

# 2022 BIC NATIONAL CONFERENCE



## CONFERENCE PROGRAM

Sponsored by



*Moving People > Navigating Change*



**OPERATIONAL**

**IMPERATIVES**

**ZERO EMISSIONS**

**ON DEMAND**

**REGULATION**

**ACCESSIBILITY**

**TECHNICAL ISSUES**



## CHAIR MESSAGE

It is important for the bus and coach industry to acknowledge the size of our public transport footprint and our vital role in delivering more than just a mobility outcome. Industry is also a policy driver and 'change maker' that can deliver on government's objectives for economic growth, congestion management, emissions reduction, a better environment, energy security, social inclusion and improved road safety.

The past 2 years has seen a significant shift in passenger transport provision due to the covid-pandemic, steep declines in our skilled labour force and government's transition plans to achieve net-zero. These 'change drivers' are challenging – yes – but I also believe these challenges will stimulate new approaches to the *moving people* task and provide operators, manufacturers and suppliers with the opportunity to be sector leaders.

Sector leadership is well demonstrated in Brisbane, the home of this year's conference. Queensland is about to go platinum with their high-frequency and high-capacity Brisbane Metro. BIC is currently working with Brisbane City Council to offer delegates the chance to view the Australian-first pilot metro.

Within the next 2 years Industry will experience transport law and regulation changes as the result of several Commonwealth reforms relating to disability access, road safety, heavy vehicle national law and heavy vehicle charging. This year's BIC National Conference provides the forum to discuss the options for navigating these changes, bring fresh thinking to the recruitment and retention of our labour force

and hear from state and territory governments on plans for their future public transport systems.

Several sessions in the conference program will provide 'hands-on' practical solutions. I am confident delegates will take something away to implement in their bus business. You need to be there to hear from industry leaders, subject matter experts, our governments, policy thinkers and makers to bolster your readiness to navigate the changes ahead.

I look forward to welcoming delegates to the conference in Brisbane.



Tony Hopkins  
Chair - Bus Industry Confederation

## PLENARY HIGHLIGHTS

### Special Guest Speakers

#### Michael McQueen – The New Now

Michael McQueen understands what it takes to thrive in a rapidly evolving world.

Widely recognised for having his finger on the pulse of business and culture, he has helped some of the world's best-known brands navigate change and stay ahead of the curve.

Michael is a bestselling author of 8 books and features regularly as a commentator on TV and radio. His work has featured in publications ranging from the UK Daily Mail to Medium.com and the Huffington Post.

Having presented to over 500,000 people across 5 continents since 2004, Michael is a familiar face on the international conference circuit having shared the stage with the likes of Bill Gates, Dr. John Maxwell and Apple co-founder Steve Wozniak.

#### Steven Bradbury

The payload of hard work can sometimes come in unexpected forms. Bradbury is often called Australia's 'accidental hero' but as a self-taught warrior of tactical

manoeuvres, maybe being the one left standing is no accident after all. The Bradbury story is one of the true Aussie battler overcoming much adversity to achieve the ultimate goal. The prize is in the journey and making business a success takes passion, persistence and teamwork.

#### Anthony Laye – How to build trust in the real world

Losing your mind has never been more hilarious. Australia's premier corporate entertainer Anthony Laye, will transport delegates on a mind-blowing adventure full of laughs and wonder, leaving you with a sense that you're not the only one in control of your thoughts!

A human lie detector test, nail-biting Russian roulette, amazing mind tricks. A unique, unforgettable and funny experience for delegates.

### Keynote Addresses

- > Future of transport in Brisbane - Councillor Ryan Murphy, Chair for Public and Active Transport - Brisbane City Council

- > The Hon Catherine King MP, Federal Minister for Infrastructure, Transport, Regional Development & Local Government
- > Andrew Bata, Head of UITP North America Regional Office - UITP - International Association of Public Transport
- > Australia's economic outlook: where we are and where we are going - Peter Munckton, Chief Economist and Head of Market Strategy – BoQ Finance
- > Neil Scales, Director-General of the Department of Transport and Main Roads
- > The Hon. Mark Bailey MP, Queensland Minister for Transport and Main Roads
- > Senator the Hon. Carol Brown, Senator for Tasmania and Assistant Minister for Infrastructure and Transport
- > Senator the Hon. Tim Ayres, Federal Assistant Minister for Trade and for Manufacturing
- > Senator The Hon. Bridget McKenzie, Shadow Minister for Infrastructure, Transport and Regional Development





WELCOME SUNDAY 13 NOVEMBER 2022 Sofitel Brisbane Central	
12:30 to 17:00	<b>Registration / Service Desk Opens</b> <i>Sponsored by INIT</i>
13:00	<b>BIC Group Meetings</b> > Executive Directors Meeting > Suppliers Group Meeting > Bus Operators Group Meeting <i>Sponsored by Multispares</i>
14:00	<b>BIC and APTIA Annual General Meetings</b> <i>Sponsored by Multispares</i>
14:30	<b>BIC Council Meeting</b> <i>Sponsored by Multispares</i>
17:45	<b>Buses depart from the Shrine of Remembrance - Ann Street</b> <i>Sponsored by Volvo Bus Australia</i>
18:00 to 21:00	<b>Volvo Welcome Reception – Princess Theatre, Woolloongabba</b> <i>Sponsored by Volvo Bus Australia</i>
20:30	<b>First Bus Departure return to Sofitel</b>
20:45	<b>Bussies Bar – Sofitel Cuvee</b> <i>Sponsored by GoTransit Media</i>
DAY ONE: MONDAY 14 NOVEMBER 2022 Sofitel Brisbane Central – Ballroom Le Grand	
07:30	<b>Conference Coffee Bar Opens</b> <i>Sponsored by Bus and Coach International</i>
07:30	<b>Registration / Service Desk Opens</b> <i>Sponsored by INIT</i>
08:00	<b>BIC Chair Welcome</b> > Tony Hopkins, Chair – Bus Industry Confederation <i>Sponsored by Keolis Downer</i>
08:10	<b>Keynote Address - Future of transport in Brisbane</b>  <b>Chair: Roz Chivers, Executive Director – Bus Industry Confederation</b> > Councillor Ryan Murphy, Chair for Public and Active Transport - Brisbane City Council <i>Sponsored by HESS</i>

08:40	<b>Keynote Addresses</b>  <b>Chair: Roz Chivers, Executive Director – Bus Industry Confederation</b> > The Hon Catherine King MP, Federal Minister for Infrastructure, Transport, Regional Development & Local Government > Andrew Bata, Head of UITP North America Regional Office - UITP - International Association of Public Transport <i>Sponsored by Keolis Downer</i>
09:10	<b>The New Now - Special Guest Speaker: Michael McQueen</b> <i>Sponsored by Keolis Downer</i>
10:00	<b>Morning Tea</b> <i>Sponsored by Volgren Australia</i>
10:30	<b>The Australian Bus Scene Panel – operational imperatives</b>  <b>Chair: Tony Hopkins, Chair – Bus Industry Confederation</b> <b>Panel Facilitator: Michael McQueen</b> <b>Panellists</b> > ComfortDelGro Australia - Nicholas Yap, Chief Executive Officer > Kangaroo Bus Lines - Darren Webster, Chief Executive Officer > Keolis Downer - Mark Dunlop, Managing Director, Sydney Northern Beaches > Kinetic - Matt Campbell, General Manager > Premier Transport Group - John King, Managing Director > Transdev Australasia - Mark McKenzie, Managing Director of Queensland > RiverCity Ferries - Len Kidd, General Manager > Transport for Brisbane - Geoffrey Beck, Divisional Manager <i>Sponsored by Keolis Downer</i>

### Pilot Metro Tours – Monday 10am to 1pm

As part of the conference program, Brisbane City Council is pleased to offer delegates an opportunity to experience Brisbane Metro's pilot metro on Monday 14 November. From 10am-1pm, you can walk through the Australian-first battery electric and high capacity metro on Ann Street (near City Hall) and speak with members of the project team.

Council is working together with world-leading vehicle manufacturer HESS and electric infrastructure experts Hitachi Energy to design and build the battery electric metro fleet and state of the art flash charging infrastructure.

Councillor Ryan Murphy, Chair for Public and Active Transport, will also open the conference on Monday providing a keynote address on The Future of Transport in Brisbane including an overview of the Brisbane Metro solution.





