



Parliament of Victoria Joint Rural and Regional Committee

Inquiry into Rural and Regional Tourism

Submission by Greyhound Australia

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1. Executive Summary:

Greyhound Australia is Australia's only national coach operator. Presently, we are forbidden from picking up, or putting down, passengers within Victoria from our Interstate coach services. Passengers must be picked up from outside Victoria. (Public Transport Competition Act 1995).

This restriction only applies in Victoria and to a much more limited extent in South Australia. This unnecessary, and anti-competitive restriction, has a seriously negative impact on:

“the economic benefits of tourism in regional areas, including tracking the flow-on benefits through other regional businesses and industry.”

(Committee Reference 1)

Competition drives efficiency in the marketplace, with a lack of competition, there is no effective mechanism to ensure that the lowest fares and highest levels of services are provided to regional tourism and regional commuters.

These transport restrictions are also:

“impediments to the sustained growth of regional tourism, economic activity and jobs within Victoria”

(Committee Reference 2)

Restrictions on normal market forces in transport results in a lack of economic optimisation in related industries, such as tourism.

RECOMMENDATION

Greyhound Australia believes that interstate operators should be granted an exemption from this section of the Act.

RESULT

By granting an exemption, the following benefits would result:

For the State of Victoria:

- improved Transport options for Victorians, international and interstate tourists by giving them choice and the ability for significantly easier intrastate travel;
- improved accessibility to and from main population centres for seasonal workers and students in regional Victoria;
- improved visibility for Victoria's tourism market to international tourists by leveraging off Greyhound Australia's aggressive international tourist marketing activities. This would allow the thousands of backpackers who use our network

every year the option to stop over in regional Victorian tourist destinations stimulating tourist dollar spending. They are unable to do this under the present restricted situation;

- provision of a disabled compliant coach service by the end of 2007 on all Victorian routes;
- would complement the current V-Line network by increasing regional frequencies allowing more people easier access to the V-line suburban facilities. This would help in getting more people out of cars and onto public transport, which is one of the key transport aims of the State Government;
- bus and coach transport are “greener” forms of transport than the other major modes of transport. In a recent report to the United Kingdom Parliament, CO2 emissions per passenger per journey for bus and coach transport was approx. 90% lower than aviation, 88% lower than cars and 22% lower than rail; (<http://www.publications.parliament.uk/pa/cm200304/cmhansrd/vo040708/text/40708w05.htm>)
- Promoting ‘green’ transport (coach travel) throughout regional Victoria would feed into Victoria’s broader ‘climate friendly’ public transport priorities, and perceptions.

For Greyhound Australia:

- would aid in ensuring the long term viability of these key regional services in Victoria, which are relied on for not only passenger transport, but also important regional freight services catering for everything from medical supplies to urgent machinery parts;
- would allow Greyhound Australia to actively market Victoria as a tourist destination. This marketing exposure would be extensive across our national network, in the UK, South East Asia and New Zealand through our resident International marketing representatives in these locations;
- would allow Greyhound Australia to expand routes in Victoria providing much needed tourism support for local business on route such as the Gippsland corridor.

It is important to note that Greyhound is not seeking to adversely affect small local bus operators who may already operate on the same major routes as Greyhound Australia. We would work with them actively and help grow the market by bringing in more passengers who would also have the option of using those local bus operators.

Greyhound Australia is also not seeking any financial subsidy to maintain the current service levels, but rather to ensure their sustainability through increased patronage, which would be generated should this exemption be allowed. We are also not seeking to compete with V-line on these routes, but to supplement their services.



2. The Case for Change

Greyhound Australia remains the only long distance coach operator that maintains a National Network providing services to many parts of regional Australia which would otherwise be unserved by any form of reliable public transport. Such services are relied upon by these communities for the provision of not only public transport, but also a reliable freight and courier service carrying mail, medical supplies, blood and machinery parts.

Greyhound Australia services over 10,000 door-to-door destinations within Australia.

Greyhound Australia well understands the socio-economic importance of these services within regional Australia. Many regional areas were left unserved following the demise of dozens of interstate coach operators in the 1990's. Greyhound Australia is actively working hard to reverse the trend of declining regional services by reintroducing services into those areas. Recent examples of Greyhound Australia's understanding of the socio-economic importance of the services provided by us to regional Australia are:

- Greyhound Australia's new management team's decision to reverse the closure of the Dubbo to Melbourne leg of its daily Brisbane to Melbourne service. Letters of concern were sent to Greyhound Australia from the community, local Councils, State MPs and Federal MPs affected by the closure of this service. These letters spelt out the impact the closure had on regional transport, intratown and intercity travel for their region. We reinstated this economically marginal service and also supported the reinstatement with a \$50,000 promotional campaign focusing on community support of the service;
- Greyhound Australia's planned introduction of a daily Brisbane, Nimbin, Byron Bay, Brisbane service after consultation with local tourist operators;
- Working with the Queensland Government to provide new low cost high customer support in the fast growing mining sectors of Queensland;

By lifting the present intra-state ban in Victoria, Greyhound Australia would be better able to continue carrying out this strategy to the benefit of regional Victoria.

Evidence of this declining regional trend is supported by passenger number comparisons as shown in Appendix 1.

Following the advent of discount airfares, Australian and International tourists are enjoying the benefits of travel within Australia. International security perceptions are leading travellers to seek their destinations more locally. It is our view that by providing more road transport options in regional areas unserved by the airlines, we are actively fostering the growth of regional economies through tourism and through the direct employment of nearly 800 staff members Australia wide.



