

2019 BIC NATIONAL CONFERENCE

Moving People > a National Priority

Program Guide Sponsored by Heritage Finance

November 17 to 20, 2019
National Convention Centre
Canberra, Australia



Bus Australia Network



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Sunday Welcome Reception



Mercedes-Benz Mingle



Tuesday Tour Break



Wednesday Big Arvo Out

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BIC Chairman
Welcome, Conference
Opening and Keynote
Speaker



Conference Delegate
Gift



Conference Lunch
Monday



Conference Lunch
Tuesday



Conference Stage
and National Achiever
Award



Conference Coffee
Bar



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Tuesday Morning
Tea and Conference
Pocket Program



Conference Program
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Conference Name
Badge and
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Wednesday Guest
Speaker and Speaker
Panel Bus Seats



Registration Desk and
Tote Bags



Conference Happy
Hour Monday



Conference Happy
Hour Tuesday and
Conference Lucky
Door Prize



Bussies Bar Sunday,
Monday and Tuesday
nights



Conference Stage
Lectern and Stage
Tyre



Conference Hotel Key
Cards



Monday Morning
Tea and Bus Front
Speakers Panel



Wednesday Morning
Tea



Conference WiFi



Conference Caps



2019 National Golf
Open



Partners Program



Conference Water
Bottles



Conference Stage
Destination Sign



Conference Plenary
Session



Conference Plenary
Session



Conference Plenary
Session



Conference Plenary
Session



Conference Plenary
Session



Conference Plenary
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Conference Plenary
Session



Conference Plenary
Session



CONFERENCE MESSAGE

We have a great line up of National leadership attending the BIC conference in the nation's capital this year.

This is the BIC Number 1 priority in the BIC Work Program to advocate for greater federal government involvement in public transport and the bus industry. The Deputy Prime Minister, Catherine King, Albo's new transport and infrastructure spokesperson, Janet Rice, the Greens transport spokesperson, Scott Buchholz Federal Minister for Road Safety and Chris Steel ACT Minister for Transport and City Services will all provide keynote addresses and outline their policy and plans for our industry.

We are here in Canberra to remind government about the important *moving people* task undertaken by our industry and to highlight the role of the federal government in our cities and regions in relation to public transport and connectivity.

At the conference, the BIC will be focusing on buses as the core of future transport; bus operators as the "enablers" - connecting the passengers and "providers" - transporting people on a mass transit scale through to providing personal transit options.

The conference program will look at how you can grow your business and be a part of the future growth of public transport and the role of bus.

The bus and coach industry want to continue providing great public transport services in our cities and regions. This is why we need all levels of government and all politicians to remember that buses carry more people than light rail and heavy rail services. Buses are the work horse of the public transport sector and critical to mass and social transit service delivery and policy outcomes.

I look forward to welcoming you to the Conference on Monday morning on November 18. Make sure you are there. We kick-off the program at 8.15am.

Wayne Patch
BIC Chairman



Plenary Program Summary

This year's program will see special addresses to delegates from transport ministers and highly regarded policy leaders and thinkers to discuss topics such as:

- > the role of MaaS in improving mobility in cities and regions
- > the benefits, for minimal cost, of traditional bus services, branded bus service (BBS) and Bus Rapid Transit (BRT)
- > what should be measured to improve service delivery
- > a fireside chat on the Australian bus scene with some of the chiefs from national and multi-national bus operations
- > the 'new mobility' solutions for regional and low density bus services
- > navigating tendering and contracts in the 'new mobility' environment
- > the social procurement movement – impacts and opportunities for bus operators

- > how might operators, suppliers and government plan for the transition to low emission buses
- > the shape of things now and the next few years for Industrial Relations in the workplace.

Special Guest Speakers

- > Keolis Downer are pleased to present to delegates on Monday morning, Part 2 of the 'Gen Z' story from returning guest speaker Claire Madden.
- > Comedian Dave O'Neil will no doubt share some outsiders insights into the world of 'bussies' when he addresses delegates at Scania's Tour Break breakfast on Tuesday morning.
- > McConnell Seats will conclude the plenary program on Wednesday with a unique and insightful address from Tané Hunter, co-founder of Future Crunch, a 'think tank' group born out of a mission to foster intelligent and optimistic thinking about the future.

Social Program Summary

- > Sunday, November 17 – 6pm to 9pm. Volvo Welcome Reception at Pialligo Estate.
- > Monday, November 18 – 6:15pm to 8:15pm. Mercedes-Benz Mingle at the National Museum.
- > Tuesday, November 19 – 7:30am to 10am. Scania Tour Break breakfast at the National Convention Centre.
- > Wednesday, November 20 – 12:30pm to 4pm. Iveco Big Arvo Out and BIC Bus Auction at the Rugby Union Club in Turner.

IMPORTANT NOTE

You may have noticed over the past couple of years that we have been trialling different approaches to the traditional social program of en masse sit-down dinners which often lead to a late night finish.

This year, Sunday and Monday night events will conclude by 9pm and 8:15pm respectively which will give, for those inclined, an early turn-in. Tuesday night has been set aside as a delegate and sponsor free night thereby enabling delegates and partners an opportunity to assemble their own one-to-one and peer-to-peer get together. Included in this brochure is a list of restaurant venues offering special discounts for our conference group from Sunday November 17 to Thursday November 21.

Speakers and Panellists in order of first appearance

Conference Opening Monday 08:15 to 10:00



Wayne Patch, Chairman - Bus Industry Confederation

During a 20 year career with the Queensland government Wayne had considerable exposure to the bus industry which culminated in him heading up the government's team to negotiate the introduction of the major passenger transport reforms of 1994 with industry. In 1995, Wayne took over the reins of Queensland's newest bus company Transit Australia Group. Wayne was also a driving force behind the amalgamation of two industry bodies and the formation of the Queensland Bus Industry Council (QBIC). He served as QBIC President for 4 years. He has served as the Queensland representative on the national industry body, the Bus Industry Confederation (BIC) and was elected Chairman of the BIC in October 2011. During his many years of service to QBIC and BIC, Wayne has willingly contributed his time and experience at no cost to industry.



Laurent Offroy, Chief Operating Officer, Bus - Keolis Downer

Laurent was appointed to the position of Chief Operating Officer for Keolis Downer Bus, in early 2018. Prior to this he assisted Keolis Downer with the ATE transition back in 2015 as well as working on the implementation of the Newcastle Integrated Services Contract. Prior to moving his family to Australia Laurent held the position of COO for Keolis Belgium where he had been responsible for town and regional bus services in the Brussels Region. He also held a Board position in Belgium and was Head of Marketing and Communication for Belgium. Previous roles include CEO of EFFIA Transport for the Keolis Group based in Paris where was responsible for the design, implementation and operation of bike and car sharing services and Logistics and Transport Director for JCDecaux. With a Masters degree in Economics and Management and a Bachelors degree in Science and Mathematics, Laurent also has a passion for studying and enhancing his skills across many fields.



Chris Steel - Minister for Transport and City Services - ACT Government

Chris is a Member for Murrumbidgee in the ACT Legislative Assembly and has represented the districts of the Woden Valley, Weston Creek, the Molonglo Valley and Kambah since 2016. Prior to entering politics, Chris was an education advocate at peak body Early Childhood Australia and has previously worked in both the Australian Government and ACT Government focusing on a range of social policy areas. Since August 2018 Chris has also served as a Cabinet Minister in the ACT Government and is currently responsible for the following portfolios: Minister for Transport, Minister for City Services, Minister for Multicultural Affairs, Minister for Roads & Active Travel and Minister for Recycling & Waste Reduction.



Janet Rice - Senator for Victoria and Australian Greens representative for Transport and Infrastructure

Janet has been a passionate environmentalist and activist for more than thirty years, and took her seat as a Greens Senator for Victoria in 2014. Janet was the first coordinator of Bicycle Network Victoria's Ride2Work program and chair of the Metropolitan Transport Forum in Melbourne, advocating her vision for healthy, clean and safe transport. Prior to entering parliament, Janet was a councillor and mayor of the City of Maribyrnong in Melbourne's west. Her work focusses on her portfolios of Transport and Infrastructure, Forests, LGBTIQ equality, Agriculture and Rural Affairs, and Sport, as well as handling Science, Research and Innovation in the Senate. She advocates for federal funding for public transport, bike and walking infrastructure, works to protect Australia's native forests and the animals that rely on them from destruction of logging, and proudly stands with LGBTIQ communities in the fight for equal rights.