11:30	<p><b>What is the ‘new normal’ for Australia’s transport network?</b></p> <p><b>Chair: Roz Chivers, Executive Director – Bus Industry Confederation</b>          &gt; Terry Rawnsley, Director, Planning &amp; Infrastructure Economics - KPMG Australia  <i>Sponsored by Optibus</i></p>	15:00	<p><b>Future implications for bus and coach operations from the “Skills and Jobs Summit”</b></p> <p><b>Chair and Facilitator: Ian MacDonald, National Industrial Relations Manager – Bus Industry Confederation</b></p> <p><b>Upskilling your bus business for a resilient workforce</b>          &gt; Klausch Schmidt, Director of IRC Operations - Australian Industry Standards</p> <p><b>Staying ahead of the ‘new now’ of Insecure Work</b>          &gt; Tim Capelin, Partner - Piper Alderman</p> <p><b>Preparing for the future of Enterprise Bargaining</b>          &gt; Melissa Hogan, Industrial Relations Manager Rail and Transit Systems – Downer Group  <i>Sponsored by Piper Alderman</i></p>
12:00	<p><b>Creating a “customer experience” culture in your organisation</b></p> <p><b>Chair: Roz Chivers, Executive Director – Bus Industry Confederation</b>          &gt; Yvette Mihelic, Director Customer Experience Rail and Transport - John Holland  <i>Sponsored by Transdev Australasia</i></p>	16:00	<p><b>Australia’s economic outlook: where we are and where we are going</b></p> <p><b>Chair: Brett Collins, Finance Director – Bus Finance Australia</b>  <b>Keynote Speaker</b>          &gt; Peter Munckton, Chief Economist and Head of Market Strategy – BoQ Finance  <i>Sponsored by Bus Finance Australia</i></p>
12:30	<p><b>Lunch</b>  <i>Sponsored by Hitachi</i></p>	16:30	<p><b>Happy Hour – Sofitel</b>  <i>Sponsored by Parts Supply Solutions/Hanover Displays</i></p>
13:30	<p><b>On Demand – where are we now since the early trials in 2017? Where has it worked, where it hasn’t and why</b></p> <p><b>Chair: Sam Lucas, Managing Director – Warrnambool Bus Lines</b></p> <p><b>On Demand transport services driving new mobility behaviours</b>          &gt; Segolene Deeley, Director, Future Mobility &amp; Corporate Affairs – Keolis Downer</p> <p><b>The Queensland Government experience with On Demand implementation</b>          &gt; Andy Meyer, Acting Executive Director Service Planning and Infrastructure, TransLink – Department of Transport and Main Roads  <i>Sponsored by Hitachi</i></p>	18:15	<p><b>Buses depart from the Shrine of Remembrance - Ann Street</b>  <i>Sponsored by Mercedes-Benz Bus &amp; Coach/Fuso</i></p>
14:10	<p><b>On Demand and MaaS solutions for regional areas</b></p> <p><b>Chair: Sam Lucas, Managing Director – Warrnambool Bus Lines</b></p> <p><b>Towards a blueprint for MaaS in regional and rural areas</b>          &gt; Professor John Nelson, Chair in Public Transport – Institute of Transport and Logistics Studies, The University of Sydney Business School</p> <p><b>Demand responsive services for ‘low density’ regional areas – does it work?</b>          &gt; Andrew Amos, Business Manager - Cavanagh Bus and Coach  <i>Sponsored by Hitachi</i></p>	18:30 to 22:00	<p><b>Mercedes-Benz/Fuso Monday Masquerade</b>  <i>Sponsored by Mercedes-Benz Bus &amp; Coach/Fuso</i></p>
		21:30	<p><b>First Bus Departure return to Sofitel</b></p>
		21:45	<p><b>Bussies Bar – Sofitel Cuvee</b>  <i>Sponsored by GoTransit Media</i></p>
<p><b>DAY TWO: TUESDAY 15 NOVEMBER 2022</b>  <b>Sofitel Brisbane Central – Ballroom Le Grand</b></p>			
		07:00	<p><b>Conference Coffee Bar Opens</b>  <i>Sponsored by Bus and Coach International</i></p>
		07:30	<p><b>Registration / Service Desk Opens</b>  <i>Sponsored by INIT</i></p>
		08:00	<p><b>Scania Big Breakfast – Sofitel</b>  <i>Sponsored by Scania Australia</i></p>
		09:15	<p><b>Special Guest Speaker – Steven Bradbury</b>  <i>Sponsored by Scania Australia</i></p>



10:00	<p><b>Bus driver resilience</b></p> <p><b>Chair and Facilitator: Steven Bradbury</b></p> <p><b>Improving driver resilience and management capability to enhance wellbeing and community safety</b></p> <ul style="list-style-type: none"> <li>&gt; Jason Lee, Head of Health, Safety, Environment and Quality - Transit Systems</li> </ul> <p><b>Creating efficiencies by factoring individual persona and lifestyle preferences</b></p> <ul style="list-style-type: none"> <li>&gt; Russ Yell Regional Director ANZ - Optibus</li> </ul> <p><i>Sponsored by Scania Australia</i></p>	14:20	<p><b>National Awards presentations</b></p> <p><b>Supplier of the Year</b> <i>Sponsored by the Bus Industry Confederation</i></p> <p><b>Bus Safety</b> <i>Sponsored by National Heavy Vehicle Regulator</i></p> <p><b>Environment &amp; Innovation</b> <i>Sponsored by Bus Industry Confederation</i></p> <p><b>Achiever</b> <i>Sponsored by SURA Australian Bus and Coach</i></p> <p><b>Outstanding Contribution</b> <i>Sponsored by Bus Industry Confederation</i></p>
10:30	<p><b>Morning Tea</b> <i>Sponsored by Bus Finance Australia</i></p>	14:50	<p><b>Keynote Address</b></p> <ul style="list-style-type: none"> <li>&gt; Senator the Hon. Carol Brown, Senator for Tasmania and Assistant Minister for Infrastructure and Transport</li> </ul> <p><i>Sponsored by Pulitano Group</i></p>
11:15	<p><b>Keynote Address</b></p> <ul style="list-style-type: none"> <li>&gt; Neil Scales, Director-General of the Department of Transport and Main Roads</li> </ul> <p><i>Sponsored by Mobileye</i></p>	15:10	<p><b>Part 2 What's in the pipeline – national regulation and reform</b></p> <p><b>Chair: Madonna Woodhead, National Policy Manager – Bus Industry Confederation</b></p> <p><b>The reform of the Disability Standards for Accessible Public Transport – where is it heading</b></p> <ul style="list-style-type: none"> <li>&gt; Madonna Woodhead, National Policy Manager - Bus Industry Confederation</li> </ul> <p><b>Update on Heavy Vehicle Road Reforms</b></p> <ul style="list-style-type: none"> <li>&gt; Edwina Barton, Assistant Director, Road Market Reform - Federal Department of Infrastructure, Transport, Regional Development, Communications and the Arts</li> </ul> <p><b>Progress on the National Pilot of road user charges for heavy vehicles</b></p> <ul style="list-style-type: none"> <li>&gt; Matthew Rendle, Assistant Director National Heavy Vehicle Charging Pilot - Department of Infrastructure, Transport, Regional Development, Communications and the Arts</li> </ul> <p><i>Sponsored by ZF Services Australia</i></p>
11:35	<p><b>Safety – it is everyone's business</b></p> <p><b>Chair: Roz Chivers, Executive Director – Bus Industry Confederation</b></p> <p><b>Driver safety – safety sustainability, changing workplace culture and driver behaviour</b></p> <ul style="list-style-type: none"> <li>&gt; David Swords, Risk Consultant – DriveRisk Australasia</li> </ul> <p><b>BusSA – School safety education program</b></p> <ul style="list-style-type: none"> <li>&gt; Andrea Overall, Executive Officer – BusSA</li> </ul> <p><i>Sponsored by Mobileye</i></p>	16:10	<p><b>Keynote Address</b></p> <ul style="list-style-type: none"> <li>&gt; Senator the Hon Tim Ayres, Federal Assistant Minister for Trade and for Manufacturing</li> </ul> <p><i>Sponsored by Airbags Australia</i></p>
12:15	<p><b>Part 1 What's in the pipeline – national regulation and reform</b></p> <p><b>Chair: Roz Chivers, Executive Director – Bus Industry Confederation</b></p> <p><b>Update on the progress of Heavy Vehicle National Law and safe systems review of the Australian Road Rules</b></p> <ul style="list-style-type: none"> <li>&gt; Aaron de Rozario, Executive Leaders - National Transport Commission</li> </ul> <p><b>Update from the National Heavy Vehicle Regulator on the Heavy Vehicle Inspection Framework</b></p> <ul style="list-style-type: none"> <li>&gt; Sal Petrocitto, Chief Executive Officer – National Heavy Vehicle Regulator</li> </ul> <p><i>Sponsored by National Heavy Vehicle Regulator</i></p>	16:35	<p><b>Keynote Address</b></p> <ul style="list-style-type: none"> <li>&gt; Senator The Hon. Bridget McKenzie, Shadow Minister for Infrastructure, Transport and Regional Development</li> </ul> <p><i>Sponsored by Airbags Australia</i></p>
13:00	<p><b>Lunch</b> <i>Sponsored by Multispares</i></p>	17:00	<p><b>Happy Hour – Sofitel</b> <i>Sponsored by Valvoline Australia</i></p>
14:00	<p><b>Keynote Address</b></p> <ul style="list-style-type: none"> <li>&gt; The Hon. Mark Bailey MP, Queensland Minister for Transport and Main Roads</li> </ul> <p><i>Sponsored by Pulitano Group</i></p>	18:00	<p><b>Delegate Free Time   Sponsors Free Time</b></p>
		21:00	<p><b>Bussies Bar – Sofitel Cuvee</b> <i>Sponsored by GoTransit Media</i></p>



