



Transport  
State Transit

# Information Guide

August 2021

## INTRODUCTION

The [Government Information \(Public Access\) Act 2009](#) (**GIPA Act**) provides members of the public with a right of access to government information. The GIPA Act replaced the *Freedom of Information Act 1989* (**FOI**).

Under the GIPA Act, each NSW Government department and agency is required to publish an Agency Information Guide. The Information guide is reviewed annually in accordance with Section 20 of the GIPA Act.

This Information Guide provides an overview of:

- our agency's structure and functions;
- the way in which our functions affect members of the public;
- how members of the public can participate in policy formulation and provide feedback;
- the kinds of information we hold; and
- information we make publicly available.

### State Transit Authority functions

The State Transit Authority of New South Wales (**State Transit**) is a NSW government agency within the Transport Greater Sydney Portfolio within the Transport for NSW Operating Model, with the legislated mandate to operate efficient, safe and reliable bus services, whilst exhibiting a sense of social responsibility by having regard to the interests of the community in which it operates.

State Transit is an integral provider of bus transport services in Sydney through its three Sydney Metropolitan Bus Service Contracts (SMBSC) with Transport for New South Wales (TfNSW), State Transit delivers public transport services and effectively moves passengers across a large and complex city, within a highly competitive commercial environment.

In late October 2019, the Transport Minister announced that the remaining operations of State Transit were to be franchised, with the new operator(s) planned to take over operations in three stages from 1 July 2021. The first region to go to tender was Region 8 (North Sydney, Brookvale and Mona Vale depots) in July 2020, followed by Region 7 (Ryde and Willoughby depots) in August 2020 and Region 9 (Waverley, Port Botany and Randwick depots) in November 2020. The process of transitioning all Regions is expected to be complete by mid 2022.

TfNSW is the lead agency for delivering a safe, efficient, integrated transport system that keeps people and goods moving, connecting communities and shapes the future for our cities, centres and regions. TfNSW is responsible for strategy, policy, regulation, funding and other non-service delivery functions, focused on improving the customer experience. State Transit works with other agencies within the cluster to deliver customer-focused transport services through its contracts with TfNSW.

State Transit's vision is to 'Provide our customers with the safest and most reliable bus experience in Sydney, delivered by passionate people who will always be the best they can be.'

The following are important themes supporting this vision –

- putting the customer at the centre of what we do
- the importance of safety
- reliability and sustainability

- a workforce of people who are competent, capable and always strive to achieve our goals together

State Transit's vision is designed to complement the Transport Cluster Strategy which sets out the priorities, principles and commitments for solving the transport challenges and enhancing customer experience and delivering the NSW Premier's Priorities. Our key objectives are defined in our Corporate Plan 2021-2022.

## Organisational structure

State Transit operate the busiest part of Greater Sydney's bus network, running more than 15,000 timetabled services each week with a workforce of 3,400 people.

The Organisational Structure of State Transit is made up of six divisions, each reporting directly to the Chief Executive:

**Finance & Corporate Services** - is responsible for the efficient and effective delivery of financial and accounting services, management of the Contract interface with TfNSW and the delivery of information communication technology and legal services.

**Customer Services** – puts the customers experience at the centre of how we manage and improve our services. Eight strategically located depots, play an integral role in delivering a safe reliable end-to-end public transport solution in conjunction with the network control centre. The centralised customer feedback team provide the front-line customer contact services.

**Safety, Environmental and Quality** – establishes and maintains State Transit's safety and environmental management systems and the strategic policies which underpin these systems. Quality and Internal Audit monitor the assurance and compliance deliverables and ensure risk management is embedded throughout the organisation.

**Asset Management** – ensures that a safe, reliable, clean and well maintained fleet is available to deliver passenger services and manages the security and strategic procurement functions.

**People and Culture** – is responsible for attracting, developing and retaining a skilled workforce that can meet State Transit's needs by supporting and inspiring employees and managers to be the 'best they can be'.

**Communication Division** facilitates interaction with the media and members of Parliament delivering public affairs, corporate communications, websites and maintaining the content of digital communication channels to staff and depots.

All these divisions have obligations to deliver their functions to meet relevant legislative, regulatory, government policies and our contractual requirements to TfNSW.

State Transit is subject to control by a number of statutory and regulatory requirements. These Principal Acts and Regulations are the *Transport Administration Act 1988*, *Passenger Transport Acts 1990 and 2014*, *Government Services Finance Act 2018*, *Work Health & Safety Act (2011)*, *Protection of the Environment Operations Act 1997*, *Privacy and Personal Information PPIP Act (NSW) 1998*, *Health Records and Information Privacy Act (NSW) 2002* and *Passenger Transport (General) Regulation 2017*.

