



PARTNER PROCUREMENT GUIDE **2018**



busnsw

Bus & Coach Association NSW



Introduction

Dear Member

I am pleased to provide you with this 2018 BusNSW Platinum and Gold Partner Procurement Guide. This fifth annual edition of the Guide provides you with details of our Partner's products and services available to you, and who to contact for further information and assistance.

We live in a rapidly changing world and the way we deliver bus and coach services is being transformed as never before. The effect of new technology means that people's mobility expectations are changing.

It's an exciting time to be involved with Public Transport in NSW, and the bus and coach industry is well placed to take advantage of the NSW Government's Future Transport initiatives. As the State's population grows there will be greater opportunities for bus and coach operators to move people within and outside of their communities, and our supplier partners will play a key role in the delivery of mobility solutions.

The BusNSW Platinum and Gold partners provide state of the art products and services to support BusNSW operator members with the provision of high quality customer experiences. I recommend you consider the Partners who support your Industry Association when making decisions regarding the procurement of goods and services.

I trust you will make good use of this resource.

Yours sincerely,

Matt Threlkeld
EXECUTIVE DIRECTOR



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PLATINUM Partner



BusInsure

A complete insurance solution for the Bus and Coach Industry. With over a decade of experience working in the Bus and Coach Industry in Australia, BusInsure offers an unparalleled Insurance and Broking Service, together with an Insurance Educational Platform for the benefit of the industry.

We understand your Industry accreditation and contract obligations and do everything we can to meet them – efficiently and cost effectively.

A key focus of BusInsure is to assist operators in identifying risk exposures within their business. We are continually working with insurers and BusNSW to develop new products and insurance solutions to help you better assess and manage risks.

Expertise

BusInsure has been the endorsed broker for BusNSW since 2002. Today, we're also proud to work closely with BIC and QBIC, providing us with an unrivalled insight into the needs of your industry.

Partnership

We may know your industry, but before recommending anything, we also take the time to understand the more subtle requirements within your business. We then work closely with you to identify the most appropriate and cost-effective solutions. We see ourselves as your partner, not a passenger.

Flexibility

Forget one-size-fits-all. With access to an extensive range of risk management options, we're able to tailor the most suitable solutions for your business. This flexibility can help your business save time, hassle and, very often, money.

BusInsure is a division of Austbrokers RIS Pty Ltd.

ABN 25 094 825 859. AFSL 239291.

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Bus and Coach Industry Insurance

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PLATINUM Partner

Into Training Australia

Into Training Australia (ITA) has been servicing the training needs of the New South Wales Bus and Coach industry since 1999.

We are the only RTO in partnership with BusNSW and work in conjunction with them to develop training and assessment strategies for the industry.