Guest Speaker - Claire Madden

Claire Madden (www.clairemadden.com) is the nation's leading voice on Generation Z. As an author, social researcher, keynote speaker and media commentator, Claire is in demand as an expert in interpreting social trends, demographics and implications of generational change. Claire is the author of *Hello Gen Z: Engaging the Generation of Post-Millennials*. Claire is highly regarded for her dynamic and engaging presentations where she translates robust, research-based content into strategic applications for educators, managers and business leaders. Claire is commissioned by some of the nation's largest companies and leading brands to interpret the changing landscape and communicate the implications for business and society. As a media commentator, Claire is regularly interviewed on prominent television programs including The Drum, The Project, The Today Show, SkyNews, Sunrise and The Morning Show, as well as on the radio and in print media.



Conference Keynotes - Monday 10:30 to 11:00



Scott Morrison - Prime Minister of Australia

Scott Morrison was born in Sydney and studied economic geography at the University of New South Wales. He has represented his local community in Parliament for over 11 years. Scott Morrison was sworn in as the 30th and current Prime Minister of Australia on 24 August 2018, he is the leader of the Liberal Party. Prior to becoming Prime Minister, Scott previously served as Treasurer, Minister for Social Services, Minister for Border Protection and was first elected to Parliament as the Federal Member for Cook in 2007.



Peter Colacino, Executive Director Policy and Research - Infrastructure Australia

Peter Colacino leads Infrastructure Australia's Policy and Research team and is tasked with identifying the greatest challenges and opportunities facing the delivery of infrastructure for Australia's growing cities and regions. Peter brings his experience working both in positions across the public and private sectors on some of Australia's largest infrastructure projects, including Northconnex, Transport for Newcastle and Gold Coast Light Rail, as well as bus operations in Queensland, South Australia and Western Australia. More recently, Peter has been at the forefront of transformational change in transport services, championing the adoption of connected and autonomous vehicle technology, electric vehicle adoption and new models of transport service provision.

Mobility as a Service - Monday 11:00 to 13:00



Susan Harris, Chief Executive Officer - Intelligent Transport Systems Australia

With an extensive career in transport strategy, as Chief Executive of ITS Australia Susan is ideally placed at the nexus of technology and transport to translate the benefits to business and the Australian community, supported by strong connections to the international ITS community and the global network of ITS Associations. Susan is highly regarded for her roles supporting the growth and innovation of our industry including: convener of Austroads CAV Industry Reference Group; National Transport Commission Industry Advisory Group; 2026 Spatial Agenda Leadership Group.



Walter Weber, Managing Director - NetBI

Walter Weber is Managing Director of netBI and has decades of experience in applying advanced data analytics to enhance economic and environmentally sustainable transit networks. netBI was formed from Exec Pty Ltd in 2006 and is proud of its impact within the transport industry, having grown rapidly to service 8 regulators and over 55 operators since this time. Walter's industry experience is combined with professional qualifications including a Bachelor degree of Science, Computing and Mathematics and an MBA from The University of Qld (1996). Walter's work with Transport for Brisbane in his university years led to netBI's first implementation.



Emma Reedy, Project Director On Demand Transport - Transport for NSW

Emma is the Manager Operational Delivery and the Project Director of the On Demand Public Transport Program. Emma has worked for Transport for NSW (in its various forms and names) since 2003, holding various positions in the Transport Services Division focussing on public passenger service compliance and regulation between 2003 and 2011. Between 2011 and 2016 Emma was the Business Manager for the service Delivery and Asset Management branch, responsible for ensuring services met corporate objectives and were focussed on delivering better transport outcomes to customers, before moving on to her current role to lead the On Demand Transport project in 2016. This involved the development of an innovative procurement strategy that led to the award of 22 contracts to deliver On Demand Public Transport pilots across NSW, in addition to developing and implementing 2 permanent on demand services in Sydney's North West linking to the Sydney Metro in May 2019.



Byron Rowe, Managing Director - Busways Group

As the Managing Director of Busways, Byron represents third-generation leadership of one of Australia's largest family-owned bus companies. From growing up around buses and being mentored around the kitchen table, followed by a decade working across Busways' human resources, communications, finance and IT disciplines, Byron has inherited an intrinsic appreciation for transport planning fundamentals complemented with a natural passion for exploring new technology and future mobility solutions. Most recently Byron led the conception of Cooe Busways, the world's fastest growing first and last mile on demand solution in western Sydney in partnership with Transport for NSW; Regional Australia's first Automated Vehicle Trial 'BusBot' in Coffs Harbour in partnership with the NSW Government; introduced the first contactless card payment solution in regional NSW, and drove the strategy for the development of Busways' bespoke software solution for bus operations. Taking Busways into its 77th year, Byron is focused on continuing to raise the benchmark for providing exceptional bus transportation in Australia.



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Managing Uncertainty - Monday 14:00 to 14:30



Matthew Wilson, Executive Director - Pitcher Partners

Matthew is a Partner in Pitcher Partners Consulting with extensive experience in providing commercial and financial services to a broad range of private and public sector clients, both in Australia and the United Kingdom. Matthew has worked within the consulting group since 2007. Prior to joining Pitcher Partners, Matthew worked with a number of Government Departments in the United Kingdom delivering major financial transformation projects, including the UK Cabinet Office, the Department of the Deputy Prime Ministers and the Public Guardianship Office. Matthew is a Chartered Accountant who holds a Bachelor of Commerce, a Graduate Diploma in Applied Finance and Investment, a Masters of Business Administration, and is a member of the Institute of Chartered Accountants and the Institute of Company Directors.

Navigating Procurement - Monday 14:30 to 17:00



Keith Boyer, Director - Scriptus Consulting

Keith Boyer is a management consultant who has spent twenty years examining procurement from both sides of the purchase equation. In 2016, after nearly ten years in government roles across public transport, Keith formed Scriptus Consulting where he uses this experience to partner with private and public organisations to help them improve their procurement approach or their responses to procurement opportunities, assist teams to design value focused contract based relationships and to improve how they designed and deliver contracts. His advisory work is focused on procurement, transport and disruptive technology and has seen him work across Australia, New Zealand and the Middle East to contribute to the development of contracting and regulatory instruments for new mobility and micro mobility services, support large scale eBus procurement projects, developing new approaches to collaborative contract relationship structures and leading projects to review and reform major public transport contracts.



Greg Balkin, General Manager New Technologies and Innovation - Transit Systems Group

Greg has over 45 years' experience in the public transport industry in Australia, and has lead major Mobilisations for Transit Systems and its international affiliate, Tower Transit. Transit Systems is Australia's largest privately owned bus operator, operating over 2,300 buses in Australia. Greg is the General Manager, New Technologies at Transit Systems and was responsible for the deployment of electric vehicles in Sydney which is the first successful integration of Electric Buses into general route services in Australia. Greg is currently working on the potential deployment of Hydrogen Fuel Cell Buses in Australia.



Mark Dunlop, General Manager, Keolis Downer Hunter - Keolis Downer

Mark is a senior manager with strong public transport experience in metro, regional and charter operations. He has a long career in public transport beginning in senior management in 2000, when Mark took on the role of general manager at the start-up of TransitPlus, a joint venture operation in Adelaide. Mark's acumen was further extended when Australian Transit Enterprises acquired 100% of this operation in 2008. In 2018 Mark was appointed as general manager at Keolis Downer Hunter in Newcastle. As Australia's only multimodal operation, this company is breaking new ground for public transport with operations in bus, ferry, light rail and new mobility options. It has changed the face of public transport in Newcastle and demonstrated that innovation has a key role to play in public transport. Strong strategic thinking, negotiation and communication skills underpin Mark's proven capability to motivate and lead a coordinated cross-functional team to achieve corporate and customer objectives.



Chris Newman, Managing Director- ArcBlue

ArcBlue is one of the Asia-Pacific Region's leading procurement consultancy, analytics, and training organisations. One of ArcBlue's key areas of expertise and experience is in social and sustainable procurement, where Chris has been a leader over the last decade. Chris has played a key role in social and sustainable procurement projects across the region including: support for the development of key Government policies and frameworks, including the Victorian Government's new Social Procurement Framework, the Transport for NSW Social Procurement Workforce Policy and Guidance, and the NZ Transport Agency's Broader Outcomes Framework; the delivery of social procurement and workforce development strategies on current major infrastructure projects in Victoria and NSW, working with Government and with major suppliers; and Support for the development and implementation of the Geelong and Gippsland Regional GROW Programs over the last 4 years. MBA qualified, Chris has presented at State, National and International Conferences on contract management, social and sustainable procurement, modern slavery and supply chain risk.



Matthew Longland, Deputy Director-General - Department of Transport and Main Roads

Matthew is the Deputy Director-General of the Department of Transport and Main Roads and the head of TransLink, where he leads the delivery of customer-focused passenger transport services across Queensland including policy, planning, ticketing, contract management and customer services. TransLink Division is responsible for the integrated rail, bus, ferry and tram network in South East Queensland; and long distance rail, coach and aviation services in regional, rural and remote Queensland.



