

Information Management

The excerpt from the BSR is as follows:

BSR Sch 4 Information management

4.4.1 A system to produce, maintain and control all documents, records and data relevant to the safe management of bus operations, including the records required to be retained in accordance with these Regulations.

4.4.2 Systems and procedures to ensure the ongoing currency and accuracy of information managed by the bus operator.

Regulation 30 Definition

(1) In this Part— specified period, in relation to a record, means—

- a) a period of 3 years from the date of creation of the record; or
- b) the period specified by the Safety Director in a notice given under subregulation (2).

(2) For the purposes of subregulation (1)(b), the Safety Director may, by written notice given to a bus operator, specify a period of less than 3 years for the retention of a record or a class of record.

Regulation 31 Retention of records—accredited bus operator

An accredited bus operator must retain the following records in a safe and secure location for the specified period—

- (i) a record of the name, address and driver licence number of each person who drives a bus operated by the accredited bus operator;
- b) (ab) if the accredited bus operator operates a commercial bus service, commercial minibus service or local bus service, a record of the driver accreditation issued under Division 6 of Part VI of the Transport (Compliance and Miscellaneous) Act 1983 held by each person who drives a bus for that bus operator for a commercial bus service, commercial minibus service or local bus service (as the case requires);
 - (i) a record of each bus in the fleet of the accredited operator, including—
 - (ii) the vehicle registration number; and
 - (iii) the vehicle identification number; and
 - (iv) the maximum number of passengers that may be safely carried on the bus, in accordance with regulation 6;
 - (v) a record of the total number of buses in the fleet of the accredited operator;
- c) (ca) a record of the lease of any bus in the fleet of the accredited bus operator to another operator, or the lease by the accredited bus operator of any bus from another operator, including—
 - (i) the total number of buses leased to another operator; and
 - (ii) the total number of buses leased from another operator; and
 - (iii) the vehicle registration number of each leased bus; and
 - (iv) the vehicle identification number of each leased bus; and
 - (v) details regarding who is responsible for the service and maintenance of each leased bus and at what intervals;
 - (vi) any document required to demonstrate compliance with the conditions of accreditation;

- (vii) any document produced as part of the management information system or maintenance management system;
- (viii) any document produced as part of an audit of the management information system or maintenance management system under regulation 23;
- (ix) evidence of inspections conducted in accordance with Part 7 in respect of each bus operated by the accredited bus operator;
- (x) evidence of any action taken by the accredited bus operator to rectify a bus defect identified by a licensed bus tester during an inspection conducted in accordance with Part 7;
- (xi) any other record that the accredited bus operator is required to keep as a condition of accreditation.

Regulation 33 Retention of records—language

A bus operator must ensure that the records kept for the purposes of this Part are kept in the English language.

Regulation 34 Disclosure of records by accredited bus operators

- (1) An accredited bus operator must not directly or indirectly make a record of, disclose to any person, or make use of, any information acquired under regulation 31(a) or (ab) except—
 - (a) with the consent of the person to whom the information relates; or
 - (b) if otherwise lawfully authorised or required.
- (1) An accredited bus operator may provide information to the Safety Director without the consent of the person to whom the information relates to the extent that it is reasonably required by the Safety Director to perform functions or exercise powers under the Act or these Regulations.

What does this mean – what do you need to do?

This section is all about retaining your documents for the correct period of time, similar to your tax records, bus records also need to be retained. The BSR is explicit that records must be retained for 3 years (unless a notice period is provided by the Safety Director for a period of lesser or greater length) and must be kept in English.

Note that while we require the retention of documents for three years, other authorities e.g., the ATO may require documents to be kept for a longer period of time.

The types of registers that can assist you in keeping track of all of your relevant bus operation documents could be:

- Policy / Procedure document register,
- Staff document register,
- Fleet register.

All maintenance, service, and inspection records also need to be completed correctly and kept for the specified period.