

Member Alert



EXECUTIVE DIRECTOR'S CORNER

Luran Huefner, Executive Director, Bus SA

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What will happen in 2018? Who knows!

The end of the year is nigh and it has been a rather hectic couple of months as we get a couple of initiatives up and running before the State Election to be held on 17 March 2018.

This is likely to be one of the least predictable elections in SA history, primarily due to the influence of Nick Xenophon's SA Best. The Queensland election from this past weekend shows that these types of contests, with a long list of candidates and parties, can deliver completely unexpected results. In Queensland the unexpected outcome

was how little influence One Nation actually had on the final result.

Do I see the outcome in SA differing from that in Queensland? Yes I do, although we cannot yet predict anything about how preferences will flow in SA. In Queensland there were a number of deals that saw how to vote cards direct preferences from LNP to ALP and vice versa, simply so that they did not flow to One Nation. This type of preference arrangement may not happen in SA – can you see the ALP preferencing Liberal candidates over SA Best? I'm not sure I can either. So all in all it's likely to be a complete hash up, and I'll call it now that there is close to no chance of any

party achieving a majority. This means that the party with the largest number of seats is likely to be the party that forms government.

This makes it even more important that we invest time and effort into providing all candidates a greater level of knowledge about our sector and what it can do for the State in moving people. Recently you will have received the Moving People SA 2025 Agenda that was approved at our recent Board Meeting. I again encourage you to familiarise yourself with its content and spread the word with your local MP whenever and wherever you get the chance.

Board Meeting and AGM

At the Board Meeting in late October the Board discussed our future approach to the election and as mentioned above approved our policy platform. Other issues discussed were a membership drive, with benefits provided by our partners SURA and Bus Finance Australia.

The Board also agreed to award Honorary Life Membership to Tony Townsend, who had left the industry as a result of the sale of his business to Peter Pickering's Bus Biz. This membership would enable Tony to remain connected to the Association, the industry and future policy directions. As a retired President and Life Member, Tony will be able to attend Board Meetings and other Association activities.

At the AGM, Stephen Nesbitt, Ben Romanowski, Maureen Sullivan and

Phil Walker were all returned to the Board. Ben Romanowski and Dean McGinty continued as President and Vice President respectively.

Port Pirie - RAC Trial

The State Government's funding for the trial of a Regional Accessibility Committee in Port Pirie commenced at the beginning of November. The RAC will undertake its work under the banner of Moving People Pirie. The main work of Moving People Pirie will be to connected travellers to trips, educate locals about mobility options and find ways to promote existing services. We are optimistic that we can fill the void between existing commercial (including taxis) and community services and get more Pirie residents on their way.

We are delighted to have appointed Michele Pole as the RAC Coordinator in Port Pirie. Michele is well connected around Port Pirie and her links are opening doors and opportunities. Moving People Pirie will be based in Spencer Gulf Coaches, and we thank Jared Kent for his support of the initiative, which includes him agreeing to act as Chair of the Committee itself. The Committee will be made up of local service providers and asset holders.

The RAC will undergo a media launch in early December, with a main launch in mid-January. I am investing a good amount of my time in getting this initiative running and I am more than happy to discuss its progress. I will update you all in future Member Alerts, but please feel free to call me if you have any questions.

Austbrokers Terrace

Bus SA is pleased to advise members that we now have a preferred insurance broker – Greg Thomas of Terrace Insurance Brokers. The following is some background on Greg:

I have been involved with Commercial/ Business Insurances for over 30 years, working as an Underwriter, Business Insurance Representative and Broker. I understand the Insurance needs of Business People.

I am empathetic to the plights and rewards of being in business and accept the challenge of finding the right Insurance solution for your particular situation. As an Insurance Broker, I am your advocate; not just to arrange the policies and take the premium, but to act for on your behalf, both in renewal negotiations and any claims settlements. I am your Risk Advisor.

I have managed the Insurances for Motor fleets of over 200 vehicles and insured office buildings worth over \$100m., but I am just as comfortable speaking to an owner/operator with one bus.