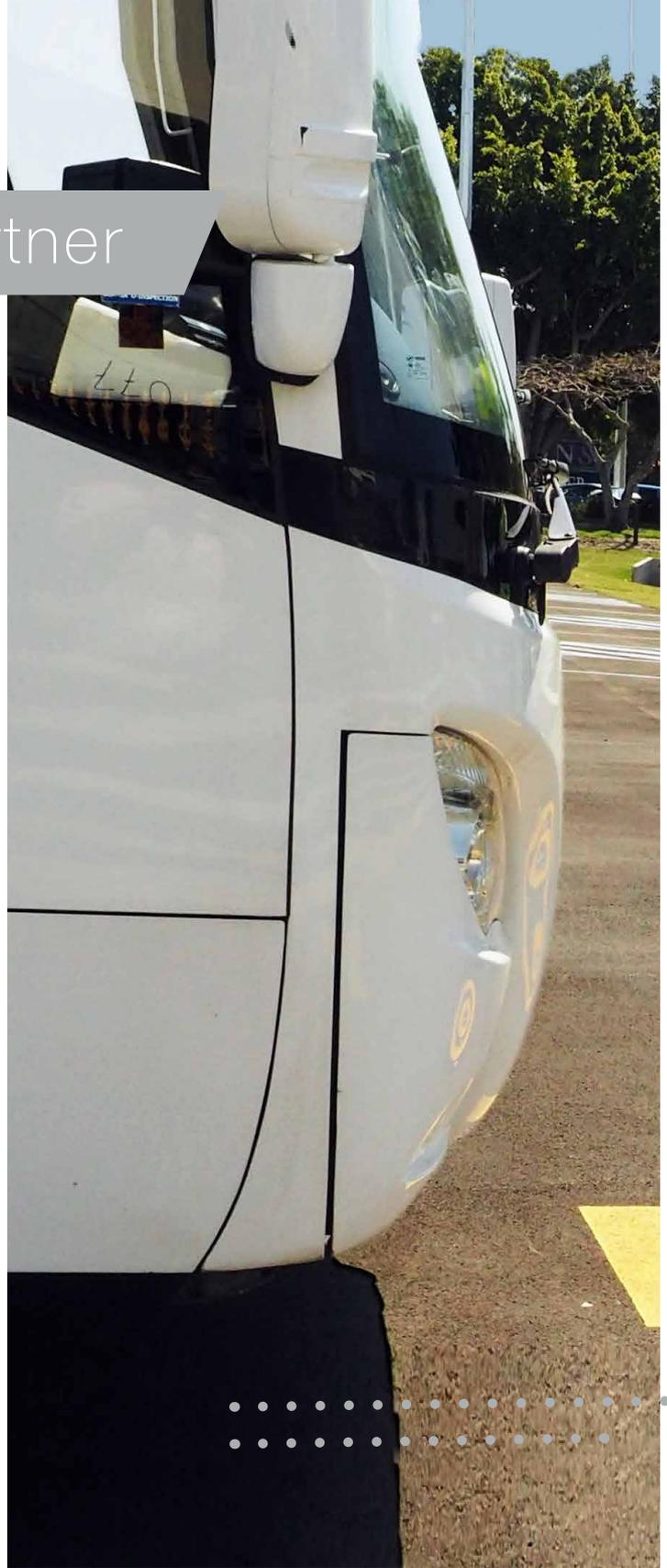
ITA not only supplies the bus industry, but is a supplier of training services to the transport industry on a national basis. Our aim is to offer our industry Partners progressive solutions to ensure risks are reduced and customer service improved. In particular we offer nationally recognised qualifications that can assist our partners to develop in-house capacity to cover the learning needs of their organisation. These courses include:

- Certificate III in Driving Operations (Bus)
- Certificate IV in Road Transport (Heavy Vehicle Driving Instruction)

Over the years we have been involved in the recruitment and training of thousands of bus drivers in New South Wales. Many of these individuals have been new to the industry; people with the right customer service focus but not right licence class. The structured training that we have been able to provide these drivers has resulted in drivers who tend to stay with the company and have fewer accidents or complaints.

Our Certificate III in Driving Operations (Bus)* provides specific training in the following areas:

- defensive driving
- customer service
- conflict resolution
- work health and safety
- fatigue management
- on-board security
- bus driver authority
- government contractual requirements
- heavy vehicle licence up-grades (if required)



** may attract government funding support*



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PLATINUM Partner



IVECO Trucks Australia Pty Ltd

IVECO design and build bus chassis in Australia to suit our unique operating conditions.

Our range covers applications from Regional School Bus CAT3 & CAT4, to single and two-door low-floor bus configurations and newly arrived 12, 16 and 22 seat IVECO daily mini bus.

These chassis feature the latest technologies while maintaining a simple design philosophy for ease of service and maintenance.

The proven, All-American driveline is reliable and provides a low cost of ownership.

IVECO also import a further 3 chassis variations from its European assembly plants, for charter bus and luxury coach.

As a speciality, IVECO supply front engine bus chassis to cope with unsealed dirt and gravel road. The IVECO Euromidi FE is available as CAT3 & CAT4.