DAY THREE: WEDNESDAY 16 NOVEMBER 2022 Sofitel Brisbane Central	
07:30	<b>Conference Coffee Bar Opens</b> <i>Sponsored by Bus and Coach International</i>
07:30	<b>Registration / Service Desk Opens</b> <i>Sponsored by INIT</i>
08:00	<b>BIC national update</b> > Roz Chivers, Executive Director - Bus Industry Confederation
08:30	<b>Critical thinking – ZEB in the real world</b>  <b>Chair: Stephen Lucas, Chair of BIC’s Zero Emission Committee and Chair – Warrnambool Bus Lines</b>  <b>Why a ZEB is not diesel!</b> > Stephen Lucas, Chair of BIC’s Zero Emission Committee and Director – Warrnambool Bus Lines  <b>Contractual obligations in a ZEB future</b> > Maria Capati, Partner – Piper Alderman  <b>Training for jobs of the future for electric and hydrogen vehicles</b> > Paul Mascord, Director Fleet Services - Transport Canberra > Matthew Halls, A/Senior Director Procurement and Asset Management - Transport Canberra  <i>Sponsored by Heritage Finance</i>
09:30	<b>What can Australia learn from the rest of the world - the mistakes and successes of ZEB implementation</b>  <b>Chair: Stephen Lucas, Chair of BIC’s Zero Emission Committee and Chair – Warrnambool Bus Lines</b>  <b>International lessons to be learned with ZEB</b> > Mike Nugent, Head of Hitachi Europe’s ZeroCarbon business - Hitachi (Electric)  <b>International perspectives of mixed depot use</b> > Mark Peters, General Manager Fleet, Innovation & Business Intelligence - Transit Systems  <i>Sponsored by Siemens</i>
10:30	<b>Morning Tea</b> <i>Sponsored by Thermo King Bus Australia</i>

11:00	<b>Fireside chat with the department heads and senior officials of transport on Government’s plans for public transport</b>  <b>Chair and Facilitator: Tony Hopkins, Chair – Bus Industry Confederation</b>  <b>Panellists</b> > Department of Infrastructure and Transport SA - Jon Whelan, Chief Executive > Department of Transport and Main Roads of Queensland - Peter Milward, General Manager, Passenger Transport, Integration > Department of Transport Victoria - Stuart Johns, Executive Director, Model Planning > Public Transport Authority of WA - Martin White, Executive Director Transperth System, Regional and School Bus Services > Transport Canberra and City Services ACT - Ben McHugh, Deputy Director-General > Transport for NSW Howard Collins OBE, Chief Operations Officer, Greater Sydney  <i>Sponsored by TWUSUPER</i>
12:00	<b>How to Build Trust in the Real World - Special Guest Speaker: Anthony Laye</b>  <i>Sponsored by McConnell Seats Australia</i>
12:45	<b>Conference concludes</b>

\*Program subject to change





---

## Conference Opening - Monday 08:00 to 10:00

---



### **Tony Hopkins, Chair - Bus Industry Confederation**

Tony Hopkins is the Chair of BIC and Chief Executive Officer, Regional Australia Division of ComfortDelGro Corporation Australia (CDC).

A transport, tourism, and logistics expert and bus industry veteran of 40 years, Tony has delivered comprehensive passenger transport solutions for some of Australia's most renowned bus brands.

Tony has served as a chair, president, vice president and committee member on the executive of various state and national industry associations for the past 14 years including the Bus Industry Confederation (BIC), Australian Public Transport Industry Association (APTIA), Queensland Bus Industry Council (QBIC) and the former National Heavy Vehicle Regulator (NHVR) Taskforce.

Tony is an active contributor to the community and wider industry, lobbying state, and federal governments to create improvements for various bus operators across the country.

---



### **Councillor Ryan Murphy, Chair for Public and Active Transport - Brisbane City Council**

Cr Ryan Murphy is the Civic Cabinet Chair for Transport and the Councillor for Chandler Ward in Brisbane City Council.

Ryan oversees a number of Council's major projects including the \$1.7Bn Brisbane Metro and \$550M Green Bridges program, as well as Brisbane's bus, ferry and CityCat fleet. He is responsible for the Transport for Brisbane network which carries 78 million passengers annually. He also leads the rollout of the city's innovative e-mobility program and Council's record investment into bicycle infrastructure projects.

Ryan holds a Bachelor of Arts with a Double Major in Political Science (UQ) and is currently completing a Master of Business Administration (MBA) with the University of Queensland. Before becoming a Councillor, he served in the Australian Army Reserves as Communications Systems Operator and worked in the private sector as a public relations consultant for some of Queensland's largest infrastructure and resource projects.

Ryan is committed to shaping Brisbane into a leader in sustainable, high quality public and green transport.

---



### **The Hon Catherine King MP, Federal Minister for Infrastructure, Transport, Regional Development & Local Government**

The Hon Catherine King MP, is the Federal Member for Ballarat and Minister for Infrastructure, Transport, Regional Development and Local Government. She was first elected in 2001.

Following the 2022 Election, Catherine was sworn in as the Minister for Infrastructure, Transport, Regional Development and Local Government – a key portfolio that reaches into the heart of every community across the country.

Catherine held a similar portfolio in the previous term of opposition, as well as serving six years as Labor's Shadow Minister for Health and Medicare.

Catherine has previously held the Cabinet portfolio of Minister for Regional Australia, Local Government and Territories, as well as serving Minister for Regional Services, Local Communities and Territories, Minister for Road Safety, and before that as Parliamentary Secretary for Transport and Parliamentary Secretary for Health.

Catherine holds Bachelor Degrees in Social Work and Laws and a Masters' in Public Policy.

Prior to entering Parliament, Catherine was a senior manager at KPMG's Consulting Practice.

As a regional MP, Catherine is a strong advocate for the seven million Australians who live outside our capital cities.

---



### **Andrew Bata, Head of UITP North America Regional Office - UITP - International Association of Public Transport**

Andrew Bata manages UITP's North America Region, which is the fastest growing membership unit of the Association. He is a career urban transportation professional having served in various executive roles for the New York Metropolitan Transportation Authority where he led units of service planning, innovation, global best practices, and new technology deployment. His life focus is advocating high quality metropolitan life via sustainable, accessible, modern, reliable urban transportation systems.

Andrew is active in various other professional associations such as ITS America, TRB and ASCE. He is the former president and current board member of the Intelligent Transportation Society of New York. He is also an adjunct professor of transportation at Columbia and New York Universities. Andrew holds a MSc in Transportation Engineering from Northwestern University.

---



### **Special Guest Speaker: Michael McQueen**

Michael McQueen understands what it takes to thrive in a rapidly evolving world.

Widely recognised for having his finger on the pulse of business and culture, he has helped some of the world's best-known brands navigate change and stay ahead of the curve.

Michael is a bestselling author of 8 books and features regularly as a commentator on TV and radio. His work has featured in publications ranging from the UK Daily Mail to Medium.com and the Huffington Post.

Having presented to over 500,000 people across 5 continents since 2004, Michael is a familiar face on the international conference circuit having shared the stage with the likes of Bill Gates, Dr. John Maxwell and Apple co-founder Steve Wozniak.

## **The Australian Bus Scene Panel - Monday 10:30 to 11:30**



### **ComfortDelGro Australia - Nicholas Yap, Chief Executive Officer**

Nicholas Yap was appointed Chief Executive Officer of ComfortDelGro Corporation Australia on 1 July 2019. Prior to this appointment, he was the Chief Executive Officer of CDC Victoria and Chief Operating Officer of ComfortDelGro Corporation Australia. Nick joined parent company, ComfortDelGro Corporation Limited in 1994 and was Vice President, Group Business Development, before his posting to Australia. He also served as a Manager in the Service Development Department of SBS Transit Ltd.

Nick holds a Bachelor of Economic and Social Studies (Hons) from the University of Wales and completed the Executive Programme in Transportation Management from the Nanyang Technological University and Chartered Institute of Transport, Singapore.



### **Kangaroo Bus Lines - Darren Webster, Chief Executive Officer**

Darren Webster is the Chief Executive Officer of Kangaroo Bus Lines (KBL), which is owned and operated by the Webster family, since 1978. Darren, a third generation bus operator, since taking management of the business from his father Daryl, has navigated the growth of KBL through the years to become one of the most recognized bus and coach operators, not only in SEQ, but within the industry.

With 140 vehicles and 225 staff across two depots, one of the outer suburbs of Brisbane and another on the Sunshine Coast, KBL is acknowledged as having one of the most well presented and modern fleets in the market supported by a positive culture within his people.



### **Keolis Downer - Mark Dunlop, Managing Director, Sydney Northern Beaches**

Mark has over 20 years of experience in senior management roles in public transport operations, including metro, regional and charter operations. He has extensive experience in successfully transitioning businesses through team building and collaboration to create stable operations.

In 2017, Mark was appointed General Manager at Keolis Downer Hunter in Newcastle. Australia's only multimodal operation, the contract is breaking new ground in the public transport space and has changed the face of public transport in Newcastle.

As the current Managing Director for Keolis Downer Northern Beaches, Mark helped lead and stand up the region, to what's known as one of the best transitions in Sydney. Strong strategic thinking, negotiation and communication skills underpin Mark's proven capability to motivate, and lead coordinated, cross-functional teams to achieve corporate and customer objectives. Mark firmly believes a long-term partnership with the Public Transport Authority that can adapt to a continuously changing environment is critical in delivering success for both parties.



### **Kinetic - Matt Campbell, General Manager**

Matthew Campbell is currently the Executive General Manager of Kinetic's Queensland operations, managing a team of 1700 employees, and 900 buses across 14 depots.

