

Transport
for NSW

Bus Operator Accreditation Package

June 2025

V1.1



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OFFICIAL

Acknowledgement of Country

Transport for NSW acknowledges the traditional custodians of the land on which we work and live.

We pay our respects to Elders past and present and celebrate the diversity of Aboriginal people and their ongoing cultures and connections to the lands and waters of NSW.

Many of the transport routes we use today – from rail lines, to roads, to water crossings – follow the traditional Songlines, trade routes and ceremonial paths in Country that our nation's First Peoples followed for tens of thousands of years.

Transport for NSW is committed to honouring Aboriginal peoples' cultural and spiritual connections to the lands, waters and seas and their rich contribution to society.

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1. Introduction to Bus Operator accreditation

Public passenger vehicles including bus services are regulated in NSW under the *Passenger Transport Act 1990 and 2014* and the *Passenger Transport (General) Regulation 2017*.

Only public passenger buses operated by accredited bus operators may provide bus services in NSW. Public passenger buses may only be operated by organisations or individuals accredited as a bus operator and may only be driven by individuals authorised as a bus driver under the *Passenger Transport Act 1990 or the Passenger Transport Act 2014*.

Further information relating to bus operator accreditation and bus driver authorisation is available at [Buses | Transport for NSW](#)

This package has been developed to assist any individual, partnership or corporation (which includes an association or co-operative) wishing to become an accredited bus operator in understanding the legislation and policy surrounding the provision of public passenger bus services in New South Wales. **It is important to note that information in this package does not replace the provisions in the *Passenger Transport Act 1990 and 2014* (the Act) and the *Passenger Transport (General) Regulation 2017* (the Regulation) but is merely a guide to how the legislation is being administered in this context. In the event of any error or inconsistency in this package, the law prevails.**

In addition to the Act and the Regulation there are also other laws which affect the way that public transport services, such as buses, may be operated, including road transport legislation, the *Work Health and Safety Act 2011* and various industrial instruments. An accredited bus operator is essentially a business manager and so should be familiar with all laws relating to the proper management of a bus service.

The Act requires that operators of public passenger bus services must be accredited.

A maximum fine of \$110,000 may be imposed for operating a bus service without the appropriate accreditation.

1.1 What is a Public Passenger Bus Service?

A public passenger bus service is the carriage of passengers for a fare or other consideration in a motor vehicle that seats more than 12 adult passengers along a road or road related area or along a transit way.

1.1.1 Who requires bus operator accreditation?

All operators of a "Public Passenger Bus Service" in New South Wales must be accredited.

1.1.2 What are the different types of bus services that can be provided?

Public passenger bus services* are required to conform to at least one of the following four categories:

Regular Passenger Service

A regular passenger service is a public passenger service conducted according to one or more regular routes and timetables, but does not include a long distance, tourist or charter service. A regular passenger service operator must hold a service contract with Transport for NSW (Transport) or be the sub-contracted operator of a service contract holder.

Long Distance Service

A long-distance service is a public passenger service conducted according to one or more regular routes, in which each passenger is carried for a distance of not less than 40 kilometres.

Tourist Service

A tourist service is a public passenger service, that is:

- a) a pre-booked service designed for the carriage of tourists to destinations listed on a publicly available tour itinerary, or
- b) a service designed for the carriage of tourists where all passengers' journeys have a common origin or a common destination, or both.

Charter Service

A charter service is a public passenger service which is pre-booked for hire to take passengers for an agreed fee, but only if, according to the terms of the hire:

- a) the hirer is entitled to determine the route for the journey and the time of travel, and
- b) all passengers' journeys have a common origin and/or common destination, and
- c) the service is not provided according to regular routes or timetables

Note: an applicant may apply for long distance bus operator accreditation or regular passenger services bus operator accreditation if they have a service contract with Transport. If an applicant wishes to apply for both a long-distance bus operator accreditation and a regular passenger service bus operator accreditation, they only need to complete one operator accreditation application form which can be found at [Applying for bus operator accreditation | Transport for NSW](#)

1.2 What is the purpose of accreditation?

Accreditation is the system used to assess whether a person (or individual responsible persons within an organisation) is of suitable character and fitness and have the competency to operate public passenger transport services in accordance with the standards and conditions prescribed by the Act and the Regulation.

These standards and conditions aim to raise the awareness of operators in the areas of safety, service delivery and business acumen, and to ensure operators are held accountable for complying with appropriate standards. In this way, accreditation can be seen as a type of quality assurance system for public passenger services.

1.2.1 Interstate bus operators travelling in NSW – are they required to be accredited?

Cross-border, long distance and tourist bus operators from Tasmania, Victoria, South Australia, and Queensland may travel through New South Wales (NSW) and return to their origin under their own State accreditation subject to certain conditions.

Interstate operators are permitted to drop off passengers but are not permitted to pick up passengers while travelling in NSW. Operators from other States and Territories are required to hold NSW accreditation whenever they pick up passengers in NSW.

1.3 Accreditation application process

Bus operator accreditation requires applicants to first meet the common core standards for public passenger bus services. To maintain accreditation, operators must continue to meet the requirements for their accreditation during the course of running the business.

For applicants for bus accreditation, Transport will process your application and manage the ongoing administration of your accreditation.

Applicants will be required to submit certain information within set time frames to demonstrate that they meet the standard for accreditation. The standards are outlined in Section 2 of this Guide. Other accreditation requirements remain on-going and are regularly reviewed.

If an applicant intends to close an individual or partnership accreditation and start a corporation, a fresh application with all documents will need to be submitted.

Applicants (individuals and partnerships) intending to add another partner or individual to an accreditation will also need to lodge a fresh application and submit all the required documents.

Please note that all applicants listed on the application form as directors/designated managers where the accreditation is held by a corporation or individuals and partnerships must have completed the [Bus Operator Accreditation Scheme- BOAS \(on-line\) Training Course](#) within the last 2 years or to have been a Transport recognised designated director/manager (for any accredited bus operator) within the last 2 years (even if having done the course greater than 2 years ago).

1.4 Who can apply to be accredited?

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

- a) an individual,
- b) a partnership, or
- c) a corporation (which includes an association or a co-operative).

A corporation must nominate one or more persons as directors or managers, in any application for accreditation, 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 directors/managers are responsible for the operation of the public passenger bus service.

The bus operator accreditation online application form can be located at [Applying for bus operator accreditation | Transport for NSW](#)

1.5 Corporations – nominating designated directors/managers

A corporation cannot operate services unless it has in place a designated director or manager who is employed by the corporation to undertake day-to-day responsibility for the operation.

Accredited bus operators who are corporations can nominate changes to their designated directors/managers at any time. The corporation **must** submit an “[Application for nomination of designated director/manager](#)” and provide BOAS operator [Bus Operator Accreditation Scheme- BOAS \(on-line\) Training Course training](#) certificate – no more than 2 years old or to have been a Transport recognised designated director/manager (for any accredited bus operator) within the last 2 years (even if having done the course greater than 2 years ago) Two good repute references and a criminal history check no more than 3 months old regarding the new nominees. If approved, these new nominees become the designated directors/managers of the accredited corporation, and an approval letter will be issued.

Please visit the [Accredited bodies | Australian Criminal Intelligence Commission](#) website to find out how and where to apply for a National Police Check. This check must have been completed within three months of submitting your application.

Note: Your criminal check **must** include **all** your current names and all previous names that you have been known by.