The continuing trend of discount airfares between capital cities has had a very negative effect on the Long Distance Coach industry. Companies such as Greyhound Australia, who once relied on these passengers to maintain a viable network, now have to adjust their strategies to market short-haul sectors to ensure the sustainability of many regional long distance services. More recently, airlines have also begun targeting key tourist destinations on the east coast making it even more difficult to sustain some routes.

Greyhound Australia is working hard to rebuild its regional network, not in an effort to compete with, but rather to link in with the airlines and indeed suburban transport infrastructure such as V-Line. We believe our regional services are an essential part of the transport mix for Australia, and as such we need to explore all options that will aid in ensuring their sustainability for years to come.

Airlines, State Rail services, Suburban Bus and Coach Networks all play an essential part in transporting people in Australia, reducing congestion on our road systems and indeed lowering greenhouse gas emissions. All of the above transport modes are subsidised by Governments in many States. Greyhound receives no direct Government subsidy in any State, except for a subsidy for a small number of Queensland, South Australian and Western Australian regional routes mainly in support of low-income community members.

'GREEN' TRANSPORT

Greyhound Australia is seeing a growing trend amongst the FIT market (Free Independent Travellers). The FIT market includes Backpackers, 'Flash Packers' and Grey Nomads.

This broad group is looking for environmentally sustainable travel options. This is also evidenced by Virgin Airlines and Qantas providing greener options such as an optional 'green surcharge' or investing in carbon offsets. Greyhound Australia is aggressively greening its fleet by investing in Euro 3, 4 and 5 compliant coaches. These are international standards for emission and fuel consumption set by the EU.

This will reduce our fleet fuel consumption by as much as 25%. We will also be using the lowest sulphur particulate diesel fuel on the market and potentially investing in carbon offsets through BP Australia's carbon offset program.

Greyhound Australia has identified the need to reverse the trend of declining regional express coach services so as to ensure that Australia's passenger transport systems continue to not only function efficiently, but to aid in the growth and promotion of rail, air and suburban bus services. Only when a complete transport package is available to the consumer at a reasonable price, offering sufficient usable frequencies, freedom of choice, consistency and reliability will we see a reversal of this trend of decline.



Victoria's V-Line system goes a long way toward achieving this. Greyhound Australia does not intend to try to uproot or compete with these existing services or networks. We believe we offer a niche product, particularly to the regional tourism industry. It is our belief, that by providing more transport options and frequency in Victoria, this will not hinder, but rather increase patronage growth rates on V-Line services over these corridors.

How can Greyhound Australia achieve this?

- The only national interstate coach company;
 - unique ability to attract international tourists to regional Victoria through product offerings targeted to the tourism market;
- the only express coach company which has a large scale international marketing program;
- the only express coach company who regularly attends international travel shows;
- a partner company with all State Tourist offices as well as Tourism Australia;
- markets to the international student market the 'Harvest' product which provides much needed labour to seasonal farming activities. These regional travellers have an urgent need to use our services
- a vital link between travellers and hostels and bed and breakfast accommodation. As a result of Victorian regulation, several of these arterial routes for hostels and bed and breakfast accommodation have become uneconomic and subsequently have been terminated, resulting in hardship for Victorian regional hostel and B&B operators



The economic effect of lifting these transport restrictions can be seen in Queensland. Queensland transport is unregulated and subsequently Greyhound Australia runs 36 services each day in and out of Brisbane, most travelling through regional Queensland. In the heavily regulated Victorian market, we operate only 5 services.

More than 30% of capacity on our coaches is utilised by independent travellers who stay longer and spend more money than any other type of traveller.

Greyhound Australia operates the vast majority of its services without any financial support from local, State or Federal Government. We are the lowest 'cost to serve' bus operator in Australia.

YOUNG PEOPLE

As this Committee has previously highlighted, transport is very important for young Victorians in the regions. The Committee's previous observations and findings establish the factual foundation for an easing of the restrictions facing Greyhound Australia. Here are a selection of the committee's findings and observations:

4.59:

Access to transport by rural young people is a critical infrastructure infacilitating education and training, employment and social activities. The ability to access reliable, regular, flexible and inexpensive transport options can be a key enabler to positive relationships and experiences, breaking down social isolation and maximising the ability of younger Victorians to access services that are already in place. (p 134)

4.63:

One of the concerns presented to the Committee was the lack of intraregional transport which would allow access to local services in urban areas, without necessitating relocation to these local population centres. (p136)

Finding 15:

The lack of a range of public transport options represents a significant barrier to the wellbeing of rural young people, and a disincentive for younger people to live and work in rural Victoria. (p136)

(Rural and Regional Services Development Committee Final Report, Inquiry into Retaining Young People in Rural Towns and Communities, September 2006)

ORIGINAL INTENT OF THE ACT

We would like to draw the Committee's attention to the original intention of the Act. As described by the then Minister for Transport, Mr. Brown:

"The purpose of the Public Transport Competition Bill is to provide for removal of



regulatory restrictions on competition in the road passenger public transport sector; ensure that public transport services continue to be provided in the public interest.” (Hansard, 11 May, 1995, p 1455)

We believe the original intent of the Act can be best realised by the following proposal.

Proposal:

Greyhound Australia proposes that it be exempted from S.28 (3) of the Public Transport Competition Act, 1995. This would allow us to pick up and put down passengers travelling intrastate on the following routes in order to stimulate tourism: (please see details of towns in Appendix 2).