Matt has worked in the Public Transport industry for 7 years, starting as General Manager Safety for Transit Australia Group before moving into the role of General Manager South East Queensland when the group was purchased and Kinetic formed. Matt is a hands-on, commercially astute people leader who focuses on delivering continuous improvement across Kinetic's operations.





---

#### **Premier Transport Group - John King, Managing Director**

John King is the Managing Director of Premier Transport Group, which operates in excess of 500 buses and coaches and employs over 500 staff. The company operates School, Route, Rail Replacement and Charter services in NSW and Queensland, and Long-Distance services throughout Australia's East Coast. Through John's professional leadership, the Premier Transport Group has gained a reputation as a dynamic and trusted Public Transport operator.

At an industry level, John has been the President of BusNSW since 2017 where he has played an integral role in the management and coordination of the activities of the association. John is a member of the Bus Industry Confederation (BIC) Council and was recently elected vice-chairman of the Australian Public Transport Industrial Association (APTIA) Council.



---

#### **Transdev Australasia - Mark McKenzie, Managing Director of Queensland**

Mark McKenzie is the Managing Director of Transdev Queensland.

Mark joined Transdev in 2015 with the NSW Bus Business as Group Service Delivery Manager. Prior to entering the business Mark held leadership roles in the Telecommunications sector in Telstra and worked in Electric Power Generation with Coates Hire and Electrical Supply and Distribution with SCC (now Energy Australia).

Mark's roles with Transdev Bus have included General Manager Operations and Assets, Acting MD NSW Bus and since 2019, Managing Director Transdev Queensland.

Mark holds an MBA and is Graduate of Australian Institute of Company Directors as well as industry Certification through ITIL with Certificate in Transport Management.



---

#### **RiverCity Ferries - Len Kidd, General Manager**

Len Kidd has over 45 years' experience in public transport. His areas of expertise include bus, rail and marine, spanning several Australian states, as well as New Zealand.

Len is currently the General Manager of RiverCity Ferries.



---

#### **Transport for Brisbane - Geoffrey Beck, Divisional Manager**

Geoffrey Beck joined Brisbane City Council in 2009, and since 2014 has been the Divisional Manager, Transport for Brisbane. In this role, Geoffrey is responsible for one of Australia's largest public transport enterprises comprising of buses, ferries and e-mobility arrangements.

Geoffrey is passionate about meeting the operational challenges that the public transport sector faces, along with managing the changing expectations of our customers and the community through professional, frequent, reliable and safe transport solutions.

Geoffrey has significant public sector experience in Australian Government, where he held the roles of Defence-Director General of Capital Infrastructure and Head of Defence Infrastructure. Geoffrey has also held senior roles in the private sector with engineering and defence companies such as Raytheon and GHD. Before this, Geoffrey had an extensive military career including operational roles in Namibia.

Geoffrey holds a Bachelor of Engineering (Civil), a Master of Applied Science and Graduate Diplomas in Management and Strategic Studies. He is also a graduate of Army Command and Staff College and the Centre for Defence and Strategic Studies.

---



---

## The 'new normal' - Monday 11:30 to 12:00

---



### **Terry Rawnsley, Director, Planning & Infrastructure Economics - KPMG Australia**

Terry Rawnsley is an award-winning economist who specialises in how cities and regions function.

He is the country's leading expert in measuring economic growth for cities and regions and works with all tiers of government, ASX listed companies, private businesses and not-for-profits organisations. His project experience is extensive, ranging from preparing business cases, economic and housing assessments to preparing land use and transport strategies.

Terry helps businesses and governments make informed decisions by taking complex data sets and distilling them into simple to understand options. He frequently publishes research and insights into how different parts of Australia are impacted by economic and social trends. He has extensive experience in developing data driven scenarios to understand how behavioural changes impact on the transport network.

Terry's dynamic presentation style makes him a popular television spokesperson and presenter at industry events and conferences.

---

## Creating a 'customer experience' culture - Monday 12:00 to 12:30

---



### **Yvette Mihelic, Director Customer Experience Rail and Transport - John Holland**

Yvette is a customer experience senior executive with over 20 years of extensive experience across industry and sector.

As General Manager for Customer Experience for Sydney Trains, she was responsible for the implementation of Opal (ETS) and the multi-modal Revenue Protection division.

She also delivered the Customer Channel Transformation Program for TfNSW resulting in multi-faceted improvements for the community, customers and visitors using transport in the state.

At Transdev she implemented and led On Demand transport for Australasia.

Currently she is leading the customer experience division within John Holland's Rail and Transport team and has designed, developed and implemented customer experience strategy and provides ongoing support for projects and contracts across Australia.

Yvette's expertise is in leading large and complex teams and delivering personalised and contextualised customer experience strategies using lean six sigma and human centred design methodologies for optimum and continually improving performance.

---

## On Demand and MaaS - Monday 13:30 to 15:00

---



### **Sam Lucas, Managing Director - Warrnambool Bus Lines**

A fourth generation bus operator, Sam has worked in all facets of the bus industry; from driving to operations, workshop and administration to his current role as Managing Director of Warrnambool Bus & Motor Company, since starting with the family group of companies over 20 years ago.

These roles have given Sam extensive experience in service planning and delivery, accreditation, fleet procurement and contract management, as well as strong experience in design and project management of recent bus depot developments.

Sam is an active advocate for improvement in public transport services, particularly in regional areas, and ensuring development and relevance of bus operators across the country.

---



### **Segolene Deeley, Director, Future Mobility & Corporate Affairs - Keolis Downer**

Segolene Deeley is a strategic customer and stakeholder specialist with over 20 years' experience leading public relations, stakeholder engagement and future mobility projects. Her career has spanned Europe, the UK and the US, and she has been working in the transport industry for 12 years.

Segolene passionately believes that to improve transport connectivity, encourage modal shift and address new mobility behaviours, we need to work collectively and look beyond one size fits all solutions.

Segolene joined Keolis Downer in 2017 to lead the reputation and market positioning in Australia, as well as develop future mobility projects.

---



**Andy Meyer, Acting Executive Director Service Planning and Infrastructure, TransLink – Department of Transport and Main Roads Queensland**

Andy Meyer leads the Service Planning and Infrastructure team within TransLink, responsible for up to 5 year, network design, service and infrastructure delivery for the passenger transport network across Queensland.

After an earlier career in IT and Management Consulting, Andy realised that he really wanted to get back to playing with buses and trains, and has worked in Public Transport planning in Queensland for the last 15 years.

Andy particularly enjoys the challenge of being able to translate strategic planning and goals into their more complicated operational realities. He enjoys learning from the experiences of others inter-state and around the world, but recognises that network solutions must be tailored to local topographical, economic and social attributes. With trials of new on-demand technologies underway across Queensland, Andy is focussed on understanding how new technologies can work to improve customer access to, and benefits from, legacy networks.



**Professor John Nelson, Chair in Public Transport – Institute of Transport and Logistics Studies, The University of Sydney Business School**

Prof Nelson holds the Chair in Public Transport, Institute of Transport and Logistics Studies (ITLS), University of Sydney.

John is particularly interested in the application and evaluation of new technologies to improve transport systems as well as the policy frameworks and regulatory regimes necessary to achieve sustainable mobility.

He is a co-author (with David Hensher and others) of Understanding Mobility as a Service (MaaS).

Past, Present and Future (Elsevier, May 2020) and co-editor (with Corinne Mulley) of Urban Form and Accessibility (Elsevier, December 2020) and (with Corinne Mulley and Steve Ison) of The Routledge Handbook of Public Transport (Routledge, May 2021).

His most recent book is Transportation in a Net Zero World: Transitioning Towards Low Carbon Public Transport (with Kathryn Logan and Astley Hastings and published by Springer, April 2022).

## Future implications for operators from the skills summit - Monday 15:00 to 16:00



**Ian MacDonald, National Industrial Relations Manager – Bus Industry Confederation**

Ian MacDonald is the National Industrial Relations Manager for the Bus Industry Confederation. At the same time Ian heads up the Australian Public Transport Industrial Association (APTIA), which is the industrial arm of BIC.

Ian has been involved in the bus industry for over 25 years, firstly as a solicitor and then as the Industrial Relations Manager for BusNSW and then the National Industrial Relations Manager for BIC.

Ian is a member of the Australian Human Resources Institute, has a Bachelor of Laws and Certificate of Transport Management from Sydney University.



**Klausch Schmidt, Director of IRC Operations - Australian Industry Standards**

Klausch Schmidt is the Director of IRC Operations at Australian Industry Standards (AIS), not-for-profit Skills Service Organisation that develops skills standards across a range of Australian industries.

Klausch works closely with Industry Reference Committees to ensure qualifications and skills standards are contemporary and meet the needs of industry. He consults with a broad range of stakeholders including Industry associations and businesses, licensing and regulatory bodies, government and State Training Authorities.

Klausch draws upon his wealth of industry experience and VET knowledge to provide professional stakeholder engagement and support services to the industries that AIS supports. Klausch's rich work history includes roles as a trainer, 15 years as a distribution centre manager, industry development manager for the Australian Meat and Livestock Corporation and General Manager of a Registered Training Organisation.

Klausch holds an Advanced Diploma in Management and various other vocational qualifications.