Attaching the criminal check to your application will reduce the processing time. However, if you are unable to arrange a National Police Check (NPC), Transport for NSW (Transport) will send you a one-time link to

apply for your (NPC) online. This will enable Transport to complete the National Police Check (NPC) on your behalf.

1.6 Accreditation renewals

Bus operator accreditation is issued for a term of three (3) years and must be renewed prior to expiry. Fees can be located at [Fees | Transport for NSW](#)

An accreditation renewal letter will be issued by Transport six (6) weeks prior to the expiry date of an operator accreditation. If application and payment is not made by the due date, the operator accreditation will expire. Any person who carries on a public passenger bus service without accreditation is in breach of the *Passenger Transport Act 1990 and 2014* and is liable to penalties of up to \$110,000.

Operator accreditation must be renewed by the due date if an operator wishes to continue operating a bus service. If the operator accreditation has expired by more than 6 months a new application for accreditation will need to be submitted, requiring compliance with all application requirements, including completion of an approved training course at the applicant's expense.

Operator accreditation can be renewed in one of two (2) ways:

On-line

Prior to the expiry date, an application for bus operator renewal and payment of the renewal fee (credit card only) may be completed on the [MyRecords](#) customer facility on Transport for NSW's website [MyRecords](#).

By email

An application for bus operator renewal and completed credit card authorisation form may be emailed to BusApplications@transport.nsw.gov.au for processing.

1.7 Can the accreditation standards change?

Yes, the accreditation standards may change to ensure that community expectations are met regarding the safety, reliability and quality of the service to be provided.

1.8 Can bus operators lose their accreditation?

Yes, if an applicant does not provide truthful information during the application process or maintain their accreditation in accordance with the Act, Regulation or conditions of accreditation, the accreditation may be varied, suspended, or cancelled.

1.9 Transport for NSW's role?

Transport for NSW (Transport) is responsible for managing and shaping the future of the transport system in NSW. Transport puts the customer first in everything it does, ensuring their needs and expectations are integrated into transport planning and policy and in the delivery of services and infrastructure across all modes of transport. Transport's task is to make the transport system work better now and anticipate how society will change in the future, to ensure the transport system continues to provide benefits for customers and supports the social and economic needs of NSW.

Purpose: "To make NSW a better place by shaping and managing a connected transport system." Transport for NSW is responsible for regulating public passenger vehicle industries in NSW including:

- Issuing public passenger bus driver authorisations and bus operator accreditations.
 - enforcing compliance with standards and laws
- investigating complaints

1.10 What is the Office of Transport Investigations?

The [Office of Transport Safety Investigation](#) (OTSI) is an independent statutory body with responsibility for transport safety investigations into bus, rail and ferry incidents and accidents. The objective of OTSI is enhancement of transport safety. It does not apportion blame or determine liability.

Bus operators are required under the Regulation to report incidents and accidents (clause 88 of the Passenger Transport (General) Regulation 2017). OTSI determines the level of information required from bus operators on receiving notification of individual incidents and accidents.

OTSI releases public reports relating to incidents and accidents on the conclusion of investigations.

1.11 Fraud and Corruption Prevention Policy

Transport has a “**zero tolerance**” policy on fraud and corruption. Staff are not permitted to accept bribes or inducements (no matter how trivial these may be), to act dishonestly and they must act impartially as public officials. This includes deceit or an advantage gained by unfair means.

Transport will report to the Independent Commission Against Corruption (ICAC) or police any person who offers inducements or bribes to staff to act dishonestly.

2. Standards for granting Bus Operator accreditation

The standards for bus operator accreditation are the requirements that applicants must meet before bus operator accreditation can be issued. These standards are set out in Part 2 of the Regulation.

2.1 Accreditation standards (Part 2)

These standards apply whether or not the bus operator is also the authorised driver. A person or each partner in a partnership (or, in the case of a corporation, including an association or co-operative, the nominated directors and managers) wishing to be accredited to operate a bus service:

- a) Must be of good repute.
- b) Must be fit and proper.
- c) Must be able to meet and continue to meet the appropriate requirements in respect of:
 - i. Safety of drivers, passengers, and the public (be able to demonstrate knowledge and competence relating to the operation of a bus service.
 - ii. Financially viability; and
 - iii. Vehicle maintenance

2.2 How to satisfy the accreditation standards

2.2.1 Good repute

(Clause 7 (1) and (2) Passenger Transport (General) Regulation 2017)

There are specific standards for a person's reputation or whether the person is of good repute, in determining whether a person is of good repute Transport examines all the circumstances of a particular application to make an assessment. Each applicant is required to provide two references declaring his/her good repute.

The referee must:

- Be an adult who has known you for more than 2 years.
- Be willing to confirm your identity if we contact them.
- Not be any kind of relative, in a de facto relationship with you, or living at the same address as you.
- Not be your employee.

Note: A qualified accountant who provides a financial viability statement for a person or corporation applying for accreditation as an operator under the *Passenger Transport Act 1990* cannot provide a reference to your good repute.

The two (2) referees must advise, in a letter:

- Their full name and address.
- Their telephone number.
- How long they have known you.
- How they know you, for example, work colleague, family friend, neighbour

Their opinion of your character and reputations.

2.2.2 Fit and proper

(Clause 8 Passenger Transport (General) Regulation 2017)

An individual operator, or each partner in a partnership or a designated director and/or manager nominated by a corporation, as an applicant for bus operator accreditation must be a **fit and proper person** to carry on a bus service.

The applicant must declare in writing that they are aware of the following:

- a) accreditation will be refused if the applicant is disqualified, under Part 2D.6 (Disqualification from managing corporations) of the Corporations Act 2001, from managing corporations
- b) accreditation may be refused if the applicant (or a director or manager of an applicant corporation) has been the subject of proceedings under section 588G (Director's duty to prevent insolvent trading by company) or 592 (incurring of certain debts, fraudulent conduct) of the Corporations Act
- c) if the applicant:
 - i. is the director of a company that has been, or is in the course of being wound up, under Part 5.4 (Winding up in insolvency) of the *Corporations Act 2001*, or
 - ii. disclosed any convictions or charges in accordance with subclause (3).

In determining the applicant's fitness to be an accredited bus operator, Transport may make any investigation it considers appropriate into the winding up, disqualification, conviction or charge concerned.

The applicant must give written notice of the following:

- a) full details of all offences of which the applicant has been convicted (in any jurisdiction) at any time during the last five (5) years immediately preceding the date of application,
- b) full details of all alleged offences with which the applicant has been charged (in any jurisdiction) but only if, as at the date of the application, proceedings are pending in respect of the charge/s.

If there are no convictions or pending proceedings against the applicant, the applicant must provide a written statement to that effect.

2.2.3 Competent to carry on bus services

(Clause 9(1) & (2) Passenger Transport (General) Regulation 2017)

The applicant must demonstrate to the satisfaction of Transport that they possess the necessary knowledge and level of competency to operate a bus service. In particular, the applicant must:

- a) satisfy Transport that the applicant has knowledge of the following:
 - (i) the relevant provisions of the Act and the Regulation
 - (ii) other laws relating to traffic
 - (iii) The relevant provisions of the *Work Health and Safety Act 2011*
- b) undertake and successfully complete (or pass an examination in respect of) a training course relating to the operation of the bus service approved by Transport and conducted by a registered training organisation or higher education institution approved by Transport.