- Melbourne to Brisbane and return (via Newell Highway)
1 service daily
- Melbourne to Sydney and return (via Hume Highway)
3 services daily
- Melbourne to Adelaide and return (via Western Highway)
1 service daily

Melbourne to Sydney and return (via Princess Highway)

Gippsland Region

We would also actively consider re-establishing a daily service from Melbourne to Sydney and return via the Princess Highway. This would open up the coastal towns in Victoria on this route, and Gippsland generally, to our backpacker clients who are not able at this stage to visit these towns. This route is not sustainable for us presently without access to the intrastate Victorian market. This initiative would be a very positive stimulus for Victorian coastal towns. There is considerable local support among Gippsland tourism operators for such a proposal.

Greyhound Australia's investigation into route sustainability shows that as few as 4 additional passengers per coach per day traveling on intra-Victorian services would allow additional route and marketing investment on the Victorian legs of both current and new inter city services.

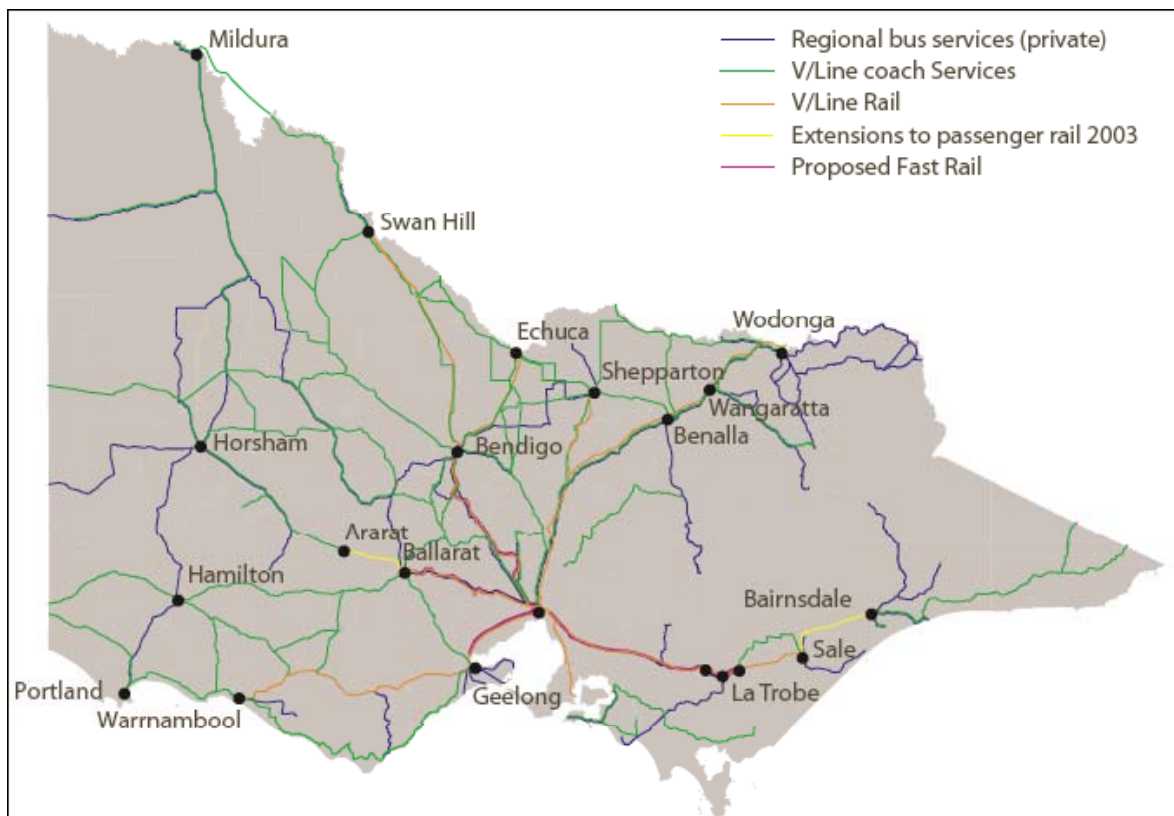
3. Current Victorian Transport Service levels:

a) V-Line

Road and Rail:

Pension Concession Card holders (PCC) are entitled to one free return trip on any government contracted V-Line service anywhere in Victoria during the year of PCC issue. 50% discount fares are also available to PCC and some Health care card (HCC) holders on Victorian regional rail services. Concession fares are available on selected V-Line services for holders of Victorian Seniors Cards.

The map below shows the network coverage of V/Line Road and Rail services in Victoria:



Bureau of Transport and Regional Economics, *Economic Regulation and Assistance Measures*,
Working Paper 54, Bureau of Transport and Regional Economics, Canberra, 2003, p.6.



3. Current Victorian Transport Service levels:

b) Greyhound Australia

Road:

Greyhound currently operates one daily service from Melbourne to Brisbane and return via the Newell Highway.

Greyhound offers concession fares of its own volition to PCC and other concession cardholders. Freight is carried on all services.

Please see Appendix 2 for timetables highlighting Greyhound's current service frequencies within Victoria between Melbourne and Brisbane.