### **Tim Capelin, Partner - Piper Alderman**

Tim Capelin is recognised as one of Australia's leading workplace lawyers. He created and led Australia's top boutique workplace law firm for more than a decade before accepting Piper Alderman's invitation to join our practice. Tim has over 25 years' experience in employment and industrial relations law.

Tim understands the commercial realities of business from the perspective of a business owner and adviser. This background enhances Tim's provision of strategic advice to clients on employment and workforce matters. He is an experienced advocate and has represented employers in all relevant tribunals and courts.

Tim's industry knowledge includes working with clients in financial services (including insurance), agribusiness, health, hospitality, publishing, retail, logistics, resources, government, professional services, transport, building & construction, social & community services and pharmaceutical industries. He frequently presents on workplace law topics, is a regular contributor to industry and legal publications and is sought by the media for comment on workplace law issues.



### **Melissa Hogan, Industrial Relations Manager Rail and Transit Systems - Downer Group**

Melissa Hogan is the Industrial Relations Manager at Downer Group. Mel has worked in the public transport industry for 13 years, and has over 20 years' experience in human resources and industrial relations. Mel works as part of a small professional IR team within the Downer Group, managing over 200 enterprise agreements across Australia and New Zealand, and a complex and diverse workforce of over 30,000 employees. As the IR Manager for Downer's Rail and Transit Systems Division since 2018, Mel has had responsibility for enterprise bargaining and implementation, union relationships, dispute resolution, managing claims through the Fair Work Commission and other employment tribunals, policy development, training, coaching and providing general advice with respect to industrial relations and employment law related matters.

Mel with her team has carriage of negotiations for multi modal transport enterprise bargaining with the TWU and the RTBU for northern beaches lower north shore, in Sydney, Newcastle transport, Path Transit in WA, Southlink and Link Sa in SA and Yarra trams, and Hornibrook Bus Lines in outer Brisbane.

Her Qualifications include a Master of Workplace and Employment Law, Graduate Diploma in Human Resources Management and Industrial Relations and is ADKAR Change Management Certified.

## **Australia's economic outlook - Monday 16:00 to 16:30**



### **Peter Muckton, Chief Economist and Head of Market Strategy - BoQ Finance**

Peter Muckton has been the Chief Economist at the Bank of Queensland for eight years. He has previously worked at the Federal Treasury in Canberra, as well as in senior economics roles at Bankers Trust and the CBA. At CBA he also held a senior role in Group Strategy. He has co-authored reports on the Australian and Chinese financial systems that gained significant domestic and international media attention.

Peter's ambition as a child was to play cricket for Australia. But a series of unfortunate injuries and a complete lack of talent meant he ended up as an economist.

## **Scania Big Breakfast - Tuesday 08:00 to 10:00**



### **Special Guest Speaker - Steven Bradbury**

Steven Bradbury is one of the world's most colourful Australian champions. With an impressive career as an Olympic athlete, Steven has been driven by determination, sacrifice and most importantly a will to succeed.

His remarkable and unlikely victory at the 2002 Salt Lake City Winter Olympics was achieved after a spectacular final-lap spill took out his four rivals. Bradbury threw his arms up in disbelief and smiled as he crossed the finish line. The Bradbury story is one of the true Aussie battler who overcomes much adversity to achieve the ultimate goal.

Steven's vast experience onstage (over 850 events in 16 countries) allows him to be a relaxed, informative and entertaining MC. Steven's prowess as a motivational speaker is well known but he has also been MC'ing events for a decade. He has MC'd and facilitated at more than 80 events for clients such as AMP, Nissan, Suncorp and Telstra.



---

## Bus driver resilience - Tuesday 10:00 to 10:30

---



### **Jason Lee, Head of Health, Safety, Environment and Quality - Transit Systems**

Jason is an experienced Health, Safety and Wellbeing professional currently working as the Head of Health, Safety, Environment and Quality in Transit Systems (the Australian Public Transport Division of Kelsian Group).

With 15 years proven experience in Health, Safety and Wellbeing roles, Jason is passionate and always been a strong advocate and champion of health, safety and wellness programs within workplaces and beyond, with focus on injury prevention and wellbeing aspects of people.

Jason holds undergraduate and post graduate qualifications in business management, marketing and occupational health and safety.

---



### **Russ Yell Regional Director ANZ - Optibus**

Russ Yell is a thought leader and influencer at the forefront of global mobility innovation. In his current role he works with transport agencies and transport operators in ANZ to improve mobility outcomes through the Optibus platform and its ever-increasing suite of capabilities.

During his 20 years in the transport and infrastructure industry he's worked across the globe, and has always sought to challenge norms and find opportunities to improve outcomes through process redesign, user-centricity and the adoption of innovative technologies.

---

## Keynote Address - Tuesday 11:15 to 11:35

---



### **Neil Scales, Director-General of the Department of Transport and Main Roads Queensland**

As Director-General, Neil Scales leads the Department of Transport and Main Roads (TMR), with an annual budget of \$10.5 billion, including capital expenditure of \$4.5 billion and managed assets worth in excess of \$92 billion. The Department develops and delivers QTRIP, which is a four-year program released annually outlining current and planned investments in transport infrastructure. The program of works detailed in QTRIP represents a \$29.7 billion investment over four years in road, rail, bus, cycling and marine infrastructure on freight, commuter and recreational networks.

Neil joined the Queensland Public Service in March 2012 as Chief Executive Officer (CEO) of TransLink where he was responsible for the public transport network across Queensland. He was appointed Director-General of TMR in March 2013.

In September 2014, Neil became Commissioner for the National Transport Commission (NTC) and joined the Roads Australia Board in November 2014. Neil is Chair of Austroads and Deputy Chair of the Australian Road Research Board. He is also a board member of the Tourism and Transport Forum, the Australian Centre for Rail Innovation, and Police- Citizens Youth Clubs (PCYC) Queensland.

In September 2014, Neil became Government Champion for the Woorabinda Indigenous community. From 2015–2017, Neil was the Queensland Public Sector's CEO Champion against domestic and family violence. In 2017, Neil won the Australia's CEO Challenge Race, a fundraising initiative that raises money and awareness for domestic and family violence prevention.

Neil became Acting CEO for Queensland Rail in October 2016, returning to the Director- General role at TMR in April 2017.

In 2019, Neil successfully completed the Vincent Fairfax ethical leadership course. In 2021, Neil was awarded the Roads Australia John Shaw Medal in recognition of his outstanding contribution to roads in Australia.

---

## Safety is everyones business - Tuesday 11:35 to 12:15

---



### **David Swords, Risk Consultant - DriveRisk Australasia**

David Swords is a Risk Consultant at DriveRisk with 25 years' experience across corporate and government markets - industry verticals such as Transport, Logistics, Resources and Utilities. Consultative and entrepreneurial in creating valued solutions, including large scale project management & implementation of innovative business technology in Fleet.

Technology is the enabler - Behavioral change is the objective.

Our value is assisting you to discharge those requirements in a way that drives a safety culture and addresses legislation and your personal accountability in leading business to sustainable and profitable ways by mitigating those risks. Enabling a suite of programs & capabilities designed to help business owners address their Duty of Care and Chain of Responsibility needs in a proactive and practicable manner.

---



#### **Andrea Overall, Executive Officer – BusSA**

Andrea worked for over 30 years as a communications specialist and freelance writer.

As a writer, her many clients have included universities, federal and state government departments, a world-renowned public relations firm, and one of Australia's largest beverage companies.

While living in Sydney and Paris she worked in communications for global organisations, and managed publishing – print and online – in the education and public sectors.

Three years ago, Andrea retrained as a chef and joined Bus SA as their part-time Executive Officer.

---

## Part 1 What's in the pipeline - Tuesday 12:15 to 13:00

---



#### **Aaron de Rozario, Executive Leaders - National Transport Commission**

Aaron de Rozario joined the National Transport Commission in July 2021 and is responsible for NTC's regulatory reform initiatives portfolio including the automated vehicle, heavy vehicle and legislative reform programs.

Aaron has over 20 years public sector experience in both Australia and the United Kingdom and has as a strong record of achievement in the economic development, education, social justice policy and transport portfolios. He has advised the Western Australian and Victorian governments on industry reform, regulatory matters and the impact of technology on public policy.

Prior to joining the NTC, Aaron was Chief Executive officer of Commercial Passenger Vehicles Victoria, where he led the Victorian government's commercial passenger vehicle reforms and heavily influenced Australia's policy response to ridesharing.

Aaron has a strong interest in technology and using technology to improve safety and regulatory outcomes.



#### **Sal Petrocitto, Chief Executive Officer – National Heavy Vehicle Regulator**

Since joining the NHVR as Chief Executive Officer in May 2014, Sal has focused the NHVR to becoming a customer-centric, risk-based, data-driven modern regulator.

By driving a significant program of reform across Australia's heavy vehicle industry, he has enabled a more streamlined approach to service delivery, education, compliance and enforcement, and a greater degree of consistency in how heavy vehicles are regulated.

He has led the NHVR far on its journey to becoming a single national heavy vehicle regulator, successfully transitioning, to date, regulatory services from four states and territories improving compliance and safety outcomes.

From a Portal where the heavy vehicle industry can conduct all service transactions, to the automation of identification of the operators and vehicles who pose the greatest safety risk, Sal has championed data-sharing, new technologies and innovative practices to deliver enhanced productivity and safety outcomes for governments and industry.

