

Bus Operator Accreditation Scheme (BOAS)

Audit Tool

To be completed by Transport approved
auditors when completing accredited bus
operator audits

October 2025

transport.nsw.gov.au

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SECTION 1: Audit details

Date of Audit	Time of Audit	Audit Type	Audit Location

SECTION 2: Auditor details

Name of auditor	Auditor's Reference Number	Phone number
Email address		

SECTION 3: Operator details

Name on accreditation certificate	Accreditation number	Phone number
Email address	Mobile number	Fax number
Office address	Postcode	
Depot address (if different to above)	Postcode	
Postal address (if different to above)	Postcode	

Services operated

Certificate of accreditation sighted.	Yes ☐	No ☐
Operator accredited to operate (tick applicable): Regular Passenger Service	Yes ☐	No ☐
Long Distance, Tourist and/or Charter Service	Yes ☐	No ☐

Maximum number of vehicles approved to operate:	
Total number of vehicles operating at time of audit:	
Total number of vehicles sampled for audit:	

Provide the registration details of vehicles sampled at this audit (attach a separate sheet if required).

Approved bus operator training course certificate sighted?	Yes ☐	No ☐
Does the operator hold any other accreditation?	Yes ☐	No ☐

Other accreditation number/s

In the case of a corporation, who is the nominated person who has completed an approved bus operator training course?

Name of nominated person		N/A ☐
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SECTION 4: Persons involved in audit

Note: The person involved in the audit must be the accredited operator, a designated manager, a designated director, or a person nominated by the accredited operator and approved by Transport to take part in the audit.

Name of person involved in the audit	Position title

4.1 Is the person:

a) The accredited operator	Yes ☐	No ☐
b) The designated manager	Yes ☐	No ☐
c) The designated director	Yes ☐	No ☐
d) Nominated person?	Yes ☐ *	No ☐

* Obtain a copy of Transport letter confirming details of the nominated person

SECTION 5: Current details

5.1 Are the operator’s contact details the same as on their Annual Self Assessment Report (ASAR)? Yes ☐ No ☐

5.2 Is the designated manager/director the same as noted on last assessment? Yes ☐ No ☐ N/A ☐

5.3 Is the address of premises where buses are kept still the same? Yes ☐ No ☐

5.4 If answered No to any of the above –has Transport been informed of the change? Yes ☐ No ☐ N/A ☐

Note: If no to the above, please ask the operator to provide details and record below.

SECTION 6: General details

6.1 Are the day-to-day operations of the bus service managed by a designated manager, designated director, or an accredited operator?

Provide details Yes ☐ No ☐

SECTION 7: Management Information System

7.1 Can the operator provide evidence that all vehicles that operate under the accreditation have had third party property damage cover of at least \$5 million for the last three years? Obtain copies of insurance records as required.

Provide details Yes ☐ No ☐

7.2 Can the operator provide evidence that the insurance policies are current? Obtain copies of certificate of currency or confirmation of insurance issued not more than seven days prior to the date of the audit.

Provide details Yes ☐ No ☐

7.3 Are there any gaps in previous years' policies? Yes ☐ No ☐

If yes, check records and indicate if buses were operated whilst uninsured. If so, provide evidence vehicles were operated uninsured.

Provide details

7.4 Does the operator have a fleet register, which includes Vehicle Identification Number (VIN), fleet number (if appropriate) and registration details of each vehicle, including expiry date? Obtain sample copies of registration papers. **Note: registration papers are sufficient if auditable.**

Provide details Yes ☐ No ☐

7.5 Are the vehicles registered according to Transport requirements i.e., CBUS or RBUS usage etc.?

Provide details Yes ☐ No ☐

7.6 Have any of the sample buses been registered after the due date? Yes ☐ No ☐

If yes, check vehicle usage records and indicate if buses were operated unregistered? If so, provide evidence vehicles were operated unregistered.

Provide details

7.7 Is the operator operating buses more than the approved accredited number of buses as noted on the accreditation certificate? If yes, provide details.