Anna Tyben, General Manager - Latrobe Valley Bus Lines

Anna is the General Manager for Latrobe Valley Bus Lines (LVBL) and President on the board of Latrobe Women In Business. Prior to commencing with Latrobe Valley Bus Lines in 2010, Anna worked as a Regional Manager for Harvey Norman and a successful small business owner. In 2012 Anna was awarded 'overall best performance' from Monash University Engineering Institute of Transport. With her career experience spanning a broad range of businesses, Anna is passionate about developing not only a learning culture within her organisation and industry, but also one that attracts, develops and supports talent, and diversity.

The Australian Bus Scene Panel - Tuesday 08:15 to 09:15



Tony Hopkins, Chief Executive Officer - Buslink Qld and Buslink NT

Tony is a proven business leader in transport, tourism and logistics in excess of 35 years' experience in the bus and coach industry, delivering transport solutions in public and private transport as well as to the resources sector. Tony's recent appointments include CEO of Buslink VIVO and General Manager Wheatstone; Government and Public Affairs for Greyhound Australia. He has served as a council member on various boards including the Bus Industry Confederation, the Queensland Bus Industry Council and the Australian Public Transport Industrial Association.



Laurent Offroy, Chief Operating Officer, Bus - Keolis Downer

Laurent was appointed to the position of Chief Operating Officer for Keolis Downer Bus, in early 2018. Prior to this he assisted Keolis Downer with the ATE transition back in 2015 as well as working on the implementation of the Newcastle Integrated Services Contract. Prior to moving his family to Australia Laurent held the position of COO for Keolis Belgium where he had been responsible for town and regional bus services in the Brussels Region. He also held a Board position in Belgium and was Head of Marketing and communication for Belgium. Previous roles include CEO of EFFIA Transport for the Keolis Group based in Paris where was responsible for the design, implementation and operation of bike and car sharing services and Logistics and Transport Director for JCDecaux. With a Masters degree in Economics and Management and a Bachelors degree in Science and Mathematics, Laurent also has a passion for studying and enhancing his skills across many fields.



Adam Pulitano, Managing Director - Pulitano Group

Adam was born into a family of bus operators in Melbourne and joined the family business, Bus Queensland and the Pulitano Group, in 2008 after nearly fifteen years of experience working in various roles in the Victorian bus industry. During this time Adam gained extensive experience across all aspects of operating a metropolitan bus service including scheduling, roster design, service delivery, asset and front-line management skills. Since 2008, Adam served as Bus Queensland's General Manager and oversaw the company's Redbank and Park Ridge operations. In 2015, Adam was appointed as the Managing Director of Pulitano Group, encompassing both Victorian and Queensland service contract areas with 650 employees and a fleet of 430 vehicles.



Steffen Faurby, Chief Executive Officer - State Transit

Steffen Faurby is the Chief Executive Officer of State Transit Authority, the only NSW Government operated bus company in the Sydney Metropolitan area. State Transit has a workforce of approximately 3,700 employees and runs 1,500 buses which service up to 150 million customers annually. Steffen joined State Transit in May 2017 with a mandate to drive significant reform. With his executive team, the results have been improved safety for customers and staff, sustainable cost reductions, increased efficiency, improved staff engagement and better customer outcomes. Prior to this role, Steffen was CEO of Harbour City Ferries, the private operator of Sydney Ferries. Steffen has 29 years of global experience in building high-performing teams and leading business transformation in the private and public sectors, and in industrialised environments.



Ian Craig, Chief Officer Bus Operations - Transdev Australasia

A distinguished transport executive, Ian is passionate about working with organisations which move people and bring cities to life. As the Chief Officer of Bus Operations for Transdev Australasia, Ian oversees Transdev's substantial portfolio of Australasian bus operations in Victoria, New South Wales, Queensland, Western Australia and New Zealand. Ian is also the Acting Managing Director of Transdev's Melbourne bus operation and has previously held the position of Managing Director of Transdev's New South Wales bus operation. Prior to joining Transdev in 2018, Ian held senior leadership roles in ARRIVA, Edinburgh Trams, Lothian Buses, National Express, SAPTCO and West Coast Motors (his family's business which has been in operation since 1921). Ian is a past Chair of the Confederation of Passenger Transport (Scotland) and a Fellow of the UK's Chartered Institute of Transport and Logistics. In 2014, Ian was awarded an Honorary Doctorate for services to Transport and the Environment by Edinburgh Napier University.



Clint Feuerherdt, Chief Executive Officer - Transit Systems Group

Clint is responsible for leading the Transit Systems Group, growing a business that has a strong commitment to service delivery and workplace culture. Under his guidance, Transit Systems has been entrusted with more franchised bus service contracts than any other company in Australia.

In 2012/13 Clint led the Group's expansion into the United Kingdom, making Transit Systems the only Australian-owned multinational public transport operator. After further expanding into Singapore in 2015, the Group has established operations in some of the most respected public transport networks in the world and in 2018, became the largest private operator of Sydney's bus network adding the Region 6 STA contract to its portfolio. With an investment banking background, Clint is regarded as a transport infrastructure expert. He is active in shaping transport policy in Australia and is a regular speaker at transport and infrastructure conferences. Clint graduated from the University of Queensland with an Honours Degree in Commerce and was awarded the University Medal.

Scania Tour Break Guest Speaker - Tuesday 09:30 to 10:00



Dave O'Neil

Dave O'Neil has been in the business of comedy for over 20 years and is one of Australia's most recognisable stand-up comics. On screen Dave has appeared as a guest on Hughesy, We Have A Problem, The Yearly with Charlie Pickering, as Team Captain in the ABC TV comedy quiz show Tractor Monkeys, dishing out life advice in The Agony of the Mind, The Agony of Life, The Agony of Modern Manners, Can of Worms, plus messing about on Adam Hills in Gordon Street Tonight and Good News Week.

Keynote Address - Tuesday 10:45 to 11:00



Hon Catherine King, Shadow Minister for Infrastructure, Transport and Regional Development

First elected in 2001, Catherine King represents the electorate of Ballarat in the Australian Parliament. Following the 2019 election, Catherine moved to the key economic portfolio of Shadow Minister for Infrastructure, Transport and Regional Development after serving six years as Labor's Shadow Minister for Health and Medicare. In Government, Catherine was in Cabinet as Minister for Regional Australia, Local Government and Territories. Catherine earlier served as Minister for Regional Services, Local Communities and Territories and 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 Master's 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.



Future Bus Services - Tuesday 11:00 to 12:00



Yale Wong, Research Associate - Institute of Transport and Logistics Studies, The University of Sydney Business School

Yale Wong is Research Associate at the Institute of Transport and Logistics Studies (ITLS) University of Sydney Business School. Yale's research focus encompasses three core facets in future mobility, transport contracts and bus operations. A major area of work for Yale is to market test the MaaS proposition with the aim to understand what the community demands and businesses are willing to provide. As part of this, Yale won the David Willis Prize (2018). Yale has also received the ITLS Research Prize (2018) and was selected amongst a competitive pool as Youth Ambassador (2019) representing Australia at the 26th Intelligent Transport Systems World Congress in Singapore. Having previously worked in bus operations with experience in network planning and service development, Yale continues to be called upon regularly by the bus industry in his now strategic capacity looking to the future of the industry in an era of disruption and change.



Walter Weber, Managing Director - netBI

Walter Weber is Managing Director of netBI and has decades of experience in applying advanced data analytics to enhance economic and environmentally sustainable transit networks. netBI was formed from Exec Pty Ltd in 2006 and is proud of its impact within the transport industry, having grown rapidly to service 8 regulators and over 55 operators since this time. Walter's industry experience is combined with professional qualifications including a Bachelor degree of Science, Computing and Mathematics and an MBA from The University of Qld (1996). Walter's work with Transport for Brisbane in his university years led to netBI's first implementation.

Regional Mobility - Tuesday 12:00 to 13:00



John Nelson - Chair in Public Transport - Institute of Transport & Logistics Studies, The University of Sydney Business School

Professor John Nelson joined the Institute of Transport and Logistics Studies (ITLS), University of Sydney in February 2019 from the University of Aberdeen where he was Sixth Century Chair in Transport Studies and Director of the Centre for Transport Research. While in Aberdeen he completed two terms as Director of Research and Commercialisation for the College of Physical Sciences, was Co-Director of the RCUK dot.rural Digital Economy Hub and latterly served as Director of Postgraduate Teaching, School of Engineering. Before moving to Aberdeen in 2007 he was Professor of Public Transport Systems in the School of Civil Engineering and Geosciences at Newcastle University, having initially joined the academic staff as a lecturer in 1992. John is particularly interested in the application and evaluation of new technologies to improve transport systems (with a particular focus on public transport and shared transport solutions) as well as the policy frameworks and regulatory regimes necessary to achieve sustainable mobility.



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 nearly 20 years ago.

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

Sam sits on the board of both BusVic and BIC, as well as APTIA and 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.