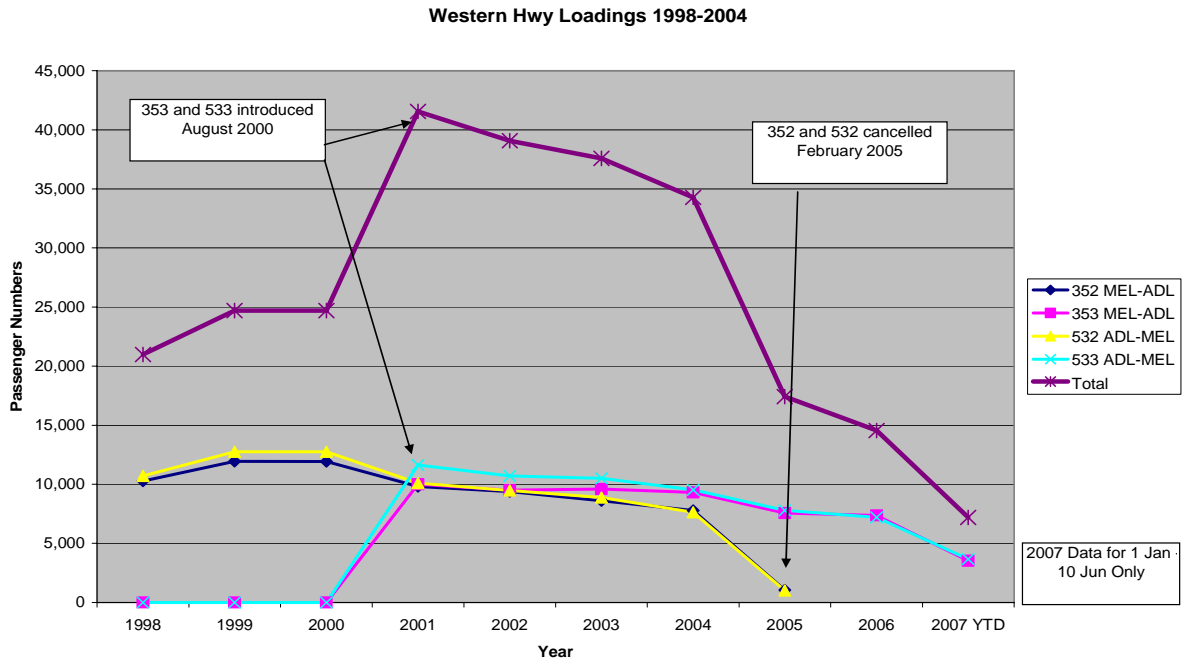


4. Conclusion:

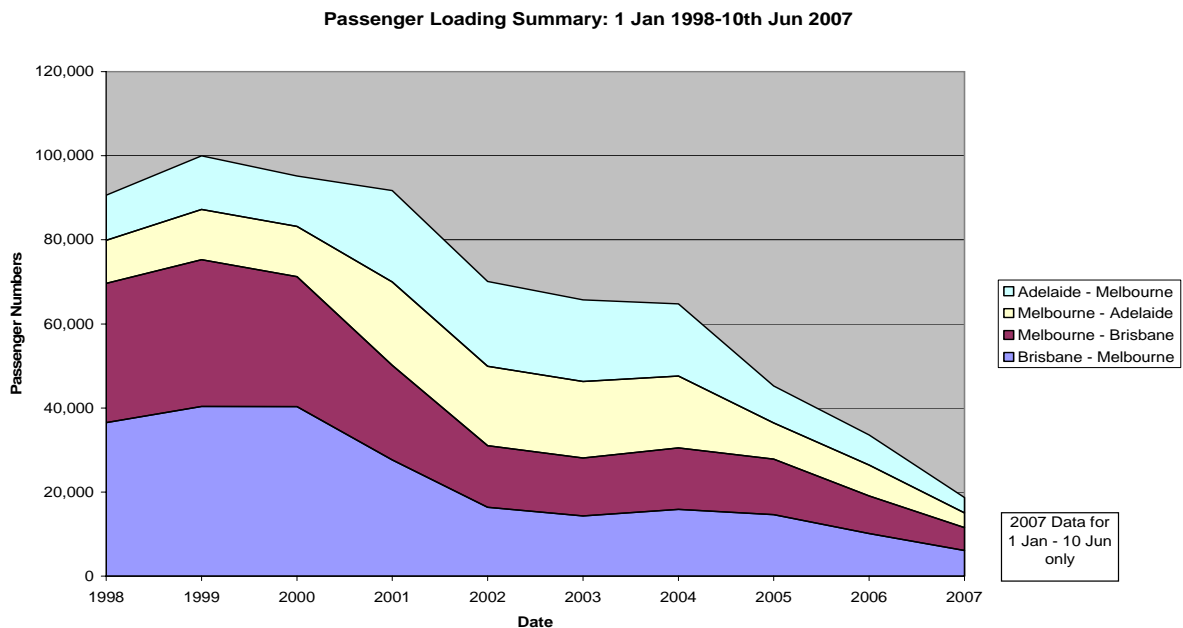
Legislative change, or a decision by the Department of Infrastructure to grant the exemptions as requested, would be a positive step forward in not only ensuring the long term sustainability of regional coach transport but in complementing the existing transport options currently available in Victoria. This would not only provide immediate benefit to Victorian citizens, the Victorian Tourism industry generally but would be a boost to the growth of tourism in regional Victoria by way of improved access and increased frequency options. We seek the Committee's support in lifting this anti-tourism restriction.

Appendix 1 – Passenger Number Trends:

The Stacked Chart below clearly illustrates the trend of declining Express Coach industry passenger numbers in Regional Victoria since the late 1990's:



This Chart illustrates the Loading trends on each individual Western Highway service and provides a total passenger count for the corridor.