Applicants are required to meet the costs themselves for any training and examination.

The current approved course is:

- a) Bus Operator Accreditation Scheme – BOAS (on-line) Training Course.

For on-line registration and more information on the on-line course, please contact the Institute of Transport and Logistics Studies, University of Sydney, at [Bus and coach operator accreditation scheme - The University of Sydney Business School](#) or phone (02) 9114 1837, or email (preferred) Business.itlsInfo@sydney.edu.au

2.2.4 Financially capable

(Clause 10 Passenger Transport (General) Regulation 2017)

The applicant must be financially capable of carrying on a bus service.

Evidence of the applicant's financial standing is to be provided in the form of a signed statement from a qualified accountant (other than an employee of the applicant) on the accountant's business letterhead (original document only) containing the following:

- a) a report on the applicant's financial capacity to carry on the relevant service, with specific reference to the applicant's financial ability to meet the requirements of this Regulation and other relevant laws as to:
 - (i) vehicle maintenance and roadworthiness
 - (ii) the safety of drivers, passengers and the public, and
 - (iii) the operation of the business,
- b) a statement specifying the number of public passenger vehicles that, in the opinion of the accountant, can be accommodated by the service proposed to be carried on by the applicant,
- c) if the applicant is a corporation – a statement of the accountant's opinion as to the solvency and general financial standing of the corporation.

For the purpose of clause 10, “**qualified accountant**” means:

- (i) a member of CPA Australia who holds a Public Practice Certificate issued by CPA Australia,
or

- (ii) a member of the Institute of Chartered Accountants Australia and New Zealand (CA ANZ), who holds a Certificate of Public Practice issued by that institute, previously known as Institute of Chartered Accountants in Australia or
- (iii) a member of the Institute of Public Accountants who holds a Professional Practice Certificate issued by that Institute.

(Please note the above is a legal definition and cannot be amended or departed from.)

Note: Accountants should note that they are only asked to comment on the applicant's current financial capability and are not expected to make an assessment or projection of their client's future financial situation. Accountants are not being asked to comment on the managerial or technical competence of applicants to run a public passenger service, but rather whether they believe an applicant has the financial ability to meet the normal operating expenses of running the number of public passenger services nominated.

The statement on the financial capacity of the applicant cannot be provided by an accountant employed by the applicant.

2.2.5 Access to maintenance facilities

(Clause 11 Passenger Transport (General) Regulation 2017)

The applicant must have access to adequate maintenance facilities for the vehicles intended to be used to provide the relevant service.

The applicant must provide full details of the premises at which the vehicles will normally be kept when not in use.

2.2.6 Council approval

(Clause 12 Passenger Transport (General) Regulation 2017)

An applicant for accreditation to carry on a bus service by means of one or more buses must also provide a copy of an approval letter from the relevant council to keep those buses at the premises specified.

This requirement does not apply in the case of an application for renewal of accreditation by a person who was an accredited operator on 1 September 2007.

3. Procedures for applying for Bus Operator accreditation

The procedures in this section have been developed in accordance with section 8 of the Act for the purpose of dealing with applications for bus operator accreditation.

In making an application for accreditation as an operator of a bus service, the applicant must provide answers to all questions in the application form truthfully. If the applicant has not been truthful in the application, accreditation may be refused or cancelled at a later date.

3.1 Accreditation application procedures

The applicant must have:

- a. read and understood the criteria, conditions and procedures for accreditation as outlined in this package.
- b. successfully completed the [Bus Operator Accreditation Scheme-BOAS \(on-line\) Training Course](#) within the last 2 years and provided evidence, via a training certificate or to have been a

Transport recognised designated director/manager (for any accredited bus operator) within the last 2 years (even if having done the course greater than 2 years ago);

- c. completed the online application form which can be found at [Applying for bus operator accreditation | Transport for NSW](#)
- d. sign the application form declaring that they have:
 - I. answered all the questions truthfully
 - II. understood the requirements applying to accredited bus operators.
 - III. given permission to obtain any relevant criminal record information about the applicant held by any law enforcement agency for the purpose of considering whether the applicant is a person of good repute and in all other respects a fit and proper person to operate a bus service.
 - IV. understood and will comply with the conditions of being accredited as a bus operator.
- e. attach the following documents to the application form:
 - I. good repute references from two (2) people who have known the applicant for at least two (2) years.
 - II. a financial statement from a qualified accountant (other than an employee of the applicant, as detailed in section 2 of this document) on an original official letterhead indicating that they have examined the applicant's financial records and are satisfied, in their opinion, that they are financially capable of carrying out bus services (the financial statement must also clearly state the number of buses that can be operated)
 - III. if the applicant is a corporation, an additional statement from the qualified accountant as to the solvency and general financial standing of the corporation,
 - IV. a statement on letterhead from the local government planning authority (Council) or a copy of the Development application or Development consent acknowledging the number of buses and approving the use of the premises specified within the application for the purposes as stated in the application,
 - V. a signed statement declaring any bankruptcy, criminal or civil convictions, or charges pending,
 - VI. a copy of company extracts from Australian Securities and Investments Commission (ASIC) and a letter from Transport Contracts section stating that the company is in the process of novating or obtaining a contract (only if you are applying for Regular Passenger Service),
 - VII. a signed lease arrangement with the owner of the property showing the address of the depot.
 - VIII. a signed statement declaring any convictions under relevant companies' legislation, and
 - IX. payment can be made over the phone by visa or Mastercard or Electronic Funds Transfer being the non-refundable fee for consideration of the application.
- f. Complete and submit the application form [online](#).

3.2 Assessment of applications

Applications for bus operator accreditation are reviewed to ensure that all information and documentation is provided.

If more information is needed from the applicant, or if the documentation is not correct, or the required documentation/information is not included in the application, the applicant will be contacted on the phone number, email or at the address included in the application to request the documentation/information.

3.3 Are there any special requirements for corporations?

Corporations **must** nominate one or more directors or managers, to be responsible for the day-to-day operations of the bus service, as 'designated managers'.

If the designated manager/director of an accredited bus operator changes for any reason, an [application for Nomination of Designated Manager/Director form](#) must be completed and submitted for assessment. Each nomination must provide references, and any other documentation as required, including evidence of completion of the [Bus Operator Accreditation Scheme-BOAS \(on-line\) Training Course](#) within the last two years or to have been a Transport recognised designated director/manager (for any accredited bus operator) within the last two years (even if having done the course greater than two years ago).

An organisation's accreditation is automatically suspended if there is no designated director or manager. This would happen when, for example, the designated people resign, are dismissed, or are on holidays, in hospital or dispose of their interests in the company.

3.4 Important note

The obligation is on the applicant to provide evidence that they comply with the standards for accreditation. An application will be refused if the applicant is not able to demonstrate that they are able to meet all accreditation standards.

All fees associated with the required training program or competency assessment, obtaining financial statements from qualified accountants and evidence of good repute are to be met by the applicant.

A fee applies for consideration of an application for accreditation of a new bus operator or renewal of existing operator accreditation. The operator accreditation application fee is not refundable if the application is refused.

If the application has not been finalised within six (6) months, a new application will need to be submitted, and a new application fee paid.

4. Conditions of Bus Operator accreditation

To remain accredited a bus operator must meet all conditions of accreditation. These conditions are prescribed by the Passenger Transport (General) Regulation 2017 and pursuant to sections 9B, 9C and 9D of the Act. There is a potential fine of up to \$110,000 if they are breached.