Provide details Yes ☐ No ☐

7.8 Does the operator maintain complaints register to record complaints received and actions taken?

Provide details Yes ☐ No ☐

SECTION 8: Vehicle maintenance and Heavy Vehicle Inspection Scheme (HVIS)

Driver reported faults – (Non HVIS defects)

8.1 What is the operator's system for recording and actioning driver reported faults?

Provide details on the system

8.2 Review samples and confirm that driver reported faults have been rectified?

Provide details

Heavy Vehicle Inspection Scheme (HVIS) records

8.3 Has each vehicle sampled been subject to a six monthly HVIS inspection and by the due date (as stated on the registration papers)? Copies of records are to be taken as required for three years.

Provide details including an explanation if response is 'no'

Yes ☐ No ☐

8.4 Has the operator received any major and/or major grounded defect notices for the sampled vehicles operated under its accreditation in the last three years? Copies must be taken of these defect notices.

Yes ☐ No ☐

If yes, check for clearance and vehicle usage records to determine any usage while defected after clearance due date. (If so, provide evidence).

8.5 Has the operator received any major and/or major grounded defect notices for any of its fleet in the last three years? Copies must be taken of these defect notices.

Provide details

Yes ☐ No ☐

Vehicle Maintenance Plan

8.6 Does the operator have a vehicle maintenance plan for the sampled vehicles that is consistent with, or better than, the manufacturer's recommended maintenance standards?

Note: Please obtain copies of the maintenance standards and provide when submitting the report

Yes ☐ No ☐

8.7 From a sample of maintenance records, is the maintenance carried out in accordance with the operator's maintenance plan? Obtain copies of maintenance records sampled.

Provide details of any non-conformance

Yes ☐ No ☐

8.8 Provide details of the person/s carrying out maintenance work on buses and/or their relevant Motor Vehicle Repairers Licence (MVRL) details or Motor Vehicle Tradespersons Certificate (MVTC) numbers?

Provide licence details

8.9 Has the audit identified that someone other than an MVRL/MVTC qualified person, has carried out any safety critical (i.e., brakes, steering, suspension) maintenance or repairs on any buses?

Provide details of any such work Yes ☐ No ☐

Bus pre-departure and end of shift procedures

8.10 Has the operator developed and implemented documented pre-departure safety checks?

Provide details of the procedure, or explanation if not developed or implemented Yes ☐ No ☐

8.11 Has the operator developed and implemented a documented end of shift procedure?

Provide details of the procedure, or explanation if not developed or implemented Yes ☐ No ☐

SECTION 9: Bus operator management and records

Record of drivers

9.1 Does the operator keep a written or electronic record of the following particulars for each person who drives a bus in connection with the service? Does it record the driver's:

- | | | |
|---|------------------------------|-----------------------------|
| (a) full name | Yes ☐ | No ☐ |
| (b) residential address | Yes ☐ | No ☐ |
| (c) driver licence number and expiry date | Yes ☐ | No ☐ |
| (d) driver authority number and expiry date | Yes ☐ | No ☐ |

Provide details

9.2 Does the operator maintain a record of the dates and times during which buses are driven by drivers?

Yes ☐ No ☐

Provide details as to how these records are kept –sample driving records for two drivers for a continuous 28-day period to ensure compliance. Auditors must record drivers' names and the dates of the driving history which was sampled.

Note: If one driver then sample one. Auditors should sample more records in the case of noncompliance being detected.

Note: Operators are required to maintain records even if they are the only driver and/or operate a regular passenger service.

Passenger manifest

LONG DISTANCE AND TOURIST SERVICES ONLY
N/A ☐

Note: If a Long Distance, Tourist and Charter operator is using a bus within 40km from its usual depot, the operator is exempt from the requirements in clause 84 of the Passenger Transport (General) Regulation 2017.

