

# Half Yearly Compliance Check-Up

## Sample Bus Lines P/L

**Review date:** 9th September  
**Review frequency:** Every 6 months or as requested.  
**Review by:** Accreditation Manager

**SAMPLE ONLY**  
Current at the time of print.  
Our Alerts, Reviews & Reports  
are continuously updated.

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### Customer Service

Your Lost & Found Register has been used in the past 10 months. ✓  
This demonstrates that you have a system in place to manage lost and found property.

Your Complaints/Compliments Register has been used in the past 10 months. ✓  
This demonstrates that you have a system in place to manage customer feedback.

### Staff Management

Staff details have not been checked within the past 12 months.

Initiate a 'check-of-details' email. **! ACTION REQUIRED** [Click HERE](#)

**! NOTE** You have at least one staff member with no 'emergency contact' details. While not a compliance issue, it is good practice to have an 'emergency contact' for each employee in case they become sick at work.

Staff without an Emergency Contact: Charlie CHOOK

**! NOTE** Your 'Meeting Agenda' feature had not been used in the past 6 months.  
Contact Accreditation Manager if you require assistance.

### Safety Management

All your Risk Assessments have been reviewed in the past 12 months. ✓

You have recently used your Incident Register demonstrating that you have a system in place for incident management. ✓

### Compliance Critical Documents

Application for Employment (Driver) with appropriate information. ✓

Anti-Bullying Policy. ✓

Enlistment Document (Driver) with appropriate Job Description & Declarations. ✓

Staff Induction Training Document. ✓

Driver Procedures (Training) Document. ✓

Drugs & Alcohol Policy. ✓

Vehicle Cleaning Policy. ✓

### Observations/Notes for your Consideration

**! NOTE** Your Incident/Accident investigator is the same person as your Incident/Accident Reviewer. The person who reviews how each incident was managed should not be the same person who 'manages' the incident. This is not a compliance breach however we recommend that it be changed.

**End-of-Report**