

BECOME A BUSWAYS BUS DRIVER

INFORMATION GUIDE



“Our drivers are the backbone of what we do.”

Drivers are the main interface with our customers, delivering the safe, comfortable and welcoming bus services the public rely on. It’s an incredibly important role, and we value drivers who drive safely and smoothly and have a great customer service ethic. At Busways, we care about our people and provide a supportive and positive environment where our drivers can grow.”

— **Byron Rowe**
Busways Managing Director



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Great transport needs great people

At Busways, our core focus is on quality customer service, stakeholder engagement and employee development.

For over 80 years, we've delivered a professional, reliable standard of service. We currently operate bus service contracts for Transport for NSW in Western Sydney, North Shore and West, Central Coast and North Coast and the South Australian Public Transport Authority in Adelaide's Outer South.





With a team of more than 2,800 people, committed to transporting over 53.7 million passenger journeys each year, we pride ourselves on taking a proactive approach to public transport delivery to ensure that the customer journey is seamless as possible.



3rd generation leadership



+2,800 employees



+62M kms per year



+1350 buses in fleet



Australian family-owned

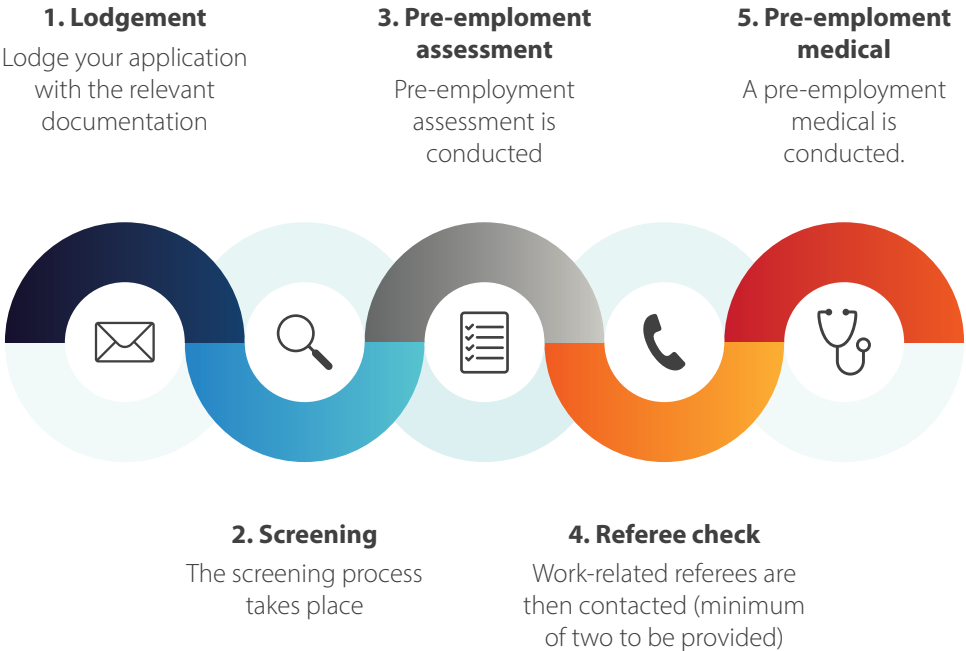


20 depots

Becoming a bus driver for Busways

The recruitment process

The recruitment process usually takes four to six weeks. This is dependent on the applicants' credentials, skills and if all information is provided by the applicant in a timely manner:





If you do not already hold a current Working with Children Check and New South Wales (NSW) Driver Authority or South Australian (SA) Large Passenger Driver accreditation, these will need to be applied for (the sooner the better).

Credential	1-3 weeks	2-4 weeks	4-6 weeks
A good driving record			✓
Current Working With Children (WWCC)			✓
A drivers licence class Medium Rigid (MR or above)		✓	
Hold a current NSW Bus Driver Authority (DA) or SA Large Passenger (LP) Accreditation	✓		

*Timeframes above are an average estimation. They rely on the applicant submitting and applying for the required documentation/accreditations/checks, then supplying those to Busways in a prompt and timely manner to be eligible to receive an employment offer should the application be successful.

