



College Bus Customer Service Policy

Purpose:	This document outlines what parents and students can expect from the Saint Stephen's College Bus Service and how all parties can work together to ensure safe and reliable transport for all students.		
Scope:	This policy applies to the accredited bus operator/s involved in the transport of Saint Stephen's College students and their representatives, specifically morning and afternoon bus runs. This policy also applies to all students who are enrolled on a College Bus Service and their parents and guardians.		
Status:	Approved	Supersedes:	Not applicable
Authorised by:	College Board	Date of Authorisation:	29 March 2023
References:	Saint Stephen's College School Fees Collection Policy Saint Stephen's College Student Code of Conduct Saint Stephen's College Complaints and Dispute Resolution Policy Queensland Government The Code of Conduct for School Students Travelling on Buses		
Review Date:	Annually	Next Review Date:	March 2024
Policy Owner:	Saint Stephen's College Board		

Overview

Saint Stephen's College have five dedicated bus routes supporting parents in transporting their children to and from school.

To support the College in its obligations as an Accredited Operator, as well as any other third-party contractor the College may utilise from time to time, the College has introduced RollCall. RollCall is a third-party system which parents can book their children on. RollCall also provides a live update of the route once the route is live in the mornings and afternoons.

Bus Routes

The College Bus Service currently runs the following routes:

Bus Name	Route
Coomera Waters	Coomera / Coomera Waters / Pimpama (near Gainsborough Greens)
Hope Island	Biggera Waters / Runaway Bay / Hollywell / Paradise Point / Hope Island / Helensvale (near Homeworld)
Ormeau	Calypso Bay / Ormeau / Pimpama / Upper Coomera (near Days Road)
Pacific Pines	Helensvale (Helensvale Road and Discovery Drive) / Gaven / Pacific Pines / Maudsland / Oxenford
Tamborine	Oxenford (near Gold Coast Wake Park) / Upper Coomera / Eagle Heights / Tamborine Mountain

Please note, bus routes are subject to change, and bus drivers will miss stops if student/s are not booked on RollCall at a particular location.

Bus Fares

Currently, the fee structure is as follows, but is subject to change:

Traveller Category	Category Reference	Per Term	Per Annum
Full-time	FT	\$380	\$1,520
Part-time AM only	PAM	\$220	\$880
Part-time PM only	PPM	\$220	\$880

Please note, if your child catches the bus 6 trips per week or more, this will still be classified as a full-time traveller.

Casual bus trips are also available for \$6.50 per trip. Casual use of the bus service may be available if there is capacity on the bus selected.

Please note, if the bus has reached capacity, the RollCall App automatically closes off bus bookings. This is a safety feature provided by RollCall. If you are continually having issues with booking a College Bus Service, please notify busenquiries@ssc.qld.edu.au.

Enrolment to College Bus Travel

All parents/carers who want to enrol their child/ren to the College Bus Service must complete an Application Form prior to the end of the previous term. As an example, a parent would like to enrol their son as a FT traveller for term two, the application is to be completed as per the advertised deadline in term one.

A child/ren are not confirmed onto the Bus Service until a confirmation email is provided and swipe cards distributed for Junior College Students, if the student does not already have a swipe card. Refer to the section **Swipe Cards/Student ID cards** for further information.

Amendments to College Bus Travel

If there is any amendments, including to the category of traveller, fare dispute or change to bus route, please fill out the College Bus Amendment Form which can be made available by emailing a request to busenquiries@ssc.qld.edu.au. Please note, depending on the amendment, approval may need to be sought by the Business Manager.

Cancellation of unneeded bus trips

For those families who have booked their children as a FT/PAM/PPM bus traveller, as a courtesy to students who are casual bus travellers, can you please mark your child as absent on the RollCall App. If families continually not provide this courtesy to other bus travellers, the College reserves the right to amend the booking on RollCall to allow other families the opportunity to access the service.

Payment Policy

For bus travellers under the Category References FT/PAM/PPM, invoices will be sent prior to the completion of term one, term two and term three for bookings relating to term two, term three and term four. For term one bookings, invoicing will be sent out the first week College commences. Payment will be due as per the School Fees account due dates, as per the **School Fees Collection Policy** which can be found on the College website.

If enrolment commences after the initial intake for the term, within seven days of confirmation of enrolment.

The College reserves the right to suspend travel until the account is paid in full.

For casual travellers, parents should ensure that there is credit available on the student's profile in RollCall.

School Transport Assistance Scheme (STAS)

The Queensland Government provides assistance for eligible students travelling to and from the College under the School Transport Assistance Scheme. To check if your family is eligible, please refer to the TransLink website: <https://translink.com.au/tickets-and-fares/concessions/school-students/school-transport-assistance>.

If you need information for your application, please email busenquiries@ssc.qld.edu.au.

Swipe Cards/Student ID cards

All students are required to hold a swipe card (if a Junior College student) and a Student ID card (if a Senior College student).

These cards are used not only for charging purposes, but also for attendance records, so the College is aware of who is travelling on the College bus service. This is particularly important, if there is a delay or incident and parents can be notified quickly via RollCall.

If a student has lost or there is a fault with the card, the student is able to get a replacement card by attending the Accounts desk during opening hours and paying for a replacement card, as per the **Student Code of Conduct**. The Student Code of Conduct is available on the College website.

Please note, all Student ID cards have an expiry date of the 31 March of the following year (for Year 7 to 11 students). This ensures that the Student ID card can be used from the first day of the academic year.

