

Use of e-scooters and similar devices on buses

Requests from passengers to carry e-scooters and similar devices on buses falls under the Transport Canberra Carriage of Goods Policy and can be brought onto buses at the drivers discretion.

Passengers should be reminded to fold down their device to enable correct and safe storage and that bulky items should:

- not block the aisle or exits
- not obscure the vision of the driver
- be easily carried on or off the bus by the passenger
- be stored safely and securely within the passenger area.

Please speak with your depot manager if you have any questions

To: All Transport Canberra Staff

Date: Monday 7 July 2025

From: Ian McGlinn, Executive Branch Manager, Bus Operations

Sarah Taylor-Dayus, Executive Branch Manager, Planning and Delivery

Updated policies and procedures

Transport Canberra is committed to ensuring the safety of our employees, passengers and the public. As part of this commitment, a range of updates have been made to our policies and procedures which are now in effect.

A high-level summary of updates to our policies is outlined in the table below. To view the new policies in detail, please go to the [Transport Canberra Intranet page](#).

Policy title	Changes
Obligations to passengers	<ul style="list-style-type: none">- To align with Child Safe Standards (CSS), obligations for the safe travel of children have been amended to reflect our commitment to upholding the standards.- The inclusion of CSS does not place any further obligations or responsibilities on drivers or employees but aims to highlight behavioural considerations necessary when dealing with children and young adults.
Use of personal mobile devices	<ul style="list-style-type: none">- A clarifying statement has been included to remind drivers that as professionals, they are responsible for the safety of their passengers and a high safety standard must be adopted.- As a result, the use of Bluetooth devices or any other device manufactured to assist in the use of mobile devices whilst driving is strictly prohibited despite its widespread adoption by car manufacturers.
Use of rear doors	<ul style="list-style-type: none">- Existing content has undergone a review to ensure clarity for drivers and Field Transport Officers.
Lost property	<ul style="list-style-type: none">- Some customer focused information has been removed to focus on driver responsibilities. This aims to ensure the policy remains targeted at operational staff and their duties and not a customer factsheet.
Passenger assistance and appropriate physical contact	<ul style="list-style-type: none">- Existing roles and responsibilities have been reorganised to provide greater emphasis on driver requirements.
Visitors	<ul style="list-style-type: none">- Following feedback from Regional Depot Managers, new definitions have been introduced separating 'visitor' to 'supervised visitors' and 'unsupervised visitors'.
Children and young people in depots	<ul style="list-style-type: none">- Following the commencement of Child Safe Standards (CSS) in the ACT, this policy now also references young people (aged 18 to 24). Young people are referenced specifically in situations where they may be undertaking apprenticeships on Transport Canberra premises

	(e.g. in workshops) to ensure employees who are responsible for supervising the apprentice are aware that operational work areas potentially pose a higher risk to young people.
Carriage of goods on buses	- This is a new policy document that has been established in relation to safety and goods that may be brought into or onto our buses.
Carriage of animals on buses	- This is a guideline under <i>Carriage of Goods</i> that provides further guidance to differentiate between a domesticated animal and assistance animals (as defined by the Discrimination Act 1991).
Carriage of bicycles on buses	- This is a guideline under <i>Carriage of Goods</i> that provides further guidance.
Carriage of e-scooters and personal mobility devices on buses	- This is a guideline under <i>Carriage of Goods</i> that provides further guidance.
Carriage of prams, strollers and buggies on buses	- This is a guideline under <i>Carriage of Goods</i> that provides further guidance.
Carriage of wheelchairs and disability aids	- This is a guideline under <i>Carriage of Goods</i> that provides further guidance. - This guideline introduces the term 'Disability Aid/s' to replace 'mobility aids' to align with the Discrimination Act 1991.
Incident management	- Existing information has undergone a refresh to provide greater clarity to drivers.
Community bus – Aboriginal and Torres Strait Islander	- This is a new document that has been drafted in consultation with the Flexible Transport Office.
Feedback and complaints handling	- Existing information has undergone a refresh to provide greater clarity to all staff.
Parking and securing of buses policy	- Existing information has undergone a refresh to provide greater clarity to drivers.
Workplace Health and Safety	- Existing information has undergone a refresh to provide greater clarity to drivers.

As always, please speak with your depot manager if you have any questions.