Source: Greyhound Interbus Reservations System

Appendix 2 - Current Greyhound Australia Timetables (Victoria):

MELBOURNE - BRISBANE				
TOWN	CODE		GX340 DAILY	PICK-UP AND SET-DOWN POINT
MELBOURNE	MEL	Dep	7:15P	Greyhound Terminal, Spencer St, Southern Cross Terminal
Seymour *ONR*	SYR		8:30P	V-Line Bus Stop, Emily St
Wahring	WAH	Arr	8:55P	Caltex 24hr
		Dep	9:30P	
Shepparton	SHT		10:00P	Railway Station, Purcell St
Katamatite	KTE		10:35P	Opposite Bakery
Cobram	CBM		10:45P	
NEW SOUTH WALES				
Barooga	BAG		10:50P	
Tocumwal	TOC		11:10P	Big Fish V-Line Bus stop, Deniliquin Rd
Finley	FLY		11:25P	Mobil Roadhouse, Newell Highway
Jerilderie *ONR*	JER		11:50P	Caltex Service Station, Newell Highway
Narrandera South	NRS	Arr	1:00A	Mobil Roadhouse, Sturt Highway
		Dep	1:50A	
West Wyalong	WWL		3:15A	Country Link Bus stop, Church St
Forbes	FBS		4:25A	Caltex Service Station
Parkes	PKE		4:55A	BP Roadhouse, Newell Highway
Peak Hill	PKH		5:30A	Rural Supplies, Caswel St
Dubbo	DBO	Arr	6:30A	Pasta & Spud, beside Shell Roadhouse
		Dep	7:10A	
Gilgandra	GIL		8:00A	Shell Truckport, Northside
Coonabarabran	COJ		9:05A	Information Centre Oxley Highway
Narrabri Meal Break	NAM	Arr	10:20A	Shell 24r Roadhouse
		Dep	10:55A	
Narrabri	NAA		11:00A	Tourist Information Centre, Newell Highway
Bellata	BEL		11:35A	Independent Service Station
Moree	MRZ		12:05P	Tourism Information Centre, Newell Highway
Boggabilla *ONR*	BGG		1:25P	Shell Roadhouse (24hr)
QUEENSLAND				
Goondiwindi	GOO	Arr	1:35P	Caltex Roadhouse, Boundry Rd
		Dep	2:10P	
Millmerran	MIL		3:45P	Opposite BP Service Station, Campbell St
Pittsworth *ONR*	PIT		4:15P	Bus Shelter Short St
Toowoomba	TWB	Arr	4:50P	Greyhound Terminal, 28-30 Neil St
		Dep	5:00P	
Withcott	WCT		-	5:25P Bus stop at the Hotel
Gatton	GAT		-	5:45P Opposite Civic Centre
Ipswich	IPS		-	6:15P Transit Centre, Mansfield Place
BRISBANE	BNE		6:40P	7:15P Greyhound Terminal, Level 3, Roma St Transit Centre

ONR ("On Request" stop) - means that it is not a compulsory stop for this service. Please confirm your booking by contacting our Call Centre on 1300 GREYHOUND if you're booking less than 24 hours before departure. Failure to do so may result in the Coach bypassing your location.

Gx340 will connect in Toowoomba on Gx496 for passengers wishing to travel to Gatton & Ipswich.

BRISBANE - MELBOURNE

TOWN	CODE		GX431 DAILY EST	PICK-UP AND SET-DOWN POINT
BRISBANE	BNE		6:30A	Greyhound Terminal, Level 3, Roma St Transit Centre
Ipswich	IPS		7:15A	Transit Centre, Mansfield Place
Gatton	GAT		8:00A	Civic Centre
Toowoomba	TWB	Arr	8:35A	Greyhound Terminal, 28-30 Neil St
		Dep	9:35A	
Pittsworth *ONR*	PIT		10:05A	Opposite Bus Shelter Short St
Millmerran	MIL		10:35A	BP Service Station, Campbell St
Goondiwindi	GOO	Arr	12:15P	Caltex Roadhouse, Boundry Rd
		Dep	1:15P	
NEW SOUTH WALES				
Boggabilla *ONR*	BGG		1:20P	Shell Roadhouse (24hr)
Moree	MRZ		2:35P	Tourism Information Centre, Newell Highway
Narrabri	NAA		3:50P	Tourist Information Centre, Newell Highway
Narrabri Meal Break	NAM	Arr	3:55P	Shell 24hr Roadhouse
		Dep	4:30P	
Coonabarabran	COJ		5:50P	Information Centre, Oxley Highway
Gilgandra	GIL		6:55P	Shell Truckport, Northside
Dubbo	DBO	Arr	7:50P	Pasta & Spud, beside Shell Roadhouse
		Dep	8:20P	
Peak Hill	PKH		9:10P	Hardware Store, Caswel St
Parkes	PKE		9:45P	BP Roadhouse, Newell Highway
Forbes	FBS		10:10P	Caltex Service Station
West Wyalong	WWL		11:30P	Country Link Bus stop, Church St
Narrandera South	NRS	Arr	1:00A	Mobil Roadhouse, Sturt Highway
		Dep	1:45A	
Jerilderie *ONR*	JER		2:55A	Caltex Service Station, Newell Highway
Finley	FLY		3:20A	Mobil Roadhouse, Newell Highway
Tocumwal	TOC		3:35A	Big Fish V-Line Bus stop, Deniliquin Rd
Barooga	BAG		3:55A	
VICTORIA				
Cobram	CBM		4:00A	V-Line Bus Stop
Katamatite	KTE		4:20A	Outside Bakery
Shepparton	SHT		4:55A	Railway Station, Purcell St
Wahring	WAH		5:15A	Caltex 24hr
			6:00A	
Seymour *ONR*	SYR		6:25A	V-Line Bus Stop, Emily St
MELBOURNE	MEL	Dep	7:45A	Greyhound Terminal, Spencer St, Southern Cross Terminal

ONR ("On Request" stop) - means that it is not a compulsory stop for this service. Please confirm your booking by contacting our Call Centre on 1300 GREYHOUND if you're booking less than 24 hours before departure. Failure to do so may result in the Coach bypassing your location.