The Act allows Transport to vary or impose additional accreditation conditions, and if additional accreditation conditions are applied, they will have the same force as conditions already established under the Act and the Regulation.

An accredited bus operator will be required to meet any new conditions of accreditation, as provided for in the Regulation.

Accredited bus operators will be notified in writing of any changes to the conditions of accreditation.

4.1 Accreditation conditions

4.1.1 Safety of drivers, passengers, and the public

(Clause 15 Passenger Transport (General) Regulation 2017)

The bus operator must ensure that:

- a) the vehicles used to provide the service at all times meet the requirements of the law as to registration and vehicle safety and roadworthiness, and
- b) Each person engaged to drive any bus to provide the service:
 - i. holds an appropriate driver licence, and
 - ii. holds an appropriate driver authority.

4.1.2 Changes to information provided

(Clause 18 Passenger Transport (General) Regulation 2017)

The bus operator must notify Transport in writing of any of the following changes no later than seven (7) days after the change:

- i. a change of address of the premises, from which the bus service is carried on,
- ii. a change of address of the premises at which the buses are kept.

Operators wishing to change their nominated depot address must also supply a copy of the approval letter, from their relevant council, to store the number of buses they are accredited for.

Operators leasing a depot must supply a signed lease arrangement with the owner of the property showing the address of the depot.

Note: An operator must have approval from Transport first prior to operating from the new depot address.

4.2 Other obligations

4.2.1 Records relating to operation of buses

(Clause 19 Passenger Transport (General) Regulation 2017)

A person who is or has been the accredited operator of a bus service:

- a) must keep in the English language any record required to be kept by the person under the Act or this Regulation in a form that is capable of being audited, and
- b) unless otherwise provided by this Regulation, must retain the record for a period of at least five (5) years after the date of the last entry in it, and
- c) must, on demand by an authorised officer, produce the record in written form for inspection, and
- d) must, if required by Transport in writing to do so, deliver the record to Transport when required.

4.2.2 Operator training

(Clause 20 Passenger Transport (General) Regulation 2017)

An accredited bus operator must, whenever reasonably required to do so by Transport, undertake and satisfactorily complete (or pass an examination in respect of) a course, or refresher course, relating to the operation of the bus service as is approved by Transport and conducted by a registered training organisation or a higher education institution approved by Transport.

Transport may:

- a) suspend an accreditation issued to an accredited bus operator pending the satisfactory completion of (or the passing of an examination in respect of) such a course: or
- b) determine (either generally or in a particular case) that an accreditation issued to an accredited bus operator will be renewed only on the satisfactory completion of (or on the passing of an examination in respect of) such a course.

4.2.3 Records of drivers

(Clause 21 Passenger Transport (General) Regulation 2017)

The accredited bus operator must keep a record in written or electronic form of the following particulars for each person who drives the bus used to provide the service while the vehicle is being used for that purpose:

- a) the person's full name and residential address,
- b) the dates and times during which the bus was driven by the person,
- c) the person's driver authority number (that is, the number allocated by Transport and displayed on the person's driver authority card) and the date of expiry of the person's driver authority card,
- d) the person's driver licence number and the date of expiry of the licence.

4.2.4 Vehicle insurance

(Clause 22 Passenger Transport (General) Regulation 2017)

An accredited bus operator (unless otherwise advised by written notice by Transport) must ensure that there is maintained one or more policies of insurance providing cover of at least **\$5,000,000** for each bus used to provide the service against liability in respect of damage to property caused by or arising out of the use of the bus.

The policies must be issued by a corporation authorised under the Insurance Act 1973 of the Commonwealth to carry on insurance business.

An accredited bus operator must provide an authorised officer, on request, with evidence that the policies of insurance are current.

Operators who borrow or rent buses, rather than own them, are also to ensure that the requisite insurance policies are held.

4.2.5 Evidence of accredited bus operator's continuing financial capacity

(Clause 23 Passenger Transport (General) Regulation 2017)

An accredited bus operator must, on written request by Transport and within the time specified in the request, provide evidence, in the form specified in clause 10(2) of the Regulation, of the operator's continuing financial capacity to carry on the relevant service.

Note: Transport may, having regard to the purposes of accreditation, at any time vary, suspend or cancel a person's accreditation.

4.2.6 Bus operators to notify detrimental change in driver's medical condition

(Clause 24 Passenger Transport (General) Regulation 2017)

If the bus operator becomes aware of any apparent change in the physical or mental condition of a driver of a bus operated by the operator that may detrimentally affect the driver's ability to drive safely, the operator must furnish written details of the apparent change within 48 hours after becoming aware of it to DA.Medicals@transport.nsw.gov.au.

4.2.7 Management of bus services

(Clause 25 Passenger Transport (General) Regulation 2017)

An accredited bus operator must not suffer or permit any person other than:

- a) a designated director or manager (if the accredited operator is a corporation), or
- b) another accredited operator (if the accredited operator is not a corporation),

to operate, manage, supervise, or administer the bus service (except for, in the case of a corporation, a person appointed under any law to manage the affairs of the corporation).

4.3 Special provisions

4.3.1 Buses to show accreditation details

(Clause 78 (2) Passenger Transport (General) Regulation 2017)

The bus must display the following information:

- a) the name under which the accreditation for the bus service in which the bus is normally used is held,
- b) the accreditation number allocated to the operator in respect of that bus service,
- c) the location of the depot at which the bus is normally based. (Clause 78 (3) Passenger Transport (General) Regulation 2017)

The information must be displayed as follows:

- a) on the front nearside or offside panel of the bus,
- b) as far forward as possible (forward of the wheel arch, if possible),
- c) in English in BLOCK (CAPITAL) letters at least 50 millimetres high,
- d) in such a manner as to be clearly readable from a distance of 5 metres. (Clause 79 Passenger Transport (General) Regulation 2017)

The operator of a bus service must ensure that each bus used in the service is fitted with a device suitable for holding the driver authority card in such a manner as to enable the driver to display the card as required by clause 92.

4.3.2 Management information system

(Clause 80 Passenger Transport (General) Regulation 2017)

A bus operator must maintain the following records:

- a) a fleet register, that includes the vehicle identification number, fleet number (if allocated) and registration details of each vehicle in the fleet,
- b) a register of insurance details of each vehicle in the fleet,
- c) maintenance record of each vehicle in the fleet,
- d) records under Transport Heavy Vehicle Inspection Scheme in relation to each vehicle in fleet,
- e) copies of drivers' vehicle defect reports,
- f) a register of reports of accidents involving vehicles in the fleet,
- g) details of accidents involving vehicles in the fleet,
- h) a complaint register detailing all complaints received in respect of the bus service and the action taken in respect of each complaint.

A sample set of Management Information System template documentation is provided at [Appendix 3 - Sample Bus Operator accreditation documentation](#).

<https://www.transport.nsw.gov.au/system/files/media/documents/2025/bus-sample-operator-accreditation-documentation.pdf>

4.3.3 Information in buses

(Clause 85 Passenger Transport (General) Regulation 2017)

The bus operator must display the following information inside the bus while the bus is being used to provide the service

- a) a summary of the rights and obligations of passengers,
- b) brief details (including a telephone number) as to how complaints relating to the bus services might be made.

The information must be:

- a) approved by Transport, and
- b) displayed in a position where it may easily be read by passengers.