From: [Ridley, Aaron](#)
To: [Taylor-Dayus, Sarah](#); [McGlinn, Ian](#)
Cc: [Powter, Luke](#); [Piefke, Kathy](#)
Subject: VIC Gov. consultation - E-scooters on PT
Date: Wednesday, 6 August 2025 8:46:48 AM
Attachments: [TCOP13 - G4 Carriage of E-Scooters and Personal Mobility Devices Guideline copy \(A51185051\).pdf](#)

Good morning Sarah and Ian

The Policy Team have identified that the Victorian Government is currently running a consultation process on *Conduct on Public Transport Regulations* (<https://engage.vic.gov.au/public-transport-regulations>). Whilst consultation is targeted towards updates to vandalism, anti-social and unsafe behaviour; the carriage of electric personal mobility devices (e-scooters, e-bikes and e-unicycles) has also been captured. In particular, the Victorian Government identifies modified electric transportation devices and those used for commercial purposes as posing a particular fire risk on public transport – the catalyst being a recent e-bike fire at Union Station in Melbourne.

It is noted '*To reduce the risk of lithium-ion battery fires on public transport following incidents in Victoria, New South Wales and elsewhere, new restrictions are proposed to limit the carriage of e-scooters, e-bikes and other battery-powered transport devices on public transport (excluding mobility devices).*' The draft Regulation proposes the following offences relating to buses which all carry a maximum penalty of 10 penalty units.

- Section 17 prohibits an electric scooter that is not folded onto a bus.
- Section 19 prohibits an electric transportation device onto a bus.
- Section 21 (1) prohibits a person from having either an electric bike, scooter or other electronic transportation device that is switched on or in operation on any public transport vehicle; and (2) prohibits a person from charging any electric bike, scooter or other electronic transportation device on a public transport vehicle.

Other provisions included in the draft Regulation propose a complete prohibition on the carriage of all electric transportation devices on metropolitan and V/Line trains as well as coach services. The justification citing:

- A fire on a train is a serious safety issue because it may be difficult to evacuate passengers on a crowded service or where trains are in between stations. Equally, in the case of a coach service such as V/Line coaches, there are unique safety risks because electric transportation devices are carried in the luggage hold.

Allowing the carriage of foldable e-bikes and foldable e-scooters on trams and buses cites the following:

- Different rules are proposed for trams and non-coach buses because these vehicles can stop more quickly than trains, and allow for easier evacuation of passengers. These factors significantly reduce the consequences of an incident involving a lithium-ion battery fire.

Comparatively, the recently endorsed *Carriage of E-Scooters and Personally Mobility Devices Guideline* is consistent with the approach towards trams and buses in that:

- we only allow foldable e-scooters on to our services,

- E-bikes are not permitted as they are currently too heavy for bike racks,
- E-skateboards and e-unicycles must be carried on and off the bus, and
- All devices must not be in a start of charge or operated on a bus.

I envisage that if/when the TWU are made aware of this consultation, that we may receive some push or interest for the Territory to legislate similar provisions or a push to ban electronic devices entirely through operational policy. The below response has been prepared for your considerations, should this occur or for pro-active release.

TC POSITION RESPONSE

Transport Canberra is conscious that lithium-ion batteries in e-scooters and e-bikes can pose a fire risk. This has not happened in the ACT, however a small number of cases have occurred elsewhere.

Electrical fires from these devices can start without warning, (most often during charging) and can be difficult to extinguish and quickly spread toxic smoke. Poorly made or modified devices, including unregulated e-bike conversions and those used for commercial purposes can also present a risk.

To manage these risks, each public transport mode has in place policy requirements that do vary to consider safety requirements of each transport type, seeking to balance safety considerations with convenient and accessible travel.

Only foldable e-scooters are allowed on Transport Canberra buses. Some bus services allow bikes, excluding e-bikes, to be attached to bike racks at the front of the bus.

E-scooters and other battery-powered transport devices, like e-unicycles or e-skateboards, must be carried on and off our services, must not be in operation and must not be in a start of charging whilst on a service.

Mobility scooters continue to be allowed on the network.

Transport Canberra support a driver's decision to refuse a service to a passenger for the safety and security of the driver, the bus and other passengers.

Transport Canberra will continue to monitor the use of these devices and batteries on the transport network and may revise this policy should circumstances require.

Kind regards

Aaron

**Aaron Ridley | Director | Strategy, Planning and Policy (Business Improvement) |
Transport Canberra**

Phone: 02 6207 9393 | Email: aaron.ridley@act.gov.au

Planning & Delivery | City and Environment Directorate | ACT Government

480 Northbourne Avenue, Dickson ACT 2602 | GPO Box 158, Canberra ACT 2601

Updated policies and procedures

Transport Canberra is committed to ensuring the safety of our employees, passengers and the public. As part of this commitment, a range of updates have been made to our policies and procedures which are now in effect.