BECOME A BUSWAYS BUS DRIVER




Successful applicants will:

- ✓ have a good driving record—with a current (no more than four weeks old) driving history from either Service NSW or Gov SA provided at the time of application
- ✓ have a current Working with Children Check (WWCC)
- ✓ be an Australian citizen, permanent resident, or hold a valid visa with Australian working rights (documentation to be provided)
- ✓ weigh less than 135kg and commit to maintain their weight below this standard
- ✓ commit to uphold and abide by all Busways policies and procedures, and to follow driver fatigue regulations
- ✓ have good communication and customer service skills
- ✓ be available and willing to accept and drive all shifts that are presented through the associated requirements of the position
- ✓ hold a current NSW Driver Authority (DA) or SA Large Passenger Driver Accreditation
- ✓ hold the appropriate licence for their state (NSW or SA. Busways can offer a licence upgrade program for successful applicants).

Mandatory requirements

Busways is proudly privately owned, but we are contracted to the applicable governments of the states in which we operate our services. This means we must abide by the mandatory requirements imposed by the state governments.

These include the following:

-  Working with Children Check (WWCC)
-  Medium Rigid (MR) licence. In some contract areas a Heavy Rigid (HR) licence is required. A licence upgrade program for suitable candidates is available
-  New South Wales Bus Driver Authority or South Australian Large Passenger Driver Accreditation.

Working With Children Check

Having a Working with Children Check (WWCC) is another mandatory requirement to be a bus driver across both our operating states.

NSW bus drivers must hold a clearance for paid employment, voluntary clearances are not acceptable. Checks can be obtained via the Service NSW website or in person at your local Service NSW. Fees are applicable when obtaining this check.

SA bus drivers must hold a clearance for paid employment. Voluntary clearances are not acceptable. Checks can be obtained via the Department of Human Services (DHS). Fees are applicable when obtaining this check.

Licence requirements

Busways operates in multiple contract areas, each with its own operating requirements and bus types, including double decker, articulated or minibus vehicles. Different types of vehicles require different licences that vary between medium rigid (MR) and heavy rigid (HR) for our current contract requirements.

Busways can offer a licence upgrade program for successful applicants in all regions.

NSW MR licence upgrade

Steps for upgrading your licence from a C class to a MR or HR class:

- 1 Pass a knowledge test with Service NSW and obtain your Heavy Vehicle Competency Based Assessment (HVCBA) learner logbooks
- 2 Complete a sufficient amount of practical driving instruction with an RMS instructor
- 3 Successfully complete a FCA (Full Competency Assessment) with an RMS Instructor/Assessor
- 4 Provide Service NSW with your completed assessment details and complete the licence application.

When undertaking a licence upgrade it is imperative that you get the correct learner logbook to complete the MR licence upgrade. At the time of receiving your learner logbook at Service NSW be sure to check the first page to confirm your logbook is for an MR licence NOT HR licence.

“Being a bus driver is a great job!”

I have met lots of people over the years and I love driving. The area where I work in western Sydney has a lot of different cultures and the people you get to meet are absolutely great!

I like working for Busways as they are an equal opportunity company. They like to give employees the opportunity to work in different areas of the company and develop your skills working in different roles.”

— **Belinda Guillard**

Busways Driver of 11 Years,
Bus NSW Metropolitan
Driver of The Year 2022






NSW Bus Driver Authority

All bus drivers operating Public Passenger Vehicles across both NSW and SA must hold the relevant accreditations to verify that they are a fit and proper person of good repute and have been authorised by the relevant government bodies to transport public passengers by means of a bus service.

NSW bus drivers must obtain a Driver Authority (DA) via Service NSW, prior to commencing the application. The following requirements and eligibility criteria must be met:

-  Be the required minimum age
-  Hold an unrestricted NSW driver licence
-  Have held an unrestricted Australian driver's licence for at least 12 months within the past two years
-  Be able to lawfully work in Australia.