Manufacturing locally from Dandenong, Victoria facility, IVECO Australia employs 300 people within its Australian head office and manufacturing plant.

A further 600 people are employed nationally across the CNH Industrial group as well as hundreds more throughout its national dealer network.

IVECO is committed to ensuring technical support and aftersales care is available wherever its vehicles are at work.



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PLATINUM Partner

Mercedes-Benz Bus & Coach Australia

Mercedes-Benz Bus & Coach Australia offers sales and support for a comprehensive range of buses and coaches for the Australian market.

From our low-entry Minibus up to heavy duty articulated BRT products, we offer a range of vehicles suitable for a wide range of applications within the City Bus, Coach, School Bus, Charter and Mining segments. The Mercedes-Benz product portfolio offers one of the most comprehensive range of vehicle applications within the market.

Our key Bus dealership in Huntingwood and other regional centres provide a supply of genuine parts and service options to support our valued customers.

Our NSW dedicated Bus Sales and Field Service Team look forward to provide new and existing customers with ongoing support and assistance when required.

The team from Mercedes-Benz Bus & Coach look forward to strengthening our relationships with BusNSW members through providing these products and services.



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PLATINUM Partner



Scania Australia

Scania offers a complete range of buses and coaches for public transport operators and commercial coach operators.

Scania vehicles are renowned for their outstanding operating economy, not only providing excellent fuel economy, but a long working life and reliable performance. Scania in Australia provides excellent back-up throughout the long working life of a typical city bus or school or charter bus, with access to genuine Scania replacement parts on-demand.

Our vehicles are engineered to be driver and passenger friendly, with smooth engine and transmission interfaces delivering a comfortable ride.

Scania offers a broad range of products to suit every need. In recent times, the Scania-Higer A30 fully-imported school and charter bus has expanded Scania's reach into regional and rural areas, providing cost-effective, modern and safe options for smaller bus operators, as well as for those running larger fleets in metro areas.



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PLATINUM Partner

SURA Australian Bus & Coach

SURA Australian Bus and Coach is proud to support BusNSW as the preferred provider of Bus Proprietors and Motor Liability insurance solutions to BusNSW members.

In its 39th year, SURA Australian Bus and Coach has a long and proud history of insuring buses, and would like to thank the many BusNSW members who are supporting BusNSW by insuring their vehicles through us.

We pride ourselves on all aspects of our Business, and as Australia's only dedicated bus insurer, we are passionate about safety and security of the Bus and Coach industry, which we are proud to be a part of.

We look forward to continuing to strengthen our relationship with the BusNSW team and their members.

BusNSW members with enquiries are encouraged to contact Tony La Rocca of SURA on (03) 8823 9416 or 0499 970 085, or their preferred licensed insurance broker.

SURA AUSTRALIAN BUS AND COACH IS A TRADING NAME OF SURA PTY LTD ABN 36 115 672 350 AFSL 294313

Information contained in this document is intended as a guide only. Acceptance is subject to our underwriting guidelines and the specific terms and conditions as outlined in our policy wordings. For more information about our products, please contact your SURA Australian Bus and Coach representative.



S U R A AUSTRALIAN BUS AND COACH

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PLATINUM Partner

Volgren Australia Pty Ltd

Volgren is Australia's leading bus body builder with manufacturing plants in Victoria, Queensland and Western Australia providing a full range of bus types.

Established in 1977, the company has grown rapidly in recent years thanks to its focus on safety, reliability and environmental standards. Over the past three decades, Volgren has redefined bus manufacturing, design and bus safety.

Volgren is compliant to ISO9001 and AS4801 and their buses are constructed from aluminium which provide vehicles that are reliable, corrosion resistant, meet all ADR's and are built to a very high quality standard. This is reflected in Volgren's 15 year structural warranty and comprehensive after sales service.