Sal brought to the NHVR extensive knowledge of heavy vehicle policy, strategy, regulation, and business reform, having held senior leadership roles in transport, freight, ports and logistics, strategic land use and transport planning, business process improvement and innovation across state and local government and the private sector.

---





---

## Keynote Addresses and National Awards Presentation - Tuesday 14:00 to 15:10

---



### **The Hon. Mark Bailey MP, Queensland Minister for Transport and Main Roads**

Mark Bailey is Queensland's Transport and Main Roads Minister in the Palaszczuk Labor Government and the local member for Miller.

His portfolio oversees Australia's largest state-controlled road network (at over 33,000kms), along with 19 state-owned ports and Queensland's urban and freight rail network.

Mr Bailey was elected to the Queensland Parliament in January 2015.

Since being elected, he has delivered transformative record road and transport budgets for Queensland, with major projects including the largest jointly funded road upgrade program in the state: the \$12.6 billion Bruce Highway upgrade program, the government's Olympic-bid winning Cross River Rail project, more than \$5 billion to upgrade the M1 and build the second M1, Gold Coast Light Rail Stage 3 to Burleigh Heads and the \$7 billion Queensland Train Manufacturing Program.

Mr Bailey has also delivered major innovations in transport and roads, with record investment in bike, active transport and pedestrian safety upgrades, the creation of the largest electric vehicle charging network in the Southern Hemisphere: the Queensland Electric Super Highway and the statewide rollout of a \$371 million smart ticketing system for public transport.

The Minister recognises the significance of his portfolio as a key facilitator for economic development across Queensland, especially as the state's population booms and, in the lead, up to the 2032 Olympic and Paralympic Games, with \$27.5 billion in investment over the next four years and estimated to support an average of 24,000 direct jobs, including more than 16,000 for regional Queensland.



### **Senator the Hon. Carol Brown, Senator for Tasmania and Assistant Minister for Infrastructure and Transport**

Carol Brown was elected as a Senator for Tasmania in 2005, and has been the Assistant Minister for Infrastructure and Transport since June 2022. She is honoured to serve the community in both of these roles.

Tasmanian born and raised, Carol understands the many challenges our community are currently facing, and has been a lifelong advocate for her home state.

Since joining the Senate, Carol has been a passionate supporter of worker's rights, the LGBTIQA+ community and women's access to reproductive health.

A strong advocate of equality and fairness, Carol joined the Australian Labor Party at 20 years old to fight for equal access to employment, education, health and other community services. A fight Carol remains committed to.

As an Assistant Minister in the the Albanese Government, Carol has responsibility for the implementation of road safety and black spot programs, along with road vehicle standards, freight and heavy vehicle program implementation, as well as heavy vehicle safety and productivity program delivery.

The Tasmanian Freight Equalisation Scheme and review are also key areas of responsibility for Carol.

Carol has also held shadow portfolios across the diverse policy areas of families and payments, disability and carers, as well as regional tourism.

Carol lives in Hobart with her family and their many pets.

---

## Part 2 What's in the pipeline - Tuesday 15:10 to 16:10

---



### **Madonna Woodhead, National Policy Manager - Bus Industry Confederation**

Madonna Woodhead is the National Policy Manager at the BIC and has provided services to the BIC for the past 13 years in a broad range of work. Madonna has been responsible for the production and editing of over 15 major policy publications, many policy white papers and associated digital and video materials. Her most recent involvement in producing industry's first comprehensive report on a decade of the bus and coach industry in Australia, highlighted her self-confessed love for the bus industry. Previous to her work with the BIC, Madonna was an IT professional, championing Australia's first bus specific enterprise software integrating all aspects of a bus operation into one holistic software solution. Madonna's dedication to IT in "bus business" allowed her to hone her skills as a business analyst and systems designer. Madonna's overall experience in the bus and coach industry spans 25 years.

---



**Edwina Barton, Assistant Director, Road Market Reform - Federal Department of Infrastructure, Transport, Regional Development, Communications and the Arts**

Edwina Barton is Assistant Director, Road Market Reform, in the Australian Government's Department of Infrastructure, Transport, Regional Development, Communication and the Arts (DITRDCA).

In this role Edwina contributes to Heavy Vehicle Road Reform, which is a suite of proposed changes to the national system for setting heavy vehicle charges and investing in the road network. DITRDCA leads efforts by all governments to progress these reforms.

Edwina will be providing an update on the Heavy Vehicle Road Reform.



**Matthew Rendle, Assistant Director National Heavy Vehicle Charging Pilot - Department of Infrastructure, Transport, Regional Development, Communications and the Arts**

Matthew Rendle (Matt) is an Assistant Director with the Department of Infrastructure, Transport, Regional Development, Communications and the Arts and for the National Heavy Vehicle Charging Pilot (National Pilot). The National Pilot is an innovative partnership between industry and government testing direct road user charging options for heavy vehicles through a series of on-road trials.

Matt brings over 20 years experience spanning industry and government in business improvement, cost recovery, regulatory reform, compliance and policy development. Matt's diverse experience brings a unique blend of expertise to the National Pilot.

Matt also has a strong background in regulation of vehicle safety standards, having managed the government's transition to the Road Vehicle Standards Act 2018.

---

## Keynote Addresses - Tuesday 16:10 to 17:00

---



**Senator the Hon Tim Ayres, Federal Assistant Minister for Trade and for Manufacturing**

Senator Tim Ayres grew up on a beef cattle farm in Northern New South Wales.

Before his election to the Australian Senate, Senator Ayres was a trade union leader who played a prominent role in Australia's manufacturing, food and agriculture sectors.

In 2019, he was elected as a Senator for New South Wales representing the Australian Labor Party, and served as a leading member of the Australian Parliament's Foreign Affairs, Defence and Trade, and Finance committees.

In 2022, Senator Ayres was appointed by Prime Minister Anthony Albanese as Assistant Minister for Trade and Assistant Minister for Manufacturing.

Tim is married, with two teenage children and lives in Sydney.



**Senator The Hon. Bridget McKenzie, Shadow Minister for Infrastructure, Transport and Regional Development**

Senator the Hon Bridget McKenzie was privileged to be sworn in a Minister of the Crown in July 2021.

Bridget firmly believes it is in the national interest for regional Australia to be strong and successful. She recognises the importance of jobs, education, a skilled workforce and self-sufficiency.

Previously, Bridget McKenzie had the honour of serving as Deputy Leader of the Nationals (2017) and was appointed Australia's first female Agriculture Minister (2019). In addition to her current ministerial role, Bridget is also the Leader of the Nationals in the Senate and is the first woman to be elected to that position. In her role as Senator for Victoria, Bridget has chaired several committees including the Senate Foreign Affairs, Defence and Trade committee as well as the committee for Joint Senate Foreign Affairs, Defence and Trade committee.

Among her other achievements, Bridget fought to achieve landmark legislation for cooperatives, including support for Australia Post to ensure its focus on rural and regional Australia and equitable local content in regional broadcasting.

Bridget lives in Wodonga and enjoys all things outdoors, including learning to play golf, shooting and sailing when she can.

---



---

## BIC National Update - Wednesday 08:00 to 08:30

---



### **Roz Chivers, Executive Director - Bus Industry Confederation**

Roz Chivers joined the Bus Industry Confederation in August 2021 as the Executive Director. The previous 3 years, Roz was the Deputy Chief Executive and Executive Director Policy and Advocacy at the Australian Local Government Association (ALGA). Roz is highly regarded for her advocacy, communication, and engagement expertise. At ALGA she was responsible for the design and delivery of advocacy campaigns – both public facing and via quiet diplomacy and for seizing opportune moments to advocate for positive outcomes for local governments and local communities.

Prior to joining ALGA Roz spent fifteen years in public services working for the NSW and ACT governments. In that time, she gained an understanding of the passenger transport industry and the *moving people* task through a variety of roles including leading the transport planning team for the ACT Government at the time when the government shifted its focus to sustainable transport. Roz was also responsible for leading the development of the Belconnen to City Busway project and lead the 'walking school bus' project. At the Department of Premier and Cabinet, Roz worked with regional bus operators on projects to tempt regional commuters to use buses rather than cars on their daily commute to Canberra.

---

## ZEB in the real world - Wednesday 08:30 to 09:30

---



### **Stephen Lucas, Chair of BIC's Zero Emission Committee and Chair – Warrnambool Bus Lines**

Born in Warrnambool Victoria and educated at Geelong Grammar, Stephen Lucas is the third generation of his family to run buses; an industry which he returned to in 1977 after 8 years National Service as a helicopter pilot. Since that time he has grown the business with a mixture of strategic purchases and improvements to service levels.

A keen advocate for the efficient delivery of effective bus based public transport, Stephen is actively involved in bus industry matters serving on several committees for the Bus Industry Confederation. Stephen is a life member of Bus Association Victoria and a Fellow of the Chartered Institute of Logistics and Transport. He was the inaugural Chair of the Bus Industry Confederation from 2001 to 2009. As Chair of the BIC, Stephen pioneered a national policy platform for *moving people* as a national priority for the Australian government. On a local level Stephen is an active member of a wide range of committees encompassing transport, aviation, sustainability and business support.