Keynote Address and Presentation of the National Awards Tuesday 14:00 to 14:30



Michael McCormack - Deputy Prime Minister of Australia and Federal Minister for Infrastructure and Transport and Regional Development

Michael McCormack has lived and worked in the Riverina region all of his life. He was elected as The Nationals' Member for Riverina 2010 and has held the roles of Parliamentary Secretary to the Minister for Finance, Assistant Minister to Deputy Prime Minister Warren Truss, Assistant Minister for Defence, Minister for Small Business, Minister for Veterans' Affairs and Defence Personnel and in February 2018 Michael was elected the 14th Leader of The Nationals and was sworn in as Australia's 18th Deputy Prime Minister as well as the Minister for Infrastructure, Transport and Regional Development. Prior to entering Parliament, Michael began professional life with a journalism cadetship with The Daily Advertiser newspaper in Wagga Wagga in 1981. Michael later co-founded a media and publishing small business, which he owned and operated in partnership until he was elected to Parliament. Michael is a keen sportsman with interests in horse racing, Australian football, Rugby League and cricket, a sport which he still regularly plays.

Bus Safety Forum - Tuesday 14:30 to 16:30



Hon Scott Buchholz - Assistant Minister for Road Safety and Freight Transport

Scott has worked in the transport industry in Queensland for 25 years. Until recently, Scott was a Director of CQX and Toowoomba Express Couriers. Both businesses were on forwarders to regional Queensland for companies such as Wards Skyroads, Mayne Nickless, Comet, TNT, and Toll Express. Prior to starting his own businesses, Scott's interest in economics stemmed from his time in the finance industry with Australian Guarantee Limited (AGC) where he got his start in the Credit Department. From there he expanded his Commercial and Agri-Finance skill sets, working with rural businesses across Queensland. In addition to his recent re-appointment to the Ministry as Assistant Minister for Road Safety and Freight Transport, Scott previously served as Assistant Minister for Roads and Transport.



Greg Fill, Director Safety Standards and Assurance - National Heavy Vehicle Regulator

Greg has spent most of his career working in the wider transport industry. He has been involved in engineering on major transport infrastructure projects, as well as working for various local, state and Commonwealth governments and agencies on road, rail and maritime safety initiatives, public policy and legislation. Greg was also the head of safety at Queensland Rail and has spent the last two years as Director of Safety and Assurance with the National Heavy Vehicle Regulator.



Lisa Faldon, Acting Director - Transport Safety Victoria

Lisa Faldon has worked in transport safety for 15 years – focussing on risk management. Prior to her current appointment, Lisa was Acting Director, Maritime Safety Victoria and in recent years the Manager of Research, Strategy and Risk for Transport Safety Victoria. Lisa's key achievements during this time include implementation of the Maritime Safety Act 2009 (Vic) and associated regulations, and management of the waterway management function during a significant period of review. Since working in the area of bus regulation Lisa has gained a heightened appreciation of the bus industry, its networks, its grass roots traditions, and the pride that drivers and operators take in getting people home safely. With a Master of Business Administration and an Executive Masters of Public Administration Lisa uses a combination of academic acumen and data based evidence to provide practical results driven guidance of Victoria's bus fleet safety.



Caron Menashe, Senior Community Relations Officer - Queensland Human Rights Commission

Caron Menashe has been with the Queensland Human Rights Commission since 2008. As part of the Community Relations Team, she has responsibility under the Anti-Discrimination Act 1991 and the Queensland Human Rights Act 2019 to deliver education, community engagement and awareness raising programs, with the aim of promoting human rights and equality of opportunity for all people in Queensland. Caron's role includes developing and delivering tailored training and information sessions on Queensland anti-discrimination and human rights law for government, businesses, community organisations, and community groups. In 2017 and 2018, Caron was part of the Commission's Safe Transport Project team, and worked with the Queensland Department of Transport and Main Roads, the Queensland Police Service, and the Queensland Bus Industry Council to develop and deliver the Ensuring Safe and Inclusive Public Transport training package. Caron holds a Masters in Development Practice (Community Development) from the University of Queensland.



Industrial Relations - What to Expect

Wednesday 08:30 to 10:00



Scott Barklamb, Director for Workplace Relations - Australian Chamber of Commerce and Industry

Scott Barklamb, as Director of Workplace Relations, leads the Australian Chamber's Workplace Policy team, working to ensure the regulation of work in Australia is globally competitive, and supports investing, creating jobs and doing business in this country. A critical part of this is working with the Chambers' unique network of employer representatives to develop the policy ideas and approaches that will support business in delivering work opportunities and high standards of living now and into the future. Scott and his team regularly advocate on behalf of the Australian business community to parliamentary committees, industrial tribunals and a wide range of inquiries and reviews on major national workplace relations matters. Scott also represents the Chamber network on Australia's National Workplace Relations Consultative Council (NWRCC) and its sub-committees on workplace relations legislation and international labour relations.

Industry Relations Panel Q&A



Marcelle Davis, General Manager - People, Culture & Operations - ComfortDelGro Corporation Australia

Marcelle Davis is the General Manager, People, Culture and Operations for CDC Victoria, which is a member of the ComfortDelGro Corporation group of companies, one of the world's largest operators of essential commuter and charter bus services and wholly owned by the international Singapore transport giant ComfortDelGro. Marcelle is a member of the Executive Management team of CDC Victoria and is responsible for overseeing the Operations team to ensure the delivery of quality, responsive and professional bussing services. She is also responsible for a number of functional management teams, namely human resources, employment and industrial relations, training and development, community engagement and occupational health and safety. Marcelle has worked for CDC Victoria since February 2015. Prior to that she was the inaugural General Manager People and Culture for Transdev Melbourne. She has worked in senior management roles in health and disability services and media. Marcelle also holds a Legal Practising Certificate, having been admitted in 1996.



Steve Schofield, Group Head Human Resources and Industrial Relations - Downer Group

Steve is senior HR professional with a genuine commitment to improving organisational capability through developing internal Talent. He holds an MBA in Human Resources from Macquarie University. Downer Group employs approximately 56,000 people across more than 300 sites. In December 2017 Steve was directly involved in the Downer Group's \$1.3 billion acquisition of an 87.8% interest in the Spotless Group. As a Board Director for Foodbank NSW, a not-for-profit charity supporting those charities caring for struggling families in NSW and the ACT every week, he is regularly reminded of the need to remain grounded and the importance of keeping issues in perspective. Foodbank NSW/ACT directly supports more than 170,000 families every week providing food and groceries. Through valuing, developing and challenging the Talents and Key Specialists within an organisation, Steve has been able to make a substantial contribution to those organisations where he has held senior HR roles.



Tim Capelin, Partner - Piper Alderman

Tim has more than 20 years' experience in employment and industrial relations law. During the last two decades, Tim has represented a broad range of companies in a myriad of employment and industrial relations matters. The companies with whom Tim works appreciate his practical application of relevant laws to assist them to achieve appropriate commercial outcomes. He has particular experience advising clients on enterprise bargaining, WH&S, discrimination and senior executive matters. He is an experienced advocate and has represented employers in all relevant tribunals and courts. Tim has acted for leading organisations in most industry sectors including public transport, food and beverage, retail, health & hospitality, pharmaceutical, logistics, resources, construction, government, finance and insurance. 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. Tim has also been recognised in the Best Lawyers® listing 2016 and 2017 for Labour and Employment Law.



Low Emission Buses - Wednesday 10:30 to 11:45



Mark Darrough, Acting General Manager, Land Transport Policy Branch - Federal Department of Infrastructure, Transport, Cities and Regional Development

Mark is the Acting General Manager of the Land Transport Policy Branch which develops and implements Australian Government policies on matters including land transport sector sustainability, safety, inclusivity and productivity. The Branch advises on lower and zero emissions vehicle policy; administers the Disability Standards for Accessible Public Transport; and is leading the Australian Government's involvement in the review of the Heavy Vehicle National Law. In addition to his transport and infrastructure experience, Mark has led strategic policy work – and provided Budget advice – on issues including climate change, health, education and skills.



Dr Neil Thompson, Managing Director APAC Region - ITM Power

Dr Neil Thompson has undertaken award-winning research at QUT Australia and KIT Germany in his role as Adjunct Associate Professor with the Institute for Future Environments (IFE). His work in the field of integrated hydrogen energy systems has been regularly published in the USA and Europe leading to his recent appointment as Managing Director of ITM Power Pty Ltd for the APAC region. Since then he has developed a number of local reference sites for ITM's rapid response PEM electrolyzers across the mobility, renewable chemistry and power to gas sectors in partnership with key international clients.