VOLGREN
A Marcopolo Company

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PLATINUM Partner

Volvo Bus Australia

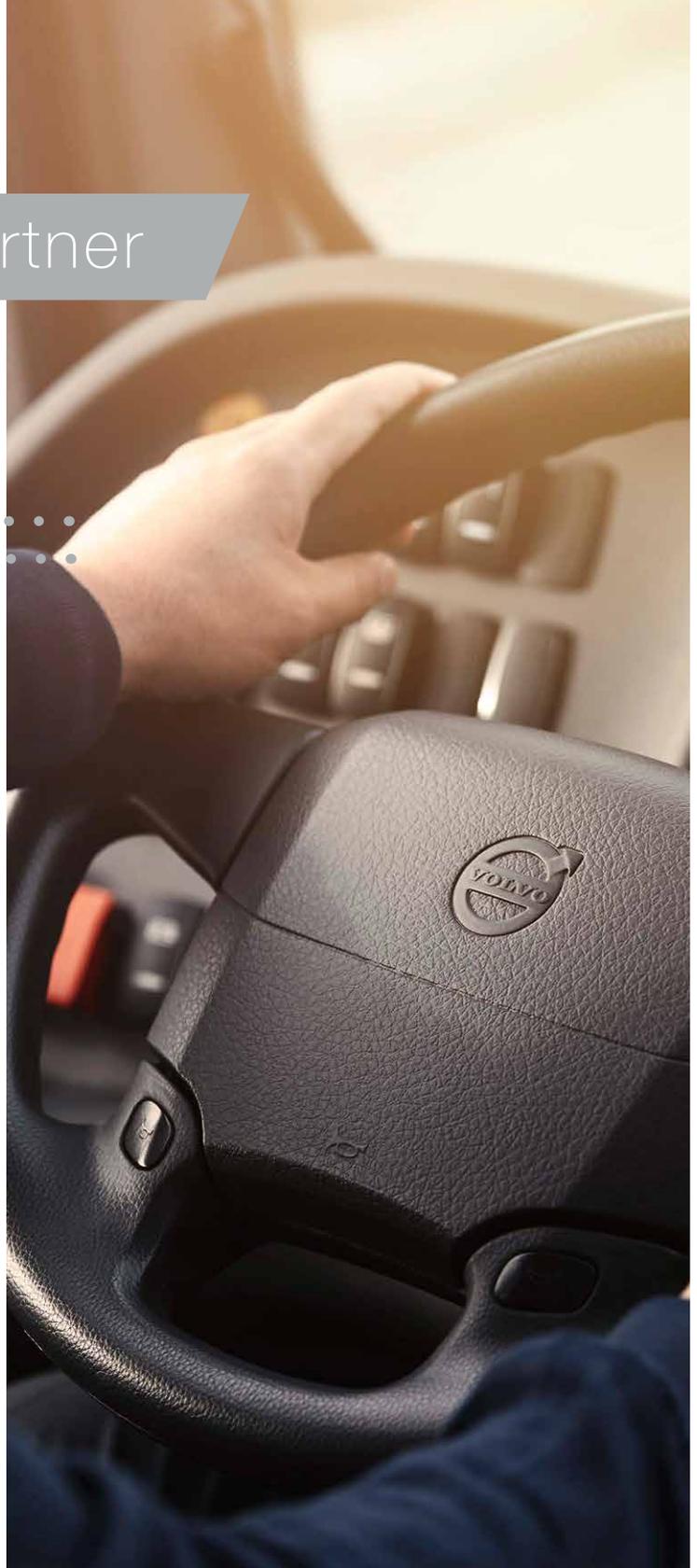
Volvo Bus Australia has been delivering bus and coach products in the Australian market for almost 50 years, and this year celebrates 90 years of innovation globally (1928-2018).

Today Volvo continues to be at the forefront of innovation, and takes pride in delivering products and services that reflect our longstanding core values of safety, quality and environmental care.