4.3.4 Buses to be clean and tidy

(Clause 86 Passenger Transport (General) Regulation 2017)

The operator must not allow a bus to be used in the service unless the bus is clean and tidy.

4.3.5 Audit

(Clause 90 Passenger Transport (General) Regulation 2017)

Transport may require an operator of a bus service, at regular intervals or at any particular time, to undertake (at the operator's expense) an audit of such of the operator's records and bus operations as Transport may specify.

An operator for whom a requirement is made under clause 90(1):

- a) must cause the audit to be carried out in accordance with Transport requirements, and

- b) must submit the audit to Transport within the period, or by the date, specified by Transport.

Transport may require any one or more of the audits under this clause to be carried out by an auditor, or by an auditor from a class, approved by Transport.

Note: Section 9 of this package, “Operator Accreditation Compliance Auditing performed by Transport” details the Audit requirements including the Annual Self-Assessment, Independent Auditing and Transport Audit Performance.

4.3.6 Bus operator to display sign showing maximum number of passengers

(Clause 95 Passenger Transport (General) Regulation 2017)

The operator must ensure that there is displayed on all buses, in a conspicuous position on the outside of the rear of the bus and in letters at least 25 mm high and of proportionate breadth, the number of passengers authorised to be carried on the bus, seating and standing respectively.

4.4 Miscellaneous

4.4.1 No touting or soliciting for passengers or hirings

(Clause 233 Passenger Transport (General) Regulation 2017)

A person must not tout or solicit for passengers for, or for a hiring of a public passenger vehicle.

The operator of a bus must not, by the operator's or driver's employee, agent or contractor, tout or solicit for passengers for, or for a hiring of, a public passenger vehicle.

Very high penalties apply for a breach of this clause within the Sydney Airport precinct.

4.4.2 False advertising

(Clause 234 Passenger Transport (General) Regulation 2017)

A person must not advertise, or otherwise represent, that the person:

- a) is accredited under the Act to carry on a public passenger service of a particular kind, or
- b) holds an authority of a particular category under the Act unless the person is so accredited or authorised.

4.4.3 Change of name or address of operator

(Clause 235 Passenger Transport (General) Regulation 2017)

An accredited bus operator who changes his or her (or, in the case of an accredited operator that is a corporation, its) name or residential address must, within seven (7) days after the change, give written notice of the change and of the new name or address to Transport.

They must also provide evidence of change of company details by submitting a copy of their company extract from ASIC. For individual operators you are required to submit a copy of your change of name or marriage certificate issued by Births Deaths and Marriages.

4.5 Safety conditions - general obligations

4.5.1 Vehicle maintenance (see also section 4.2.7)

(Clause 16 Passenger Transport (General) Regulation 2017) (1)

The operator must have, and adhere to, vehicle maintenance plan that:

- a) is consistent with the maintenance standards of the manufacturer of the buses used to provide the service, and
- b) specifies the steps to be taken to ensure that the buses are roadworthy, and
- c) specifies the way in which the buses are to be maintained, and
- d) specifies the way in which defects are to be recorded and rectified, and
- e) is capable of being audited.

The operator must not carry out maintenance on, or repairs to, a bus used to provide the service and must not permit any other person to do so, unless the person carrying out the maintenance or repairs is licensed under the Motor Dealers and Repairers Act 2013 to carry out the work concerned, even if they are not required by that Act to be licensed.

For the purposes of clause 16 (4), maintenance and repairs do not include the following:

- a) adding approved oils or other fluids to engines, transmissions, differentials, power steering reservoirs, windscreen washer reservoirs, master cylinders, radiators, or batteries
- b) changing engine, transmission, and differential oils
- c) changing engine oil filters and fuel filters
- d) carrying out general lubrication
- e) changing spark plugs
- f) changing wheels and tyres
- g) changing light bulbs
- h) replacing seats and floor coverings
- i) replacing external rear vision mirrors.

4.5.2 Condition of buses

(Clause 17 Passenger Transport (General) Regulation 2017)

The bus operator must ensure that the interior, exterior and fittings of the buses used to provide the service are, at all times during which the buses are being used to provide the service, clean and undamaged and (in the case of fittings) duly fitted, securely in place, in good condition and fully operational.

The interior, exterior and fittings of a bus include the following:

- a) the vehicle body and the door panels
- b) the wheels and the bumper bars

- c) the trim
- d) the seats, seat covers and floor covers
- e) the interior lights
- f) any device or equipment that is fitted to the vehicle (whether or not it is required by or under the Act to be fitted).

4.6 Other obligations

4.6.1 Bus operator not to permit vehicle subject to non-compliance notice or non-compliance label to be driven

(Clause 26 Passenger Transport (General) Regulation 2017)

An accredited bus operator must not permit a bus used to provide the relevant service to be driven if:

- a) the expiry date or expiry time of a non-compliance notice issued to the operator, or a non-compliance label affixed to the vehicle has passed, or
- b) the operator is aware that a non-compliance label has been unlawfully removed from the vehicle.

4.6.2 Special provisions (a) Vehicle defect reports

(Clause 81 Passenger Transport (General) Regulation 2017)

The bus operator must make available in respect of each bus in the fleet, a blank vehicle defect form for each day that the bus is used in the provision of the service. If the driver of the bus identifies a defect, the driver must fill in the form as appropriate at the end of the driver's period of driving the bus.

The completed form must be returned to the operator of the bus service, in accordance with the relevant procedures established by that operator, as soon as practicable after the bus's last journey on the day to which the form relates (or, in the case of a service that extends beyond midnight on any day, on the following day).

A sample Management Vehicle Defect Report is at Form 5a and 5b of the Management Information System [Appendix 3 Sample Bus Operator Accreditation Documentation-documentation.pdf](#)

4.6.3 Notification of accidents and incidents

Clause 88(1) Passenger Transport (General) Regulation 2017)

When an operator becomes aware that a bus being used to provide the service has been involved in an accident or incident must notify Transport of the accident or incident, in accordance with this clause, if the accident or incident:

- a) resulted in any injury to any person, or
- b) prevented the vehicle from continuing the journey, or
- c) is, in the reasonable opinion of the operator of the service, otherwise likely to arouse serious public concern. Clause 88 (2) Passenger Transport (General) Regulation 2017

A notification required by subclause 88(1):

- a) must be given within three (3) days after the operator becomes aware of the accident or incident concerned, and

- b) must be given in a form approved by Transport for NSW.

Clause 88 (3) Passenger Transport (General) Regulation 2017

An operator who becomes aware that a bus being used to provide the service has been involved in an accident or incident must notify the Chief Investigator of the accident or incident, in accordance with this clause, if the accident or incident:

- a) involved or resulted in any one or more of the following
 - I. A person being injured,
 - II. the driver of the bus being incapacitated,
 - III. a mechanical or electrical fire or an explosion on the bus,
 - IV. a failure of the steering or brakes of the bus,
 - V. a bus being in motion while not under the effective control of a driver,
 - VI. the bus being unable to continue its journey,
 - VII. a person being caught in the doors of the bus and being dragged by the bus, or
- b) is, in the reasonable opinion of the operator of the service, otherwise likely to arouse serious public concern.

(Clause 88 (4) Passenger Transport (General) Regulation 2017) A notification under subclause (3):

- a) must be given immediately the operator becomes aware of the accident or incident concerned, and
- b) must be given by telephone or by such other means as the Chief Investigator may reasonably require, and
- c) must include such details of the accident or incident as the Chief Investigator may reasonably require.