For Year 12 students, the Student ID cards expire on 31 December of the school year. Senior College students are issued with a new Student ID card annually.

Bus Timetabling

Please note, bus timetabling is an estimate and is impacted by local traffic, as well as the number of passengers on board for each trip. As a general guide, please allow sufficient time in the mornings and afternoons for drop-offs and pick-ups.

Bus timetabling is also impacted by other College activities including APS Sport timetabling, particularly on a Friday afternoon. If there is a known delay due to College activities, this will be notified via RollCall.

Collection of Prep to Year 1 Students

Bus drivers will collect students from Prep to Year 1 every afternoon from the Eastern Carpark Student Waiting Area. It is important that parents ensure that their child/ren are booked on the bus for each trip and if their child is not attending the bus, that the parent marks them off as Absent via the RollCall App.

Bus Departure from College

Buses leave the College on Monday to Thursday, strictly at 3:20pm. Buses are generally delayed on a Friday afternoon due to other College activities.

If a Junior College student misses the bus, students can report to the Junior College Administration Office.

Students from Year 5 to Year 12, can be collected from the iCentre until a parent/carer can collect the student. The iCentre is open until 6pm.

Child Safety

Child safety is of utmost importance to Saint Stephen's College. However, as a College community we must work together to ensure that all students are safe.

Prior to travelling on the College Bus Service (or any other bus), parents/carers can:

- practice going to and from the bus stop, to ensure the student is familiar with their surroundings,
- ensure the student arrives at least 5 minutes early,
- educate the student to stand a safe distance from the curb and to hail the bus as it approaches
- ensure students have the correct Saint Stephen's College issued swipe card or student ID card (dependant on Year level of student).

Student Conduct

To ensure the safety and comfort of all bus travellers, it is important that all students act appropriately around the bus, including prior to or after embarking or disembarking on a bus, as well as when travelling on a bus.

The College supports **The Code of Conduct for School Students Travelling on Buses** which is a Queensland Government initiative to ensure the safe and responsible bus travel of all students in the state of Queensland.

In summary, a student's role is to be a safe and responsible passenger and this includes:

- Being responsible for their own behaviour;
- Acting safely and responsibly;
- Swiping their swipe card or Student ID card when embarking and disembarking the bus;
- Following the bus driver's and operator instructions;
- Understand and accept the consequences of bus misconduct;
- Having respect for themselves and others including their own and others' property;
- Understanding that the student is representing the College whilst at the bus stop and on the bus and must abide by the College Student Code of Conduct;
- Seat belts must be worn at all times;
- Place belongs on lap or on the floor in front of the student. If there is a spare seat, the student may place belongs on this seat. If there is a lack of space, please utilise the overhead baggage areas or dedicated luggage area available on the bus;
- Once the bus starts travelling, students must stay in their seat;
- Students are not to unbuckle their seat belt until the driver has completely stopped at your destination;
- After getting off the bus, do not attempt to cross the road until the bus has departed;
- Advise the bus driver if an incident has occurred (such as spilled water, marked or damaged seats, inappropriate behaviour). Remember, what you do not report, you are accepting as acceptable behaviour;
- No food and drink is permitted on the bus. However, water bottles are acceptable.

The following behaviours will not be tolerated on the College bus system for the safety of the driver and fellow passengers:

- Protruding any part of the body from the bus;
- Marking or damaging the bus;
- Fighting, yelling, kicking, spitting, hitting, swearing, or any other offensive action which causes discomfort to other passengers or distracts the driver's attention;
- Throwing anything around the bus or outside of the bus;
- Obstructing the driver's vision or hindering the operation of the vehicle.

Please note, the list above is not exhaustive. Any such behaviour displayed will be managed under the College Pastoral Care arrangements, according to the **Student Code of Conduct** and may affect student access to the College Bus Service.

Driver Conduct

Bus driver's have a responsibility to ensure the safe and response travel of students to and from the College. This includes:

- Driving safely;
- Undertaking the required training;
- Utilising appropriate behaviour management strategies;
- Reporting all incidents of misconduct;
- Reporting all incidents as per the Incident Management Plan;
- Following operator policies and procedures, including recording daily pre-trip vehicle inspections and reporting any defects;
- Communicating in a clear and respectful manner;
- Treating students fairly and with respect.

Operator Conduct

The operator of the College bus service ensures that the bus operation is providing a quality service to the College community. This includes:

- Ensuring drivers are appropriately trained and supported in their role;
- Communicate respectfully with parents/caregivers and schools;
- Maintain confidentiality and privacy;
- Implement consequences with the support of the Pastoral Care Team at the College;
- Keep clear records, including any actions taken;
- Ensure students and drivers travel in a safe environment.

Board / Principal / College Staff Conduct

The College Board, Principal and College staff have the following responsibilities:

- Collaborate with stakeholders and communicate respectfully;
- Support bus operators in the application of the requirements under operator accreditation;
- Reinforce the need for safe bus travel; and
- Facilitate effective communication between bus operators and students/parents/carers.

Training and Communication

Training will be provided to all staff and contractors who are involved in the management of the College Bus operation.

Parents will be notified of any changes via the RollCall App or through other communication channels available at the College, which could change from time to time.

Complaints and Feedback

Please refer to the **Complaints and Dispute Resolution Policy** that is available on the College website for information about making a complaint or providing feedback relating to the College Bus Service.

Review Requirements

This document will be reviewed annually, or when an update is deemed necessary. As an example, change of process, in legislative requirements, etc.