9.3 For long distance and tourist service journeys, does the operator have passenger manifest records which contain the following information:

- | | | |
|--|------------------------------|-----------------------------|
| (a) the name of the passenger | Yes ☐ | No ☐ |
| (b) date and time the passenger is due to board the bus | Yes ☐ | No ☐ |
| (c) the seat number (if allocated) | Yes ☐ | No ☐ |
| (d) the passenger’s contact details, such as phone number and address. | Yes ☐ | No ☐ |

Provide details

CHARTER SERVICES ONLY
N/A ☐

Note: If a charter bus operator maintains the records listed below for each charter journey, then the charter operator is exempt from the requirements in clause 84 of the Passenger Transport (General) Regulation 2017.

9.4 Does the operator maintain records for charter services which contain the following information:

- | | | |
|--|------------------------------|-----------------------------|
| (a) the name, address, and phone number of the hirer | Yes ☐ | No ☐ |
| (b) date and time of the charter | Yes ☐ | No ☐ |

Provide details

Passenger records

9.5 Are the passenger records and/or charter journey records referred to in 9.3 and 9.4 kept for 60 days?

Provide details
Yes ☐ No ☐

SCHOOL BUS SERVICES
N/A ☐

School student behaviour on buses (Transport for NSW contracted school bus services only)

9.6 Does the operator have a documented procedure for managing school student behaviour that is compliant with the published guidelines?

Provide details
Yes ☐ No ☐

Standees on buses (Transport for NSW contracted school bus services only)

The operator of a bus service must ensure that buses being used solely or principally for the conveyance of students to and/or from school are limited to travelling a maximum of **80 kilometres** per hour whenever a student passenger is required to stand.

9.7 Does the operator have in place a system to ensure that their drivers comply with the standee requirements as above?

Please ask the operator to demonstrate how drivers are made aware of this requirement.

Yes ☐No ☐N/A ☐

SECTION 10: Safety Management System (SMS)

Element 1 – SMS Policy, commitment, and objectives

10.1.1 Does the operator have a written safety policy, appropriate to their organisation, that commits the bus operation to:

(a) eliminating hazards or controlling risksYes ☐No ☐

(b) consulting with workers about safety and about continually improving safetyYes ☐No ☐

(c) reviewing and improving the policy to keep it up to dateYes ☐No ☐

10.1.2 Is the policy accessible to workers?Yes ☐No ☐

Provide further details as per auditor handbook. Select and list a few objectives from the policy.

Element 2 – Management accountabilities and responsibilities

10.2.1 Has the operator appointed a designated manager or equivalent role to be responsible for implementing, managing, and maintaining its SMS?Yes ☐No ☐

Provide details

10.2.2 Has the operator developed and maintained position descriptions for all workers that perform “Transport safety work?”

Provide detailsYes ☐No ☐

10.2.3 Do the position descriptions identify and set out each Transport safety employee’s specific safety, security and reporting responsibilities?

Provide detailsYes ☐No ☐

10.2.4 Does the operator ensure that management implement a process in which workers are consulted about, and are aware of, all changes in safety related activities?Yes ☐No ☐

Please ask the operator to provide evidence of these processes and summarise findings

Element 3 – Hazard and risk management

10.3.1 Does the operator have a documented risk process? Yes ☐ No ☐

Provide details

10.3.2 Does the operator regularly identify and review potential and current hazards and their related risks? Yes ☐ No ☐

Provide details

10.3.3 Does the operator have a risk register that contains at least the following information:

- (a) the identified hazards

Yes ☐ No ☐
- (b) the severity of the hazards if they occur

Yes ☐ No ☐
- (c) the likelihood of the hazards occurring

Yes ☐ No ☐
- (d) the risk rating (or risk score) for each identified hazard (based on the operator’s designated risk assessment matrix)

Yes ☐ No ☐
- (e) the changes or controls to be implemented to manage the risk

Yes ☐ No ☐
- (f) the person/s responsible for these controls

Yes ☐ No ☐
- (g) plans to review the implemented controls

Yes ☐ No ☐

Provide details

10.3.4 Does the operator have communication and consultation arrangements in place to make sure all relevant stakeholders and SMEs are involved in the risk management process? Yes ☐ No ☐