(Clause 88 (5) Passenger Transport (General) Regulation 2017)

Transport and the Chief Investigator are to provide each other with access to the details of any notification given under this clause including access to any telephone recording that may have been made.

The procedure for accredited bus operator reporting accidents and incidents is at [Bus Incident Management Database Manual](#)

To streamline these reporting requirements, Transport has developed an “on-line” bus incident reporting facility, the Bus Incident Management Database. The Database has been developed by Transport for NSW in consultation with the bus industry, OTSI and the NSW Police Force.

Bus operators can use the Bus Incident Management Database to report bus incidents to Transport for NSW, OTSI and PAL simultaneously without having to complete different forms with the same information. In addition, the Database provides bus operators with the ability to update and review all incidents that they have reported.

The Bus Incident Management Database will also be used by:

- The Office of Transport Safety Investigations (OTSI)
- The NSW Police Force

To access the Bus Incident Management Database, you **must register** with Transport for NSW and be issued with a username and password.

1. Go to the following address: [Transport for NSW Services Portal -Portal](#)
2. Click the 'REQUEST ACCOUNT' link.
3. The 'Request Access' screen will appear. Select 'I WORK FOR A TRANSPORT OPERATOR'
4. Complete the 'Request new Operator User Account' form – all fields are mandatory

For detailed instructions on registering for the database refer to the:

1. [Quick Reference Guide](#) for help on registering and
2. Setting up [Muti-factor authentication](#) to access the Transport applications.

For further assistance please email us at BIM@transport.nsw.gov.au. The Bus Incident Management Database Manual on the Transport for NSW website provides information on how to use the Bus Incident Management Database.

4.6.4 Passengers to be notified of requirement to use seatbelts in buses

(Clause 89 Passenger Transport (General) Regulations 2017)

The bus operator must take reasonable steps to ensure that every passenger on a bus operated by the operator is made aware that the passenger is required to wear a seatbelt (if fitted) in the bus unless the passenger is exempt from that requirement under rule 267 of the *Australian Road Rules*.

Steps that may be taken under this clause include (but are not limited to) the following:

- a) putting up signs inside the bus,
- b) arranging for the driver of the bus to notify passengers (for example, through a public address system on the bus or by means of a recorded audio message or video).

4.7 Miscellaneous

4.7.1 Non-compliance labels and notices

(Clause 232 (5) Passenger Transport (General) Regulation 2017)

A person must not remove a non-compliance label from a vehicle unless the person is an authorised officer (or is authorised in writing to do so by an authorised officer)

4.8 Safety requirements

The Act requires all accredited bus operators providing public passenger services to implement a Safety Management System (SMS). The SMS is designed for accredited bus operators to assess risks and develop procedures to manage identified risks. It also encourages bus operators to take responsibility for the safety of their operation and to ensure that staff employed to provide services are aware of the safety responsibilities in operating their accredited bus service.

A properly implemented SMS will provide clear procedures for ensuring your vehicles and operations meet the accreditation conditions. It will also require you to review, monitor and adjust your operational activities based on a safety culture and awareness as developed by your organisation. As well as being documented the SMS must identify any significant risks that have arisen or may arise from providing the service, including the carrying out of any associated transport safety work and specify controls that are to be employed by the operator to manage the risks and to monitor safety outcomes in relation to the provision of the service.

Your SMS could be a list of procedures (grouped under each of the headings as detailed in 5.9) in a folder or computer. Or, if your business has International Standards Organisation (ISO) certification, the SMS could be a computer produced manual similar to the company's Quality Assurance Manual. Please note that as a minimum the SMS must address each of the headings detailed within section 5.9.

4.9 General Safety Management System (SMS) guidelines

Accredited bus operators must have and maintain an SMS that complies with the Guidelines provided by Transport which can be located at [Safety Management System Guidelines for Bus and Coach Operators in NSW](https://www.transport.nsw.gov.au/system/files/media/documents/2022/boas-safety-management-system-guidelines.pdf)<https://www.transport.nsw.gov.au/system/files/media/documents/2022/boas-safety-management-system-guidelines.pdf>. The SMS is not a static document. It needs to be **constantly reviewed to ensure that it continues to meet the required guidelines**. The SMS will be audited by Transport on a regular basis.

As set out in the Guidelines the operator's SMS must include the following eight safety elements:

- 1) SMS Commitments and Objectives
- 2) SMS Management, Accountabilities, Responsibilities and Communication
- 3) SMS Hazard and Risk Management
- 4) SMS Process Documentation
- 5) SMS Transport Safety Employee Monitoring Program
- 6) SMS Training and Education
- 7) SMS Incident Management and Monitoring
- 8) SMS Audit and Evaluation

Transport's Safety Management System Handbook - [A Guide for Bus and Coach Operators May 2017](#) provides bus operators with further information on these requirements.

4.10 Vehicle Maintenance Management System (VMMS)

Vehicle Maintenance Management System (VMMS) is a critical area of bus accreditation and encourages bus operators to take more responsibility for servicing buses on a regular basis and ensuring buses are safe at all times. It also helps you manage your business more efficiently, partly because you will have clear procedures for ensuring your buses are well maintained, and partly because there will be reduced down time associated with breakdowns and unforeseen failures.

Accredited bus operators must ensure buses are well maintained so they meet all relevant safety standards. You will need to keep a record of the maintenance and servicing work done to each bus so you can prove the vehicles are safe at all times.

You must ensure all buses operated under the accreditation comply with the [Road Transport \(Vehicle Registration\) Regulation 2017](#) and the relevant Australian Design Rules (ADRs). These contain mandatory requirements for the safe design, construction and maintenance of heavy vehicles and buses.

It is up to you to decide how you are going to maintain your buses and to demonstrate that they are maintained in accordance with the manufacturer's standards. The critical thing is that you write down the method you use and explain how it works. This will be your Vehicle Maintenance Management System. You need to have documents that prove your methods work and your buses are well maintained. In part this means keeping records of all maintenance schedules and repairs. You must also be able to prove that you follow your written procedures.

At its simplest, your Vehicle Maintenance Management System Manual could be a list of procedures in a folder. Or, if your company has ISO certification, the Maintenance Management System Manual could be a computer produced manual similar to the company's Quality Assurance Manual.

You must have in place the following:

- 1) Fleet Maintenance Plan and Schedule
- 2) Manufacturers' Specifications
- 3) Maintenance Reports
- 4) Documented Procedures

The following elements make up the VMMS:

- 1) Daily checks of buses
- 2) Fault recording and reporting
- 3) Fault rectification and repair
- 4) Maintenance schedules and methods
- 5) Maintenance records and documentation
- 6) Responsibilities/accountabilities (refer: Safety Management System (SMS))
- 7) Internal review of systems (refer: Safety Management System (SMS))

The accredited bus operator must ensure that the following conditions are met on an ongoing basis to maintain accreditation status.

4.11 Drug and alcohol program

A condition of accreditation under the Act is the requirement for all accredited operators providing a public passenger service by means of one or more buses that the operator prepares and implements a drug and alcohol program for its transport safety employees (TSE) engaged in transport safety work (TSW) that remains compliant with the guidelines approved by the Director-General for Transport for the purpose of section 9C (1) (a) of the Act.

