies and reps who participated.

In conjunction with the Branch meetings, BusVic presented "Safe Bus Travel" sessions at five primary schools throughout Regional Victoria. BusVic staff, local bus members and Supplier representatives all participated in the sessions. Many school bus operator members run regular safe bus travel sessions at the school(s) they service, for this they need to be recognised. The BusVic "Safe Bus Travel" program has added value to our members' efforts.

Superannuation for the Bus Industry

AustralianSuper continued to demonstrate their personal focus on being, the industry superannuation fund for members of the Bus Industry, through their support, active industry involvement, fund membership size, funds under management and the product range on offer to fund members. Superannuation is part of succession planning.

Acknowledgement

Once again, we acknowledge the volunteers who give their time assisting the advancement and success of the Bus Industry. The work by members of the committees, subcommittees, branch committees and other individuals ensures full consultation and provides benefits to the members, Government and the community. We thank all these people for their involvement. A message of appreciation is also extended to all of our members, who have continued to support the Association and staff, during 2011/2012. As bus operators you are always quietly there, supporting and providing a valuable contribution to your community, the State, clients, other transport providers and also Government (including local Members of Parliament) - Well done!

Keith Foote

Director, Member Services



Tour and Charter

The Charter and Tour Committee has again been very active in the past year in consolidating the working relationships and outcomes for coaches with key decision makers and authorities that impact upon the access, operating conditions and infrastructure for coaches in Victoria.

The dynamic nature of land use in the state has presented a number of challenges for the Committee in this period. The Tourism Industry Development Manager and the BusVic team have been working closely with the committee to advocate for improved conditions including:

CBD Parking and Access

Realising improved coach parking and access remains one of the most critical aspects of BusVic's Tour and Charter advocacy efforts to ensure large groups (especially from regional areas) have access to sporting and cultural events in Melbourne. Many members have used the temporary bus parking for MCG and sports precinct events which BusVic realised through working closely with the City of Melbourne, Melbourne and Olympics Park Precinct, MCC and relevant government departments. We are eagerly awaiting the opening of the permanent bus parking area on Olympic Boulevard in which 28 bus parks are due to be opened in January 2013 to allow coaches to efficiently service the sports and entertainment precinct, we thank you for your patience during this redevelopment.

We have also been focusing on resolving the parking and access for coaches servicing the museum. After reaching a stalemate with Museum management, we started working with the City of Melbourne and are soon to realise an additional six on street spaces for coaches on Rathdowne Street. Following this there will be a total of 15 spaces available for short term parking. We also acknowledge Ventura Bus Lines assistance as they have made their North Fitzroy depot available for longer term daytime parking for coaches servicing the museum and CBD.

Coach access to the MSAC and Lakeside Stadium has also been in focus and BusVic have been working closely with MSAC and Parks Victoria management to ensure we maintain convenient access for student groups arriving to the locations by coach.

In an ever evolving CBD environment BusVic will continue to ensure that bus access is at the forefront of planning for new infrastructure development at places of interest within the CBD. We greatly appreciate the feedback and observations from drivers and operators which are critical in ensuring we remain informed of the issues you are facing.



“ BusVic will continue to be increasingly active in the areas outlined in this report as well as other factors affecting Tour and Coach Operators. ”

Melbourne Airport

In the past year, BusVic’s continued work with Melbourne Airport Management realised a great outcome for the industry with the introduction of a dedicated bus lane in the middle of the airport forecourt to separate private car traffic to allow easier access for buses and coaches to the airport. The airport will be continuing to develop the forecourt and surrounding area of the airport precinct in anticipation of continued passenger and vehicle growth at the airport. BusVic completed a major submission to airport management to ensure improved bus and coach access and infrastructure are strong considerations in final design and development of the arrivals forecourt.

Parks Access

BusVic have been working closely with The Department of Sustainability and Parks Victoria to assist with the introduction of the Tour Operator Licensing system. Our efforts ensured that under the system there is now an appropriate distinction between a Tour and Charter service. Our long term goal is for various authorities to mutually recognise Tour Operator Licences within our state and across state border and parks to ensure that duplicative cost and administrative burdens are minimised. This is issue and recommendation is now on the radar of the relevant state and national authorities, it is anticipated to be a long road to success but this is viewed an essential outcome to assist in maintaining the long term viability of long distance tour and coach operations.



On Road Compliance

To assist the maintenance of the bus industry’s safety record and ensure a level playing field for compliant operators BusVic have continued to impress the importance of regular and planned on road compliance activities with the relevant authorities including Victoria Police, Transport Safety Victoria and VicRoads. The message was reinforced and industry engagement was encouraged through practical sessions at the Maintenance Conference and Management Forum. BusVic encourage members to continue to make reports of their own observations of irregular activity to TSV and inform Craig Spurr so that we can quantify issues and follow up the report.

Looking Forward

BusVic will continue to be increasingly active in the areas outlined in this report as well as other factors affecting Tour and Coach Operators. A survey of Tour and Charter services was conducted in April and a further one will be conducted in October 2012 to assist us in quantifying industry activity. This data will be used to substantiate our claims for improved conditions in infrastructure and policy planning for the Tour and Charter section of the industry.

We appreciate all feedback and information that we receive from members and encourage you to please send in more to support these advocacy efforts, please contact Craig Spurr, Tourism Industry Development Manager if you have any issues affecting your tour and charter operation. I would like to personally thank all the members of the Tour and Charter Committee for their attendance and input and would like to extend an invitation to all members to attend future meetings.

Geoff Vickers

Chairman, Tour and Charter Committee



Tour and Charter Industry

Providing an invaluable transport service to Victoria

The Tour and Charter sector of the bus and coach industry has long been the quiet achiever in Victoria's transport system. Whether it be school, social, sporting, corporate groups or isolated communities there are a wide range of passengers that rely on the flexible and demand responsive service delivered by this sector.

One example of the invaluable service provided by the sector is for groups that visit Melbourne during the AFL season. BusVic members from all across the state provide this service with a minimum of fuss and reward to ensure that groups from regional areas can also experience the thrills of the AFL and other sporting and cultural events at the MCG and sports precinct.

Even though the game at the MCG on Sunday 5th August wasn't a blockbuster (Melbourne v Gold Coast) hundreds of excited passengers including junior footballers, coaches and parents and other social groups arrived at the reserved bus parking positions on Wellington and Clarendon Streets.



Newlyn Junior FC

Newlyn Football Club Under 12 and Auskick teams arrived on a Gold Bus and group co-ordinator Chris McKay indicated that they probably wouldn't have come down if the bus service wasn't available. He said that the bus was convenient and allowed them to come down to the footy without having to try to organise a lot of parents to drive down and to have the hassle of trying to find a car park. It was a great direct service and provided the level of control and safety required when supervising a group of young kids.

“ The Tour and Charter sector of the bus and coach industry has long been the quiet achiever in Victoria's transport system. ”



Wesley Junior FC



Junior footballers from Penola FC also made their way to the game on a Trotters bus, Charmayne Parry from Trotters said that they have delivered many groups from the south west over the year including those from Hamilton, Casterton, Portland and Penola. The groups rely on the service as there is either no or limited weekend public transport services and it provides access to the ideal group/family day out with the chance to stop off for dinner on the way back.

Swan Hill Buslines also delivered two groups of junior footballers from Navarre and Marnoo who would otherwise not be able to the footy via public transport. Leigh Makepeace from SHBL said that through the year they have also had groups from Stawell, Hopetoun, Woomelang, Swan Hill, Wycheproof and even Balranald 100km north of Swan Hill.