If you satisfy the above criteria, you can begin working through the application process. As part of the recruitment process with Busways, we may offer you a DA training course to obtain a proficiency certificate which will be required when all paperwork is lodged. During the course, the trainer will take you through each of the application requirements and explain the process in detail.

To submit your application to Service NSW, you must provide the following:

- ✓ Completed DA application form
- ✓ Proficiency certificate (obtained during DA course)
- ✓ Completed medical assessment
- ✓ Certified identity documents
- ✓ National police check.

The application process can take 10 business days from the time of lodgement with Service NSW. It is recommended that you submit your application to Service NSW as soon as possible to avoid any delays in receiving your DA. DA applications are lodged via the Service NSW website or in person at your local Service NSW and fees are applicable for this process.









SA Large Passenger Driver Accreditation

SA bus drivers must obtain a Large Passenger accreditation via the Department for Infrastructure and Transport (DIT).

To apply, you must first have the applicable documentation/checks and meet the eligibility criteria:

-  Hold a full South Australian driver's licence: Light Rigid (LR) as a minimum for a minimum of six months
-  Working with Children Check (lodged via the DHS)
-  A national criminal history check (MUST include the wording: Driver accreditation licensing, unsupervised contact with the vulnerable)
-  Certificate of fitness (commercial vehicle drivers).

Submitting your application (fees are applicable for this process):

• **At any Service SA Centre (fastest method)**

• **Via email**

DIT.ALConline@sa.gov.au

• **Via post**

Accreditation and licensing
GPO Box 1533 Adelaide SA 5001



BECOME A BUSWAYS BUS DRIVER

Can Busways help in obtaining a NSW DA?

Busways can aid in obtaining a Driver Authority (DA). For more information regarding the process involved in obtaining a DA please contact us on 02 9497 1800 or via email on driving@busways.com.au.

Can Busways help with upgrading licences?

Busways can assist in upgrading licences in most circumstances. For more information see Licence Requirements in this booklet or contact us on 02 9497 1800.

Do I need to know how to drive a manual bus?

Depot

Transmission

Sydney and Central Coast

Mostly Automatic

We operate automatic buses so you will not be required to drive a manual bus.



The only exception for this is Mulgrave depot.

This depot may engage you to drive a manual bus if required.

NSW North Coast

Manual

You will need to be able to drive a manual vehicle. In certain circumstances, we may assist new employees in being able to drive a manual bus proficiently.



South Australia

Automatic Only

We operate automatic buses so you will not be required to drive a manual bus.



Why do I need to conduct another medical if I have just done one for my DA?

The DA medical only takes into consideration your ability to be fit and able to drive a bus. It does not cover all required aspects that are required to perform the job itself. For this reason, Busways asks all applicants to complete a pre-employment medical.

Will having a criminal record prevent me from getting a job?

- It may prevent you from obtaining a Working With Children Check (WWCC) and/or a Driver Authority (DA)/Large Passenger (LP) Driver Accreditation
- For both WWCC and DA/LP Driver Accreditation applications a criminal history check is required
- A WWCC and DA/LP Driver Accreditation are both required to fulfil the responsibilities as a bus driver.

Does Busways supply a uniform?

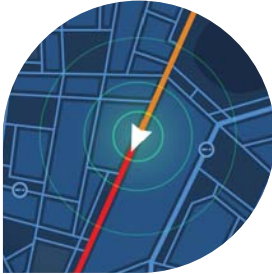
- Each driver is supplied with a uniform. Quantity varies between regions
- It is the employees' responsibility to maintain and clean their Busways uniforms
- Uniform includes pants and/or shorts, shirts (long or short sleeve), skirts, jacket or jumper and vest
- Black closed-in shoes must be worn.



BECOME A BUSWAYS BUS DRIVER

What training does Busways provide?