Bus operators are responsible for ensuring that risks to health and safety in the workplace are identified and assessed, then eliminated or controlled. These risks include those posed by the use of alcohol or other drugs.

An Operator Drug and Alcohol Program as set out within the Guidelines, [Drug and alcohol testing requirements for bus operators | Transport for NSW](#) promotes a consistent approach across the bus sector to managing the risks posed by drug and alcohol use. The Guidelines state the context in which drug and alcohol testing will take place but do not prescribe the basis of that testing or how it is to be administered.

The Drug and Alcohol Program an operator needs to implement should correlate to the size and resources of the operator. *Transport's Drug and Alcohol Handbook for Bus Operators* [Drug and alcohol testing requirements for bus operators | Transport for NSW](#) provides operators with further details of these requirements.

Section 9C(1)(b) of the *Passenger Transport Act 1990 and 2014 Act* also requires that operators ensure that all "transport safety employees" are not under the influence of alcohol or other drugs while carrying out or about to carry out transport safety work.

For the purposes of section 9C of the *Passenger Transport Act 1990 and 2014*, **Transport Safety Employee** means:

- an employee or a contractor of an accredited service operator who performs Transport safety work.
- a person who, without remuneration or reward, voluntarily and without obligation performs transport safety work for an accredited service operator.
- an individual who is an accredited service operator and who performs transport safety work

Transport Safety Work means any of the following classes of work:

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

Bus operator must notify test results.

It is a condition of accreditation of the accredited bus operator that the operator notify Transport within 48 hours after becoming aware that a test carried out under the *Passenger Transport (Drug and Alcohol Testing) Regulation 2010* indicates that a transport safety employee of the operator may have carried out transport safety work while:

- a) The prescribed concentration of alcohol (within the meaning of that Regulation) was present in the employee's blood, or
- b) Under the influence of alcohol or any other drug. Notification must be made using the notification form available at [PPS - Drug and Alcohol Testing - Test Notification Form](#)

4.12 Other requirements

4.12.1 Standees on buses

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

4.12.2 Runaway bus procedure

The operator must ensure that buses are safely and appropriately secured when parked and must provide drivers with a Standard Operating Procedure which shall include the following instructions:

- before leaving the driver's seat you must apply the park brake and check that it is correctly engaged,
- where a bus is fitted with an external door close control; you must use this to close the bus
- you must not close the bus doors by reaching keys, handles, switches levers or other controls from outside the bus through the driver's side window, and
- under no circumstances, should you access the bus controls via the driver's window.

The Operator will follow the safety instruction regarding the correct method of securing a bus as detailed in the “Runaway Buses” procedure, [Runaway Bus Information Alert 1/16](#) and [Runaway bus procedure-April 2025](#).

Additional requirements for regular passenger services

4.13 General requirements

4.13.1 Seating on buses for aged persons or persons with a disability

(Clause 68G Passenger Transport (General) Regulations 2017)

An operator may by appropriate notices, set aside seating on a bus for persons who are aged or have a disability.

4.13.2 Tickets to be processed

(Clause 77D(5) Passenger Transport (General) Regulation 2017)

The operator of a bus that is being used to provide a regular bus service must ensure that the driver of the bus is provided with facilities that enable the driver to sell tickets for journeys on the bus, unless the bus:

- a) is clearly designated as a bus on which only pre-paid tickets may be used, or
- b) is used to provide a free service

4.14 Special provisions

4.14.1 Destination signs on buses

(Clause 87 (1) Passenger Transport (General) Regulation 2017)

The operator must not use a bus to conduct a regular passenger service unless it displays a destination sign in accordance with this clause.

(Clause 87 (2) Passenger (General) Regulation 2017)

The sign:

- a) Must be displayed on the front of the bus, and
- b) Must show the route number and destination of the bus, and
- c) Must be capable of being illuminated

(Clause 87 (3) Passenger Transport (General) Regulation 2017)

This clause does not apply to or in respect of a bus that is being used principally to provide transport to school students pursuant to a contract with the Transport under the Act.

4.14.2 Procedures for managing school students' behaviour on buses

(Division 4 Passenger Transport (General) Regulation 2017)

An operator of a bus service is required to put in place procedures for managing school students' behaviour on buses. Transport has developed guidelines to assist operators in meeting this responsibility

The guidelines will be provided to accredited bus operators when they enter into contracts with Transport.

Operators are to be aware of Division 4 of the Passenger Transport (General) Regulation 2017 – Conditions of service contracts.

Refer to the Transport web site [Guidelines for managing school student behaviour on buses | Transport for NSW](#) for detailed information and about the Guidelines for Managing School Students' behaviour on buses.

4.14.3 Appointment of bus stops

(Clause 104 Passenger Transport (General) Regulation 2017)

An operator of a bus service may appoint bus stops, but only in accordance with a prior written approval of the roads authority for the road concerned.

4.15 Safety requirements

4.15.1 Security camera systems and duress alarm systems

(Clause 82 (1) Passenger Transport (General) Regulation 2017)

A bus operator who carries on a regular passenger service partly or wholly within the Metropolitan, Newcastle or Wollongong transport district or within the Central Coast local government area must ensure that each bus in the fleet is fitted with:

- a) an approved security camera system, and
- b) an approved duress alarm system

(Clause 82 (3) Passenger Transport (General) Regulation 2017)

Schedule 1 to the Regulation has effect in relation to any security camera system with which a bus is fitted (whether or not pursuant to this clause).

N.B. Approved in relation to a duress alarm system and a security camera system means complying with the requirements established for the time being by the Transport by order published in the Gazette.

4.16 Additional requirements for long distance, tourist and charter services

4.16.1 General requirements

4.16.2 Timetables

(Clause 83 Passenger Transport (General) Regulation 2017). (Long Distance Services only)

The operator of a long-distance bus service must ensure that the timetable for the service can reasonably be met without any need for buses to break any relevant speed limits.

The operator of a long-distance bus service must, on request by Transport, provide a copy of the timetable for the service so that the timetable may be checked to ensure that it complies with this clause.

4.16.3 Manifest of passengers

(Clause 84(1) Passenger Transport (General) Regulation 2017)

The operator of a **long-distance, tourist or charter** service that is provided by means of buses must provide to the driver of each bus concerned, for each day that the bus is used to provide service, a manifest of passengers that complies with this clause.

(Clause 84 (2) Passenger Transport (General) Regulation 2017)

The manifest must contain the following information in respect of each passenger:

- a) the passenger's name
- b) contact details (such as an address and telephone number) for the passenger
- c) the date and time that the passenger is due to board the bus
- d) the seat number (if any) allocated to the passenger

(Clause 84 (3) Passenger Transport (General) Regulation 2017)

The driver of the bus must return the manifest to the operator as soon as practicable after the completion of the relevant journey.

(Clause 84(5) Passenger Transport (General) Regulation 2017)

This clause does not apply in respect of a bus that:

- a) is being used only within a radius of 40 kilometres from its usual depot, or
- b) is being used for a charter service, but only if the operator of the bus maintains records for 60 days after the bus is used for any such service that include the name, address and telephone number of the person that chartered the bus, the date and time of the charter and the telephone number of a responsible passenger on board the chartered bus.