A high-level summary of updates to our policies is outlined in the table below. To view the new policies in detail, please go to the [Transport Canberra Intranet page](#).

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Parking and securing of buses policy	<ul style="list-style-type: none"> Existing information has undergone a refresh to provide greater clarity to drivers.
Workplace Health and Safety	<ul style="list-style-type: none"> Existing information has undergone a refresh to provide greater clarity to drivers.

1. PURPOSE

- 1.1. To clarify the types of e-scooters and other personal mobility devices allowed on Transport Canberra buses and the manner of travel in accordance with the *Carriage of Goods on Buses* policy.

2. SCOPE

- 2.1. This guideline applies to all Transport Canberra drivers as well as passengers travelling with e-scooters or other similar personal mobility devices on public buses.
- 2.2. Other personal mobility devices can include e-skateboards and self-balancing single wheeled devices (like e-unicycles and e-boards).
- 2.3. For the avoidance of doubt, a personal mobility device does not mean the same as a 'disability aid' or 'assistance device'. An assistance device means any kind of physical equipment or digital tool that improves an individual's functioning when they have physical, intellectual, speech, hearing, and/or vision limitations.

3. E-SCOOTERS PERMITTED ON BUSES

- 3.1. E-Scooters and other personal mobility devices must meet the following requirements to be permitted on board Transport Canberra operated buses:
 - The maximum weight must not exceed 25 kilograms.
 - The device must be folded prior to boarding a bus.
 - If the device design cannot be folded, it cannot be brought onto the bus.
 - Must be battery-powered (petrol-powered is not permitted).
 - Cannot be a shared e-scooter, such as Beam Mobility or Neuron Mobility.

4. TRAVELLING WITH E-SCOOTERS ON BUSES

- 4.1. Bus drivers or Transport Officers may request a passenger to not board a bus or remove their device from a bus if they believe a passenger is interfering with the comfort or safety of others.
- 4.2. When travelling with an e-scooter or other personal mobility device:
 - Passengers must dismount at bus stops and when boarding and exiting a bus.
 - The e-scooter must be converted to its collapsable state.
 - The device must be turned off while onboard and must not be placed into a state where the battery is charging whilst inside of the bus.
 - The device shall not be placed in the bike racks at the front of the bus.

- Devices should be securely stowed with the passenger in the seated area, upright, with wheels off the floor to ensure no risk of roll away.
- Devices may be placed in a wheelchair allocated space provided there are no wheelchairs requiring this space at any time during the journey.
- Passengers must always remain with the device and ensure it is stowed securely with no risk of roll away.
- Passengers must ensure that doorways and walkways are kept clear and other seating is not impeded.

5. GOVERNANCE

Supporting procedures	N/A
Supporting guidelines	Customer Code of Conduct
Associated policies	Carriage of Goods on Buses Policy
Related legislation	Road Transport (Public Passenger Services) Act 2001 Road Transport (Road Rules) Regulation 2017
Related interjurisdictional policies	N/A
Category	Operational
Approval	By: EGM, Transport Canberra Date: 20/06/2025
Policy owner	EBM, Bus Operations
Date effective	07/07/2025
Review date	13/07/2026
Version	1.A

This policy will remain in place until revoked or replaced.

Sch 2.2(a)(ii)

/ Judith Sturman
Executive Group Manager, Transport Canberra
20/06/2025



Carriage of Goods on Buses

TCOP13

1. PURPOSE

- 1.1. This document outlines Transport Canberra's carriage of goods policy statement and principles in relation to safe and comfortable carriage of all personal property and movable possessions on buses.

2. SCOPE

- 2.1. This policy applies to all staff, visitors, and users of Transport Canberra bus services.

3. OBJECTIVES

- 3.1. To ensure the safety and comfort of both passengers and drivers in relation to the carriage of all personal property and movable possessions on buses. To prioritise, or restrict the size, type and quantity of goods that can be carried into the cabin of a bus to ensure safety and comfort.
- 3.2. Additionally, the ACT Transport Strategy seeks to encourage healthier and more active travel choices by facilitating a transport system where people may undertake active travel modes as part of achieving their journey with public transport.

4. PRINCIPLES

- 4.1. To maximise and prioritise the use of available space inside buses on a first come first served basis, after priority allocated spaces. Drivers will prioritise the needs of passengers.
- 4.2. The prioritisation of allocated space to meet the needs of passengers will be:
 1. wheelchairs and mobility aids.
 2. prams, strollers or buggies.
 3. bulky goods such as suitcases, bags, or personal mobility devices.