Buses from Christians BL, Wangaratta Coachlines, McHarrys, Castlemaine BL, Magors, Wimmera Mallee BL, Annascot (Heard's) and Ventura/Grenda also delivered groups of mainly young children and parents/supervisors on the same day. It's really great to see so many young children enjoying the day at the footy, an experience made possible by these charter coach services.





“ BusVic acknowledges the assistance of VicRoads, PTV, BIC and all Councils/Shires and the Municipal Association of Victoria for their work... ”



Country Report

Contracts

With all Public Transport Victoria (PTV) School bus services, Country and Regional Urban bus services, DEECD special school bus services and V/Line bus services are now effectively contracted, BusVic and operators have been working through aspects, with PTV and DEECD, of the additional practise notes, compliance questionnaire and audits, all dealing with the practical operation of the contracts. Operators should ensure they make themselves intricately aware of the details in these new contracts as there are many new requirements and obligations imposed on the operator. BusVic is as always available to assist operators in these matters.

Accreditation and The New *Bus Safety Act*

Following the accreditation workshops at the Annual Branch meetings, members should now be feeling a little more encouraged that they will be able to achieve re-accreditation. This is especially true, as members see and hear of other members completing the onerous accreditation course as well as receiving assistance from BusVic staff and the BusVic prepared help kit and course guidance notes.

A reminder that while there was a five year window for operators to move through the process and apply for new accreditation. Operators are encouraged not to wait until the last minute and get caught up in a rush, as places in the course are limited each semester.

Branch Meetings

The 2012 Branch meetings were an excellent opportunity to see and catch up with members. This year's BusVic presentations demonstrated the numerous issues the Industry and members have dealt with this year.

In conjunction with the Branch meetings, BusVic presented the "Safe Bus Travel" presentation at five primary schools throughout Regional Victoria. BusVic staff, local bus members and Supplier representatives found the contact with the students and school community a rewarding experience. If the program saves one life, prevents an incident or assists members and students to be safe and enjoy the ride, then this adds to the value and the aims of the safe bus travel sessions.



School Bus Centre Reviews

BusVic and PTV finalised the formal procedures that should be followed when a school centre is identified on the PTV review list (DISR) or for an Operator Initiated Service Review (OISR). Operators should familiarise themselves with the developed processes now that the review procedure documents have been supplied by PTV and also published on the PTV website. It is important that operators know the procedures as these reviews can and will heavily impact some operators and the school community.

Of concern is that a number of the reviews have proposed bus service cuts and changes for the school community and school bus operators, which do not seem reasonable.

PTV School Bus Emergency Communication

PTV is continuing to roll out the emergency mobile or satellite phones, to operators of PTV school bus services. While the PTV system solution was not the industry's recommendation, this protracted rollout is still to be tested and evaluated by PTV, against its stated objectives.



Mass Limits

On the 19th April 2012 a significant event occurred for the bus industry when VicRoads announced "The publication today of Gazette notice S 129 declaring certain 2 axle buses to be class 3 vehicles, and exempting them from mass limits. This means that all 2 axle route, charter and school buses can now legally travel under this notice at 18 tonnes, an increase from 16 tonnes (up to 7 tonne on the steer and 12 tonne on the drive but total mass capped at 18 tonnes)".

BusVic acknowledges the assistance of VicRoads, PTV, BIC and all Councils/Shires and the Municipal Association of Victoria for their work, professional assistance provided and the understanding of this issue for the Bus and Coach Industry. BusVic and the Industry also thank members, Peter McKenzie and Shane Dyson for the work they put in, to achieve the outcome on this important industry issue.

V/Line

Several working parties from BusVic, which includes operators and BusVic staff, are continuing to develop the Industry's relationship with V/Line at regular meetings. Meetings centre on improving customer service while other meetings concentrate on contract compliance issues.

These are just a few of the considerable number of items that the Country Group has worked on over the past year. I would like to thank all the members of the Country Group for the time they have volunteered to the benefit of the Industry as a whole. Also to the members that come along to our meetings or send in their thoughts on a range of topics, your input is invaluable. A special thank you to all the staff of BusVic on their dedication, professionalism and friendliness.

Campbell Christian

Chairman, Country Group Committee



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Moving into the future, our time will be taken up investigating, putting the Industry's position on and communicating, issues relating to...

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Metro Report

This year was another big year for the Committee, and I would personally like to thank all my fellow members on the Committee for their participation during the year.

As you are all no doubt aware, development in the bus industry continues unabated. These developments at times can be challenging which has meant that the Committee has been called upon to consider a great variety of issues which not only impact on those operators in the Metropolitan/Urban parts of Victoria, but also the industry generally. Some of the issues have included:

- Increase mass limit for a two axle bus;
- Livery on buses;
- Change from 25 KHz to 12.5 KHz radio bandwidth for 2 way radios;
- Calculation of patronage numbers in respect of the implementation of patronage incentive mechanisms under template contracts;
- Heavy Duty Ultra Low Floor Route Bus Vehicles Specification;
- Remaining unforeseen consequences of the *Bus Safety Act* and its associated regulations;
- Australian Bureau of Statistics (ABS) announcement that it will no longer produce the February and August average weekly earnings measures on a quarterly basis, rather a 6 monthly basis (May and November);
- Provision of business (service) continuity information to PTV;
- Use of bus lanes by other vehicles, in particular, bicycles;
- Bus Tracking System;
- Moving to maximise the deployment of accessible metropolitan bus services on weekdays, not just weekends;
- Cross border issues, including operational anomalies.

Moving into the future, our time will be taken up investigating, putting the Industry's position on and communicating, issues relating to livery on buses, calculating patronage and calculating payment adjustments.

One initiative commenced this year was the 'Sharing Knowledge Program'. Basically the intention of this program was to have representatives from Government present to the Committee about specific issues about which those representatives have expertise, thereby increasing the Committee's knowledge of these matters. For example, PTV representatives attended and answered MBSC queries from Committee members, VicRoads presented on its 'SmartRoads Program', and Metlink presented on patronage figures.

Finally, to those who as of yet haven't been directly involved, but would still like their views to be put forward to the Committee, simply drop me, any of the others Committee members or Peter Kavanagh a line and let us know what you are thinking. Your continuous input is critical.

Andrew Cornwall

Metro Group Committee President



RSI Report

2011/2012 heralded an unprecedented level of activity from the RSI team, as we worked to assist the Grenada's team with the Road Worth Certificates related to the sale of their business, and welcomed a fleet of buses from the Department of Human Services, amongst others.

The RSI Team, working with BusVic has also worked with TSV and VicRoads and has made significant progress in a number of areas, most notably in securing the mandatory requirement for buses over 5,000kg GVM to have a Roller Brake Test as part of their annual Inspection. The Bus Industry as a whole will benefit from this improvement in safety standards.

RSI and BusVic are now part of a newly formed joint working group which consists of TSV, VicRoads, Monash University and Bus operators to understand and work on reducing Bus Inspection failure rates. So far there has been some progress in getting more accurate data of annual inspections and grouping data into safe and potentially unsafe areas. This project will continue throughout 2012 and beyond.

The RSI Inspection team, Peter Attreed, Michael Chatfield, Travis Caddy, Nick Tomlinson, Michael Theochari, Allan Robertson and Edwin Gittins are still going strong conducting over 380 metro depot visits, 160 regional town visits and clocking up 150,000 km annually as they inspect approximately 77% of the state's buses. Kaye and Ann have kept the admin and registrations flowing with an increase in Taxi annuals as well.

Finally, the RSI driveway crossover at Port Melbourne has been completed which sees a great improvement in the access to the Inspections Facility.