4.17 Safety requirements

Monitoring of journeys undertaken by Long Distance, Tourist and Charter Services. Accredited Operators providing a public passenger service for 13 passengers or more, are required to have a Vehicle Monitoring Device (VMD) fitted to their vehicle. Operators who provide a public passenger service using regular routes and timetables under a Passenger Service Contract between the accredited bus operator and Transport, are exempt from this requirement.

The *Road Transport Act 2013* details the requirements of fitment and the use of VMDs. Information on Vehicle Monitoring Devices and the NSW legal requirements on how to use them can be found at [Vehicle monitors | NSW Government](#)

5. Renewal of Bus Operator accreditation

5.1 Renewal procedures

Accredited operators will be notified in writing that their accreditation is due for renewal, how much the renewal fee will be and the documents to be attached to the application for renewal.

Operators may be required to comply with any new accreditation standards, and/or sit for additional assessment of the competencies required of bus operators before their renewal is granted.

If the accreditation standards are not met, the accreditation cannot be renewed by the due date and will lapse. Operators will have 6 months to renew their accreditation; however, they will not be able to operate in the interim. After 6 months operators will be required to apply for a new accreditation. This means that operators have to undertake and satisfactorily complete an approved training program or otherwise meet the bus operator competency standards to again gain accreditation.

Bus operators should ensure that the renewal application form together with the appropriate payment is made before the due date.

5.2 Assessment of Renewal Application

Applications for the renewal of bus operator accreditation will be assessed, and a new accreditation certificate will be issued for the term of renewal (3 years). Operators need only lodge a renewal form, and the payment required.

6. Refusal, variation, suspension or cancellation of Bus Operator accreditation

If an application for bus operator accreditation is refused the applicant will be notified of the decision and the reasons for the decision in writing. The applicant will also be notified of any rights of appeal against a decision to refuse an application for accreditation.

If an existing accreditation is cancelled, suspended, or varied, or a condition is imposed the operator will be notified of the decision and the reason for the decision in writing. The operator will also be notified of any right of appeal against the decision.

If the applicant is dissatisfied with the decision, they may request an internal review of the decision by Transport. An internal review form will be sent out with the letter of refusal, variation suspension or cancellation. If the applicant is not satisfied with the outcome of the internal review, then the applicant may appeal to the NSW Civil and Administrative Tribunal (NCAT) to externally review the decision.

Alternatively, applicants may apply directly to the NSW Civil and Administrative Tribunal to have the decision reviewed without first going through an internal review but may need to seek the leave of the Tribunal (which may require the proceedings be delayed until an internal review is conducted).

An applicant should contact the NSW Civil and Administrative for further guidance on making an application for external review.

Bus operator accreditation may be refused, varied, suspended, or cancelled under, but not limited to, the following situations:

- I. The operator's criminal or business history is unsuitable
- II. The operator has failed to comply with a service requirement imposed by the service contract
- III. The operator has failed to comply with an accreditation condition
- IV. The operator has failed to pay a financial sanction imposed by Transport or a court
- V. The operator has engaged in conduct that is in violation of the Regulation or the requirements to provide bus services.
- VI. Continued non-compliance with the Act, Regulation or Accreditation Standards
- VII. Financial viability

- VIII. Failure to rectify issues brought to the operator's attention by Transport
- IX. Failure to provide Transport with the annual self-assessment reports and or independent audits.

7. Operator accreditation compliance auditing performed by Transport

The bus operator accreditation system (BOAS) audit program includes the following phases:

1. an assessment on entry/application for accreditation.
2. an Annual Self-Assessment Report (ASAR) found at [NSW Bus Operator Accreditation - Annual Self-Assessment Report \(ASAR\)](#) must be completed by each accredited operator and submitted on an annual basis. The Self-Assessment provides up to date information about your bus accreditation. It allows you to notify Transport of any deficiencies within your Bus Operator Accreditation and provides Transport with the ability to help rectify any such deficiencies (rather than leaving them for auditors to identify). It is also a 36 OFFICIAL declaration that the Operator is abiding by the required conditions. This process is designed to improve bus operator safety.
3. an **independent audit** is required to be completed within the first year of operating and then every three (3) years or as otherwise determined by Transport. This audit is carried out by an independent auditor. This audit is required by operators to gain renewal of their accreditation. The Audit focuses on all aspects of bus operator accreditation including the SMS and its on-going upkeep. If the audit determines your BOAS, including your SMS, is not compliant you may be asked to improve your systems before your accreditation is renewed. If the audit determines that your operation is in serious breach of accreditation conditions your accreditation may be varied, suspended or cancelled.

Independent audits must only be carried out by approved auditors. A list of those auditors can be found at [Audits and BOAS certified auditors | Transport for NSW](#).

4. Random and targeted audits are carried out by Transport (*Clause 90 Passenger Transport (General) Regulation 2017*)

While BOAS audits are undertaken by independent auditors on a three yearly basis, Transport also has the power to undertake random or targeted audits of bus operators at any time.

8. Other Acts and Regulations that Accredited Operators should be aware of

8.1 Heavy Vehicle (Fatigue Management) National Regulation (NSW) 2013

This [Regulation](#), amongst other things, deals with the driving hours applicable to bus drivers as well as the rostering and scheduling of bus drivers and work for bus drivers to complete.

8.2 Road Transport (General) Regulation 2013

This [Regulation](#), amongst other things, deals with school bus warning signage and school bus lights, bus door safety systems, safety padding, field of view system, speed limiters and monitoring devices.

8.3 Road Rules 2014

[Road Rules 2014](#) The 'rules of the road', but also includes rules specific to - for instance - the use of bus stops, bus lanes, bus only lanes, and the management of buses on a road (e.g. turning lanes, bus traffic lights, long vehicle rules etc. etc.)

8.4 Road Transport Act 2013

This [Act](#), amongst other things, deals with the registration of public passenger vehicles. Accredited bus operators will be issued appropriate registration plates (either TV or MO) by Service NSW depending on the type of accreditation held. This Act also deals with vehicle monitoring devices.

8.5 Disability Discrimination Act 1992 (Commonwealth) (DDA)

This [Act](#), among other things, deals with accessible public passenger transport.

8.6 Work Health and Safety Act 2011 (WH&S)

This [Act](#) deals with the obligations of employers and employees at work

8.7 Environmental protection legislation

8.8 Local Government Act 1993

9. Other information

Obtaining additional information Transport publishes its documentation on the website at [Buses | Transport for NSW](#) which includes most information about operator and driver requirements.

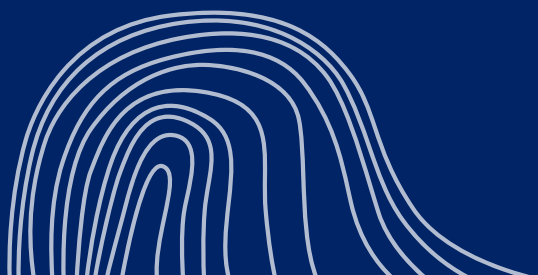
For enquiries regarding new Bus Operator applications, Bus Operator renewals or change of name or address please contact Program Support team.

Monday to Friday between 9.00am to 4.30pm

- Phone: (02) 8848 8700
- Email: BusApplications@transport.nsw.gov.au
- Fax (02) 8848 8797

If you require further information, education, or advice on safety issues — or need assistance identifying solutions to eliminate risks and hazards — please contact the Senior Operations Improvement Officer during business hours, Monday to Friday.

- Mobile: 0467 815 745
- Email: BusSafetyInformation@transport.nsw.gov.au



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