Provide evidence of communication and consultation

Element 4 – Incident reporting, investigation, and action

10.4.1 Is the operator clearly aware of, and follows, all incident reporting and relevant notification requirements? Yes ☐ No ☐

Provide details

10.4.2 Does the operator have documented processes that allow for, and support, people to report incidents internally and externally? Yes ☐ No ☐

Provide details

10.4.3 Are all incidents recorded with the appropriate detail for effective notification and investigation?

Provide details

Yes ☐ No ☐

10.4.4 Does the operator investigate incidents, based on factual evidence:

- a) to identify the causal factors Yes ☐ No ☐
- b) to develop an effective action plan to prevent similar incidents recurring, and to mitigate the outcome should a similar incident occur? Yes ☐ No ☐

Provide details

10.4.5 Does the operator monitor the implementation and effectiveness of the plan to check that actions have been fully implemented and to validate that they are effective? Yes ☐ No ☐

Provide details

10.4.6 Does the operator maintain and make available records of the incident reporting, notification, investigation, and associated action plan? Yes ☐ No ☐

Provide details

Element 5 – Documentation and records

10.5.1 Does the operator have documented procedures for:

- (a) onboarding activities the law requires, including recruitment and induction training for people who perform bus services Yes ☐ No ☐
- (b) bus maintenance and defect management Yes ☐ No ☐
- (c) driver health management Yes ☐ No ☐
- (d) currency checks for each driver's Bus Driver Authority Yes ☐ No ☐
- (e) hazard and risk management processes Yes ☐ No ☐
- (f) incident and injury management Yes ☐ No ☐

Provide details (if ticked 'No', insufficient information contained, not aligned to safety objectives or not current)

10.5.2 When creating, updating, or storing documents relating to the SMS, does the operator ensure that the documents are:

- (a) reviewed and appropriately approved Yes ☐ No ☐
- (b) accessible for workers involved in the processes or activities (or both) Yes ☐ No ☐
- (c) current and accurate Yes ☐ No ☐

Describe and provide evidence

Element 6 – Communication, consultation, and change management

10.6.1 Does the operator’s SMS include systems and procedures to make sure that consultation and communication occurs before establishing or changing its SMS? Yes ☐ No ☐

Provide details on what evidence is available

Element 7 – Health and fitness

10.7.1 Does the operator implement and maintain:

(a) appropriate procedures about driver health and fitness for duty Yes ☐ No ☐

(b) a drug and alcohol policy and program which applies to *Transport Safety Workers* Yes ☐ No ☐

(c) a fatigue management program that takes account of Heavy Vehicle National Law requirements Yes ☐ No ☐

(d) procedures to manage the onset of illness which may impact fitness for duty including appropriate health assessment and return to work programs Yes ☐ No ☐

Provide details

10.7.2 Does the operator have records to indicate that *Transport Safety Workers* are aware of their responsibilities about health and general fitness as it relates to driving, drugs, alcohol, fatigue, and secondary employment? Yes ☐ No ☐

Provide details

10.7.3 Does the operator implement and maintain a system for regularly monitoring the status of each driver’s licence, bus driver authorisation, and required health assessments? Yes ☐ No ☐

Provide details

Element 8 – Training and competence

10.8.1 Does the operator define worker roles and responsibilities:

(a) to ensure the competency of the workforce Yes ☐ No ☐

(b) to include the right knowledge and skills required to do work safely Yes ☐ No ☐

Provide details

10.8.2 Does the operator train workers in all appropriate qualifications and the Safety Management System?

Provide details Yes ☐ No ☐

10.8.3 Does the operator give workers ongoing refresher training so they remain compliant, and capable of discharging their duties?

