

Bus Operator Accreditation Scheme (BOAS)

Background

Bus operator accreditation has evolved over time since 1990. The system prior to 2005 accreditation renewal scheme and 2007 regulation changes was fragmented in some areas of information, was “bulletin based”, lacked a graduated approach to compliance and did not provide penalties for specific breaches.

The independent audit process commenced in December 2007. This requires operators to have one independent audit within the three year term of their accreditation to operate bus services

Reason for Change

- To align with the wider bus reform process
- To formalise accreditation standards and conditions, and to consolidate the various requirements applicable to operators under the Passenger Transport Act, eg
 - Drug and Alcohol Program (D&A)
 - Safety Management System (SMS)
 - Introduction of driver health monitoring programs
- Improve quality and safety through an enhanced auditing program
- Ensure accreditation system is enforceable
- To enhance the safety culture of the NSW bus industry.

Accreditation Reform

The Bus Operator Accreditation Scheme (BOAS) introduced on 1 July 2005.

Key elements include:

- A requirement to apply for reaccreditation and renew accreditations every three years
- A requirement that only licensed (MVRIA) repairers perform safety critical work on buses (brakes, suspension & steering)
- Annual Self Assessment Reports (ASAR)
- Independent Audits
- A comprehensive Audit Tool
- SMS and Drug and Alcohol Programs.

Who can apply to be accredited?

You can apply to be accredited as an operator of a public passenger bus service if you are:

- An individual,
- A partnership, or
- A corporation (which includes an association and co-operative). A corporation must nominate one or more directors or managers as applicants for the purpose of establishing and meeting the standards of good repute, and fitness and propriety. Once these standards are met and the corporation is accredited the designated director/managers are responsible for the operation of the public passenger bus service.

The following is required when applying for operator accreditation:

- Completed application form and signed declaration by applicant/company director/s
- Two references of good repute from appropriate people who have known the applicant/s for at least 2 years (School Teacher, Judge, Police Officer etc)
- Qualified Accountant's statement. A Qualified Accountant means:
 1. a member of CPA Australia who holds a Public Practice Certificate issued by CPA Australia, or
 2. a member of the Institute of Chartered Accountants in Australia, who holds a Certificate of Public Practice issued by that institute, or
 3. a member of the National Institute of Accountants who holds a Public Practice Certificate issued by that Institute.
- Details of any civil or criminal offences within the last five years
- nominated manager or director of a company applicant
- Details of any declaration of bankruptcy, insolvency, winding up order or any civil offence under the relevant companies legislation within the last five years. If the applicant is a company, details must be provided for each nominated manager or director of the applicant company
- Local Government Approval for the nominated bus depot address
- Training Certificate stating you have successfully completed an approved Bus Operator Training Course
- Accreditation fee of \$355 payable to Roads & Maritime Services NSW
- 100 points identity check on individuals or company directors. Documents must be copies certified by a Justice of the Peace or originals may be sighted at the counter
- Completed and signed National Criminal History Check application and consent form.

The Independent Audit Process

- Roads and Maritime Services will nominate Independent audit dates for all operators
- Roads and Maritime will generate a notification letter eight weeks prior to the due date
- Operators will be provided with a list of accredited auditors, to engage an auditor of their choice to perform the audit
- In a case where an operator is unable to have the audit completed within the nominated time, they need to contact Roads and Maritime and request an extension of time.

What is audited?

- A Safety Management System (SMS)
- A Drug and Alcohol Program (D&A)
- A Management Information System (MIS). This includes a fleet register, insurance records, HVIS records, maintenance records, accident and incident information
- Third party property damage insurance of a minimum \$5million
- Records of drivers including name, address, driver authority/licence details, and dates and times during which buses are driven
- A maintenance program which is consistent with or better than the manufacturer's specifications
- Records dating back five years in the English language.

Annual Self Assessment Report (ASAR) Process

- Upon being issued with operator accreditation, Roads and Maritime will issue you with an ASAR due date
- The ASAR form is a simple 'tick and flick' form to provide a snapshot of an operator's compliance with accreditation
- Roads and Maritime will generate a notification letter six weeks prior to the due date. The letter will contain the ASAR form to be completed and returned to Roads and Maritime
- If the operator fails to submit the ASAR, or obtain an extension of time, by the due date, a reminder letter will be generated, providing an additional three weeks
- If the operator fails to submit the ASAR after the three weeks, a Notice of Suspension will be generated, and the accreditation will be suspended.

Key Documents

- The following key documents are available from Roads and Maritime Services' website www.rms.nsw.gov.au/buses
 - Passenger Transport Act 1990
 - Passenger Transport Regulation 2007
 - BOAS Auditor Handbook
 - SMS Guidelines and Handbook
 - Drug and Alcohol Guidelines
 - Bus Operator Accreditation Package
 - Bus Security – A tool kit for bus and coach operators
 - Audit Tool
 - Information Alerts.