5. POLICY STATEMENT

- 5.1. Under regulation 39 of the *Road Transport (Public Passenger Services) Regulation 2002*, a bus driver has a responsibility to ensure the safety and comfort of passengers and drivers.

6. BRINGING GOODS ONTO BUSES

- 6.1. Transport Canberra Bus Operations has a responsibility to ensure that goods carried into the cabin of a bus do not impede the safety and comfort of drivers and passengers.
- 6.2. A decision made by a driver in relation to carriage of goods is final and a driver must exercise discretion when considering operational practicality.
- 6.3. Factors that a driver may consider when determining the carriage of goods are:
 - Whether the goods might block the aisle or exist or obscure the vision of the driver.
 - Whether the goods might obscure the vision of the CCTV.
 - Whether the goods can be easily carried on or off the bus by the passenger.
 - Whether the goods can be stored safely and securely within the cabin of the bus.
 - Whether the bus is already close to its carrying capacity.
- 6.4. Passengers are responsible for carrying their goods on and off the bus. Bus drivers are not permitted to assist a passenger with loading or unloading of goods apart from wheelchair loading and unloading.

7. STORAGE OF GOODS

- 7.1. Goods must be stored in a safe and secure manner within the cabin of Transport Canberra buses or in the case of bicycles on the exterior bicycle racks.
- 7.2. Goods can be stored within the luggage rack or on the floor of the bus, providing the goods do not cause inconvenience or create a risk of danger to passengers. Where safe to do so, passengers may also store goods on their lap.
- 7.3. In considering whether goods can be stored safely, drivers may give regard to factors such as whether the goods are in an appropriate carry bag and the potential risk to passenger if the goods are not securely contained.
- 7.4. Decisions in relation to safe storage will be made at the discretion of the driver in accordance with principles as outlined in this policy.

8. DANGEROUS GOODS

- 8.1. Transport Canberra considers the following types of goods as dangerous and always prohibits their carriage on board buses:
 - Any controlled or prohibited weapons such as, but not limited to, firearms or knives.
 - Any motor vehicle battery.
 - Any explosive (including gas bottles or fireworks) or any type of fuel such as petrol (including jerry cans).
 - Any syringes other than a syringe used for legitimate medical purposes.
 - Any goods likely to spill, stain or cause any damage to a bus.

9. SUPPORTING GUIDELINES

9.1. Transport Canberra acknowledges there are a variety of items that passengers may bring onto buses. To support driver's decision making, guidelines have been developed for specific items, including:

- Carriage of Animals on Buses.
- Carriage of Bicycles on Buses.
- Carriage of E-scooters and Personal Mobility Devices on Buses.
- Carriage of Prams, Strollers and Buggies on Buses.
- Carriage of Wheelchairs and Assistance Devices.

10. CONSULTATION

10.1. This policy and its subordinate guidelines have been developed in consultation with Transport Canberra Bus Operations, TCCS Road Safety and Active Travel, as well as Transport Canberra Planning and Delivery Branch.

11. FEEDBACK

11.1. Feedback in relation to decisions about carriage of goods may be made in accordance with Transport Canberra's Feedback and Complaints Handling Policy.

GOVERNANCE

Supporting procedures	N/A	
Supporting guidelines	Carriage of Animals on Buses Carriage of Prams, Strollers and buggies Carriage of Bicycles on Buses Carriage of Wheelchairs and Mobility Aids Carriage of E Scooters and Personal Mobility Devices on Buses	
Associated policies	TC Workplace Health and Safety Policy	
Related legislation	Road Transport (Public Passenger Services) Regulation 2002 Dangerous Goods (Road Transport) Regulation 2010 (ACT)	
Related national legislation	Heavy Vehicle National Law (HVNL)	
Category	Operational	
Approval	By: EGM, Transport Canberra	Date: 20/06/2025
Policy owner	EBM, Bus Operations	
Date effective	07/07/2025	
Review date	13/07/2026	
Version	1.C	

This policy will remain in place until revoked or replaced.

Sch 2.2(a)(ii)

Judith Sturman

Executive Group Manager, Transport Canberra

20/06/2025

Uncontrolled document when printed

1. PURPOSE

- 1.1. This document outlines Transport Canberra (TC) bus driver and bus attendant obligations for the safe travel of passengers, including children.

