



- 15th February

Newsletter

Welcome back to a new year, we hope everyone had a great break and are ready for another busy year. An important note to start with, please remember to check your bus for passengers when you leave both morning and night. This is very important that no person is left on a bus for any reason and that we are taking all steps possible to ensure that it doesn't happen.

If anyone has anything they would like to see included please email: naomin@busbiz.net.au and I will aim to put it in the next newsletter.

Compliments

To Peter Bell, A charter Driver based out of Swan Hill. We received a compliment from the Wycheproof P12 College, for the effort that was put into picking up students early from their Maldon Camp due to a change in weather and getting everyone home safely.

To John, A TrainLink driver based in Dubbo. A compliment was received due to his professional manner in which he handled an upset passenger and resolved the issue.

Renmark News:

In January we took delivery of our new low floor MAN route service bus. Initial feedback from customers is that they are very impressed.

Branding of the fleet will begin this week. Over the next few months all School Buses and Charter Vehicles will have our BusBiz branding.

Maintenance Phone Number

With the new land line number for Maintenance, can we just make a note that it will ring 3 times to the land line before it is diverted to the mobile, it will then ring twice more before it gets to the Mobile.

Please be patient when ringing this number as it does take time to get to the mobile if not picked up in the depot.

Busbiz has a Facebook Page!
www.facebook.com/busbiz1965

Staff Profile

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Michael Milburn

Dubbo Operations Manager

When did you start with SHBL?

January 1 2015 as a TrainLink Coach Driver Lithgow Service.

What was your Previous employment?

School Bus Driver/Country link Coach Driver, Helicopter Crew Commercial Helicopters

Tell us something that no one would know about you?

I love my MUM

What is your favorite food?

FOOD

What do you like to do on your days off?

What days off my wife would say. Working on the farm and visiting my grandson.



Swan Hill Bus Lines were presented with an opportunity to supply buses for the 2018 Commonwealth Games which are being held on the Gold Coast between the 4th to the 15th of April. Along with 4 coaches being relocated, Swan Hill Bus Lines are also sending 8 employees. Firstly, we would like to thank everyone who put their hand up to be a part of such a fantastic opportunity-unfortunately we could only send a select few and these positions were shared between the 3 states that we are located in. The Gold Coast Commonwealth Games will set a new record by proudly hosting the largest Para-Sport program in history. There will also be, for the first time, an equal number of men's and women's events across all sports.

Commonwealth Games Facts:

- 6,600 Athletes & Team Officials
- 1,200 Technical Officials
- 3,500 Media Personal
- 2,300 Contract Security Workers
- 50,000 Workers and Volunteers
- 1.5 Million Spectators
- 70 Nations and Territories

A Letter from Peter....

Happy New Year to All and I trust 2018 brings everyone health and happiness.

The year already is disappearing quickly but at the same time it is shaping up to be a very busy year for us all with changes a certainty.

I'd like to touch on the changes in the Heavy Vehicle industry to which we are a part of and in particular the regulations and how we operate. Nation Heavy Vehicle Regulations (NHVR) have been set p to, basically, try and bring Australia under one banner on Heavy Vehicle laws. Active task forces have been created to not only enforce on road behavior such as driver fatigue (hours of work/rest) but to also audit how we as a company rosters and records driver's hours.

To help comply we have introduced "daily run sheets" (based on the functionality of a work diary) into our school buses and regular route services, we have put more information/detail into our daily check books and rosters, these are not so much SHBL's own initiatives as they are NHVR officials instructing us on how we can effectively operate under and abide by their laws. With the Chain of Responsibility (CoR), the only clear way forward for us to prove compliance is by recording basically every move a driver makes or more importantly every rest period a driver takes; in relation to his or her work hours-there is no room for error. We ask that everyone takes this seriously and follows the instructions given at inductions. We need to ensure that the pre-trip inspection books, drivers diaries and school bus daily run sheets are completed correctly-not done lazily in the driver's seat being ticked off without any form of inspection held. Fit for duty means "are you fit for duty", the consequences are becoming more and more severe and we as a company will be auditing how these are done, you will see more and more talk/action/training etc. on these two (NHVR & CoR) and we ask that you see the severity in the consequences of ignoring these topics.

On another note Bus stops; including but not limited to School Bus, V/Line, Town Services, Country and Urban, TrainLink etc. we need to ensure we only stop at registered/designated bus stops and not create new stops that suit individual passengers as it is basically non-compliance to our contracts. Please let me reiterate, **we ask that you only stop at designated stops.**

Please I must also reiterate the importance of taking 5 minutes to check your bus at the end of every shift for passengers as they **DO** fall asleep on buses or they are international visitors that may not fully understand/speak English, passengers **DO** get locked in buses after shifts, this is a reality but also not an explanation we should accept. It should **NOT** happen if we are doing our job correctly. There will be no excuses.

Thanking you all in advance for your attention to the above.

Peter Pickering