I welcome the opportunity to discuss your Insurances, at no obligation.'

Phone: 1800993519

Email: www.abterrace.com.au



THE TOWNSEND BUS TRAVEL STORY

TOWNSEND'S
BUS *travel*

LOCAL | INTERSTATE | INTERNATIONAL

The Townsend name has been involved in bus passenger transport since 1974 in the Riverland region of South Australia. Ted Townsend bought his first bus and contract from his sister in 1974 operating a Victorian run into South Australia. Over the next 15 or so years Ted and his wife Val grew the operation from a one bus to six. This involved some school contracts but mainly charter work.

In 1996 Tony came back into the family business having lived in Kalgoorlie WA and working locally in the earthmoving industry. Over the next 4 years the family business ventured into the tour market. It wasn't long before they were carrying Riverlanders all around Australia and overseas.

In 2000 Townsends bought out the other Renmark Bus business owned by the then Mayor Rod Thomas. This took the size of the fleet from 7 to 17 overnight. It also included a number of school contracts.

At the end of 2001 Tony and his wife Cherie made the decision to enter the bus industry themselves and bought the family business from Ted and Val. Over the following years Tony and Cherie purchased another local bus and a small tour business from Adelaide. However it was the night of Friday 25th August 2006 that changed the business dramatically.

Tony left the office at 6.30pm and locked up for the night, however at 10.30pm he received a phone call from the local police to say that the office was on fire. As he arrived on the scene the whole office facility had been burnt out leaving only the outside structure. Over the next 48 hours they moved miracles and had a temporary office setup in a house in the town precinct. Over the next 12 months of total disruption they managed to build a new facility which was opened by Ted and Val in Dec 2007.

Not to rest on their laurels in 2008 Tony and Cherie bought the local bus business from Loxton bringing in another 14 buses. By this time the fleet had reached 28 with 30 employees.

2010 saw the start of the DECD school bus tender period. Over the new 5 years the Townsend fleet changed over to the new vehicles. The next few years saw a transitioning in the management of the Townsend business where Tony stepped back and bought in a new team to manage the day to day operations. Tony enjoyed the extra time to work on the business. It was during 2 day training course that Tony finally worked out why he was in business. Without going into detail google Simon Sinek TED talk what, how and WHY. It's worth a look.

In 2017 the year started as normal, however it won't finish as they'd expected. Throughout this year many negotiations have occurred that has resulted in the business selling to Peter Pickering of Swan Hill Bus Lines who will trade as Bus Biz. Peter has had a small operation in the Riverland for approx. 4 years however this acquisition now gives him a significant footprint in South Australia.

As for Tony well he will continue to host the tours for Bus Biz and tend to his grapes in his vineyard of Paradise Gully. He has a few other interests fermenting in the background that may come to fruition one day.





SURA NATIONAL ACHIEVER AWARD SA NOMINEE

We are pleased to advise that Michael Suto of Buslink SA was our nominee for the SURA Achiever Award at this year's BIC conference:

Raised on a live sheep export farming operation north of Adelaide, Michael Suto understands moving livestock. Though new to the industry, since gaining the position of General Manager Buslink SA he has worked out that sheep and people are not the same animal.... though some may disagree...

Working in the paddocks and shearing shed during school holidays, Michael completed his traditional schooling and found himself having a brief engagement with the Armed Forces. Moving back to Adelaide and obtaining work behind a bar he moved quickly into management positions but knew there was more. Looking further afield Michael purchased his first "pub" and over the next 20 + years successfully owned & operated other Hotels and various businesses.

Having been in the hospitality & service industries for a large period of time, Michael understands the importance of superior customer service. He appreciates individual or group needs and wants that outlines a framework to be filled with a product and the action required to supply; creating consumer confidence. Michael believes that maintaining current customer base and gaining new business through purpose, passion and the ability to deliver translates to operational success.