RSI welcomed new staff member Tony Sciberras in May as a Vehicle Inspector. Tony brings to RSI many years experience within the heavy vehicle industry. I would like to take the opportunity to thank my team for their continual professionalism, also members for their loyalty and custom and look forward to a busy and challenging second half of 2012.

Brett Gibbs

Operations Manager

“ RSI and BusVic are now part of a newly formed joint working group which consists of TSV, VicRoads, Monash University and Bus operators... ”





Industry Development and Planning Report

Since joining BusVic in February 2012, the importance of strategic planning to the ongoing development of the bus industry has come into sharp focus with the State Government announcing the public consultation process for the preparation of a new Metropolitan Planning Strategy. The plan will help guide Melbourne's growth and change over the next 30 to 40 years. Importantly the strategy will provide strategic guidance for integrated transport planning and will be developed in conjunction with the land use strategy. The initiative of the Baillieu Government to integrate its land use and transport plan coinciding with the development of eight regional growth plans is an exciting prospect for the bus industry as it allows us to raise awareness of the importance of buses to the future of Victoria's movement network. It is anticipated that our involvement in this process will result in buses being elevated in the eyes of the development industry and the community as a key to successfully developing Melbourne to accommodate a forecast 6.5 million people by 2050.

As the industry representative on planning issues, I have spent the first few months of my time at BusVic gathering information and consolidating our position with respect to ensuring that the State Government and other stakeholders are in the right starting position when it comes to its understanding of the role of buses in Melbourne's future.

In addition, efforts have been focused on working with the newly formed Public Transport Victoria ("PTV") to assist with the ongoing drive for continuous improvement in patronage, connectivity, communications, and span and frequency of service. This has seen me involved with a number of initiatives including:

- The development of a bus holding policy for late running trains
- Working with VicRoads on a risk assessment of allowing bicycles and other modes to travel in bus lanes
- The Transport Interchange Improvement Program
- Regional Route Service Reviews, and
- Input into a number of rail extension feasibility studies

Details of the abovementioned activities are outlined below.

Metro Strategy

In July this year, BusVic made its first submission to the Ministerial Advisory Committee assembled to advise the Department of Planning and Community Development ("DPCD") and Department of Transport ("DOT"). The submission sort to highlight the importance of buses to the future liveability of Melbourne as it manages the forecast growth during the next 30 to 40 years. The submission urged the Government's planners to rethink its approach public transport provision and focus on the demand responsive, affordable and timely solutions available with Bus Rapid Transit, Bus Priority Lanes and increased reliability of buses.

The submission reiterated the messages in the BIC/UITP/ARA Report entitled Moving People (2011) which articulates a set of strategic perfectly suited to long term growth management. BusVic's submission argued that the planning strategy should aim for:

1. Congestion Management. To manage congestion costs, improving economic competitiveness and quality of life in our cities.
2. Environmental Improvement. To achieve sustainable cuts in transport greenhouse gas emissions.
3. Social Inclusion. To ensure adequate accessibility options are available to all Victorians and visitors.
4. Health and Safety. To make the transport system safe and encourage healthier transport choices.
5. Energy Security. To increase our energy security be reducing our reliance on imported fossil fuels.

In addition our submission also covered other important strategic considerations including:

- The role of Community Transit
- The importance of timely delivery of services to metropolitan and regional growth areas linking new residential areas to employment precincts
- The importance of upgrading all services to meet minimum services levels, and
- Suggested a number of options with respect to funding expanded services

The process for the development of the metropolitan strategy will involve the release of consultation discussion papers with respect to the government's vision for the strategy following the release of the 12 strategic principles which will underpin and guide the development of the plan.

This process will allow BusVic to be further involved through a number of forums and will require the preparation of more detailed submissions which we will continue to work on.

Bus Holding Policy

This year we were also asked to advise the newly formed PTV of the industry's position on holding buses for late running trains. In previous years the industry has said that its position was that buses could be held in certain circumstances, but only so long as the holding of a bus from its scheduled departure time did not pose a threat to the safety of the driver, impact on the schedule of other integrated services and did not breach any legal or contractual obligation of the operator.

As part of this exercise, we were asked to further elaborate on the reasons for the above position to which we responded in due course following research and consultation with members.

BusVic in conjunction with a number of operators prepared a discussion paper and found that the utter lack of intermodal communications is the main reason why it is not a simple yes or no answer when it comes to holding buses for late running trains.

The paper concluded that the best way to deal with a bus holding policy in the absence of an ability to increase span and frequency of services is twofold: initiatives to improve passenger and driver information regarding the estimated arrival time of trains and buses need to be implemented in order to better accommodate delays; and intermodal communication is required, because at present it is all but non-existent.

Having real-time information available to bus drivers and passengers waiting for trains is critical to the decision making process to hold a bus.

The intermodal working group has been established with public transport operators and PTV. The purpose of the working group is to develop and recommend a cost effective and demand responsive model for the modes to communicate in order to improve intermodal connectivity and customer satisfaction.

Bikes in Bus Lanes

BusVic has also responded to VicRoads regarding the decision to review the policy relating to the use of bus lanes by other modes of transport. Of particular concern to the bus industry is the shift in policy that would allow bicycles in bus lanes as of right. This represents a shift in policy from 'no unless deemed appropriate' to 'yes unless deemed inappropriate'.

In the past operators have expressed deep concern with this policy shift and we have argued to VicRoads's policy makers that the shift represents a danger to the community and a significant risk to the well being of drivers. As such we have been successful in urging VicRoads to undertake a detailed risk assessment of the proposed change so that we can better understand the circumstances where it might be acceptable and those which are not. The risk assessment is currently underway and we expect to see draft results in the coming months. BusVic will encourage VicRoads to consult with industry on the results of the assessment before making a final decision.

Transport Interchange Improvements

During June and July 2012 BusVic in conjunction with PTV and the other modes have visited a number of rail stations and transport interchanges right across metropolitan Melbourne with the purpose of identifying ways of making simple and cost effective improvements to passenger information. The study group looked at things like onsite accessibility, way-finding, local area mapping and connectivity mapping. After visiting the stations and interchanges options were assessed and costed by the group and leading to a number of recommendations to be presented at the Transport Operators CEOs forum which is attended by Chris Lowe and Andrew Cornwall.

It is anticipated that the program will be expanded to other metropolitan rail stations and regional centres in due course.

Stephen Davis

Industry Development and Planning Manager



Despite the roller coaster past year for the economy and interest rates, BAV Finance / BusFinance Australia had a successful year, improving on our 2011 results.

We started the year with various challenges confronting our business but we managed to overcome these hurdles with great support from our key finance partners.

We continue to offer our members a high level of service and ensuring we provide market leading interest rates and a seamless transaction process. This has always been our benchmark and our key service driver.

Highlights Results for 2012:

- \$45 million finance transactions completed.
- Involvement in over 12 business sales / acquisitions.
- Continued expansion into other state via our branding BusFinance Australia.
- New federal legislation for registering securities (PPSR).

Our goals for 2013 are to identify and develop new opportunities that will provide long term benefits for us and the industry. This includes supporting our key clients to develop and continue to provide the support to our members in their financial requirements.

Interest rates are currently at 'lower' levels with inflation currently within the governments expected range, but what shadows loom (i.e. Europe) that could quickly impact the financial markets and our economy for 2013, a bit of 'watch this space'.

We also acknowledge our key supporter, Westpac, and also BankWest, Bank of Qld and CBA.

So from myself, Stephen Guille and Emily Moeller we thank you for the ongoing business.