2. SCOPE

- 2.1. Safe travel of passengers refers to the passenger's right to be treated with respect and to travel to their destination in a safe environment.

3. PRINCIPLES

- 3.1. Transport Canberra has key principles to promote the safe travel of passengers:
 - passengers must be treated in a fair, professional and respectful manner.
 - passengers must be treated with compassion and understanding, particularly related to special needs such as age, mobility and/or vulnerability; and
 - passengers must not be inconvenienced by other passengers or the driver when travelling.
- 3.2. The health, safety and security of the bus driver, bus attendant, passengers and the bus are primary considerations.

4. ROLES AND RESPONSIBILITIES – BEHAVIOUR

4.1. Drivers:

- must complete the pre-drive logbook if the first driver of the bus on that day.
- must drive smoothly and with respect to the age and disability of passengers.
- must obey all road rules, traffic laws and parking restrictions.
- must behave in a courteous and professional manner at all times.
- may instruct a passenger (other than a student or minor) to not board the bus, or to exit the bus, for misbehaviour issues at any time, on any service.
- must contact the Communications Centre to seek advice or assistance if they are experiencing issues with passengers that cannot be managed in accordance with

standard operating procedures (refer **Operational Policy, Policy Reference No 11 – Incident Management**); and

- must note passenger's name and contact details, and report to the Communications Centre for further investigation if a passenger commits repeated offences.

5. ROLES AND RESPONSIBILITIES – SAFE TRAVEL OF ALL PASSENGERS

5.1. Drivers must:

- understand and practice the safe operation of the vehicle and its accessories;
- inspect the bus prior to departing the depot and report any defects or faults (including to equipment);
- understand the emergency and evacuation procedures for vehicles, including being able to provide clear and efficient instructions to passengers in the event of an emergency;
- radio the Communications Centre for assistance immediately if there is an emergency;
- radio the Communications Centre for assistance immediately if there is an imminent threat of danger or harm to passengers travelling on the vehicle;
- radio the Communications Centre for assistance immediately when a passenger notifies any harassment they have encountered whilst travelling;
- take reasonable steps to ensure passengers enter and exit the bus safely; and
- where applicable, contact the Flexible Transport Communications Centre if a passenger for flexible travel fails to be at the agreed pick-up collection point.

6. ROLES AND RESPONSIBILITIES – SAFE TRAVEL OF CHILDREN

6.1. Transport Canberra has a duty to ensure all policies and procedures align with *ACT Child Safe Standards* and has a special duty of care to children.

6.2. Drivers must not leave children behind at a bus stop or bus station:

- if the bus is at capacity, the driver must contact the Communications Centre and wait with the school student or child until alternative transport can be arranged;
- if they do not have the correct fare or a valid MyWay card, children must be allowed to travel;
- if issues arise with a school, the bus driver must report these issues to the Depot Customer Service Manager; and
- if a child commits repeated offences, the bus driver should note her/his name and contact details or school and report them to the Communications Centre and Depot Customer Service Manager for further enquiries to be made

6.3. Drivers must not refuse travel or eject children from the bus for misbehaviour or fare related issues at any time. The driver should contact the Communications Centre for further instruction.

6.4. Where drivers are assisted by bus attendants, the bus attendant must:

- liaise with the driver on issues regarding the safety and comfort of students and children on the bus and behaviour management;
- assist students or children who are wheelchair bound or have mobility restrictions on and off the bus; and
- follow instructions in the event of an emergency.

6.5. If issues arise with a school, the bus driver must report these issues to the Depot or Customer Service Manager.

Governance

Supporting procedures	N/A	
Supporting guidelines	N/A	
Associated policies	TC Workplace Health and Safety Policy Carriage of Goods (TCOP03) Passenger Assistance and Appropriate Physical Contact (TCOP14) Use of Rear Doors (TCOP18) Workplace Health and Safety (TCOP21)	
Related legislation	<i>Road Transport (Public Passenger Services) Act 2001 (ACT)</i> <i>Road Transport (Public Passenger Services) Regulation 2002</i> <i>Road Transport (Public Passenger Services) (Minimum Service Standards for Bus Services) Approval 2006 (No 1)(ACT)</i> <i>Human Rights Commission Regulation 2023</i>	
Category	Operational	
Approval	By: EGM, Transport Canberra	Date: 20/06/2025
Policy owner	EBM, Bus Operations	
Date effective	07/07/2025	
Review date	09/04/2027	
Version	2.A	

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Judith Sturman
Executive Group Manager, Transport Canberra
20/06/2025