Busways will provide employees with the necessary training to successfully carry out the requirements of their position including but not limited to:



Route training



Further heavy vehicle training (if required)



How to use Busways systems (Blink, Portal)



Ticket Machine/BDC








Two-way radios



Incident reporting

What hours will be offered?

Hours will vary, dependent on the depot, as outlined below:

Region	Hours
<p>Greater Sydney Bus Contract 7 (North Shore and West) including Willoughby and Ryde depots. These depots operate 24-hours-a-day; the work offered varies from early morning shifts, day shifts, afternoon shifts, night shifts to overnight shifts. Work is dependent on your availability and the work needed to be covered.</p>	
<p>Region 1 (Western Sydney) including Penrith, Blacktown and Windsor depots. Driving hours range from the first bus leaving the depot at 3:00 am to the last bus returning back to the depot as late as 1:00 am.</p>	<p>AM AM</p> 
<p>Region 6 (Central Coast) including Gosford and Wyong depots. Driving hours range from the first bus leaving the depot at 3:00 am to the last bus returning back to the depot as late as 1:00 am.</p>	<p>AM AM</p> 
<p>Hunter (Bulahdelah and Heatherbrae depots) NSW North Coast (Laurieton to Yamba). Due to running school bus shifts, driving hours on the NSW North Coast vary with starting times around 5:00 am – 7:00 am and finish times around 4:00 pm – 6:00 pm, with the exception of a small number of shifts that deviate from these times.</p>	<p>AM PM</p> 
<p>South Australia, Adelaide Outer South Contract including Lonsdale and Seaford depots. Driving hours for our South Australia depots range from the first bus leaving the depot at 4:00 am and the last bus returning back to the depot as late as 1:00 am on weekdays. On weekends only a small number of shifts operate overnight.</p>	<p>AM AM</p> 

“As a bus driver at Busways there’s lots of opportunities.”

All the training you need is provided and you get to interact with different customers. I’m living every boy’s childhood dream of driving a bus.”

— **Richard Au-Yeung**
Busways Driver



What about school holidays?

Work during the school holidays varies for each area:

- Across Sydney, the Central Coast and South Australia, casual hours are reduced during school holidays and Busways encourages permanent drivers to take leave during this period
- There are very limited hours available during the school holidays across our Hunter and North Coast depots. Hours vary for each location.

How long until I'm offered permanent employment?

In most of our contract areas, drivers will commence on a casual basis. There is no guarantee the role will become a permanent one. To be offered a permanent position, there must first be an operational requirement to move an employee from casual to permanent full time, and the hours for the position must be available in the depot.

Some ways to assist your potential journey in moving into a permanent full time role would be having great attendance, with shifts offered to you, and ensuring you uphold Busways' standard of driving, which is regularly assessed by our driver trainer team.

Can I hold employment elsewhere whilst working at Busways?

Yes, all employees may hold secondary employment. This must be declared through appropriate documentation and the employee will need to indicate and report each time they have worked at their secondary employer.

All drivers must be 'fatigue free' and comply with driver fatigue regulations.



Can I work from multiple depots to increase my hours?

Yes, this is a possibility. Working from other depots is subject to shifts being available. Employees will be provided with the necessary training to be able to work at multiple depots. However, it is the employees' responsibility to understand the relevant routes to avoid running late or confusion throughout the shift.

Will I be notified if my application is unsuccessful?

If at any stage, you are unsuccessful you will receive notification. It is Busways standard policy practice that no feedback will be given to the applicants as to why they were unsuccessful.

“I love seeing new places around Adelaide each day,

I don't like being cooped up in an office. I found it easy to learn to drive a bus. Everyone is friendly and willing to help out. Busways gives you all the training you need to upgrade your licence.”

— **Gursewak Singh**
Busways Driver



STAY CONNECTED

Scan the QR code to apply
or learn more about becoming
a Busways Bus Driver.

(02) 9497 1800
driving@busways.com.au