Brett Collins

Director



BusParts Plus is now well established as a vibrant service driven part of CMV in Melbourne, working closely with BusVic and now SABus. The work completed with members over the past year has brought us a lot closer and has helped us identify your needs in relation to advice, support and of course replacement parts for your buses and coaches.

The BusParts Plus web site now boasts over 18 different parts categories, hundreds of products and is regularly visited with many enquiries received from interested parties each week. You can find us at www.buspartsplus.com.au for all of your requirements.

We now release seasonal specials (Spring / Summer and Autumn / Winter) in the form of eight page brochures, which showcase our extensive range of products ranging brake pads, rotors, toilets and accessories, seat belts, wipers, pumps, fire extinguishers, mirrors, suspension parts, body parts, the list goes on. We also mail the seasonal brochures with the regular BusVic Newsletter, but if you need extra copies, call us today on 1300 288 777.

Our next venture due late 2012 is to update the BusParts Plus Catalogue so that members can have a ready index of our most common parts at their 'finger-tips'. If you want a copy, please let us know to add you to the mailing list by calling Shane Sammut or Ben Cocks in the office on 1800 288 777.

We thank you for your support and remind you that we are open to assist you Monday to Friday 8.00am to 5.00pm and can be contacted on 1800 288 777 or via website. We are conveniently located at Laverton and run two free deliveries a day in the Melbourne metro area, however we can also ship parts every day via major couriers.



BusHealth provides private health insurance for members' of the Bus Association of Victoria. Bus Health is underwritten by Transport Health who has provided private health insurance to the broader transport industry for over 120 years. As not-for-profit organisations, BusVic and Transport Health have a united charter of adding value to members' businesses with a strong emphasis on service delivery and satisfaction.

This year we exhibited at the 2012 Maintenance Conference where we met BusVic members and fielded queries from the bus industry wanting information on private health insurance. With our personalised service, we remain available anytime to meet with bus operators about employee health insurance schemes or individual employees about personal options.

With the recent Federal Government changes means testing the Australian Government Rebate on private health insurance, and also change the Medicare Surcharge Levy, we have found operators are realising the need to revisit their private health insurance arrangements. We encourage operators to contact BusHealth to discuss their cover as we continue to see an increasing demand on the public health system.

We appreciate the support of BusVic members since the launch of BusHealth and we remain committed to ensuring BusVic members stay informed on the changing health insurance environment.



The 2011-2012 fund year has seen BusCover return another surplus for renewing Members. This is an excellent achievement in the current insurance market with the rising costs of claims. We are very pleased to advise that BusCover has held rates down for most Members in line with the approach taken in previous renewals. Whether Members use us or not, BusCover has helped keep industry rates at competitive levels over the years of operation.

BusCover has now been in operation for 16 years with a proven track record of paying claims and offering competitive rates. The platform used is called a Mutual which is owned by the participating Members. This feature is important to understand in that all surpluses generated are for the benefit of its Members. With traditional insurance, profits are retained by the insurer.

BusCover is your industry specialist and your continued support is greatly appreciated.



Thank you to all members for supporting the BusFoundation in its inaugural year. The response we have received has been overwhelming. It is a clear indication of the strength of the industry's solidarity, industry's desire to assist their peers when they are in need, and to ensure the continuance of members' relevance to their local community.

The BusFoundation subcommittee (Brad Sanders, Campbell Christian and Rob Wright) would like to express their sincere thanks to all those who have contributed.

For information on how you can contribute or benefit from the BusFoundation, please download the brochure and rules from the BusVic website.

Authorised Officers

BusVic Customer and Revenue Support's Authorised Officers (AOs) are responsible for the delivery of Customer Service and Revenue Protection for buses operating within Victoria. BusVic believes that twelve AOs is insufficient to adequately cover the State, however we continue to lobby the government to increase our numbers, so far without success.

During the 2011/2012 fiscal year our Authorised Officers checked 117,688 tickets on 13,021 buses throughout Victoria (excluding surveys) and as a result, 2,146 reports of non-compliance were submitted to the Prosecution Section of the Department of Transport.

Our Officers have taken part in three Fare Evasion surveys (Valid Concession Percentage) throughout the year. Survey 2 in 2011 showed fare evasion on buses at 7.6%, which is encouraging as it is 1.6% less than the first survey for the same year.

During the second half of 2011, the Revenue Protection Working Group coordinated ticket checking blitzes on all transport modes, involving the media and visual presence of AOs. The blitzes were very successful, concentrating on the CBD and metropolitan universities.

Since then Bus, Train and Tram AOs have conducted blitzes on a monthly basis, with Transit Police in Essendon, Footscray, Box Hill, Caulfield, City and Clifton Hill. BusVic AOs have also been involved with Transit Police in the Northland and Frankston areas in relation to behavioural offence.

Plain clothes Officers only detected four drivers throughout the year who received money but did not issue a ticket to the passenger. All four drivers and the passengers were reported for offences against the *Transport Act* and Regulations. This is a vast improvement on 2007 when we had reported 20 drivers for the same offence throughout the year.

On the Customer Service side of events, in July 2011 BusVic AOs assisted in the start up of the 601 route from Huntingdale to Monash University, where patrons are required to have a ticket prior to travelling. In other words they cannot purchase a ticket on board the bus.

The AOs have also been involved with 10 to 14 year old youths, in the Metlink Cricket Clinics run by Cricket Australia. The clinics were run at the MCG, and Prahran. The AOs also assisted in the Melbourne



Hearts Street Soccer program which is aimed at homeless and marginalised members of the community. Street Soccer programs have been held at Gosch's Paddock, Dandenong, North Melbourne, and Broadmeadows. These types of programs help build a healthier relationship with the youths, showing them that Authorised Officers are in fact, not all that bad.

We have been working with the Safe Travel Task Force on establishing a Police Incident data base, which will enable operators to log in via a web portal and report all incidents that occur on their buses. This will enable an analyst to interpret the data and deploy Police and AOs to areas in need of attention. The web portal is in the process of being designed and funded.

A report wouldn't be complete without a word about myki. We now have a well functioning myki hand held device (HHD) which enables us to read myki tickets. Our devices usually last a complete shift without a battery change and the AOs seem fairly happy with them. Grendas AO's have now been trained in the HHD and are deployed with them.

Mick Argent
Manager

“ We have been working with the Safe Travel Task Force on establishing a Police Incident data base... ”



Busvic Services

New Ticketing System myki

From the outset, I'd like to acknowledge the support of all participating bus operators and Bus Liaison Committee, who've endured a journey consisting of more twists and turns than the Great Ocean Road!

Whilst the "End State" solution was not delivered during this reporting period, BusVic Services' was able to finalise the Operator Ticketing Services Agreement and Practice Notes, and solution enhancements to support the Authorised Officer Hand Held Device (HHD) solution, contribute and influence the TTA's marketing and communications plan, participate in the Operator Data Management System (ODMS) user acceptance testing and oversee multi depot configuration bus recommissioning activities.

We continued to drive resolution of a number of outstanding issues, including the ongoing evaluation of the back office and reports functions, monitoring and reporting of operator service requests, review the impacts of, and contribute to the Industry's response to the State's positioning to sell myki's on board buses, and the removal of short term tickets from circulation.

In parallel with these work streams, we were able to scope our Training and Installation schedules to support the transition to "End State". This was achieved in partnership with all operators, following our project kick off meeting held in late March 2012.

It is anticipated that for the next reporting period your project team will have verified the effectiveness of the solution via the End State Bus Field Trial and fulfilled all operator readiness requirements for a successful transition to "End State"; including delivery of device training to some 3,000+ industry participants, and conversion of 1,800+ buses from the current OLT system to the NTS. It is also anticipated that V/Line Interurban coach and rail transition will have commenced.