## THE WAY IN WHICH OUR FUNCTIONS AFFECT MEMBERS OF THE PUBLIC

### *Reliability and On-Time Running*

State Transit is focused on meeting its on-time running performance targets and improving the customer-satisfaction levels measured periodically through TfNSW conducted surveys.

Unanticipated events occur frequently on the road network and these can cause buses to be delayed or diverted from the timetabled route. Incidents are actively managed through the Network Control Centre to ensure the effects of any event is minimised.

Issues affecting on-time running may include: road accidents, road works, extreme weather, customers ill or injured on buses, speed restrictions, traffic signalling and mechanical breakdown.

*Bus Cleanliness* - State Transit is responsible for the cleanliness of its buses and delivers these services through all its Depots.

*Safety* – is at the heart of State Transit and includes the safety of customers, employees, contractors and the community. To keep people safe and secure, State Transit has a comprehensive Safety Management System to help the organisation meet and in many cases, exceed the regulatory and statutory requirements.

*Customer travel information* – State Transit provides information through a generic web portal which supports delivery of real-time travel and journey planning applications for customers. .

*Service Changes* - All planning and network service changes are undertaken by TfNSW on behalf of the Contract operators. TfNSW consults with the public who may be affected by the State Transit service changes. The type of consultation will vary depending on the scale of the change, from those immediately affected by changes for a single route to more extensive, wide spread campaigns such as for integrated network reviews. (For details of opportunities for community participation, visit the [TfNSW Community Engagement webpage](#)).

As part of the cluster, State Transit participates in a range of advisory groups and committees with TfNSW to remain informed about reviews, inquiries, impact statements and reports that are important to its operations and operating environment.

## PUBLIC PARTICIPATION AND FEEDBACK

State Transit welcomes feedback regarding the services it provides as well as about general transport services or issues. Members of the public can ask questions, provide feedback on a service, make a complaint or raise concerns that they have about any of the State Transit activity through the [TfNSW website](#), by calling 131 500 or writing to the State Transit Customer Relations team at the following address:

**Post:** State Transit Authority  
Customer Relations  
PO Box 2557  
Strawberry Hills NSW 2012

TfNSW undertakes regular [customer satisfaction surveys](#) , which provide an opportunity for the public to have their say on the services provided by the State Transit and contribute to the improvement of services.

## TYPES OF INFORMATION HELD

TfNSW has assumed coordination, funding allocation, policy and planning and other non-service delivery functions for the transport system.

State Transit is not responsible for the development or management of transport policy.

State Transit holds a wide variety of information concerning its operations, customer feedback, on-time performance, procedures, policies, along with data and other information relating to the management and reporting on the delivery of bus services.

State Transit is required to comply with the *Privacy and Personal Information Protection Act 1998* (NSW) (**PIIP Act**) and the *Health Records and Information Privacy Act 2002* (NSW) (**HRIP Act**) when dealing with the personal information of its customers, suppliers and employees. More information about how State Transit handles personal and health information is available in the State Transit Privacy Management Plan.

Some information held by the State Transit may not be accessible to members of the public. Under the GIPA Act, the State Transit cannot be compelled to disclose certain types of information. Please contact the TfNSW Information and Privacy Unit on (02) 8202 3768 or at [Information@transport.nsw.gov.au](mailto:Information@transport.nsw.gov.au).

### Open access Information

Open access information is a category of information explained further below under 'Information we must disclose'.

1. [State Transit's Agency Information Guide](#)
2. Information about State Transit contained in any [document tabled in Parliament](#) by or on behalf of the agency;
3. [State Transit's disclosure log of access applications](#); (section 25 GIPA Act)
4. [State Transit's register of government contracts](#);
5. [State Transit's record of open access information that it does not make publicly available](#);
6. [The total number and total value of properties disposed](#) of by State Transit during the previous financial year; and
7. [State Transit's guarantee of service](#).

### Information made publicly available

The following categories of information provide a sample of what is made publicly available:

8. [State Transit's Corporate Plan](#)
9. [Information about State Transit's bus fleet](#);
10. [State Transit Publications](#)
  - Annual Report
  - Privacy Management Plan

- SMBSC Environmental Plan
- Passenger Relations Plan
- Bus Infrastructure Guide
- Statement of Business Ethics
- Health and Safety Policy
- Environment Policy
- State Transit Disability Inclusion Action Plan

11. [Customer Service Charter](#)

12. [Data and research](#)

13. [Transport Code of Conduct](#)

## HOW TO ACCESS INFORMATION WE HOLD

### The Centralisation of GIPA Functions in Transport

On 1 November 2011, Transport for NSW was established under the *Transport Legislation Amendment Act 2011* as the centrepiece of the reshaped Transport Cluster.

Under the new operating model, the TfNSW Information and Privacy Unit is responsible for centralised processing and referral of formal access applications on behalf of NSW Government agencies within the Transport Cluster. The following agencies are affected:

- TfNSW
- Sydney Trains
- NSW Trains
- Point to Point Transport Commissioner
- Sydney Metro
- State Transit Authority

TfNSW is responsible for acknowledging receipt of, and the initial processing of formal access applications.