Greg Balkin, General Manager New Technologies and Innovation - Transit Systems Group

Greg has over 45 years' experience in the public transport industry in Australia, and has lead major Mobilisations for Transit Systems and its international affiliate, Tower Transit. Transit Systems is Australia's largest privately owned bus operator, operating over 2300 buses in Australia. Greg is the General Manager, New Technologies at Transit Systems and was responsible for the deployment of electric vehicles in Sydney which is the first successful integration of Electric Buses into general route services in Australia. Greg is currently working on the potential deployment of Hydrogen Fuel Cell Buses in Australia.

Guest Speaker - Wednesday 11:45 to 12:30



Tane Hunter

Tané is a big-data scientist, cancer researcher, bioinformatician. He's a co-founder of Future Crunch, as well as a data analytics startup, Lighthouse. He holds a Masters in bioinformatics from the University of Melbourne and has worked for the Melbourne Royal Children's Hospital diagnosing rare genetic diseases using by analyzing DNA with data-mining and machine learning. He believes that cognitive code can help solve some of the biggest problems in finance, business and science. He is currently completing his PhD at the Peter MacCallum Cancer Centre, using molecular biomarkers in DNA and analysing them using artificial intelligence to improve treatments for people suffering from cancer. He is also a former US mountain biking champion and an avid sailor.



WELCOME SUNDAY 17 NOVEMBER 2019 National Convention Centre Canberra, Level 1	
12:30 To 17:00	Registration / Service Desk Opens <i>Sponsored by INIT</i>
13:00	BIC Group Meetings > Executive Directors Meeting > Suppliers Group Meeting > Bus Operators Group Meeting <i>Sponsored by Multispares</i>
14:00	BIC and APTIA Annual General Meetings <i>Sponsored by Multispares</i>
14:30	BIC Council Meeting <i>Sponsored by Multispares</i>
17:30	Buses Depart Crowne Plaza <i>Sponsored by Volvo Bus Australia</i>
18:00 to 21:00	Volvo Welcome Reception – Pialligo Estate <i>Sponsored by Volvo Bus Australia</i>
20:15	First Bus Departure return to Crowne Plaza
20:30	Bussies Bar – Binara One, Crowne Plaza <i>Sponsored by JCDecaux Australia</i>
DAY ONE: MONDAY 18 NOVEMBER 2019 National Convention Centre Canberra, Level 1	
07:00	Conference Coffee Bar Opens <i>Sponsored by Bus and Coach International</i>
07:30	Registration / Service Desk Opens <i>Sponsored by INIT</i>
08:15	BIC Chairman Welcome > Wayne Patch, Executive Director – Bus Industry Confederation <i>Sponsored by Keolis Downer</i>
08:25	Keynote Addresses <i>Moving People > A National Priority</i> > Chris Steel, Minister for Transport and City Services – ACT Government > Senator Janet Rice, Senator for Victoria and Australian Greens representative for Transport and Infrastructure <i>Sponsored by Keolis Downer</i>
09:10	Guest Speaker - Part 2 of Gen Z – Claire Madden M.A. (Lead.), B.A. (Comms.) <i>Sponsored by Keolis Downer</i> Claire Madden returns for Part 2 of the Gen Z story with a real-life “gen z”. Claire is the nation’s leading voice on Generation Z. As an author, social researcher, keynote speaker and media commentator, Claire is in demand as an expert in interpreting social trends, demographics and implications of generational change. Claire is the author of <i>Hello Gen Z: Engaging the Generation of Post-Millennials</i> .
10:00	Morning Tea <i>Sponsored by Volgren</i>
10:30	Special Video Message - Hon Scott Morrison, Prime Minister of Australia
10:30	Partners Program Departs <i>Sponsored by Custom Bus Group</i>

10:35	> Australia’s Future Infrastructure Challenges – the importance of the bus > Peter Colacino, Executive Director Policy and Research - Infrastructure Australia <i>Sponsored by Keolis Downer</i>
11:00	Mobility as a Service Chair: Matt Threlkeld, Executive Director – BusNSW Mobility as a Service – The State of Play in Australia > Susan Harris, Chief Executive Officer – ITS Australia Does MaaS play a role in improving mobility in our cities and regions? > Walter Weber, Managing Director - NetBI On Demand Trials – what have we learned in New South Wales? > Emma Reedy, Project Director On Demand Transport – Transport for NSW Navigating the Ponds: A “city” case study in on-demand mobility service > Byron Rowe, Managing Director – Busways Group <i>Sponsored by Pulitano Group</i>
13:00	Lunch <i>Sponsored by Buscorp Oceania</i>
14:00	Managing Uncertainty In an environment that is experiencing change it is important to understand what uncertainty means for you. It is important to understand ways that you can assess, digest and analyse information. Ultimately your strategic intent and investment will shape how you compete in the future of your market. Actively managing uncertainty in your business is pivotal. > Matthew Wilson, Executive Director – Pitcher Partners <i>Sponsored by Pitcher Partners</i>



Transport Partner



Industry Partner



Manufacturing Partner



Media Partner



Government Partners



Government Partners





14:30	<p>PART 1 - PROCUREMENT Navigating procurement and contracts in the new Australian mobility environment Procurement is changing – both internationally and locally. This session will look at how tendering and procurement trends are evolving and identify trends and approaches that may soon impact bus operators locally. The panel brings together four divergent outlooks combining the local supplier, government and practical points of view for an informative and practical session.</p> <p>Chair and Moderator: Keith Boyer, Director – Scriptus Consulting</p> <p>Trends in the Government Procurement and its impact on bus service contracts > Keith Boyer, Director – Scriptus Consulting Recent Australian Bus Procurement Activities - What the NSW Government was looking for - NSW in general and Sydney Area 6 > Rebecca McPhee, Executive Director Services – Transport for NSW International Procurement - Lessons from Abroad > Greg Balkin, General Manager New Technologies and Innovation – Transit Systems Group Lessons learnt on multimodal procurement > Mark Dunlop, General Manager, Keolis Downer Hunter – Keolis Downer</p> <p>PART 2 PROCUREMENT The social procurement movement – impacts and opportunities for bus operators Extending on the first four speakers, we delve into Social Procurement and explore the benefits and challenges this is creating for operators and government agencies. This session will focus on how social procurement is being embedded in the processes of government agencies, how bus companies can leverage the social procurement mindset to better express their social benefit and help their community and the use of social enterprises can be both a mobility program and a social procurement activity.</p> <p>Chair and Moderator: Chris Lowe, Executive Director – Bus Association Victoria</p> <p>The Social Procurement Movement - Australian and New Zealand Transport Agency Actions > Chris Newman, Managing Director – ArcBlue Social Procurement – a government perspective > Matthew Longland, Deputy Director-General -Department of Transport and Main Roads > Guest Panellist: Anna Tyben, General Manager – Latrobe Valley Buslines > <i>Sponsored by Scriptus Consulting</i></p>
17:00	<p>Happy Hour – National Convention Centre Ground Floor Foyer <i>Sponsored by Parts Supply Solutions/Hanover Displays</i></p>
18:00	<p>Buses Depart Crowne Plaza <i>Sponsored by Mercedes-Benz Bus & Coach</i></p>
18:15 to 20:15	<p>Mercedes-Benz Mingle – National Museum of Australia <i>Sponsored by Mercedes-Benz Bus & Coach</i></p>
19:30	<p>First Bus Departure return to Crowne Plaza</p>
19:45	<p>Bussies Bar – Binara One, Crowne Plaza <i>Sponsored by JCDcaux Australia</i></p>
<p>DAY TWO: TUESDAY 19 NOVEMBER 2019 National Convention Centre Canberra, Level 1</p>	
06:30	<p>Conference Coffee Bar Opens <i>Sponsored by Bus and Coach International</i></p>
07:00	<p>Registration / Service Desk Opens <i>Sponsored by INIT</i></p>
07:30	<p>Scania Tour Break Breakfast – National Convention Centre, Ballroom <i>Sponsored by Scania Australia</i></p>
08:15	<p>The Australian Bus Scene – views of the interlopers, explorers and locals Panellists: > ComfortDelGro Corporation Australia – Tony Hopkins, General Manager Buslink Qld and NT > Keolis Downer - Laurent Offroy, Chief Operating Officer, Bus > Pulitano Group - Adam Pulitano, Managing Director > State Transit - Steffen Faurby, Chief Executive Officer > Transdev Australasia - Ian Craig, Chief Officer Bus Operations > Transit Systems Group - Clint Feuerherdt, Chief Executive Officer <i>Sponsored by Scania Australia</i></p>
09:30	<p>Guest Speaker – Dave O'Neil <i>Sponsored by Scania Australia</i></p> <p>Dave O'Neil has been in the business of comedy for over 20 years and is one of Australia's most recognisable stand-up comics. On screen Dave has appeared as a guest on Hughesy, We Have A Problem, The Yearly with Charlie Pickering, as Team Captain in the ABC TV comedy quiz show Tractor Monkeys, dishing out life advice in The Agony of the Mind, The Agony of Life, The Agony of Modern Manners, Can of Worms, plus messing about on Adam Hills in Gordon Street Tonight and Good News Week.</p>
10:00	<p>Morning Tea <i>Sponsored by Bus Finance Australia</i></p>
10:30	<p>Partners Program Departs <i>Sponsored by Custom Bus Group</i></p>
10:45	<p>Keynote Address > Hon Catherine King, Shadow Minister for Infrastructure, Transport and Regional Development <i>Sponsored by Scania Australia</i></p>