BusVic Services remains committed to the final phase of this project, and looks forward to its successful implementation.

George Konstantopoulos

NTS Project Manager

“ BusVic Services' was able to finalise the Operator Ticketing Services Agreement and Practice Notes... ”



Industry Events

Women on Board

The Women on Board, Seminar Series and Luncheon, proudly sponsored by Volvo Bus Australia and CMV Truck and Bus has continued to grow in stature in recent years and is a fantastic platform for promoting and developing diversity in the bus industry.

At the 2011 event held at the Crown Towers Hotel on Wednesday 30th November, Ita Buttrose, one of Australia's most admired leaders joined us for the whole day - leading our seminars and as the keynote speaker.

A capacity crowd of 110 industry representatives attended the morning seminar series and enjoyed an intimate audience with Ita and a panel of leaders including Rhonda Renwick (Latrobe Valley Buslines), Sue McKenzie (Bacchus Marsh Coaches) and Jennifer Cunich (Property Council Aust).

The panel discussed Leadership, practical strategies addressing professional credibility, resilience, creating genuine career paths and the role of mentors that can assist with attaining goals and gave firsthand accounts of their personal experiences.

During the seminar and her keynote address Ita Buttrose captivated the audience and gave a great insight into her endeavours as a businesswoman, journalist, author, motivational keynote speaker, advisor to corporate, community and welfare; and as a director.

Ita's detailed accounts of her boardroom encounters as she grew Cleo and Women's Weekly were legendary and gave great example of her strong personality and fierce determination to succeed. Ita gave considered responses and elaborated on concepts regarding current issues faced by the bus industry including an aging workforce and recruitment challenges.

The luncheon crowd of over 200 warmly engaged with Ita as was evidenced by a long line of people wanting to personally meet Ita following her keynote address and to pass on their own personal appreciation and message.



“There was a fantastic turn out of members at each of the meetings most of whom were keen to learn more about the Safety Management Course and re-accreditation.”

Thank you again to the continued support of our exclusive sponsors Volvo Bus Australia and CMV Truck and Bus, their contribution to the day allows us to deliver the high quality event that we can all be very proud of.

We look forward to the challenge of presenting an improved experience at the 2012 event for which the theme will be “RESILIENCE” to be held at the RACV Club on Wednesday 28th November. BusVic encourage all members to experience this fabulous day of personal development and networking.

Branch Meetings

The 2012 Branch meetings again proved an excellent opportunity for the BusVic team to catch up with many members. The meetings were held in February and March at a range of new locations and venues in Beechworth, Shepparton, Bairnsdale, Inverloch, Hamilton, Ballarat, Horsham, Swan Hill and Bendigo.

There was a fantastic turn out of members at each of the meetings most of whom were keen to learn more about the Safety Management Course and re-accreditation. Most left feeling a little more encouraged that they would be able to achieve re-accreditation, as they see and hear of other members completing the Safety Management Course as well as receiving assistance from BusVic staff and the BusVic prepared help kit and course guidance notes.

Other topics covered at the meetings included: the Presidents report; Chris Lowe’s Executive Director’s annual issues report; Public transport funding; BusFoundation; Roads condition reporting; Charter bus/coach operations and also the DOT school bus centre reviews.

As a great addition to the 2012 Branch Meetings, the BusVic team, local bus operators (BusVic members) and bus manufacturers (suppliers) all called in on a number of small remote regional primary schools to give the students a school bus safety presentation (fantastically delivered by Keith), based on the Safe Bus Travel brochure. We received fantastic feedback from the schools and students and plan to develop the concept further in 2013.

We thank all who attended the meetings and look forward to visiting our regional members again in February and March 2013.





Busvic Golf Day

The BusVic Golf Invitational was held at the Rosedale Golf Club in Aspendale on Thursday 10th November with the best quality field of golfers taking on the challenging layout since the course twice hosted The Australian PGA in the 1960's. Names such as of Deacon, Whitmore, McHarry, Sikavitsas, Ayres, Cornwall, Dyson, Wright, Locke and Christian joined the field of 72 locking horns to fight to win the coveted title as the bus industry's best - while also trying to avoid the dreaded NAGA tag.

Golf was the real winner on the day, however the best group of the day was made up of : Paul Buttigieg (Reservoir BL), Adam Thomson (Thomsons BL), Sanjeev Lal (Westpac) and Jason Cugley (Higer).

Special thanks must also go to the sponsors involved in the day - Australian Super, BAV Finance, BusCover, CMV Truck and Bus, CMI Hino, Denso, Heavy Vehicles Australia, Higer, Irizar, Iveco, McConnell Seats, Transport Ticketing Authority, Scania and Volgren - who all make the whole day possible with their invaluable support.

The 2012 BusVic Golf Day will be held at the Eynesbury Golf Course near Melton on Thursday 15th November.



The Management Forum and AGM

The 2011 Management Forum was held at the Woodlands Golf Club in September. Those in attendance were addressed by the senior leaders of the new PTV regime including Ian Dobbs and Norman Gray who outlined their vision for the revamped department and the future for bus. Other notable presentations were an economic forecast by Rob Brooker, NAB's Chief Economist and a thought a provoking business succession session by Pitcher Partners, Richard Shrapnel.

The Management Forum remains an integral day for BusVic and operators to plan for and influence the future direction of the industry with key industry decision makers. The 2012 Management Forum and AGM will be held at Woodlands GC on Tuesday 25th September.

Maintenance Conference and Bus Expo

As promised the 2012 Maintenance Conference and Bus Expo held at Moonee Valley on the 2nd and 3rd July proved to be bigger and better than any event we've ever delivered enjoyed by a record attendance of 1,500 delegates.

The technical and management program again proved to be the backbone of the event which was elevated to another level by world class keynote speakers and entertainment including Kate Ceberano, Ian Moss, Vince Sorrenti, Wil Anderson, Leigh Matthews and John Howard.

The Monday program began with an address from the Hon Terry Mulder MP, Minister for Public Transport who recognised the growth in patronage on the State's bus network and thanked the industry for its ongoing commitment to deliver the most efficient route and school bus system as possible. .



Mr Howard's insightful economic and political analysis followed with all in attendance very appreciative of his willingness to chat and pose for photos after the presentation.

The technical and management program kicked off with a standalone session on the hot topic of the new RWC regime and whether or not it was leading to better outcomes. Following the presentations from Brett Gibbs (RSI) and Sam Compasso (Ventura BL) the large crowd of over 400 engaged in a debate on the topic, concerned with the regulator's process of reporting the nature of defects on accredited buses and how this reflects poorly on an industry with a safety record second to none. Other sessions that proved especially popular were those delivered by BusVic's Stuart Dawson on Accreditation, Pitcher Partners' addressing the DEECD special school bus contract and succession planning, fires on buses research and risk controls, bus fire demonstrations and Victoria Police's firsthand account of what operators could expect from on road compliance.

With over 120 exhibitor stands and 80 buses on display, delegates also had the chance to seek out new technology to assist their operation. Nowhere else can bus operators from around the country access such a comprehensive range of products and services at this one stop shop event.

The Tuesday Closing Dinner sponsored by Iveco proved to be a great opportunity for everyone to relax and unwind after a jam packed two day conference and expo. The highlight of the dinner was an intimate and energetic performance by Kate Ceberano and her band, arguably the best performance we have seen in the events 58 year history.

The association places on record its' strong appreciation for the expo's major sponsors whose generous support enables BusVic to provide a wonderful showcase event for our industry. Thanks also to the speakers, suppliers and the team of technical and support staff who all contributed to the success of the event. Special thanks also to the conference committee, the Conference Chair, Sam Lucas and the rest of the BusVic team for delivering a great expo that as an association we can all be very proud of.