In Australia we proudly offer the industry's most extensive range of bus chassis including both Euro 5 and Euro 6 low floor city, articulated, school bus, charter, coach, double deck, diesel and hybrid models. This year saw us launch our new Volvo B8 Euro 5 diesel range, which features our most fuel efficient mid-sized engine yet – Volvo's very own Volvo D8C that exceeds its legendary predecessor (D7) on fuel efficiency, yet provides more power, torque and elasticity in driving. The internationally acclaimed and proven Volvo Hybrid is also available today in Australia, and delivers savings of up to 40% in diesel and CO2 emissions without the need for any additional infrastructure, making it the ideal first step in any city or town's journey towards electromobility.

All Volvo buses are supported not only by a range of services such as Volvo Financing, Service Contracts, Genuine Volvo Parts and Telematics, but also by our extensive nation-wide dealer network, 24/7 Volvo Action Service, and dedicated team of bus experts that boast more than 200 years of combined bus experience – many of whom are based right here in NSW. At Volvo, we are committed to supporting our customers as their success is our success.

Volvo Buses. Driving quality of life.



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GOLD Partners



Bus & Coach International

Over the last two decades BCI has become one of the leading manufacturers of buses and coaches in Australia.

Australian owned and operated, we are constantly improving our product and your ownership experience.

We now have two new dealerships on the East Coast with a far greater stock of spare parts as well as improved servicing facilities.

With a broad range of vehicles from 8m-14.5m, there is a BCI to suit every operator. We can even offer a Mercedes-Benz chassis for those that prefer European flair.

Call one of our team member or visit bcibus.com.au today!



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Just the ticket for Australia

Bustech Team

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Bustech

Bustech product is designed, engineered and manufactured in Australia. Many make the claim, few however can back it up with the investment, supply chain partnerships and local resources necessary to ensure that Australian bus manufacturing remains at the forefront of global mass passenger industry.

Our designers know every component within our bus designs because they conceived them, refined and executed each one. Our production line supervisors check every weld that joins our marine grade stainless steel frames. This commitment to quality underpins every bus produced and it all happens in-house at our Queensland, Tasmanian and South Australian manufacturing facilities.

At Bustech our commitment is to continuous improvement through every aspect of getting a bus to the customer and on the road. Every phase, from research and design to supplier quality to delivery on time is the subject of improvement.

Bustech is proudly Australian owned. We are committed to developing and delivering ground breaking products for the Australian conditions and market.



Custom Bus Australia Pty Ltd

Our buses are proudly built and designed in Australia, with our plant and head office located in Western Sydney.

We build class leading buses - low floor city bus, the CB80, and our school/charter/mine bus, the SB50. Our buses range in length from 10.5 metres to 14.5 metres, and articulated low floor buses.

Our Custom Care team are here to help, we have on road service vehicles which travel to you to help keep your buses on the road and minimise down time. Our factory also has a complete panel shop, which can handle everything from a touch up to a complete refurbishment. We carry spare parts for all of our current vehicles along with older buses, if we don't have the part we'll make it for you.

Custom Bus, together with our Custom Care team, look forward to working with you to build buses that not only meet, but exceed your expectations.



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Finlease (Australia) Pty Ltd

Finlease is a company facilitating tailored business finance solutions for the bus and coach industry. Since 1989, Finlease has established its name as a company focusing on personalised customer service to meet your business requirements. Whether you're a single Owner Operator or a Multi-Fleet Operator, we have the right solution.

We build lasting dedicated relationships with our clients and we always personally pick up the phone. We have been operating in NSW for over 25 years so we are here to stay.

With a wide range of lenders to choose from, you can be sure we are serious about finance and the outcome for our clients. We also offer finance solutions for the following:

- Whole of banking
- Commercial property
- Residential property
- Motor vehicles
- Insurance premium finance



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GOLD Partners



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Hino Motor Sales Australia

In 1946, Hino first started manufacturing buses in Japan as Hino Industry Co Ltd. In 1965 Hino set up in Australia and sold its first buses. The first Hino bus ever built in Australia was by Freighter Industries in Adelaide and was sold into Tasmania.