### **Maria Capati, Partner – Piper Alderman**

Maria is a leading commercial lawyer with expertise in the Australian transport industry.

Maria regularly advises government, transport operators, manufacturers and suppliers within the transport and logistics industry in relation to major Government contracts, procurement processes, supply agreements, due diligence and OHS issues.

She has extensive experience in drafting and advising on Government passenger service contracts throughout Australia and is considered an expert on Government contracts in the bus industry.

Recently, Maria has advised her clients on the introduction of zero emission vehicles into their operations. She also has significant experience in negotiating and advising on complex M&A transactions by way of asset and/or share sale throughout Australia.

Maria is highly regarded for her legal skills as well as her understanding of the commercial realities that her clients face.



### **Paul Mascord, Director Fleet Services - Transport Canberra**

Paul Mascord started employment with Transport Canberra known as ACTION Buses in 1984 as an apprentice motor mechanic and completed a second apprenticeship as an auto electrician. Paul's current role involves the oversight of the maintenance and repair of the current Transport Canberra in-service fleet which exceeds 450 vehicles. The maintenance and repair of the Transport Canberra Fleet is currently carried out within workshop facilities housed within the two main Depots the South Region Tuggeranong and the North Region Belconnen with a staff of approximately 140 employees which includes approximately 60 Trades Staff Members. Paul is the Transport Canberra lead for the design of the training programs in CIT's new electric and hydrogen vehicle training facility.

---





---

## What can Australia learn from the rest of the world on ZEBs - Wednesday 09:30 to 10:30

---



### **Mike Nugent, Head of Hitachi Europe's ZeroCarbon business - Hitachi (Electric)**

Mike Nugent is Head of Hitachi Europe's ZeroCarbon business, delivering turnkey decarbonisation solutions for depot-based fleets.

Mike has over 30 years of experience across a wide range of industries, all with a focus on asset management, the optimal utilisation of data and the best applications of new technologies to deliver sustainable business transformation, the creation of new business models and building new solutions to the world's climate challenges.

For the last 12 years Mike has been particularly focused on energy management and the reduction in carbon across fixed and mobile asset estates covering water utilities, data centres, the built environment and transportation. ZeroCarbon is Hitachi's pioneering As A Service business solution supporting the planning, design, deployment, management and optimisation of decarbonised fleets. Focused on both the mobility and energy challenges of decarbonisation, Hitachi's ZeroCarbon business is developing new battery, heat, zero-carbon building and mobility solutions to ensure Hitachi is a world leader in meeting the carbon reduction challenge.

At Hitachi Mike is responsible for building the Hitachi ZeroCarbon business and the pioneering solution for bus fleet and depot decarbonisation with First Bus in the UK.

---



### **Mark Peters, General Manager Fleet, Innovation & Business Intelligence - Transit Systems**

Mark has been in the bus industry for 34 years and has experience in a number of roles including Automotive Electrician, Workshop Manager, Depot/Operations Manager, Area Manager and General Manager. The Transit Systems Australian Public Transport Division of the Kelsian Group currently operate around 3,000 buses including 38 Battery Electric Buses (36 in Sydney and 2 in Perth), with a further 19 to be delivered in a few weeks. In addition to this, Mark is working with multiple State transport agencies on additional Battery Electric Bus and Hydrogen Fuel Cell Bus projects. His portfolio also includes business intelligence focused on benchmarking business units, as well as ZEB total cost of ownership and various funding models.

---

## Fireside chat with the jurisdictions - Wednesday 11:00 to 12:00

---



### **Department of Infrastructure and Transport SA - Jon Whelan, Chief Executive**

Jon Whelan is the Chief Executive for the Department for Infrastructure and Transport with over 35 years of extensive experience with the Department. He is passionate and committed to serving South Australians through the provision of valuable social and economic infrastructure, and service delivery.

His diverse responsibilities include setting strategy and policy, implementing programs, projects, initiatives, service delivery, and driving improved performance.

Jon is the Rail Commissioner and Commissioner of Highways, with responsibility for ensuring well-connected and customer focused services are delivered safely, efficiently, and sustainably, and our road network is improved and maintained.

The Department is responsible for the delivery of \$7.8 billion investment in transport infrastructure and \$5.5 billion for social infrastructure projects, over the next four years.

Jon is committed to fostering collaborative relationships with industry and key stakeholders and ensuring as many South Australian businesses as possible can be involved in State Government infrastructure projects.

---



---

### **Department of Transport and Main Roads of Queensland - Peter Milward, General Manager, Passenger Transport, Integration**

Peter Milward was appointed General Manager, Passenger Transport Integration (PTI) Branch in 2012.

Peter is responsible for the team which defines Queensland's passenger transport network to deliver safe, cost-effective, and accessible services and infrastructure. The Branch partners with key stakeholders to provide customer focused policy and legislative leadership, define the passenger transport network and deliver regional services to support the transport network. It applies sustainable approaches to financial management practices and monitors performance for communities across Queensland. The Branch plays a significant role in managing the network and major project coordination across the department including Cross River Rail and Brisbane Metro.

Prior to this role, Peter was Executive Director (Service Policy and Investment). Over the past 10 years, Peter has been involved in the delivery of transport policy, services and projects in Queensland and has over 30 years' experience in both private and public sectors in superannuation management and economic and transport policy, projects, and service delivery.



---

### **Department of Transport Victoria - Stuart Johns, Executive Director, Model Planning**

Stuart Johns leads the integrated, multi-modal transport planning function for the Victorian Department of Transport, with a remit covering planning for the state's rail network, buses, trams, walking and cycling, and strategic road planning.

Stuart's area is also leading the implementation of Victoria's Bus Plan through the Bus Reform program, and is delivering new networks to leverage the State's record investment in transport infrastructure through projects like the North East Link busway and Metro Tunnel, as well as reshaping transport networks to respond to Victorian's changed travel patterns in the post-pandemic world.



---

### **Public Transport Authority of WA - Martin White, Executive Director Transperth System, Regional and School Bus Services**

Martin White joined the Public Transport Authority in 2006. He has 32 years experience in public transport, having previously worked in the Department of Transport and Department of Planning and Infrastructure and as the General Manager of Transwa and the Eastern Goldfields Transport Board.

For the past 10 years Martin has been responsible for managing, coordinating and marketing the Transperth system, comprising commercial bus contractors, a commercial ferry contractor and the urban passenger rail services. His role is also responsible for the management of Regional Town Bus Services and School Bus Services throughout Western Australia.

In 2017/2018, Martin took up a secondment in Queensland as the Network Director responsible for delivering the public transport services for the 2018 Commonwealth Games.



---

### **Transport Canberra and City Services ACT - Ben McHugh, Deputy Director-General**

Ben McHugh is responsible for a diverse part of the TCCS portfolio, delivering essential services to the Canberra community. These services include public transport, libraries, cemeteries, Domestic Animal Services, Capital Linen Service, Yarralumla Nursery and Birrigai Outdoor School. Ben also oversees teams focused on policy and legislative solutions, strategic transport, road safety, active travel and customer experience.

The business of Transport Canberra involves the planning, delivery and operation of Canberra's public transport network and ensures that buses and light rail are integrated. Bus Operations manages a bus fleet of over 400 vehicles, two major depots and workshops, and more than 800 staff. Light Rail Operations plans for and delivers Light Rail services with light rail contracted partner, Canberra Metro. Ben also manages strategic public transport projects for future planning including the Zero Emissions Transition Plan, ticketing and real time system changes and disruption planning.

---



### **Transport for NSW Howard Collins OBE, Chief Operations Officer, Greater Sydney**

Howard Collins OBE is an experienced Transport executive who has spent more than 44 years working in the British and Australian transport industries.

Currently the Chief Operations Officer (COO) for Transport for New South Wales (TfNSW), Howard is responsible for overseeing operations for all public transport, roads, and maritime services within the Greater Sydney region. During his long and distinguished career Howard has been involved in operations management, disaster recovery, operational planning, employee relations, business transformation, management, and project portfolio management including commissioning and opening new railways. In addition to his role as COO for TfNSW, Howard is on the Boards of the Australasian Railway Association (ARA), TrackSAFE Foundation, Transport Heritage New South Wales and Sydney Metro.

In 2013, he was made an Officer of the Order of the British Empire (OBE) in recognition of his success as the Lead Director for the London Underground and London Rail for the 2012 Olympic Games and for services to Public Transport.

---

## Conference Conclusion - Wednesday 12:00 to 12:45

---



### **Special Guest Speaker – Anthony Laye**

Using his skills as a mentalist, Anthony Laye is ready to inspire you to become a better leader, influencer and communicator to give you and your company a unique edge. He firmly believes that the right mindset and the ability to connect with people is key to opening more doors and hearing YES more often.

Anthony has made it his mission to teach others to live a more conscious life and demonstrate the importance of becoming a conscious communicator. He has found that those who communicate and live consciously find themselves happier, more productive, and more business will be won and retained. It is the secret to standing out from the crowd and being a part of the top 1%.

A dynamic and engaging professional speaker, Anthony reveals powerful business communication and influence tools to help give you a unique competitive edge. He combines this with his energy and excitement to create a fun and engaging session. Ultimately, Anthony will empower you to develop more cohesive teams, improve customer experience, sharpen your sales speak and build stronger business relationships.