Most importantly, a big thank you to all BusVic members and staff and all other bus industry delegates from interstate and overseas who attendance and valuable contribution to the expo makes this event a highlight on the bus industry calendar. BusVic look forward to welcoming you all to next years' event which will be held at Moonee Valley on Monday 1st and Tuesday 2nd July, 2013.

INDUSTRY AWARDS 2012

Apprentice of the Year:

Tom Davern – Ventura Bus Lines
Corey Dyson – Dyson Group

Industry Achiever Award:

Ivan Pitcher – Ventura Bus Lines

Industry Contribution Award:

Graeme Davis – CDC Victoria
Ray Higginson – Moonee Valley Bus Lines





SPECIAL FEATURE

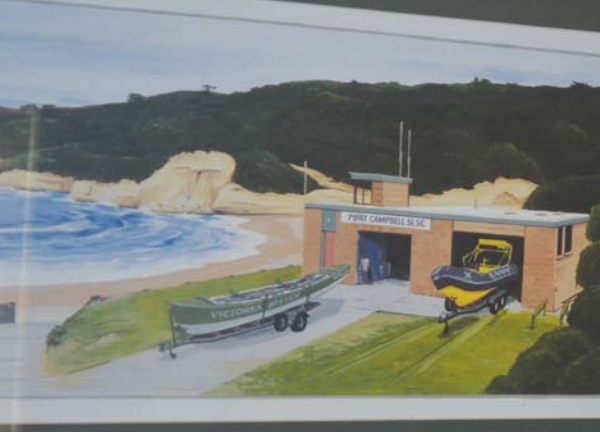
The **extra** mile

Little is known about the extent of the contribution Victorian bus and coach operators make to their immediate locality. Indeed, this civic responsibility is rarely celebrated. This special feature aims to remedy that. The almost unspoken non-bus services which bus and coach operators provide to their community makes such an economic and social footprint, it's very hard to quantify. We know that a negotiated school and route bus service contract for example doesn't just enable bus operators to get our school children to and from school safely and on-time. The contract also enables the operator to invest time and resources into improving their home locality, whether it be via civic engagement or otherwise. The 'above and beyond' that enriches people's lives, other than just operating a bus company, is what this special feature is all about.

The Victorian bus and coach industry has, over the years, developed community level capabilities through exchange, acquisition, and creation of knowledge between family firms that are embedded in their communities. They have woven common interests and shared values into their specific environments. Importantly, the value of this social fabric suggests that the family influence is both developed and exercised in networks that stretch beyond the family firms boundaries. Operators share common interests and act in concert within and across each other's boundaries, which is in this day and age is a rare thing.

So we commend to you, 'the extra mile'.





Peter Pope

Peter Pope's Grandfather and Father moved to Timboon after getting a contract carting gravel to build a road, also had general cartage trucks. In 1947/48, his father secured two school buses and today they are in the same premises as they were then. Peter grew up in the garage, always helping with repairs of trucks and buses and at 17 commenced an apprenticeship with the Ford dealer in Timboon.

At 17 years of age, Peter Pope commenced an apprenticeship with the Ford dealer in Timboon (4 years). During this time he played footy for Heytsebury, where he played for approximately eight years. Peter's commitment to community endeavours outside of the family business began whilst he was at high school when he joined the Port Campbell Surf Living Club, which was then just a tin shed. He was one of a few who got the club up and running as a junior. He served on the committee for years and won best clubman as a junior.

After brief stints in Western Australia and London working as a mechanic, Peter returned in Timboon in 1971 and started as a mechanic with his fathers' business, driving delivery utes and school buses. Peter took over business in the early 1980's, married Suzanne, (affectionately known as Sam) and they have raised two children, one of which, David, has joined the business.

At 18 years of age, Peter was the inaugural President of the Timboon Apex Club and held many positions during his time with Apex, and finished up at the age of 40. The Timboon Ambulance Service was run by the Pope family. All the drivers were volunteers and they would pick up the doctor or nurse and race off to crashes. Peter's passion for his locality saw him serve on the Timboon Hospital Board, as a committee member, President and Treasurer. Peter has also served on the Timboon traders Association and been its President. Peter has also served on the Timboon Action Group and been its President. Peter has been a member of the CFA for nearly 50 years, has held all ranks including group officer for ten years. Peter is currently the Chairman of a not for profit aged care facility called Timboon Abbeyfield Group. Pope's support Legacy at Camperdown, the Laurel Club, and he runs a bus every month free of charge from Timboon to Camperdown.

On Ash Wednesday 1983, Pope's provided all buses for free and turned on the diesel pump at the garage and left it on for the week so locals could use it. Interestingly, many of the locals came back after the fires to pay. Because so many of Victoria's bus and coach operators are 'in' and 'of' their locality, over the years they have developed a degree of capability via inimitable networks of trust which has enabled the bus operator to be so much more than a bus operator, and substantially improve the living conditions of many in the local community. Popes of Timboon are a case in point.



Garry and Sue Durbridge

Garry and Sue Durbridge of Hamilton personify the 'hands on entrepreneurial community spirit' that is alive and well in regional and rural Victoria.

Garry was raised on a farm in Munro and learnt from a very early age how to be 'hands on'. He tried his hand at working in a bank in the early stages of his working life but threw it in to become a slaughterman at an abattoir in Portland, a job he did for four years. Whilst in Portland Garry met Sue and in 1980 returned to Hamilton where Garry commenced a handyman services business and Sue worked for an accounting firm. Garry also worked for Walkers Engineering and drive trucks for Dickesons and Sue managed a wool buying business then started her own bookkeeping business which she ran for eleven years whilst raising two children. During this time Garry devoted much of his spare time to working on cars and was in 'horsepower heaven' as he calls it.

Garry and Sue also started water skiing and got themselves a boat. Both Sue and Garry are members of Hamilton Aquatic Club, Gary has held the position of President and Secretary. In 1989 and 1990, Sue won the Victorian Speed Skiing Championship and also won the South Australian Medley Championship. Sue too has held the position of Secretary of the Club and has been very active in the Club over many years.

Garry joined the Sporting Shooters Association - Hamilton branch in 1992 and is still a member today. Garry also joined the Coleraine Field and Game Association in 1992 and is still a member to this day. Garry has been a member of the Hamilton Lions Club for four years. Sue has coached the Grey St netball team juniors, she is on the gymnastics committee, and she has served on many committees at Grey Street primary school, done countless hours of fundraising, canteen duty, assisted with school concerts and camps.



Sue is currently the Secretary of the Funakoshi Karate club Hamilton, something she has been involved with for three years. Sue has also been on the Debutante Ball Committee for Montavale College.

In 1992 Garry and Sue purchased their first school bus run. They now have three school runs and they also commenced a waste management business in 1998 and sold it in 2011. Garry and Sue also started a Crane business in 2007 and a document shredding business in 2001.

It's hard to keep up with the Durbridge's. Their commitment to the local area is typical of so many of Victoria's bus and coach operators. It's hard to imagine a Victoria without the likes of the Durbridge's conveying our children to and from school each day.



Leon Hunt

Born into a Wedderburn farming family in 1965, Leon Hunt was schooled in Wedderburn and played local footy from a very young age. Jude was raised in Bendigo and after marrying Leon in 1990, Jude worked in Bendigo with accounting firm, then shortly thereafter worked for the Shire of Korong. When it merged with the Shire of Loddon in 1995, Jude became the Finance Manager and in 2007 became the Director of Corporate Services.