Program subject to change



11:00	Future Bus Services Chair: Lauran Huefner, Executive Director – Bus SA Traditional Bus Services, Branded Bus Services (BBS) and Bus Rapid Transit (BRT) from workhorse to thoroughbred – big benefits for minimal cost > Yale Wong, Research Associate – Institute of Transport & Logistics Studies, The University of Sydney Business School Buses – what should be measured to improve service delivery and should it be national? > Walter Weber, Managing Director – netBI <i>Sponsored by netBI</i>	14:30	Bus Safety Forum – is there a national bus agenda? Bus Safety is everyone’s responsibility but there is more to bus safety than road safety and vehicle safety when it comes to the transport of people by bus and coach. National Heavy Vehicle Law requires bus operators and drivers and those in the supply chain to ensure vehicles are maintained, driver fatigue is managed, drivers are licensed and trained. We carry very precious cargo and therefore, bus safety extends to the passenger and the driver in a variety of other ways. As a provider of passenger transport services to the community every day, what do operators and governments need to know and do? How can we value add and improve bus safety outcomes? Is there scope for a broad-based bus safety program to be adopted? Chair: Shane Dewsbery, Managing Director – Tassielink Transit Keynote Address: Hon Scott Buchholz - Assistant Minister for Road Safety and Freight Transport Bus Safety and the National Heavy Vehicle Regulator – Update > Greg Fill, Director Safety Standards and Assurance – National Heavy Vehicle Regulator Bus Safety – a Transport Safety Victoria perspective > Lisa Faldon, Acting Director – Transport Safety Victoria Safe and Inclusive Public Transport – a Queensland training package > Caron Menashe, Senior Community Relations Officer – Queensland Human Rights Commission <i>Sponsored by: Airbags Australia</i>
12:00	Regional Mobility Transport technology plays an important role in economic development at both regional and national levels. Rural and regional areas would benefit from improvement in targeted transport technology interventions, which could reduce travel times and costs, promote employment and improve safety. This session will consider how the bus sector might benefit further from the adoption of technologies such as on-demand buses, connected and autonomous vehicles and improved passenger information. Chair: Peter Ferris, Chief Executive Officer – Buslines Group Regional and low volume bus services – what are the ‘new mobility’ solutions? > John Nelson – Chair in Public Transport – Institute of Transport & Logistics Studies, The University of Sydney Business School Demand responsive service “regional” case study - a solution for low density areas? > Sam Lucas, Managing Director – Warrnambool Bus Lines <i>Sponsored by: TomTom Telematics</i>	16:30	Happy Hour – National Convention Centre Ground Floor Foyer <i>Sponsored by Valvoline Australia</i>
13:00	Lunch <i>Sponsored by Multispare</i>	17:30	Delegate Free Time Sponsors Free Time
14:00	Keynote Address Hon Michael McCormack, Deputy Prime Minister of Australia and Minister for Infrastructure, Transport and Regional Development <i>Sponsored by Multispare</i>	20:30	Bussies Bar – Binara One Crowne Plaza Hotel <i>Sponsored by JCDcaux Australia</i>
14:15	National Awards Presentation by the Hon Michael McCormack National Safety Award <i>Sponsored by National Heavy Vehicle Regulator</i> National Achiever Award <i>Sponsored by SURA Australian Bus and Coach</i>	DAY THREE: WEDNESDAY 20 NOVEMBER 2019 National Convention Centre Canberra, Level 1	
		07:30	Conference Coffee Bar Opens <i>Sponsored by Bus and Coach International</i>
		08:00	Registration / Service Desk Opens <i>Sponsored by INIT</i>

Program subject to change



08:30	Industrial Relations – What to Expect Chair: Peter Dwyer, Partner – Piper Alderman Keynote Address Industrial Relations 2019-22 > Scott Barklamb, Director of Workplace Relations - Australian Chamber of Commerce and Industry Industry Panel Q & A > Marcelle Davis, General Manager - People, Culture & Operations – CDC Victoria > Steve Schofield, Group Head of Human Resources and Industrial Relations - Downer Group > Tim Capelin, Partner - Piper Alderman > Scott Barklamb, Director of Workplace Relations – Australian Chamber of Commerce and Industry <i>Sponsored by Piper Alderman</i>
10:00	Morning Tea <i>Sponsored by Thermo King Bus Australia</i>
10:30	Low Emission Buses Chair: John King, Managing Director – Premier Group Electric vehicles, hydrogen and low emissions: a government perspective > Mark Darrough, Acting General Manager, Land Transport Policy Branch - Federal Department of Infrastructure, Transport, Cities and Regional Development Moving to hydrogen: the benefits for bus and coach > Dr Neil Thompson, Managing Director APAC Region - ITM Power Low emission buses: a transport operators perspective > Greg Balkin, General Manager New Technologies and Innovation - Transit Systems <i>Sponsored by The Orion Network</i>
11:45	Guest Speaker – Tané Hunter (Future Crunch) <i>Sponsored by McConnell Seats Australia</i> Tané is a big-data scientist, cancer researcher, bioinformatician. He is a co-founder of Future Crunch, as well as a data analytics start-up, Lighthouse. He holds a Masters in bioinformatics from the University of Melbourne and has worked for the Melbourne Royal Children's Hospital diagnosing rare genetic diseases by analysing DNA with data-mining and machine learning. He believes that cognitive code can help solve some of the biggest problems in finance, business and science. He is currently completing his PhD at the Peter MacCallum Cancer Centre, using molecular biomarkers in DNA and analysing them using artificial intelligence to improve treatments for people suffering from cancer. He's also a former US mountain biking champion and an avid sailor.
12:30	Buses Depart – National Convention Centre

12:45	IVECO Bus Big Arvo Out and BIC Bus Auction The RUC, Turner <i>Sponsored by IVECO Bus</i>
16:00	Return from IVECO Bus Big Arvo Out THURSDAY 21 NOVEMBER 2019 BIC NATIONAL GOLF OPEN <i>Sponsored by Gemilang Coachwork</i>
07:30	Bus Departs from Crowne Plaza for Federal Golf Club Canberra
08:00	Golf Tee-off
13:15	Lunch Reception
14:45	Bus Departs from Federal Golf Club Canberra
15:00	Set Down Crowne Plaza



Hidden Secrets of Canberra Experience (Partners Program)

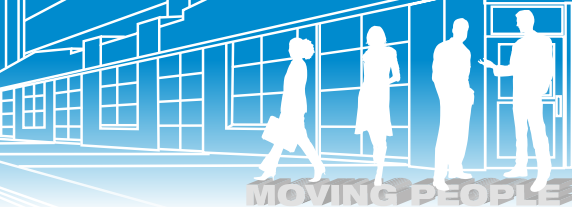
Monday Nov 18

Depart the NCC at 10:30am | Assemble Ground Floor foyer of NCC | Set Down at the NCC at 15:30pm
 Tim the Yowie Man, will be your guide to the hidden secrets of Canberra regaling stories of politics, science and colonial exploits. Tim is an iconic local, a Canberra Times columnist, and an intrepid adventurer, mystery investigator, and cryptonaturalist. On this journey you will visit the National Film and Sound Archives, the Science Dome and take a leisurely short cruise around Lake Burley Griffin and discover the not so well-known history that lurks beneath the lake.

Tuesday Nov 19

Depart the NCC at 10:30am | Assemble Ground Floor foyer of NCC | Set Down at the NCC at 15:30pm
 Marg Wade a well known local legend and author on all things Canberra will provide a guided highlights tour of Canberra before a short 35 minute drive out to the bush surrounds and peaceful hills of Wamboin where great food and cool climate wine tasting awaits. The historic village of Bungendore is a 7 minute bus ride from Wamboin and guests will have the option to visit and stroll the streets and stores or stay on at the winery for wine tasting or guided tours of the cellar or the grounds of the winery.





FLASH YOUR BADGE

Sunday Nov 17 to Thursday Nov 21

When making restaurant bookings via phone or email, please quote "Moving People Conference"

Crowne Plaza

20% discount on food at Red Salt restaurant, Binara One bar and Room Service. Does not include beverages. Only available to delegates and partners staying in-house.

