

+ Queensland Bus Driver Safety Scheme

Frequently Asked Questions

Pre-application questions

Do I have to install anti-shatter or driver barriers on my fleet?

No. It is not compulsory to install anti-shatter film or driver barriers on your fleet. You may however still like to undertake the risk assessment and workforce consultation as good practice, even if you do not intend to install these products.

Are school buses eligible for a rebate?

If a bus is not on your urban contract vehicle register you cannot apply for funding for that bus. This includes school and charter buses.

What costs are covered by the rebate?

The costs that can be rebated relate to the supply/purchase or acquisition of the driver barrier or anti-shatter film, and the costs associated with installation up to the maximum value as specified in the Guideline.

What happens if the products I want to use are more expensive than the maximum rebate amount?

The caps for both driver barriers and anti-shatter film have been determined using a number of different sources and should reflect a realistic price. If you wish to use products which exceed the maximum rebate amount you are welcome to do so understanding that you will have to fund the additional expense incurred.

What kind of driver barrier can I install?

You may select whichever driver barrier meets the needs of your fleet, provided that the barrier is designed and constructed to prevent or reduce the risk of injury to a person in the driver's seat in the event of another person committing, or attempting to commit, an act of violence against the driver.

You must provide QRIDA a warranty from the manufacturer or seller that the safety equipment will be fit for purpose. Any barrier should be compliant with relevant vehicle design rules and specifications.

+ Queensland Bus Driver Safety Scheme

Frequently Asked Questions

What kind of anti-shatter film can I acquire/install?

You may select whichever anti-shatter film meets the needs of your fleet, provided that the film is a laminate, bonded to a vehicle window, that is designed and constructed to bind glass shards on impact and prevent them from entering the vehicle.

You must provide QRIDA a warranty from the manufacturer or seller that the safety equipment will be fit for purpose.

Can I claim a rebate for an installation completed in-house?

Yes. You will need to provide proof of acquisition costs including an invoice and receipt. You will also need to provide a warranty that the installed safety measure is fit for purpose.

I have already purchased and installed anti-shatter film and/or driver barrier(s), am I eligible to apply for the rebate?

No. You will need to submit an application prior to acquiring or installing safety measures to be eligible for a rebate. Once you receive pre-approval from QRIDA you may acquire and install nominated safety equipment.

Can I replace existing anti-shatter film or driver barriers using the rebate?

No. You are not eligible to receive a rebate for buses which have anti-shatter film, or a driver barrier already installed (this includes replacing or repairing existing film or barriers).

How many quotes do I need to get?

We encourage you to test the market and seek out a range of quotes from appropriate suppliers and installers. However, you only need to provide QRIDA with your chosen quotes for the supply and installation of the safety measures.

What will I need to do to complete the Risk Assessment and Workforce Consultation form?

To complete the Risk Assessment and Workforce Consultation form, follow the prompts provided in the form and explanatory notes. You will need to fully complete this and attach it to your application.

+ Queensland Bus Driver Safety Scheme

Frequently Asked Questions

Do I have to consult with my workforce?

Yes. Drivers have diverse views on safety measures and this should be an important component of your decision about which type of barrier is appropriate for your operations. Workforce consultation is best practice in risk assessment, as workers are often best placed to describe the nature and impact of perceived risks and propose mitigations. Their views should be sought and taken into account when proposing an approach. It is also important to communicate to workers why you have reached a decision, irrespective of whether this reflects their original feedback.

Do I have to assess my service as operating in a high risk area to receive both anti-shatter film and a driver barrier rebate?

You only need to assess your fleet as high risk to receive a rebate for a driver barrier.

You may receive a rebate for anti-shatter film regardless of your risk assessment, provided that you meet the guideline criteria. You may however still like to undertake the risk assessment and workforce consultation as good practice, even if you do not intend to install these products.

Can I nominate additional buses for safety measures after the application closing date?

No. All nominated buses must be submitted to QRIDA in the application form by 31 March 2019.

Post-application purchase and installation questions

My circumstances have changed after submitting my application for assistance. What should I do?

Please contact QRIDA if there are any changes to your circumstances. For instance, if there is a change to your contract, proposed installation schedule, nominated buses for safety equipment, or if you wish to withdraw your application **Freecall 1800 623 946** or email contact_us@qrida.qld.gov.au.

Please note, that you must notify QRIDA if there has been a change since your application as this may change your eligibility for a rebate.

Can I submit more than one claim form as I progressively install safety measures on my fleet?

Yes. You may submit multiple claim forms as safety measures are installed on your fleet. For instance, you may submit a claim form on a quarterly basis as installations are completed.

+ Queensland Bus Driver Safety Scheme Frequently Asked Questions

When do I have to complete the evaluation?

The evaluation of this scheme will be monitored as part of on-going contract management, so you can discuss evaluation timing with your contract manager. You will need to collect some information to show the effectiveness and value for money, as well as provide some analysis about what the information means. This can include:

- Whether the barrier or film reduced incidents or the severity of incidents (may require analysis to support the data).
- What on-going maintenance was required and what this cost.
- Whether the barrier or film performed as expected.
- Anything else to support whether barriers and film are worth investing in in the future.