In 1980 Leon was President of the Wedderburn Basketball Club and coached the 'B' grade Senior Women's Wedderburn Hockey team. In 1982 he became President of the Wedderburn Junior Indoor Biased Bowls Association.

At 17 years of age, Leon was picked up by Richmond Football Club and played some games and boarded at Jordanville. Whilst in Melbourne, Leon wanted to get an apprenticeship as a refrigeration mechanic, but this did not come to fruition. He returned to the farm in Wedderburn in 1983 and a Bendigo football team approached him to play for them but Wedderburn would not clear him, so he stayed and worked on the farm and played for Wedderburn until the end of 1983. He enrolled in the Bendigo Senior Secondary College in 1984 which enabled him to get a clearance and he started playing football for Bendigo.

In 1988 Leon went farming in Wedderburn and took over his father's milk business and expanded it to include ice and cheese, and recommenced playing footy for Wedderburn. Leon married Jude in 1990 and they lived on farm at Wedderburn.

Leon coached the Wedderburn seniors football team in 1991, 1992 and 1994. He was President of the Wedderburn Football club from 1996 to 2003.

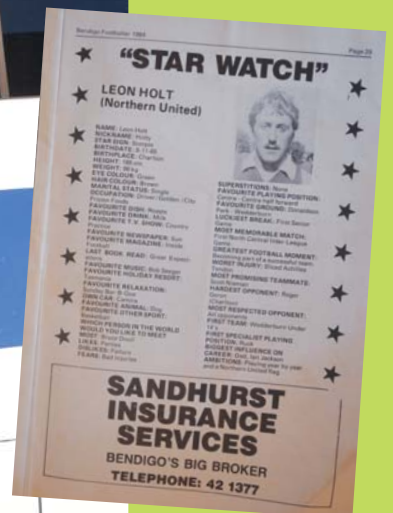
In 2004/2005 he served on the executive of the North Central Football League and was its President for two years. Leon was appointed to the committee of the Government review into country football in 2004 and was appointed to the committee of the AFL's review into country football in 2011. Leon is a life member of the Wedderburn Football Club.

Leon is a member of the VFF, a community representative on the Wedderburn 'Save Our Silo's' committee. He was the Wedderburn Great Victorian Bicycle Ride which was voted the best town by the riders in 2011. He is currently the Chairman of the local Wedderburn College building fund which is an independent body to the school.

Leon has been a member of the CFA since 1992. He is currently the Curator of Donaldson Park (football and hockey) and has been giving his time and resources voluntarily for ten years.

Jude played basketball for Wedderburn until 1998 and was the President of Wedderburn basketball Club for 2 years. Jude served on the Wedderburn school council from 2001 – 2011 and was Treasurer of the P12 College for five years. Over the years Jude has assisted the football club and canteens, she's ran the after school basketball programme for Wedderburn College for the past five years and has coached the Wedderburn P12 college boys basketball for two years.

The scope and manner in which Leon and Jude Hunt 'give' to their community is so common amongst Victoria's bus and coach operators. Their 'above and beyond' endeavours do have a profound effect on their local community, one which will sustain the community's heritage for many years.





Steve and Annie Austin, Kaniva

An all consuming lifetime of civic contribution to Kaniva sums up Steve and Annie Austin. Both Steve and Annie were raised and educated in Kaniva. Upon completing school, Steve commenced an apprenticeship with his father at Kaniva Motors as a motor mechanic (and stayed there until 1987) and Annie went to Horsham to work for Elders as a Stock and Station Secretary.

Steve was appointed Junior Secretary of the Kaniva/Leor United Football Club in 2012. He has been President and Secretary of the Kaniva Squash Club, Secretary and Treasurer of Kaniva Cricket Club, a committee member of the Kaniva Golf Club and he coached the junior cricket team for 15 years up to 2010. Steve has also been President of the Kaniva Swimming Pool Committee for over 20 years. In 1996 Steve commenced work as a casual ambulance officer and still volunteers every second week on a '24 hour on call' basis and he still serves today as President and Secretary of the ambulance auxiliary.

Annie has served as Secretary and played for the Kaniva Netball Club, has served as Secretary and a committee member of the Kaniva Golf Club, has been a committee member and Treasurer of the Kaniva Squash Club, was the Secretary of the Kaniva Basketball club, and, ran the junior basketball. If that's not enough, Annie has served on the parents association of the Kaniva P12 School, served on the Ladies committee for regional footy clubs (ten years as Treasurer!), served as Secretary and Treasurer of the Kaniva Kindergarten, and in her spare time, provides free yoga classes three times a week to residents of the Kaniva district.

Kaniva wouldn't be the great place it is without the Austin's ability to make this regional contribution, in part facilitated by a school bus contract they've operated for the last several decades.



Donald Carter

Donald Carter was raised on his parent's farm in Wartook and is the 5th generation to be raised in the family home. After attending Laharam Primary School and Horsham Secondary and Tech School, Donald worked on the family farm for 16 years. Donald played footy but then ran the boundary from the age of 14 to 20. He was Secretary of the club from 1957 – 1964, then again in 1985 – 1996. Donald is now a life member and sponsor of the Laharam Football Club and also sponsors the Minyip/Murtoa Football and Netball club.

At 16, Donald registered at the Horsham South Rural Fire Brigade and transferred to Laharam CFA in 1958. He was a Lieutenant for six years, Captain for 20 years, Grampians Group Officer for 12 years and he was appointed Divisional Commander of CFA Omeo in the 2003 bushfires. Of course Donald is still an active CFA member today.

Donald has served as Chairman of the Wimmera Business Centre and been an active Committee member since its inception. Donald is an inaugural member of the Wimmera Development Association which was conceived 22 years ago, has served as its Chairman twice and is still on the board today. Donald has been a 'citizen member' of the Grampians National Park Advisory Committee for 25 years and has been a member of Leadership Wimmera for over ten years.

Donald is very proud to have been Chairman for five years of the Skillinvest Group, comprising Workco, Longrenon College and Link employment and training. Donald is also a Victorian branch member and life member of the Australian Fertilizer Services Association and is proud to have been its national President for five years.

Finding the time and resources to invest into the development of his region is extremely important to Donald. Donald's school bus run is one of many interests that helps the Wimmera region reinvest its earnings to improve its residents' quality of life.





Kelvin Worner

Community contribution? To Kelvin Worner of Swan Hill, it runs in the blood. Kelvin's Dad had the Nyah West - Swan Hill school bus run in 1948 so Kelvin's continuation of the family business was a given.

Affectionately known locally as 'Licky' since school, Kelvin's dedication to his local footy club is beyond reproach. In 1952 he played for the Tyntynder seniors from the ripe old age of 15, for 15 years. He played 264 senior games as a wingman until 1974. He was the club's President from 1975 to 1980, Secretary from 1972 to 1975 and coached the reserves from 1971 - 1974. He still serves today as the Tyntynder Football Club Timekeeper and has done so for the past 20 to 30 years.

If Licky's commitment to his footy club wasn't enough, he joined the CFA at the age of 16 and is still a member today. During his 60 years of the CFA he became a life member and served as Secretary for 16 years and still plays an active role in CFA competitions.

Licky also had a three year stint in the National Service in the 50's, he helped form the RSL National Service sub-branch in 2002, served as its Secretary for two years, President for five years and remains a committee member to this day. Licky now volunteers at the Pioneer Settlement one day a week.

The Worner's trans-generational school bus business has assisted them facilitate relationships and networks over the years that has deposited an immeasurable degree of goodness into Swan Hill's economic and social development.