Hino Buses continued to be sold in Australia between 1980 - 1998 as Hino Bus Australia before trading as Hino Motor Sales Australia.

Hino Australia, as it is known today, still builds buses on demand and on a custom-made basis, continuing in the Hino tradition of Quality, Durability and Reliability (QDR).

Today Hino offer a selection of both fully built up buses and bus chassis' with GVMs from 7.7 tonne to 16 tonne, including the ultra-low floor design Hino Poncho, which is fully compliant with the Disability Discrimination Act, which will come into full effect in 2022.

Seating capacity starts at 18 in the Poncho, through to 34 in the 921 and 43 in the FD230 while the RK8J and RN8J school charter/day charter chassis caters for up to 61 passengers.

Institute of Transport and Logistics Studies, The University of Sydney Business School

The Institute of Transport and Logistics Studies has a reputation for success in custom design and delivery of training programs to suit the needs of particular organisations.

In partnership with BusNSW and Transport for NSW, we have developed the Bus and Coach Operator Accreditation Scheme, an online training program for new entrants to the bus industry. We also offer the Certificate of Transport Management, a professional development course for staff in the bus and coach industry, including operators, suppliers and consultants, designed to provide knowledge and skills in management, planning and policy areas that are central to the success of this industry.

A refresher course is available to staff who have previously completed the Certificate of Transport Management and wish to keep up-to-date with the latest developments in the industry.



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GOLD Partners

King Long

King Long is one of the largest bus and coach manufacturers in the world with buses operating in more than 100 countries worldwide.

With over 10 years in the Australian market, we have shown a steady commitment to supporting the Australian market and have well over 400 King Long buses operating throughout Australia. We combine the best of Australian design with world class cost-effective manufacture and are recognised for our quality and support.

King Long are an approved supplier on the TfNSW procurement panel and are proud to be supporting NSW bus operators. Our team of dedicated staff are here to help you on your way.



PLEASE VISIT OUR RANGE ONLINE

www.kinglong.com.au



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MOBILITY

INFORMATION

INNOVATION

EXPERIENCE

GREEN FOCUS

Mobitec Australia Pty Ltd

Mobitec Australia is the major supplier of destination, CCTV and On Board computer chassis and body telematics equipment across Australia. Mobitec has been supplying signs in Australia since 1995, with 80% of customers preferring the mobitec product. Mobitec has representation in all states and territories.

Mobitec products are of the highest quality and meet all EMC standards for Australia and New Zealand. Mobitec is the first sign manufacturer to introduce to Australia the new White LED sign, with the brightest LED illumination available and are now the preferred signage for Vision Australia. Mobitec is the number one destination sign in Australia and continues to lead the way in advanced destination and information technology.

mobitec
A WORLD OF SIGNS

Robert Barwick

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mobitec.eu



GOLD Partners



Phillip Boyle & Associates

As Australia's leading independent public transport scheduling organisation, Phillip Boyle & Associates reputation is built on our hands-on, real-world approach, the result of significant operations experience with a diverse range of local and international clients across all transport modes.

Our passion is developing innovative high-quality service solutions that improve the customer experience, while being uncompromising about delivering the most efficient and cost-effective operations.

We have demonstrated capability and experience in scheduling, network design, operations, contracting and bid support, transportation planning and policy, and development of transport information systems to match client need.



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Pitcher Partners

Pitcher Partners is the leading accounting firm providing consulting and other professional services to bus operators and bus industry associations, having worked closely with the industry for more than 30 years. We are proud that this was recognised formally in 2014 with the firm receiving the Bus Industry Confederation National Award for Supplier of the Year.

We have supported numerous operators particularly in contract negotiations and tenders, costing and commercial advice, advice and support for business sales and acquisitions, and business succession planning. We also provide audit, accounting and taxation services to bus operators and industry associations.