Installing these ideals into a new working environment can be a daunting task but Michael discovered that the bus industry was not dissimilar to his previous endeavours. He sees the bus industry providing safe reliable transport across all sectors; route, school, charter and tour with the operator's aim to make

a fair dollar. There are state and national bodies like Bus SA, BIC and APTIA providing platforms to unite and advance an industry to Governments and in challenging times of change. Michael also notes the camaraderie amongst all groups within a competitive market; operators and suppliers competing against but also helping each other to keep the bus industry vibrant and sustainable.

From sheep to people, Michael feels privileged to have become involved in this rewarding industry.



MEDIA RELEASE

SURA brand expands with inclusion of additional underwriting agency

SURA, a leading group of specialist underwriting agencies, has added to the expanding SURA-branded family of businesses with the inclusion of additional agency SURA Australian Bus and Coach.

Formerly known as ABC Underwriting, SURA Australian Bus and Coach provides bus and coach owners and operators with tailored insurance for their vehicles, depots and businesses.

Operating since 1979, the Melbourne-based team has become a trusted partner to the industry Australia-wide, from individual and small bus operations to large corporate and government fleets.

SURA managing director, Angie Zissis, said SURA Australian Bus and Coach was a welcome addition to the growing family of SURA-branded agencies and complemented the existing SURA suite.

“We have purpose built a specialist underwriting proposition at SURA that brings together complementary agencies who understand their niche industry’s better than anyone else.”

“SURA Australian Bus and Coach’s specialist team, industry-specific products and commitment to service is absolutely second to none, and we’re proud to bring them into the SURA fold,” he said.

Matt Etheredge, SURA Australian Bus and Coach national manager, said the SURA brand name was part of the continued evolution of a business which has always aimed to improve for its end customers.

“We’ve been in this business for a very long time, and our bus and coach clients and their insurance brokers have always expected us to improve our proposition. That’s why insurance brokers choose us,” he says.

“SURA Australian Bus and Coach’s promise to clients will remain the same. We’ll be providing our bus and

coach owner and operator clients with the same broad, tailored cover they know and love.

“For brokers, our new name is a symbol of our willingness to innovate, embrace change and push the boundaries of underwriting best practice, so we can give them an edge in a competitive market.”

Agencies forming part of the SURA-branded family include SURA Hospitality, SURA Professional Risks, SURA Labour Hire, SURA Engineering, SURA Construction, SURA Film and Entertainment, SURA Marine, SURA Plant and Equipment and SURA Specialty.

FOR MORE INFORMATION CONTACT:

Denver Van Gramberg

Head of Sales and Marketing, SURA

(D) 02 9455 2056 (M) 0475 990 002

ABOUT SURA

We are specialist industry specialists. We don't try to be all things to all people – we focus on a core group of industries only, which we understand back to front. Our unique viewpoint affords us an intimate and invaluable understanding of industry-specific risk. This means we can give clients and their end customers complete security, purpose-built for them and them alone.

SURA is a group of specialist underwriting agencies. We develop products from the ground up to suit specialist needs. We capture the detail others often overlook.

Our clients feel safe – secure in the knowledge that their business challenges are covered by policies purpose-built just for them. We see the forest and the trees. We read complex formulas. Join the patterns and dots. It's this that sets us apart. Purpose built, complete understanding.



VIEW FROM CANBERRA

BIC Conference 2017 and looking ahead to 2018

Michael Apps, Executive Director, Bus Industry Confederation

BIC Conference 2017

Well Hobart put on the weather for the BIC Conference with unseasonal warm weather making it a very comfortable conference, except for a down fall at the Big Arvo out it was pretty much perfect.

Whilst delegates attended the plenary sessions in unprecedented numbers the Iveco Partners Program participants were having a wonderful Tasmania experience.

The conference sessions were well attended and the speaker quality and subject matter has received very good feedback.

PowerPoint presentations from all speakers are now available on our conference web page of the OzeBus website – look for the 2017 Conference link under the Information for Moving People navigation menu.

We filmed all conference speaker presentations as well and the live version of the presentation will be available on the website very soon. So you can print out the PowerPoint and follow the presentations and revisit the presentations that you thought were most useful for you.

