



Minister for Transport and Main Roads Minister for Digital Services

Our ref: PET 50495
Your ref: A1147852

20 September 2023

1 William Street Brisbane 4000
GPO Box 2644 Brisbane
Queensland 4001 Australia
Telephone +61 7 3719 7300
Email transportandmainroads@ministerial.qld.gov.au
Website www.tmr.qld.gov.au

Mr Neil Laurie
The Clerk of the Parliament
Parliament House
George Street
BRISBANE QLD 4000

Dear Mr Laurie

I refer to petition 3859-23, lodged with the Legislative Assembly on 22 August 2023 about safety barriers on buses in Queensland.

The Palaszczuk Government is serious about providing a safe work environment for bus drivers and other frontline transport workers. In March 2022, the Palaszczuk Government announced that driver safety barriers would be a mandatory requirement for all new contracted urban buses purchased from 1 July 2022.

In addition to mandating barriers for all new urban buses, the Palaszczuk Government is investing \$12.7 million over five years from 2022–23 to roll out more bus driver barriers across the public transport network. The Department of Transport and Main Roads (TMR) is working with its delivery partners to support the implementation of driver safety barriers on the existing urban bus fleet. This roll out is being prioritised in high-risk areas and I can confirm, to date, all urban buses in Cairns and more than 90 per cent of urban buses in Townsville—a total of 113 buses—have been fitted with a bus driver barrier.

Service delivery partners are able to select a barrier design suited to their operational requirements and are required to undertake a comprehensive risk assessment in consultation with their workforce.

Additionally, I announced earlier this year that the Palaszczuk Government would invest \$60.7 million over the next five years to boost public transport safety across Queensland. This package will see police ride on Brisbane buses, drivers to be better protected and additional network officers to patrol public transport services in Brisbane, Logan, the Gold and Sunshine coasts, and Cairns.

The initial phase of the program will see 29 network officers deployed to delivery partners in Logan, and the Gold and Sunshine coasts, with an additional 20 Queensland Police Service transit squad officers also rolled out in Brisbane. An additional 50 officers will be rolled out across the network in the second term of the program.

Furthermore, TMR continues to engage with delivery partners in understanding the needs of drivers across various service areas and is investing in a fleet that meets high safety standards for drivers. TMR also continues to work with industry and key stakeholders on other bus driver safety measures including through the Queensland Bus Safety Forum. Bus driver safety continues to be supported through:

- implementation of a smart ticketing system, limiting the driver's role in cash handling
- de-escalation training resource for drivers, developed with industry
- delivering a refreshed 'Step Up' initiative in schools to promote appropriate behaviour for school students travelling on the network.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Mark Bailey', with a long, sweeping underline that extends to the right.

MARK BAILEY MP
Minister for Transport and Main Roads
Minister for Digital Services