Parlour

W: parlour.net.au/intropage
20% discount on food and beverage

Monster Kitchen & Bar

W: monsterkitchen.com.au
10% discount on food and beverage

Sage Dining

W: sagerestaurant.net.au
20% discount on food and beverage

Kokomo's

W: kokomos.com.au
10% discount on food and beverage

The Chairman & Yip

W: chairmangroup.com.au/chairmanyip
10% discount on food and beverage

Lilotang

W: chairmangroup.com.au/lilotang
10% discount on food and beverage

Lanterne Rooms

W: chairmangroup.com.au/lanterne_rooms
10% discount on food and beverage

QT Capitol Bar & Grill

W: qthotelsandresorts.com/canberra/eat-drink/capitol-bar-grill
20% discount on food and beverage.
Terms and Conditions:
- Must present conference lanyard to receive discount
- Only valid for dinner
- Discount is valid for food & beverage
- Discount is not available in Capitol Bar. Food must be consumed to receive the discount.
- Max table size 4 pax.



During your stay in Canberra

When making Spa or Tour bookings via phone or email, please quote "Moving People Conference"

Spa Indulgence at Endota Spa

The wonderful team at Endota Spa, just a 5 minute walk from the Crowne Plaza, are offering all delegates and partners attending the conference 15% off the treatment of your choice from their advertised Spa Menu.

Go online to view your next session of relaxation and escape.

www.endotospa.com.au

The best way to make your booking and get your discount is to call the spa direct on +61 2 6223 2275 and mention that you are with the "moving people" conference.

Tour Canberra with Canberra Secrets

Canberra Secrets personalised tours is offering conference attendees a small group Full Day Canberra Secrets Highlights Tour - usually \$220 per person - your price \$189 per person. This special discount applies when booking a minimum of 2 people.

Canberra Secrets Highlights tour showcases Canberra's attractions and the city sights revealing the 'secrets' and gems within.

www.canberrasecrets.com.au



ACT
Government



TTC
Transport Canberra

Free Travel on Canberra's PT network

Travel anytime for free on Transport Canberra Bus network and Light Rail (Capital Metro) from Sunday Nov 17 to midnight on Friday Nov 22.

You must "flash your badge" to the bus driver or Transport Officer patrolling the light rail network.



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Industry Partner



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AUCTION BUS at the BIG ARVO OUT

IVECO DELTA GRADUATE CHASSIS

- Cummins ISLe Euro5 Engine, 320Hp
- Allison Transmission 375R
- Bridgestone Tyres 295/80R22.5 R192
- Alcoa Aluminium rims
- Fogmaker Fire Suppression (13ltr) with S.M.A.R.T. alarm panel
- Mobileye™ Advanced Driver Assistance System

VOLGREN ALUMINIUM BODY

- 12.5m (Including Bull-Bar)
- 57 seats
- McConnell Educator 2/3 Seatbelted Seats
- Camira Optic Blue CCD326
- Spheros CC355 A/C System
- Polished Aluminium Bull-Bar
- Lift Up Access Panels & Wheelarch Panels
- Through Type Bins - 3 N/S, 3 O/S Doors
- Mobitec 19 x 140-13.4 White Ultima LED with ICU 402 Controller
- School Bus Flashing Lights/Signage
- Electric Metagul Mirrors Mounted on Cannon Mirror Arms
- Modular Racking System
- Double Tinted with 4 x Lockable Hopper Windows
- Thoreb 4 Camera CCTV System
- Reverse Camera with Colour Monitor to Dash
- Anderson Jump Start Socket to Dash Riser
- GME TX4500S Two Way Radio
- 19in Flip Down LCD Screen
- Twin Cross Over Electric Windscreen Blinds
- TS-155 Door and Safety System (where applicable)

**IVECO
BUS**

VOLGREN
A Marcopolo Company

McConnell
A reputation built on safety & comfort

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 Transcal Signage | Thoreb Australia
 All Transport Flooring | FleetSafe/Mobileye
 Sika Australia | Valeo | The Shotton Group
 Lumen Australia | R P Wallis Wholesale | InterVOLT
 Brown & Watson International



TfNSW panel approved for Rural and Regional Cat 4 School bus contracts with pending or replacement approval.
 Please contact your Iveco Bus representative for a complete specification and funding approval value.

This great looking bus will be auctioned by
T.H.A Nationwide – Auctioneers & Valuers

THE NOT SO SILENT LIVE AUCTION

The highest bid in the silent auction will be the starting bid at the live auction at the Big Arvo Out.
All auction values are stated in AUD-dollars.

Fogmaker Fire Suppression System - Value \$7,500

Fogmaker – the market leader in Australia and New Zealand with national coverage provided by the Firestorm Group. With the S.M.A.R.T Panel manufactured in Australia and 10 years in the bus business, you can be rest assured that Fogmaker and Firestorm will be there to assist for the life of the bus. The Fogmaker system complies with “P” Mark, AS5062 and TfNSW requirements. 3 year warranty. Operator training included.



Includes Tyre Pressure Monitoring System - Value \$1,900

Goodyear Urban Max Tyres - Value \$3,500

7 x Goodyear Urban Max MCA 295 80R 22.5 with 10 Stud Steel Disc Rim 8.25x22.5”
PCD 335mm



Cummins Bar Fridge - Value \$650

Stainless steel door frame | Manual temp controller with temp range -6C < 6C |
Black outer/inner, Blue led light | Dim: 430W x 500D x 690H | Weight 26kg | Holds 78
x 375ml cans or 43 large bottles (eg. Crown Lager).

Note: contents not included.



Mobitec Destination Sign - Value \$3,000

Mobitec's Ultima Led 19 x 160 is an environmentally friendly, lightweight, fuel saving destination sign with Static LED's preferred by the vision impaired.



Bandag Retreads - Value \$250 each

8 x Bandag Retreads, Bridgestone cases, any size and pattern you like,
including the new fuel saving patterns that can save up to 5%.

Bridgestone Golf Bag - Value \$190



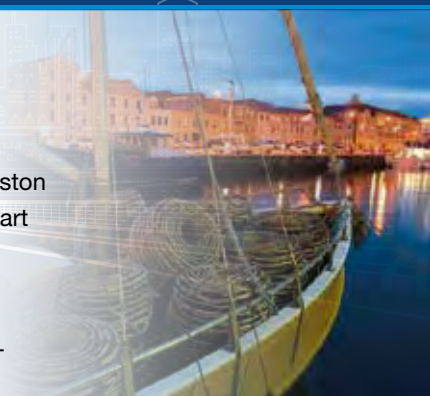
KlineFire Bus Fire Suppression System - Value \$7,500

“P” Mark Certified Fire Suppression System with dual detection; Optical and Armordillo, which will detect a fire within 0.40 of a second ensuring the fire is extinguished before it spreads. Comes with highly functioning mini switch for the dashboard, slots in no fuss. Also included is a Lifetime Warranty for the life of the bus, Tyre Pressure Monitoring System and 1 day system maintenance training (ensuring substantial savings on ongoing maintenance costs).



Tasmanian Holiday for 2 people - Value \$1,440

- 1 night accommodation at Hotel Grand Chancellor, Hobart
Donated by Hotel Grand Chancellor Hobart
- 2 night's accommodation, full buffet breakfast and complimentary parking at the Hotel Grand Chancellor, Launceston Donated by Hotel Grand Chancellor Launceston
- \$150.00 Gift Voucher to spend as you please at the Hotel Grand Chancellor, Hobart
Donated by Tassielink Transit
- Explore Hobart on the Red Decker - City Loop, Mount Wellington, Cascade
Donated by Red Decker
- Private transfer between Hobart and Launceston provided by TassieLink Transit –
Linking Tasmanian Communities



Auction proceedings will be conducted by
T.H.A Nationwide – Auctioneers & Valuers



BIC National Members *Support those who Support BIC*

(Current at 1 Nov 2019)

BUS AND COACH MANUFACTURERS		
Bus & Coach International		
Bus & Coach Sales Australasia		
BusCorp Oceania		
Bustech		
Challenger Bus & Coach		
Coach Design		
Custom Bus Group		
Ebusco		
Express Coach Builders		
Gemilang Coachwork		
Global Bus Ventures		
Hino Bus Australia		
I-Bus Sales Australia		
Irizar Asia Pacific		
IVECO Bus		
Mercedes-Benz Bus & Coach		
Patico		
Penske Commercial Vehicles		
Scania Australia		
Shanghai Wanxiang Automotive		
Volgren		
Volvo Bus Australia		
Yutong Australia		
SEAT GROUP		
McConnell Seats Australia		
StyleRide Seating Systems		
AIRCON GROUP		
Coachair Australia		
Cooltek Asia Pacific		
Denso Automotive Systems Australia		
Mobile Climate Control		
Thermo King Bus Australia		
Valeo Group		
ASSOCIATED SERVICES PROVIDERS		
Accreditation Manager		
Advantech Australia		
Airbags Australia		
Axalta Coating Systems		
Beneco		
BFI Fire		
Bridgestone/Bandag		
Bus Finance Australia		
Bus Sales Online		
Bus Stop Sales		
BusInsure		
Camira Group		
Child Check-Mate System		
Coachworks		
Connect Source		
Consat Telematics		
Consolidated Insurance Agencies		
Continental Tyres		
Cummins Engine Company		
Curratechnic		
Dal-Trans		
Distinctive Systems (Australia)		
Downer EDI Engineering Power		
Driving Services Australia		
Electromotiv		
Firestorm Fire Protection		
FleetSafe/Mobileye		
Forum Group		
Fry's Spares		
Future Fleet International		
GIRO		
Go Transit Media Group		
Heritage Finance		
ICS Service Solutions		
Ideas Enterprise		
Independent Tyre Monitoring Solution		
INIT		
Intertrain		
Into Training Australia		
iris-GmbH		
ISRI Seats		
JCDecaux Australia		
John Gilbert		
Kevrek (Australia)		
KlineFire		
LSM Technologies		