BIC Conference 2018

As announced at the Hobart Conference, 2018 will see us join up with Bus and Coach Association NZ for a joint event in Cairns from October 7 to 10. This will be a great event but the challenge will be accommodation. This is a popular time to visit Cairns, so I

suggest if you plan to come you get on line and book your accommodation for the Conference. The accommodation BIC has arranged can be found at www.movingpeople.com.au.

I suggest you arrive Saturday 6 October and stay for the Big Arvo Out on Fitzroy Island and return on Thursday 11 October.

BIC Conference Bus Auction

The annual bus auction took place at the Iveco Big Arvo out and the Iveco, Volgren bodied school bus was purchased by Sapphire Coast Coach lines from Pambula on the South Coast of NSW, thanks to Jamie and Anton Klemm.

A big thank you also to all the suppliers who contributed to the building of the bus. The suppliers who generously donated to the bus build can also be found on the conference webpage at OzeBus.

The important thing about the bus auction is that BIC receives the \$\$\$\$ difference between the auction purchase price and the actual cost of building the bus. These \$\$\$\$ go to assisting BIC in its advocacy efforts with federal, state and territory governments and this directly benefits all operators and suppliers.

BIC the year ahead

I provided an overview of the BIC work program and key priorities and challenges over the next 12 to 24 months on the closing day of the Conference.

One of the big challenges for BIC and all Industry groups is the state of politics in Canberra. All 3 parties, the Government, ALP and Greens are all on board to varying levels in regard the BIC agenda for cities and regions and how we move people and the role of bus services. The problem is the numbers in the House of Representatives and in the Senate, and the recent destabilized political environment is really creating an environment where it is hard to get cut through when the Government is in survival mode and the Opposition has the political weapons of war out and firing.

Running into the next Federal election that is due in the first half of 2019, the key focus for BIC will be:

- The Cities agenda and the role of bus in making our cities work and connecting people
- Regional connectivity, accessibility and the important role of bus operators and services
- PT Infrastructure investment in bus priority and BRT
- Electrification and new propulsion sources, new technology and Mobility as a Service, On demand and other new services and where bus fits
- The coach sector and tourism and our first National School Bus Summit.

Have a great Christmas and see you in the New Year.





INDUSTRIAL RELATIONS

Industry News

Ian MacDonald, National Industrial Relations Manager, APTIA

We are getting close to Christmas and our annual break so I want to update you on what may occur in 2018 and our plans.

The Four Year Review

It is still happening. The remaining major issues include:

1. Casual conversion - The Casual Full Bench issued a decision last week which put into law the proposed changes to clause 10.5 (e) of the PVTA. This clause will forever define the word 'engaged'. I have attached a copy of the draft determination which becomes effective from 1 January 2018. I have also attached a copy of the recent decision.
2. Return to Work - The hearing of the ACTU application occurs in December and no doubt a result will be known in the first quarter next year.
3. Domestic violence - The Full Bench has heard evidence regarding its determination to make domestic violence leave an employment right and a decision is close.

The PVTA

It is time that we, as an industry, developed an updated set of explanatory

notes following changes to the PVTA during this 4 year review.

What I am now finding is that the TWU are objecting to clauses in EAs which don't replicate PVTA clauses such as TOIL, taking of excessive leave and cashing out leave.

It is not enough, it seems to simply have a clause in an EA, it must provide the specific notice requirements or otherwise it may not meet the BOOT.

Legislative Arena

It is also time that we, as an industry took stock of the various pieces of legislation (i.e. protecting vulnerable workers, corrupting benefits, pay protection, protecting take home pay, proper use of workers benefits) that have been passed or introduced so that we can assess their impact on our industry.