Provide details Yes ☐ No ☐

10.8.4 Does the operator keep records of role descriptions, training, and competency that are accessible and up to date?

Provide details Yes ☐ No ☐

10.8.5 Does the operator set, and document, induction processes for workers and visitors, that include reference to the organisation's policies and procedures?

Yes ☐ No ☐

Provide details

10.8.6 Can the operator demonstrate via documented evidence that they ensure drivers hold and keep up to date:

- (a) a current Bus Driver Authority and

Yes ☐ No ☐
- (b) the appropriate driver licence for the class of vehicle they operate under the BOAS

Yes ☐ No ☐

Provide details

10.8.7 Does the operator make sure drivers are trained and competent to operate under all location and environmental conditions they may experience?

Yes ☐ No ☐

Provide details

10.8.8 If the operator operates services in Kosciuszko National Park during winter, have the drivers completed a snow driver training course?

Yes ☐ No ☐ N/A ☐

Provide details

Element 9 – Emergency and security management

10.9.1 Does the operator have processes to identify emergency or security scenarios that may affect its operations and are specific to its bus fleet? Yes ☐ No ☐

Provide details

10.9.2 Does the operator maintain secure boarding, and alighting, procedures and environments at bus stops, interchanges, depots and workplaces? Yes ☐ No ☐

Provide details

10.9.3 Is information about security and emergency management readily accessible to workers and passengers for the risks that relate to them? Yes ☐ No ☐

Provide details

10.9.4 Does the operator ensure:

(a) workers are trained to conduct reviews to assess effectiveness of emergency and security protocols Yes ☐ No ☐

(b) workers conduct reviews to assess the effectiveness of emergency and security protocols Yes ☐ No ☐

Provide details

10.9.5 If the operator services any major transport interchanges, such as bus, rail, or ferry interchanges, do they: N/A ☐

(a) consider the threat of security related risks, and Yes ☐ No ☐

(b) work with other Transport Operators and law enforcement to manage those risks Yes ☐ No ☐

Provide details

Element 10 – Inspection, testing, and monitoring (ITM)

10.10.1 Does the operator record information related to the required inspection, testing and monitoring (ITM) of all:

(a) workers Yes ☐ No ☐

(b) equipment Yes ☐ No ☐

(c) vehicles Yes ☐ No ☐

(d) processes Yes ☐ No ☐

Provide details

Element 11 – Safety performance and measurement

10.11.1 Does the operator identify and measure key safety performance measures to ensure that the processes in its SMS are performing as intended, are continuously improved and meet the minimum requirements the law set out, including the following examples of key SMS actions the operator should track:

- (a) Regularly reviews the risk register to determine trends and areas for improvement.

Yes ☐

No ☐
- (b) Documents, notifies and investigates incidents and injuries.

Yes ☐

No ☐
- (c) Takes actions on any major or minor audit and investigation findings.

Yes ☐

No ☐
- (d) Notifies, reviews and investigates drug and alcohol testing results.

Yes ☐

No ☐
- (e) Promotes bus safety events to ensure that workers are aware that a positive safety culture is at the forefront of the operator's key objectives.

Yes ☐

No ☐

Provide details

Element 12 – Audit evaluation and improvement

10.12.1 Has the operator implemented an annual audit assurance plan for its SMS which sets out:

- (a) When an audit or assurance review will occur.

Yes ☐

No ☐
- (b) How the audit or assurance review will be carried out.

Yes ☐

No ☐
- (c) Which roles are accountable for ensuring the plan is implemented.

Yes ☐

No ☐
- (d) Which roles are responsible for undertaking the relating activities.

Yes ☐

No ☐
- (e) Measuring audit outcomes -including that any corrective actions, and proactive preventative safety improvements, are undertaken.