Anthony's presentations leave a long-lasting impression as he delivers a unique, unforgettable, and funny experience. Australia's premier corporate entertainer Anthony Laye takes you on a mind-blowing adventure full of laughs and wonder.

---



MOVING PEOPLE



# FLASH YOUR BADGE

## Transport discounts

Participate in one of Australia's largest Mobility as a Service (MaaS) research trials – ODIN PASS. For \$19.00, delegates can travel for free on the entire TransLink network - bus, train or ferry for 7 days.

[www.odinpass.com.au/bic](http://www.odinpass.com.au/bic)

## Sofitel discounts

**Thmye2**  
**Harlequin Jacks**  
**Cuvee**

10% discount (excludes the official conference cocktail and conference beer).

## Stephanies Luxury Spa (located on level 3 of the Sofitel)

20% off treatments 60mins or longer. Available between Fri, 11 – Fri 18th November 2022.

[reservations@stephanies.com.au](mailto:reservations@stephanies.com.au)

[www.stephanies.com.au](http://www.stephanies.com.au)

(07) 3221 8800

## Brisbane and surrounds

**Madame Wu – Eagle Street Brisbane City**

10% off menu prices.

[madamewu@rawgrouphospitality.com.au](mailto:madamewu@rawgrouphospitality.com.au)

<https://www.madamewu.com.au/>

07 3229 5070

## Historic Australia – Brisbane Tours

10% when booking any of the experiences on offer during Nov 12 and 20.

15% off Bloody Brisbane CBD Crime Tour on the Sunday OR Wednesday night only.

[bookings@historicaustralia.com.au](mailto:bookings@historicaustralia.com.au)

<https://historicaustralia.com.au/>



## Riverlife & Walkabout Creek Adventure Centre – Thornton Street Ferry Terminal, Kangaroo Point

20% off for any Adventure Activities.

Quote special delegate booking code: BIC20

[service@riverlife.com.au](mailto:service@riverlife.com.au)

<https://riverlife.com.au/>

07 3517 4954

## Tangalooma Island Resort

15% off hotel & resort rooms, 15% off day cruises and 10% off Beachfront villas.

Go to BIC's dedicated booking page: [www.tangalooma.com/bic](http://www.tangalooma.com/bic)

Birrunga Gallery – 300 Adelaide Street Brisbane

15% general discount on food and beverages. Wine Down offer \$50pp. Discounted Gallery tours by Artists (\$130-\$180pp).

[reception@birrunga.com.au](mailto:reception@birrunga.com.au)

[www.birrunga.com.au](http://www.birrunga.com.au)

07 3705 5742

## Jetski Brisbane

20% discount on Blast Jet Ski or Safari Jet Ski Tours.

[contact@jetskibrisbane.com.au](mailto:contact@jetskibrisbane.com.au)

[www.jetskibrisbane.com.au](http://www.jetskibrisbane.com.au)

Mobile (SMS text only): 0476 820 844

## Hopon Brewery Tours

20% discount when booking "Best of Brisbane" day tour and "Dash of Brisbane" 1/2 day tour. Quote special delegate booking code: BICNAT22

[info@hoponbrewerytours.com.au](mailto:info@hoponbrewerytours.com.au)

<https://www.hoponbrewerytours.com.au/>

0459 207 622

## Finney Isles (cocktail bar) – Opposite the Beat - corner of Ann Street & Warner Street - Fortitude Valley

10% discount on all drinks and food.

[t@finneyisles.com.au](mailto:t@finneyisles.com.au)

<https://www.finneyisles.com.au/>

0438 886 809



# BIC National Members *Support those who Support BIC* (Current at 6 Nov 2022)

<b>BUS &amp; COACH MANUFACTURERS</b>	Denso Automotive Systems Australia	FleetSafe/Mobileye
ARCC	Hispacold	Fry's Spares
BLK Auto	Thermo King Bus Australia	Future Fleet International
Bus & Coach International	Valeo Group	GIRO
BusTech Group	<b>ASSOCIATED SERVICES GROUP</b>	GoTransit Media Group
Bus Stop Sales	Advantech Australia	Heritage Finance
Challenger Bus & Coach	Airbags Australia	Hitachi
Coach Design	Altro Flooring	ICS Service Solutions
Ebusco	Australasian Bus & Coach Magazine	Impulse Wireless
Express Coach Builders	Axalta Coating Systems	Independent Tyre Monitoring Solution
Foton Mobility Distribution	BFI Fire	INIT
Global Bus Ventures	Bridgestone/Bandag	Into Training Australia
HESS	Bus Finance Australia	iris Asia-Pacific
Hino Bus Australia	BusInsure	ISRI Seats
Hyzon Motors Australia	Camira Group	JCDecaux Australia & New Zealand
I-Bus Sales Australia	Coachworks	JET Charge
Irizar Asia Pacific	Connect Source	Kevrek (Australia)
IVECO Bus	Consat Telematics	KINNECT
MAN Truck and Bus	Cummins	KlineFire
Mercedes-Benz Bus & Coach	Curratechnic	Lion Energy
Nexport	Dal-Trans	LSM Technologies
Scania Australia	Distinctive Systems (Australia)	Luminator Technology Group
Volgren Australia	Downer EDI Engineering Power	MAHA Australia
Volvo Bus Australia	DSA Vehicle Relocations	McNaughtans
Yutong Australia	DTI Group	MKW Insurance Brokers
<b>SEAT GROUP</b>	Electromotiv	Mobileye
McConnell Seats Australia	EnergyAustralia	Mondo Power
StyleRide Seating Systems	Evenergi	Multispares
<b>AIRCON GROUP</b>	FIP Group	Navigate Work
Coachair Australia	Fire Connect	NEC Australia



# BIC National Members *Support those who Support BIC* (Current at 6 Nov 2022)

netBI
NOVO Transport Systems
O'Brien Glass Industries
Omnibus
Optibus
Parts Supply Solutions/Hanover Displays
PBA Transit Planning
Piper Alderman
Pitcher Partners
Precision Cleaning Australia
PrimeWorks
QRM Claims Manager
Ryan Tax Services Australia
S.M.S Diesel Spares
Scriptus Consulting
Siemens
SMC Corporation (Australia) Pty Ltd
Streamline Co
SURA Australian Bus and Coach
Systems368
Swagelok Eastern Australia
The Bus Driver Academy
The Orion Network
Thoreb Australia
Tiger Spider
Transfab
Transportme
Trapeze Group ANZ
TWUSUPER

United Safety & Survivability Corporation
Valvoline Australia
Ventura Systems Australia
Via
Victorian Diesel Services
Viva Energy Australia
Voith Turbo
Wales Bus & Body Repairs
Webfleet Solutions
Wireless Alert Monitoring System
Zafety Lug Lock Australasia
ZF Services Australia
<b>STATE AND INTERNATIONAL ASSOCIATION PARTNERS</b>
American Public Transportation Association
Bus & Coach Association (NZ)
Bus SA
BusNSW
BusWA
Public Transport Association Australia New Zealand
Queensland Bus Industry Council
Tasmanian Bus Association
UITP (International Association of Public Transport)
<b>BUS &amp; COACH OPERATORS</b>
Brisbane City Council
ComfortDelGro Corporation Australia
Department of Transport Victoria
John Holland

Keolis Downer
Kinetic Group
Public Transport Authority of WA
Pulitano Group
Transdev Australasia
Transit Systems
TransLink
Transport Canberra
Warrnambool Bus Lines
<b>PUBLIC TRANSPORT &amp; URBAN TRANSPORT GROUPS (APTIA)</b>
ATG
Buslines Group
Busways Group
ComfortDelGro Corporation Australia
Interline Bus Service
Keolis Downer
Kinetic Group
Murrays Australia
Port Stephens Coaches
Premier Transport Group
Punchbowl Bus Company
Red Bus Services
Rover Coaches
Transit Systems



## Government Partners



The Bus Industry Confederation is proudly supported by the Department of Transport and Main Roads, Queensland Government



## Conference Partners



Industry Partner



Manufacturing Partner



Auction Partner



Media Partner

## Major Conference Sponsors



Sunday Welcome Reception



Monday Masquerade



Scania Big Breakfast

## Conference Sponsors



BIC Chairman Welcome, Conference Opening and Keynote Speaker



Conference Stage and National Achiever Award



Conference Lunch Monday



Conference Lunch Tuesday



Conference Coffee Bar



Tuesday Morning Tea and Conference Pocket Program



Wednesday Guest Speaker and Speaker Panel Bus Seats



Registration Desk and Tote Bags



Conference Program and Conference Pads and Pens



Monday Morning Tea and Bus Front Speakers Panel



Conference Sustainability



Conference Water Bottles



Conference Happy Hour Monday



Conference Happy Hour Tuesday and Conference Lucky Door Prize



Wednesday Morning Tea



Bussies Bar Sunday, Monday and Tuesday nights



Conference Delegate Gift



Conference Caps



Conference Stage Lectern and Stage Tyre



Conference Name Tags and Flash your Badge



Jurisdictions Fireside Chat



Conference Navigator



Pilot Metro Technical Tours



Conference Destination Sign



Conference Lanyards



Conference Plenary Session



Conference Plenary Session



Conference Plenary Session



Conference Plenary Session



Conference Plenary Session

Conference Plenary Session