Gx431 connects with Gx250 in Narrandera South to Adelaide

ADELAIDE - MELBOURNE

TOWN	CODE		GX533 DAILY	PICK-UP AND SET-DOWN POINT
ADELAIDE	ADL	Dep	8.00P	Greyhound Terminal, 111 Franklin St
Crafers *ONR*	CRA		8.20P	BP Service Station
Mt Barker *ONR*	MBT		8.30P	Freeway Exit
Murray Bridge *ONR*	MBD		9.00P	Tourist Information Centre
Tailem Bend *ONR*	TMB		9.15P	Shell 24HR Service Station
Tintinara	TIN	Arr	10.15P	Mobil Truckstop
		Dep	10.50P	
Keith	KEI		11.05P	BP Roadhouse
Bordertown *ONR*	BDT		11.35P	BP Bus and Truck Stop, Dukes Highway
VICTORIA				
Kaniva	KVA		12.30A	Mobil Roadhouse
Nhill	NHL		1.00A	Tourist Information Centre
Dimboola *ONR*	DIM		1.25A	Post Office
Horsham	HSB	Arr	1.45A	Caltex Service Station
		Dep	2.15A	
Stawell	SWC		2.58A	BP Roadhouse
Ararat	ARY		3.18A	V-Line Bus Stop, Railway Station
Beaufort	BFT		3.50A	Mobil Roadhouse
Ballarat *ONR*	BLT		4.25A	Transit Centre, Railway Station
Bacchus Marsh *ONR*	BCM		5.00A	ICBS, Cnr Gisborne & Main St (Bacchus Marsh Rds)
Melton *ONR*	MTN		5.10A	Outside Shell Service Station
Deer Park *ONR*	DPK		5.30A	Corner Station Road & Western Highway
Sunshine	SUN		5.35A	Corner Hampshire Rd & Western Highway
Footscray	FCY		5.40A	Ballarat Road Footscray Vic University
MELBOURNE	MEL	Arr	6.00A	Greyhound Terminal, Southern Cross Terminal, Spencer St
<p>*ONR* ("On Request" stop) - means that it is not a compulsory stop for this service. Please confirm your booking by contacting our Call Centre on 1300 GREYHOUND if you're booking less than 24 hours before departure. Failure to do so may result in the Coach bypassing your location.</p>				
<p>ICBS - Inercity Bus Stop</p>				
<p>Gx533 connects in Melbourne with Gx320 to Canberra and Sydney</p>				

MELBOURNE - ADELAIDE

TOWN	CODE		GX353 DAILY	PICK-UP AND SET-DOWN POINT
MELBOURNE	MEL	Dep	8.30P	Greyhound Terminal, Spencer St, Southern Cross Terminal
Footscray	FCY		8.35P	Ballarat Road Opposite Vic University
Sunshine	SUN		8.50P	Cnr Hampshire Rd & Western Highway
Deer Park *ONR*	DPK		8.55P	Cnr Station Road & Western Highway
Melton *ONR*	MTN		9.10P	Outside BP Service Station
Bacchus Marsh *ONR*	BCM		9.15P	ICBS, Cnr Gisborne & Main St (Bacchus Marsh Rds)
Ballarat *ONR*	BLT		10.00P	Transit Centre, Railway Station
Beaufort	BFT		10.29P	Mobil Roadhouse
Ararat	ARY		11.01P	V-Line Bus Stop, Railway Station
Stawell	SWC		11.20P	BP Roadhouse, Western Hwy
Horsham Meal Break	HSV	Arr	12.00A	Caltex Service Station
		Dep	12.35A	
Dimboola *ONR*	DIM		12.55A	Post Office
Nhill	NHL		1.20A	Tourist Information Centre
Kaniva	KVA		1.50A	Mobil Roadhouse
SOUTH AUSTRALIA				
Bordertown *ONR*	BDT		1.51A	BP Bus and Truck Stop, Dukes Highway
Keith	KEI		2.15A	BP Roadhouse
Tintinara	TIN	Arr	2.35A	Mobil Truckstop
		Dep	3.05A	
Tailem Ben *ONR*	TMB		4.05A	Shell Roadhouse
Murray Bridge *ONR*	MBD		4.20A	Tourist Information Centre
Mt Barker *ONR*	MBT		4.45A	Freeway Exit
Crafers *ONR*	CRA		5.05A	Top of Bypass
ADELAIDE	ADL	Arr	5.20A	Greyhound Terminal, 111 Franklin St
<p>*ONR* ("On Request" stop) - means that it is not a compulsory stop for this service. Please confirm your booking by contacting our Call Centre on 1300 GREYHOUND if you're booking less than 24 hours before departure. Failure to do so may result in the Coach bypassing your location.</p>				
<p>Gx533 connects in Melbourne with Gx320 to Canberra & Sydney</p>				



