

Our ref: PET 56844

25 November 2025

Mr Neil Laurie
The Clerk of the Parliament
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Dear Mr Laurie

I refer to petition 4256-25, lodged with the Legislative Assembly on 29 October 2025 about holding bus companies accountable for bus driver safety.

The Crisafulli Government is committed to providing a safe work environment for bus drivers and other frontline transport workers. We continue to work collaboratively with a range of stakeholders to achieve the best possible safety outcomes.

On 7 August 2025, the Crisafulli Government convened a Bus Driver Safety Roundtable with representatives from industry, unions and government. The roundtable marks the first step in a broader strategy to enhance safety across the public transport network, with more roundtable meetings planned.

Following the roundtable, the Public Transport Stakeholder Reference Group (PTSRG) was established to provide ongoing collaboration between industry, unions and stakeholders regarding public transport safety and broader transport issues. The first PTSRG meeting was held on 23 October 2025 and outlined several key actions, including:

- a rollout plan for full bus driver safety screens
- investigating stricter penalties for offenders and better enforcement coordination
- investigating driver facilities at major bus interchanges.

The former Labor Government failed to deliver real solutions for the safety of bus drivers for a decade, with the former Labor Minister not even attending bus safety forums.

To further support the safety of bus drivers and passengers, the Department of Transport and Main Roads employs a frontline enforcement workforce of senior network officers (SNOs) and provides funding to bus delivery partners to employ network officers (NOs). SNOs are deployed across South East Queensland as required, while NOs are currently based on the Gold Coast, Sunshine Coast, Logan, Brisbane's bayside, greater northern Brisbane, Cairns and Townsville. SNOs and NOs play an important role by providing a security presence and bolstering safety for public transport customers and bus drivers. Their deployment targets locations and services with higher recorded incidences of anti-social behaviour or fare evasion.

Building on these measures, the Crisafulli Government has continued to strengthen physical protections for drivers. During the 2024–25 financial year, 136 buses were fitted with full protection screens.

Effective 1 September 2025, all new contracted urban buses procured by the department are required to be fitted with full driver safety barriers which comply with the new National Heavy Vehicle Regulator guidelines at the time of acquisition. These updated barrier specifications will be incorporated into the procurement process for both State-owned and contracted buses, to ensure consistent, safe and compliant installations across the fleet.

Looking ahead, the Crisafulli Government continues to fund the rollout of full bus driver barriers across the existing public transport network.

My department will continue to work with delivery partners to improve safety outcomes and deliver a public transport network that is reliable, safe, and responsive to community needs.

Yours sincerely

A handwritten signature in blue ink that reads "Brent Mickelberg". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

BRENT MICKELBERG MP
Minister for Transport and Main Roads