

Bus Safety Officers

June 2020

Introduction

The Bus Safety Officer is a Transport for NSW dedicated representative assisting accredited bus operators and drivers to be aware of their responsibilities and meet compliance obligations.

The primary role of the Bus Safety Officer is of a consultative nature to provide leadership, education and guidance to accredited bus operators. This helps ensure that operators have in place appropriate systems and tools to reduce or eliminate the possibility or recurrence of bus safety incidents and accidents within NSW.

The Bus Safety team has established a detailed program of stakeholder engagement that has significantly improved safety awareness in the bus and coach industry.

Since 2013, the team has visited more than 1,000 sites across NSW, working with operators and companies to ensure they have best practice systems and tools in place to reduce risk and ensure the safety of their customers and staff.

The Bus Safety Officer, in conjunction with BusNSW, has reviewed procedures and protocols aligned with the bus industry.

The [Safety Management System \(SMS\) Handbook](#) is an example of a key document, which has been updated and is constantly reviewed.

The SMS Handbook provides assistance to operators to meet their accreditation requirements and is designed to assist bus and coach operators, particularly smaller operators, to develop and implement a SMS that meets these accreditation conditions.

Information is circulated electronically to all operators throughout NSW, providing advice and guidance relating to bus safety information.

The Bus Safety Officer also liaises with representatives from other states and territories to share information and disseminate bus safety information identified at a national level.

Operator visits provide a valuable face-to-face interaction. The Bus Safety Officer is committed to ongoing liaison with internal and external stakeholders to facilitate a continuous culture of bus safety.

The Bus Safety Officer works in a collaborative manner with BusNSW, which provides an invaluable working relationship with the bus industry and offers access to industry seminars, conferences and bus exhibitions.

The Bus Safety Officer is here for the operators, especially for those who are interested in learning more about addressing safety within their business.

Contact us

If you have any questions or would like more information, please contact the Bus Safety Officer, Transport for NSW on the below details:

 0467 815 745

 BusSafetyInformation@rms.nsw.gov.au