An election and industry policy

Under a potential Labour Government our industry may need to consider new IR policy settings including:

- Portable Long Service Leave
- Increased Superannuation Guarantee Charges
- A return to industry agreement bargaining

- An introduction to an annual median wage
- Guaranteed take home pay
- A fair bargaining code (NZ style)
- Increased paid leave for domestic and family violence leave
- Changes to the NES to include return to work rights for carers and victims of domestic and family violence
- Arbitrated disputes

Other Initiatives for Discussion

1. White Ribbon Oath - APTIA in conjunction with ACCI is working towards a proactive approach to family and domestic violence leave which is a social issue at the top of most industrial relations agendas. The TWU has signed up to the White Ribbon Oath which is a simple commitment not to tolerate domestic violence.

2. APTIA breakfasts - Breakfasts in 2018 will be held in Brisbane (March); Melbourne (June) and Sydney (September) and will be held in the Board Rooms of APTIA members. My intention is to get Grace Collier to headline these breakfasts with her unique approach to negotiating enterprise agreements.

The topic for 2018 will be: "Is making an Enterprise Agreement just too hard" Details to come.



3. A Smartphone App - The creation of an industry IR App would provide easy to obtain IR advice on matters such as rates of pay, notice periods for dismissal, check lists for employing a person and dismissing a person, LSL entitlements, Annual leave entitlements, bullying and harassment protection and draft policy settings. Would such a tool be useful to our industry or is the website doing to job?

I will continue to update you on these and other IR issues throughout 2018.

Training

Allan Miller Transport Training, one of our partner organisations, is a South Australian-based Registered Training Organisation, providing a 'one stop shop' for all of the training services a transport company might require for its operators.

Call Allan Miller Transport Training on (08) 8186 7200 or email driving@allanmiller.com.au

Upcoming Courses

Dangerous Goods

Wed 15/11/17 and Thu 16/11/17
Wed 29/11/17 and Thu 30/11/17
Wed 13/12/17 and Thu 14/12/17
Wed 17/1/18 and Thu 18/1/18
Wed 31/1/18 and Thu 1/2/18

Chain of Responsibility

Wed 6/12/17
Wed 10/1/18

Forklift Licence

Tue 28/11/17 and Wed 29/11/17
Tue 5/12/17 and Wed 6/12/17
Thu 7/12/17 and Fri 8/12/17
Tue 12/12/17 and Wed 13/12/17
Tue 19/12/17 and Wed 20/12/17

Load Restraint

Thu 16/11/17
Tue 12/12/17
Wed 7/2/18

Fatigue Management

Driver Course
Thu 7/12/17
Wed 24/1/18

Supervisor Course


Thu 7/12/17
Wed 24/1/18

Bus license

Daily lessons at 7am, 10.30am, 2pm

ALLAN MILLER **TRANSPORT TRAINING**

Social Media

 Twitter highlights include:

- You can't penalise people with no #PublicTransport options - getting #PT right is a major part of acceptance to pay ow.ly/kltt30gLqsR
- O-Bahn: December 10 party to celebrate opening of tunnel ow.ly/cCze30gGf19
- Announcement from BusVic and BusSA ow.ly/d/6Wxj
- Excellent announcement by @SMullighan to improve @adelaidemetro fleet and support local businesses ow.ly/d/6USX
- RT: 'Competitive tendering hasn't delivered for public transport, so why reward poor performance?' ow.ly/nlXF30fMV05
- Canadian communities brace for Smart Cities Challenge ow.ly/BHCm30fJs82
- Animated maps bringing transit frequency to life Via @guardian ow.ly/XvCe30fJs5m
- The top five smartest cities in the world as chosen by @IntelTransport ow.ly/UuD230fJrXR
- Free #PublicTransport passes given to all downtown workers in Columbus Via @guardian ow.ly/qV2830fJs1l
- 'Stuck in traffic: we need a smarter approach to congestion than building more roads' Via @ConversationEDU ow.ly/b0oB30fAHru
- Celebrate World-Car-Free Day tomorrow & catch #PublicTransport, #cycle or #walk to work #WorldCarFreeDay #CreatePermanentChange



GOLD PARTNERS



Daimler Trucks Adelaide

Operated by Adtrans MVE240990

SILVER PARTNERS



BRONZE PARTNERS



Bus SA

Suite 515, 147 Pirie Street, Adelaide SA 5000

www.bussa.asn.au