BIC National Members *Support those who Support BIC*

(Current at 1 Nov 2019)

MAHA Australia	TomTom Telematics	Greyhound Australia
MKW Insurance Brokers	Transfab	Keolis Downer
Mobitec Australia	Transit Training Solutions	Nuline/Bayside Charter
MTData Solutions	Transportme	Public Transport Authority of WA
Multispares	Trapeze Group - Asia Pacific	Pulitano Group
Nepean VIS Service Automation	Tru Vision	State Transit Authority of NSW
netBI	TWUSuper	"Tasmania's own" Redline Coaches
NOVO Transport Systems	Valvoline Australia	Transdev Australasia
O'Brien Glass Industries	Ventura Systems Australia	Transit Australia Group
Omnibus	Via	Transit Systems
Parts Supply Solutions/Hanover Displays	Victorian Diesel Services	TransLink
Phillip Boyle & Associates	Voith Turbo	Transport Canberra and City Services
Phoenix Glass	Wales Bus & Body Repairs	PUBLIC TRANSPORT AND URBAN TRANSPORT GROUPS (APTIA)
Piper Alderman	Whites Diesels Australia	ATG
Pitcher Partners	Zafety Lug Lock Australasia	Buslines Group
Precision Cleaning Australia	ZF Services Australia	Busways Group
PrimeWorks	STATE AND INTERNATIONAL ASSOCIATION PARTNERS	ComfortDelGro Corporation Australia
Quantum Risk Management	Bus & Coach Association (NZ)	Greyhound Australia
r2p Asia-Pacific	Bus SA	Interline Bus Service
Redcat Industries	BusNSW	Keolis Downer
Routematch Software	BusVic	Murrays Australia
S.M.S Diesel Spares	BusWA	Port Stephens Coaches
Scriptus Consulting	Queensland Bus Industry Council	Premier Transport Group
SMC Pneumatics Australia	Tasmanian Bus Association	Punchbowl Bus Company
Streamline Co	UITP (International Association of Public Transport)	Red Bus Services
SURA Australian Bus and Coach	BUS OPERATORS GROUP	Rover Coaches
The Orion Network	Brisbane City Council	Transit Australia Group
Thoreb Australia	Busways Group	Transit Systems
Tiger Spider	ComfortDelGro Corporation Australia	

DELEGATE AND PARTNER REGISTRATION FORM

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50% DISCOUNT applies to:

To qualify for the Member discount on your registration, your organisation must meet at least one (1) of the following eligibility criteria:

- A Bus and/or Coach Operator Member of the BIC, APTIA, BCA New Zealand or a State Association in Australia
- A Bus and/or Coach Operator Member of an International/non-Australian Passenger Transport Association
- A Manufacturer or Supplier Member of the BIC
- A Representative from Australia or other country in Government, Tourism, Educational or not-for-profit organisation.

IMPORTANT READING!

- The number of delegates is not restricted to the space on this form. Please include an addendum as required.
- Provide an accurate email address for each delegate.
- Indicate social attendance for each individual delegate, partner or child. Boxes left blank will be confirmed as non-attendance.
- Indicate the age for each child. This information is provided to venues and transport facilitators to ensure health and safety compliance and to assist with catering requirements.
- The prices as they appear on this form are final and variations to these prices will not be accepted.
- Submit this form to the Conference Organiser by scan and email to: conf@movingpeople.com.au or fax to: +61 2 6273 1035 or Post to: Bus Industry Confederation, PO Box 6171, Kingston ACT 2604, Australia.
- Registrations will be accepted up to **7 November 2019** dependent on venue capacity.

DELEGATE INCLUSIONS

Cost \$AUD (Incl GST)

- > Access to all conference plenary sessions and Happy Hours - Monday and Tuesday
- > Sunday night Volvo Welcome Reception (Dress: Smart Casual)
- > Monday night Mercedes-Benz Mingle (Dress: Smart Casual)
- > Tuesday morning Scania Tour Break (Dress: Smart Casual)
- > Wednesday afternoon IVECO Bus Big Arvo Out (Dress: Relaxed)

Standard \$1,980
Discounted *\$990

*See above conditions for Discount Rates

PARTNER INCLUSIONS

Cost \$AUD (Incl GST)

- > Entry to plenary to hear from VIP's and Guest Speakers - Monday, Tuesday and Wednesday
- > Hidden Secrets of Canberra Experience Partner Program Monday and Tuesday
- > All Social Events: Sunday Welcome Reception | Monday Mingle | Tuesday Tour Break | Wednesday Big Arvo Out

Standard \$1,980
Discounted *\$990

*See above conditions for Discount Rates

INDIVIDUAL RATES FOR CHILDREN (0-4 YEARS OLD FREE)

5-12 Years

13-17 Years

- > Hidden Secrets of Canberra Experience Monday
- > Hidden Secrets of Canberra Experience Tuesday
- > Sunday night Welcome Reception
- > Monday Mingle | Tuesday Tour Break | Wednesday Big Arvo Out

\$50

\$70

\$50

\$70

\$50

\$70

\$60
(for each event)

\$120
(for each event)

THURSDAY 21 November 2019

BIC NATIONAL GOLF OPEN

Federal Golf Club Canberra

Sponsored by Gemilang Coachwork

This 18 hole championship course offers pristine Santa Ana couch fairways and quality bent grass greens which are protected by well-placed bunkers. The course is set in beautiful bushland surrounds with grand views of the Brindabella Ranges making the Federal Golf Club a very special place.

Gemilang invites you to play this championship golf course. A challenging course, great food, prizes and giveaways will be the play of day. So pack your winning swing and sign-up for the BIC National Golf Open.

To play at the Federal Golf Club, the cost is AUD\$100 (incl gst).

Tee-off is at 8.00am with a post game reception at 13:15pm.

15:00 set-down at Crowne Plaza.





Non-Member <input type="radio"/>	Member <input type="radio"/>	Membership of which Association?	
Person filling in this form			
Organisation:			
Phone/mobile		Email:	

DELEGATE REGISTRATION		Please tick (✓) Social Attendance					SUN Night	MON Night	TUE Morn	WED Arvo	THUR Golf
Name Badge NAME											
Delegate Email											
Position Title											
Name Badge NAME											
Delegate Email											
Position Title											
Name Badge NAME											
Delegate Email											
Position Title											
Name Badge NAME											
Delegate Email											
Position Title											

PARTNER	Please tick (✓) Social Attendance						
Partners Name Badge NAME	MON Day Program	TUES Day Program	SUN Welcome	MON Mingle	TUES Tour Break	WED Big Arvo Out	THUR Golf Open

CHILDREN		Please tick (✓) Social Attendance						\$
Children Name Badge NAME	AGE of Child	MON Day Program	TUES Day Program	SUN Welcome	MON Mingle	TUES Tour Break	WED Big Arvo Out	COST \$

SPECIAL DIETARY REQUIREMENTS	
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PAYMENT		Return this form by fax: +61 2 6273 1035 or by email: conf@movingpeople.com.au	
Total Amount:	\$	<input type="radio"/> Amex <input type="radio"/> Visa <input type="radio"/> Mastercard <input type="radio"/> Account/Direct EFT* <input type="radio"/> Cheque Enclosed	Credit Cards attract up to a 2.5% processing fee
Cardholder Name:		Signature:	
Card Number:		Expiry	
* Account/Direct EFT not available for overseas transfers			

Registrations can be cancelled up to November 7 and will be refunded in full.
Cancellations received after November 7 are non refundable. All cancellations must be advised in writing to enable a refund.



Transport Partner



Industry Partner



Manufacturing Partner



Media Partner



Government Partners



2019 BIC NATIONAL CONFERENCE

Moving People > a National Priority

Program Guide Sponsored by Heritage Finance

November 17 to 20, 2019
National Convention Centre
Canberra, Australia



Bus Australia Network