Transport agencies will continue to be responsible for making decisions regarding the release of information held by their organisations. TfNSW provides strategic direction and coordination across the agencies.

### Access to Information

The GIPA Act provides members of the public with a right to access government information.

There are four ways that members of the public can access government information held by the State Transit under the GIPA Act:

1. Mandatory proactive release ([Open Access Information](#));
2. [Authorised proactive release](#);

3. [Informal release; and](#)
4. [Access applications.](#)

## Information We Must Disclose

Information classified as Open Access Information (**OAI**) is the type of information which the State Transit must make publicly available, unless it is not in the public interest to do so.

State Transit makes OAI publicly available on its website free of charge, including this publication (Agency Information Guide), information about State Transit tabled in Parliament (such as the State Transit Authority of NSW Annual Report) State Transit's register of government contracts and the agency disclosure log of access applications.

## Information Proactively Released

In addition to open access information STA will make as much information as possible publicly available, unless there is an overriding public interest against disclosure.

Such information may include information frequently requested or information of public interest that has been released as a result of other requests.

The proactive disclosure of information helps provide the public with greater access to government held information. If information sought is not available on the State Transit's website, members of the public can suggest that information be proactively disclosed (if held).

Please forward any suggestions to the TfNSW Information and Privacy Unit at [Information@transport.nsw.gov.au](mailto:Information@transport.nsw.gov.au).

## Informal Request for Information

Members of the public can request information from the State Transit on any topic of interest. If the information is clearly in the public interest to disclose, it may be supplied on an informal basis.

State Transit may attach conditions on the disclosure of information that is sensitive or confidential but relevant to the person making the request. Under the GIPA Act, a right of review only applies for formal applications.

If you would like an informal request for information, please contact the TfNSW Information and Privacy Unit on 8202 3768 or by emailing [information@transport.nsw.gov.au](mailto:information@transport.nsw.gov.au)

## Formal Access Application

In some cases, requests for information held by the State Transit will need to be made through the formal application process.

You may make an [online application](#) to request information held by the State Transit.

The access application must:

- clearly indicate that it is a formal access application made under the GIPA Act;
- provide a payment of \$30;
- provide a postal address for correspondence in connection with an application; and

- include such information as is reasonably necessary to enable the government information applied for to be identified.

OR

You may send your application by post with a payment by cheque or money order addressed to:

Information Access Unit  
Transport for NSW  
PO Box K659  
Haymarket. NSW. 1240

If your application does not meet the above requirements, it will be invalid and the application will not be processed. In order to make the application valid, TfNSW will contact you to provide assistance.

If you would like to make an access application, please see How to apply and FAQ's on the TfNSW website.

### Formal access application fees and charges

Formal Access Applications require payment of a \$30 application fee. State Transit ensures that applications are dealt with efficiently and at the lowest reasonable cost. The GIPA Act allows for a charge of \$30 per hour in order to process an application. The application fee counts towards the first hour of processing.

In processing a formal access application, TfNSW is required to ensure that it is dealt with efficiently and provides access to information requested at the lowest reasonable cost.

For further information about [fees and charges](#) please contact the TfNSW Information and Privacy Unit on (02) 8202 3768 or at [Information@transport.nsw.gov.au](mailto:Information@transport.nsw.gov.au).

A 50% discount in processing charges will apply if an applicant demonstrates they fall within any of the following categories:

- A member of the public suffering financial hardship; or
- The information applied for is of special benefit to the public; or
- The holder of a current Pensioner Concession Card; or
- Full time students; or
- Non-profit organisations.

Please note that the 50% discount applies only to processing charges and not to the \$30 application fee.

If applying for your own personal information, you will receive up to 20 hours processing without additional charge. The \$30 application fee will still apply.

Requests for personal information can also be made under the PPIP Act and the Health Records and Information Privacy Acts.

### Review Rights

You have the right to request a review of certain decisions made by the State Transit about the release of information under the GIPA Act. For further information, please view the NSW Information and Privacy Commissions webpage [GIPA Reviews](#).



## CONTACT US

TfNSW Information and Privacy Unit can be contacted by:

**Post :** Information and Privacy Unit Transport for NSW  
PO Box K659  
Haymarket NSW 1240.

**Email:** [Information@transport.nsw.gov.au](mailto:Information@transport.nsw.gov.au)

**Phone:** 02 8202 3768

For more information about the GIPA Act and your right to access information (including review rights), contact the *NSW Information and Privacy Commission*:

### Post

GPO Box 7011  
Sydney NSW 2001

### Email

[ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)

### Website

<http://www.ipc.nsw.gov.au/>

### Phone

Freecall: 1800 472 679

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