Pitcher Partners is a full service accounting and business advisory firm with a strong reputation for providing quality advice to privately-owned, corporate and public organisations.



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PITCHER PARTNERS
ACCOUNTANTS • AUDITORS • ADVISORS



GOLD Partners

PrimeWorks Software Solutions Pty Ltd

PrimeWorks® is a software development company specialising in cloud hosted Bus & Coach software solutions. A joint venture between industry experts Dataspeed® & Pitcher Partners, PrimeWorks® brings over 30 years of experience in supporting the Australian Bus and Coach Industry.

Our .NET modules include Vehicle Maintenance, Stock & Inventory, Payroll, Charters, Shifts & Rosters, Audit Compliance and the most comprehensive TfNSW Operator & KPI reporting solution available for SMBSC, OSMBSC and R&R operators in the market place. Our Accounting suite comprises of General Ledger, Cashbook, Creditors, Debtors & Asset Register. Modules can be used either stand alone, or fully integrated with other modules in our suite. Our office is based in Parramatta within walking distance to BusNSW.



Tim Cheng, Director-General Manager

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Tasplan Super

Tasplan Super is a multi-industry, profit-for-members super fund. We don't pay commissions to agents or financial planners. And we're open to all workers in all industries.

We provide super, insurance and advice options, when our members need them, to help them achieve their best possible financial future.

Great service, strong returns¹, affordable insurance, and access to low-interest loans and discounted health insurance are just some of the ways we've been helping BusNSW members since 2003.

As an employer, you don't pay any fees to use our clearing house. Plus your dedicated Employer Relationship Manager will make sorting your super easy.



Brett Mason Employer Relationship Manager

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¹Past performance isn't a reliable indicator of future performance. For further information in relation to whether to acquire or hold the products referred to, please read the relevant *Member guide* available at tasplan.com.au/pds

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GOLD Partners



Thoreb Australia Pty Ltd

Systems range from the microprocessor based multiplex system ELSY which has been in operation in Australia since 1998 and is now fitted to over 90% of the market, to real-time systems utilising the C90 computer. The C90 provides a graphical interface to the driver and the ability to control functions such as air-conditioning, destination signs and camera systems. It is also the heart of Thoreb's proprietary passenger information systems, CCTV, vehicle tracking and telemetry systems.

Used in conjunction with Thoreb's web-based monitoring, vehicle statistics and route data management, a complete solution can be provided to meet your requirements.



Crinel Geaboc

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Wales Bus Repairs



BUS & COACH REPAIRS & REFURBISHMENTS

- Accident repairs to OEM standard (large or small)
- Refurbishment & remodelling to your specific brief (including seating, school lights / signage, wheelchair hoist, TV / video system, CCTV cameras, destination signs, & air conditioning)
- High quality fleet specific PPG paint refinishing & signwriting
- Fleet maintenance program if required
- In-house specialists with proven experience & expertise to deliver on every aspect of your repair or refurbishment
- Ongoing investment in equipment & technology to meet the challenges of change in the industry
- Lifetime warranty

WALES is a family owned and operated Australian business (est. 1982) that is genuinely committed to 'excellence' in customer service.

You can count on WALES BUS REPAIRS



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GOLD Partners

Western Sydney Repair Centre

Western Sydney Repair Centre (WSRC) is a Bus Repair specialist providing a high-quality service to the industry.

Our services include :

- Refurbishments
- Panel Repairs
- Mechanical Repairs
- RMS Inspections
- Full Bus Maintenance programs

Western Sydney Repair Centre focus is on High Quality Work and SPEEDY turnarounds.



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Bus Signs+

- Bus Signage
- Safety Equipment
- Tacograph Cards and much more

BusNSW Members receive 20% discount off marked prices

To view our catalogue and order online please visit the BusNSW website:

www.busnsw.com.au





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