Graham Lade

Graham Lade was raised on his parent's farm and worked there until he was called up for National Service in 1969 then served one year in Vietnam. In 1971 Graham married Gabrielle and they have five children. Graham was a member of the Strath Creek CFA and its Secretary at 17 years of age. Graham and Gabrielle ran a dairy farm at Invergordon for many years and during this time Graham was a member of the Drumanure CFA. He also coached tennis, was a member of the RSL, a scout leader and President of Numurkah Legacy. In 1995, they purchased the Katunga Public School run. Graham commenced work in 1997 with St Mary's School running their 6 school buses and served on their board for 15 years. He was instrumental in setting up their school bus system up and negotiating with the DOT. In 2002 the Lade's moved to Beechworth and bought Graham Jacksons three route and three school buses. They kept the Katunga school bus until 2007.

Graham is currently a member of the Beechworth RSL sub branch and served as its Treasurer for four years and he belongs to Albury legacy. Graham is a member of the Beechworth Chamber of Commerce and has served on many committees' at St Joseph's Catholic Church. Gabrielle has been nursing at Beechworth Hospital since 2002 and was a bus driver as well for the first seven of their years at Beechworth.

Graham and Gabrielle typify Victoria's rural bus and coach operators. Their civic investment into the beautiful town of Beechworth just adds to the richness of their locality and increases the quality of life of people living in and around Beechworth.



Ken Grenda

Ken was born in Richmond (which explains his lifelong devotion to the Richmond Tigers) and lived at Oakleigh for the best part of 50 years before moving to Brighton in the early 80's. Ken's Dad started a milk truck business after WWI and by 1955 they had 14 milk trucks. In 1945 Ken's Dad bought four buses and due to health reasons decided to sell the milk trucks and concentrate on buses. So from a very young age, Ken and his siblings were working in and on the bus and truck business, driving, counting money, doing rosters, answering phone enquiries etc. A keen tennis man, Ken met Margaret through the badminton club at Oakleigh. Back then, they'd go out to the movies and five minutes before the movie ended, Ken would start up the bus, then collect everyone and take them home to Oakleigh.

"Back then Dandenong was considered country."

Ken and Margaret married in 1955 and after a brief stint with an auditing company, Ken dedicated himself entirely to the family bus business. Ken's recipe for success centres around people: always know your people - not just your employees, but their whole families; take the attitude they work with you, not for you; meet them in their areas - sit in the lunch room with them because they want to know the guy they work for; tell your people what's going on; praise your team when they've achieved something; and make their training interesting.

Volgren was borne out of the dependence on Bedford's and Leyland's whereas Ken and other industry representatives wanted to produce buses locally. After bringing in Mercedes, Scania's and Volvos, Volvo offered Ken a chassis dealership around 1976 and with the help of Neville Raffin and Hesse Corporation from Switzerland, Volgren emerged as a major force in Australian bus manufacturing.

Ken's business was dependent upon his passengers and his local community. "You've got to be involved in your local communities' activities. You've got to support their charities, contribute to the local council, and reward your passengers." That's something that's rarely heard of these days, but it was common for Ken to reward his longstanding customers with a theatre ticket or a trip away for a major achievement.

A fan of Richmond footy club since he was ten, in 2012, Richmond Football Club presented Ken with some medals of honour. His community contributions over the years have included the Dandenong Hospital Committee, Dandenong Recreation Club, the South East Business Network, and he was Chairman of Greater Dandenong Youth Committee. Ken has given away about ten buses throughout his worklife to various organisations who help homeless youth. "The buses had a kitchen, beds, kids could get a good feed and a decent night's sleep, be given counselling and even get medical assistance."

In the late 50's, Ken was introduced to the BPA (BAV/BusVic) on Geoff Mountjoy's recommendation. Ken has been a strident supporter of BusVic because it was a supporter of his business. Ken has an unwavering belief in Australian family bus businesses.

"It's the family that gives the business the competitive advantage." Nothing could be further from the truth.



Ray Gloster (85) with one of his two sons, Robert, Robert's son Cameron and Cameron's son Frankie (and one very old bus!)

The Gloster Family Underbool

Ray was born in Ouyen 1927 went to Underbool PS and Maryborough Tech School. In 1943 Ray returned to Underbool and worked as 'jack of all trades' in his father's garage, electric supply and freezing works. Ray didn't play much sport as a lad as he always had to work on Saturdays, although he did though join the 'Underbool Fire Brigade' in 1945 and recently completed his 57th year of 'service'. Ray and his wife were married in 1950 and have four children. Ray has served on the Ouyen Hospital Committee since 1959, seven years as its President. It's now known as the Mallee Track Health and Community Services and Ray has served on that as well and has notched up a total of 46 years service to both organisations. Ray has been a JP for 45 years and served on the Underbool cemetery trust for 40 years. Ray has been the senior timekeeper for the Underbool and Walpeup/Underbool Football Club for 55 years - a role he still does.

Ray's son Robert commenced working in their garage in as a mechanic in 1968 after completing his course by correspondence. Robert has lived at Underbool his whole life.

In 1972 Robert married Colleen. Robert has both played for and been involved with various Underbool sports clubs. In fact, he has served on the Underbool Football Club Committee and was its President in 1981. He was also President of the Walpeup/Underbool footy team in 1983/84 and was the senior goal umpire for many years. Robert has served on committee of Underbool golf club and was its President for four years and Secretary for one year. He's served on the committee for Underbool and District Golf Association and was its President for two years. Robert was a cub leader in scouts for 13 years, joined the Underbool CFA in 1969 and is still a member today.

He's been on the Underbool Anglican Church Committee and served as its Secretary for five years, he's been the President of the Underbool District Tennis Association Committee and the Underbool Cricket Club, and he's been on the Ouyen Secondary College Council for eleven years, seven years as its President.

Underbool to Ouyen First School Bus



1945 – 1949

These generators (which are still operative today) were used to provide electricity for the township of Underbool and they ran a freezer works which provided the district with ice.

Ray's Dad Joe Gloster ran the Underbool Garage Electric Supply and Freezing Works when he was awarded the Underbool to Ouyen school bus run in 1945, which the family still operates to this today.

Rob has served on the Underbool Progress Group as a committee member and as President, he is a Life Member of the Underbool Football Club, he is currently the President of the Underbool Lawn Bowls Club and a current member of the Mallee Track Health and Community Services organisation. Robert is also a JP. By the way, he also finds time to run the local Holden Dealership!

Rob's brother Doug also came to work in the garage at Underbool as an apprentice mechanic after leaving school. Like Rob, Doug too has always worked and lived in Underbool. Doug has served on the Underbool and District Tennis Association committee and has been its President and Secretary. He is currently a committee member of the Walpeup/Underbool Football Club and served as its senior goal umpire. Doug has been a CFA member for over 30 years at Underbool and the Secretary at the Golf Club for several years. Doug married Helen in 1992 and have three children. Helen's taught at the Underbool Public School since they were married and has also served as Secretary

and Committee Member of the Underbool swimming pool and President and Secretary of the Underbool Netball club.

Cameron Gloster did his mechanics apprenticeship at the garage like his father. Cameron has served on the committee of the Underbool Golf Club and been its President for two years. Cameron joined the Underbool CFA in 1992 and is still serving today. He's also served on the Walpeup/Underbool Football Club committee.

And Frankie, he'll be driving the bus once he gets through the Monash Safety Management Course in 2020!

Underbool simply would not exist without the Glosters. Fathoming the value of the family's trans-generational commitment to Underbool is impossible and Underbool would not be the home that it is today for so many other families without the Glosters' entrepreneurial spirit and the multitude of initiatives they have enacted for their town. All ably assisted in part by a negotiated school bus contract.

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