Yes ☐

No ☐

Provide details

SECTION 11: Buses

Accreditation details (signage) on buses

11.1 Do all buses have accreditation details displayed appropriately? Yes ☐ No ☐

Provide details

Seating/standing capacity signage

11.2 Do buses display maximum seating/standing capacity signs on the rear of the vehicle? Yes ☐ No ☐

Provide details

Runaway bus signage

11.3 Do all buses have appropriate notification labels affixed correctly as per the runaway bus procedures?

Provide details

Yes ☐ No ☐

Information in buses (all operators)

11.4 Is the following information displayed in all buses:

- (a) A summary of the rights and obligations of passengers Yes ☐ No ☐
- (b) Brief details, including phone numbers, as to how complaints and enquiries relating to the operator's bus service can be made Yes ☐ No ☐

Provide details

Equipment on buses

11.5 Are all buses fitted with a device suitable for holding TfNSW Driver Authority (DA) card in such a manner as to enable to display the card and allow passengers to see it? Yes ☐ No ☐

Provide details

Seat belts on buses

11.6 Has the operator taken reasonable steps to ensure that passengers on buses fitted with seat belts are aware of their obligation to wear the seat belts? Yes ☐ No ☐ N/A ☐

Provide details

Destination signage on Regular Passenger Service bus services

N/A ☐

11.7 Do the buses operated on regular passenger services have in place and display, on the front of the bus a destination sign, which is capable of being illuminated, which indicates for each separate destination, the route number and destination?

Provide details

Yes ☐ No ☐

Security camera and duress alarm systems on Regular Passenger Service bus services

N/A ☐

11.8 Does the operator, if carrying on a regular passenger service/s partly or wholly within the Metropolitan, Newcastle or Wollongong transport districts or within the City of Gosford or the Wyong local government area, have fitted to all buses used for those purposes, a functional security camera and duress alarm system?

Provide details

Yes ☐ No ☐

Condition/cleanliness of buses

11.9 Are the interior, exterior and fittings of the buses kept clean and undamaged and, in the case of fittings, duly fitted, securely in place, in good condition and fully operational?

Provide details

Yes ☐ No ☐

SECTION 12: Records management

12.1 Have records been maintained in English and held for at least five years? Please note if operator has been accredited for less than five years. If **any** records were missing throughout the audit, the answer to this question is “no.”

Provide details

Yes ☐ No ☐

End of Audit – Proceed to Section 13 – Audit findings

SECTION 13: Audit findings – Closing meeting

Name of Accredited operator

Accreditation number

Name of auditor

Auditor reference number

Audit date

Audit location

Audit start time

Audit finish time

Section	Description	Identified deficiencies / comments
3-6	Details	
7	Management Information System	
8	Vehicle maintenance and HVIS	
9	Bus operator management and records	
10	Safety Management System (SMS)	
	Element 1	
	Element 2	
	Element 3	
	Element 4	
	Element 5	
	Element 6	
	Element 7	
	Element 8	
	Element 9	
	Element 10	
	Element 11	
	Element 12	
11	Buses	
12	Records management	

(Additional notes can be recorded in the Notes and comments section below)

AUDITOR’S DECLARATION – I declare as an auditor I have not acted as a consultant to the above bus operator either previously, during or after an audit as stated at 4.2 of the Code of Conduct for Bus Operator Accreditation Scheme Auditors.

Name of auditor	Signature	Date
Name of operator	Signature	Date

Notes and comments

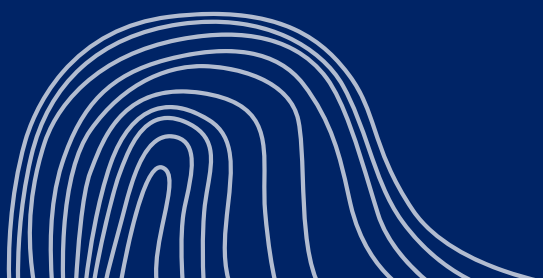
Auditor's Signature

Date

<https://www.transport.nsw.gov.au/operations/roads-and-waterways/business-and-industry/buses/operators/audits-and-boas-certified>
boas@transport.nsw.gov.au OR
Schemereview@transport.nsw.gov.au



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