MELBOURNE - SYDNEY

TOWN	CODE		GX320 DAILY	GX322 DAILY	GX324 DAILY	PICK-UP AND SET-DOWN POINT
MELBOURNE	MEL	Dep	7.00A	8.00P	9.00P	Greyhound Australia Terminal, Bay 64 Southern Cross Terminal
Coburg *ONR*	COB		-	8.20P	-	V-Line Bus Stop after intersection Sydney Rd & Bell St
Cambellfield *ONR*	CAF		-	8.25P	-	V-Line Bus Stop @ Hungry Jacks Sydney Road
Melbourne International Airport *ONR*	TUE		-	-	9.15P	Outside Arrivals International Terminal
Broadmeadows *ONR*	BMW		7.20A	-	9.25P	Bus Stop on Pascoe Vale Rd Opp Railway Station
Wallan *ONR*	WAA		-	-	9.45P	V-Line Bus Stop
Kilmore *ONR*	KIL		-	-	9.55P	V-Line Bus Stop, Sydney St
Broadford *ONR*	BDD		-	-	10.05P	Comercial Hotel opp Station
Seymour *ONR*	SYR		8.20A	-	10.20P	V-Line Bus Stop , Emily Street
Nagambie	NAG		-	-	10.35P	V- Line Bus Stop
Murchison *ONR*	MUE		-	-	10.50P	Opposite Murchison East Hotel
Shepparton	SHT		-	-	11.20P	Railway Station, Purcell St
Euroa *ONR*	EUR		8.50A	-	-	BP Roadhouse
Benalla *ONR*	BEN		9.20A	-	12.05A	Bus Shelter ANZ Bank Nunn Street
Wangaratta *ONR*	WGT		9.50A	-	12.40A	APCO 24 Hour Service Station
NEW SOUTH WALES						
Albury	ALB	Arr.	10.40A	-	1.30A	Albury Railway Station, Railway Parade
		Dep	11.15A	11.30P	2.15A	
Albury YHA *ONR*	ALH		11.25A	11.40P	2.25A	YHA Hostel, Wagga Road
Holbrook - Ampol R/H	HBM			12.25A	-	Ampol Roadhouse
			12.10P	1.00A	-	
Wagga Wagga	WGA		-	-	3.50A	Railway Station, Railway Place
Junee *ONR*	JUN		-	-	4.20A	Railway Station, Railway Square
Cootamundra *ONR*	CMD		-	-	5.05A	Railway Station, Howell St
Harden *ONR*	HDN		-	-	5.35A	Bus Stop, Albury St, opp Catholic Church
Tarcutta *ONR*	TCT		12.55P	-	-	Mobil Roadhouse (24hr)
Forest Hill	FHL		-	-	-	Opposite RAAF Base Sturt Hwy
Gundagai *ONR*	GDG		1.20P	-	-	Tourist Information Centre, Sheridan Street
Yass *ONR*	YAS		2.35P	-	6.25A	Caltex Service Station, Hume Highway
Canberra	CBR	Arr.	3.30P	4.00A	7.15A	Greyhound Australia Terminal, Shop G14 Jolimont Centre. Northbourne Avenue
		Dep.	4.00P	4.15A	7.45A	
Goulburn *ONR*	GLB		-	-	8.50A	Goulburn Railway Station, Sloane St
Moss Vale Tunroff *ONR*	MSV		-	-	9.25A	Twin Shell, Northbound Side
Mittagong *ONR*	MIG		-	-	9.50A	Tourist Information Centre
Liverpool *ONR*	LIV		6.45P	7.15A	10.50A	Interstate Bus Stop, Moore St Interchange
Parrarmatta *ONR*	PRT		-	-	11.20A	Coach Stand, Fitzwilliam St
Sydney International Airport *ONR*	INT		7.15P	7.50A	-	Upstairs at Departures
Sydney Domestic Airport *ONR*	QFT		7.30P	8.00A	-	Govt Bus Stop, Qantas T3 arrivals opposite car park entry 3
SYDNEY	SYD	Arr.	8.00P	8.30A	12.15P	Greyhound Australia Terminal, Central Station, Eddy Ave

ONR ("On Request" stop) - means that it is not a compulsory stop for this service. Please confirm your booking by contacting our Call Centre on 1300 GREYHOUND if you're booking less than 24 hours before departure. Failure to do so may result in the Coach bypassing your location.

Gx324 connects in Sydney with Gx242 to Tamworth, Armidale, Toowoomba and Brisbane

Gx324 connects in Sydney with Gx241 to Port Macquarie, Byron Bay Surfers Paradise and Brisbane

Gx320 connects in Sydney with Gx244 to Byron Bay, Surfers Paradise and Brisbane

SYDNEY - MELBOURNE

TOWN	CODE		GX230	GX232	GX233	PICK-UP AND SET-DOWN POINT
			DAILY	DAILY	DAILY	
SYDNEY	SYD	Dep.	9.00A	3.00P	8.00P	Greyhound Australia Terminal, Central Station, Eddy Ave
Sydney Domestic Airport *ONR*	QFT		9.20A	-	8.20P	Govt Bus Stop, Qantas T3 arrivals, opposite car park entry 3
Sydney International Airport *ONR*	INT		9.30A	-	8.30P	Downstairs @ Arrival Bays 22-24
Parramatta *ONR*	PRT		-	3.45P	-	Coach Stand, Fitzwilliam Street
Liverpool *ONR*	LIV		10.10A	4.15P	8.55P	Interstate Bus Stop Moore St Interchange
Mittagong *ONR*	MIG		-	5.20P	-	Tourist Information Centre
Moss Vale Turnoff *ONR*	MSV		-	5.35P	-	Twin Shell Service Station, Southbound Side
Goulburn *ONR*	GLB	Arr.	-	6.20P	-	Goulburn Railway Station, Sloane St
Canberra	CBR	Arr.	1.00P	7.30P	11.45P	Greyhound Australia Terminal, Shop G14 Jolimont Centre
		Dep.	1.30P	8.30P	11.55P	Northbourne Avenue
Murrumbateman *ONR*	MUM		-	9.00P	-	General Store
Yass *ONR*	YAS	Arr.	2.15P	-	-	Caltex Service Station , Hume Highway
		Dep.	-	9.15P	-	
Harden *ONR*	HDN		-	10.05P	-	Bus Stop Albury St, opp Catholic Church
Cootamundra *ONR*	CMD		-	10.35P	-	Railway Station, Hovell St
Junee *ONR*	JUN		-	11.20P	-	Railway Station, Railway Square
Gundagai *ONR*	GDG		3.25P	-	-	Tourist Information Centre, Sheridan St
Wagga Wagga	WGA		-	11.45P	-	Railway Station, Railway Place
Tarcutta *ONR*	TCT		3.45P	-	-	Opposite Mobil Roadhouse (24 hr)
Holbrook - Ampol R/H	HBM	Arr.	-	-	2.55A	Ampol Roadhouse
		Dep.	4.40P	-	3.35A	
Albury North YHA *ONR*	ALH		5.15P	1.10A	4.15A	YHA Hostel , 372 Wagga Road
Albury	ALB	Arr.	5.25P	1.20A	-	Albury Railway Station, Railway Parade
		Dep.	6.00P	1.55A	4.20A	
VICTORIA						
Wangarratta *ONR*	WGT		6.50P	2.45A	-	APCO 24 Hour Service Station
Benalla *ONR*	BEN		7.20P	3.15A	-	Bus Shelter ANZ Bank Nunn St
Euroa *ONR*	EUR		7.50P	-	-	Opposite BP Roadhouse
Shepparton	SHT		-	3.55A	-	Railway Station, Purcell Street
Nagambie	NAG		-	4.30A	-	V-Line Bus Stop
Seymour *ONR*	SYR		8.20P	4.45A	-	V-Line Bus Stop, Emily Street
Broadford *ONR*	BDD		-	4.50A	-	Comercial Hotel
Kilmore *ONR*	KIL		-	4.55A	-	V-Line Bus Stop, Sydney St.
Wallan *ONR*	WAA		-	5.00A	-	V-Line Bus Stop
Broadmeadows *ONR*	BMW		9.20P	5.45A	-	Bus Stop Pascoe Vale Rd, outside Railway Station
Melbourne International Airport *ONR*	TUE		-	5.55A	-	Outside Arrivals International Terminal
Cambellfield *ONR*	CAF		-	-	7.25A	Bus Stop, Campbellfield Plaza Sydney Road
MELBOURNE	MEL	Arr.	9.45P	6.15A	8.00A	Greyhound Australia Terminal, Bay 64, Southern Cross Terminal, Spencer Street

ONR ("On Request" stop) - means that it is not a compulsory stop for this service. Please confirm your booking by contacting our Call Centre on 1300 GREYHOUND if you're booking less than 24 hours before departure. Failure to do so may result in the Coach bypassing your location.

Gx230 connects in Melbourne with Gx353 to Adelaide
 Gx232 connects in Canberra with Gx250 to Adelaide

Appendix 3:

**PUBLIC TRANSPORT COMPETITION ACT 1995 - SECT 25
PART 3 REGULAR PASSENGER SERVICES**

Service must not be operated or offered without service contract

25. Service must not be operated or offered without service contract

(1) A person must not operate a regular passenger service within (or partly within) the State otherwise than under the authority of a service contract.

Penalty: 100 penalty units.

(2) A person must not offer a regular passenger service within (or partly within) the State to the public, or a section of the public, otherwise than under the authority of a service contract.

Penalty: 100 penalty units.

Appendix 4:

PUBLIC TRANSPORT COMPETITION ACT 1995 - SECT 28

Regions or routes of operation

28. Regions or routes of operation:

- (1) A service contract must specify a region or route of operation.
- (2) A service contract operating on a specified route may confer on the holder of the contract the exclusive right, subject to this Part, to operate regular of the relevant kind on the specified route.
- (3) Subject to this Part, any right referred to in sub-section (2) conferred on the holder of a contract with respect to a particular route precludes the Director from subsequently entering into a service contract with any other person for the operation of a regular passenger service of a similar kind along a route that is in such proximity to that route that it would result in substantial competition with the service operated by that holder.**
- (4) A service contract operating in a specified region may:
 - (a) confer on the holder of the contract the exclusive right, subject to this Part, to operate regular passenger services of the relevant kind in the specified region; or
 - (b) confer on the holder of the contract the exclusive right, subject to this Part, to operate regular passenger services of the relevant kind in the specified region except with respect to a specified route or routes.
- (5) A service contract may provide for other matters relevant to the operation of passenger transport services within the specified region or on the specified route.
- (6) A right conferred on the holder of a service contract:
 - (a) cannot affect or limit the ability of another person to operate, during the term of the contract, a service that is not a regular passenger service; and
 - (b) will be subject to any other qualifications applying generally to service contracts of that kind that may be prescribed by the regulations (or specified in the contract itself) during the term of the contract.

Appendix 5:

Rural And Regional Services and Development Committee
Final Report
Inquiry into Retaining Young People in Rural Towns and Communities
(September 2006)

“Benefits of an Increasingly Mobile Population

2.124. While the loss of young people from a rural community, and particularly small communities, can be quite serious, the Committee recognises the range of personal and social benefits associated with increased mobility by younger people. In many circumstances witnesses before the Committee highlighted the positive nature of rural youth migration, with parents emphasising their hope for children to spend time away from home, educators identifying this in terms of successful educational outcomes, and young people themselves citing their hopes to explore new opportunities and enrich themselves.

2.125. For individuals mobility provides:

- access to an expanded range of opportunities and ability to engage with and
- compete with a wider range of people;
- cultural experiences;
- autonomy and self-reliance; and
- an expanded array of social relationships (new personal networks).

2.126. For communities mobility provides:

- connections (social and economic) to other areas of Australia and internationally;

4.59. Access to transport by rural young people is a critical infrastructure in facilitating education and training, employment and social activities.

273 The ability to access reliable, regular, flexible and inexpensive transport options can be a key enabler to positive relationships and experiences, breaking down social isolation and maximising the ability of younger Victorians to access services that are already in place. (p134)