



**SOUTH COAST**  
BAPTIST COLLEGE

30 Gnangara Drive  
PO Box 6126,  
Waikiki WA 6169  
p (08) 9540 4400  
reception@scbc.wa.edu.au  
[www.scbc.wa.edu.au](http://www.scbc.wa.edu.au)

## **2020 Before & After School Bus Services**

The College provides a service for students to catch our contracted buses to/from school. To utilise this service, students are required to be registered on our electronic system RollCall. This system allows parents to track when their child/ren catch the bus and where the bus is located on the interactive map.

All information regarding our buses are available on our website:  
<https://www.scbc.wa.edu.au/portal/college-bus-information-2/>

To assist us in preparing for 2020, there is information we require from you to assist with ensuring we have sufficient seats available on the buses for the new tuition year.

### **2020 Bus Registration**

If your student will be catching the bus in 2020, we require them to register to catch the bus. Send an email to [busservice@scbc.wa.edu](mailto:busservice@scbc.wa.edu) with the following information:

- Parent/Guardian's Name
- Each Student's Full Name
- Payment Option – Annual/Term/PAYG
  - Annual is payable in full by the 15<sup>th</sup> February 2020 and is invoiced through RollCall
  - Term is payable within the first 2 weeks of Term and is invoiced through RollCall
  - PAYG is students are charged per ride and payment for these is through RollCall

We will ensure these details are updated as soon as possible and prior to invoicing the Annual and Term Passes.

Please ensure this email is sent to the above email as soon as possible.

Note: Students who caught the bus in 2019 will be on our system, however new students will be entered upon our return to the office in January.

### **2020 Bus Stop Allocation & Days**

2020 bus stop registration will be available from **Monday, 1<sup>st</sup> January 2020**. Log into RollCall to allocate your bus stop and register the day/s your student/s will catch the bus.

It is imperative that you select the correct days on the AM/PM routes. Based on the information provided, we will ensure the correct size bus arrives to transport all students registered.

## **Payments On-Line**

We introduced on-line payments where parents pay through their RollCall log-in. Paying on-line ensures your payment is allocated immediately to your account.

Payments for 2020 can be made from Tuesday, 21<sup>st</sup> January 2020. If you have selected Annual and Term, we will invoice the set amount through RollCall. For students who pay casually, you are able to top up your account through RollCall.

## **Payment Alerts**

You will receive alerts from RollCall when your student's balance is \$20 or under. Alerts will continue on a seven day rotation to assist you with managing your account. We ask that if your account goes into the negative, that you promptly rectify this through the on-line payments within RollCall.

All outstanding amounts must be paid immediately through RollCall. Any outstanding balances on RollCall that remain on the 31<sup>st</sup> December 2019 will incur an additional fee of \$15 from our Accounts Department.

## **Student Cards**

All students have been issued with a Student Card. These cards are used throughout the College - Canteen, College Bus, Library and externally on the Transperth Bus. The Student Card has several chips embedded within. The funds loaded for the Canteen cannot be used for Transperth, etc. Students who borrow library books can now have their Student Card scanned to borrow and return books.

Temporary Student Cards will be issued to students whilst they wait for their Student Card to arrive. However these are not chipped, so you will be only able to use them on our contracted bus route to help identify who is catching the bus.

To obtain a replacement Student Card, please attend Reception to pay \$5. Reception will immediately order you a Student Card and provide you with a Temporary Student Card.

## **Responsibility of Students catching the bus**

Students must be allocated to the days for catching the bus service, including the AM & PM routes.

All students must be at the designated stop and also indicate to the bus to stop by flagging the bus. Students must not run or walk in front of the bus.

When the student embarks the bus, they must tap their Student Card against the machine. They must tap off using their Student Card when they disembark.

All bags and luggage must be stowed under the seat in front of them, or in the luggage racks above. Bags cannot be left in the aisles as this is a health and safety hazard.

Food (including chewing gum) and drinks are not to be consumed on the bus and must remain in their school bag. Water is permitted.

School uniforms are to be worn at all times and uniform standards apply for all students. Students must remain seated at all times during transit, wear seatbelts and keep all limbs inside the bus. Students must behave in a courteous manner and talk quietly amongst themselves to prevent distracting the driver.

The use of iPods, mobile phones, etc, is permitted, as long as no sound is echoed through the bus. The use of headphones is required.

Students using the bus service are bound by the College's Policies.



## **For Families**

Through RollCall you will be able to:

- Register your student/s to catch the bus.
- Amend the days/times catching the bus – It's important you only select the needs of the student on the days required.
- Make payments for the use of the bus.
- See a transaction history for each student.
- See the bus live through RollCall once your student taps on to the bus. You can then see which stop they tap off on.

## **Communication Updates**

All communications regarding the Contracted Bus Service is through our College Newsletter and on our website. The main portal is our website. When advancements are made to RollCall, we will advise parents using these methods of communication.

If a bus breaks down, etc, we will email families directly through RollCall. The email will only be sent to families who have student/s that have tapped on to the bus.

## **Bus Route Changes**

Thank you to the families who have put forward their bus route requests for 2020, these will be considered and any the 2020 routes will be available on RollCall.

We are unable to make any further route changes, however families are welcome to put forward their requests to be considered for 2021. Please see our website to complete the on-line form: <https://www.scbc.wa.edu.au/portal/college-bus-information-2/>

## **FREQUENTLY ASKED QUESTIONS**

### **If I registered my student/s in 2019, do I need to do this again?**

Yes, we require you to send an email to [busservice@scbc.wa.edu.au](mailto:busservice@scbc.wa.edu.au) advising us of:

- Parent/Guardian's Name
- Each Student's Full Name
- Payment Option – Annual/Term/PAYG
  - Annual is payable in full by the 15<sup>th</sup> February 2020 and is invoiced through RollCall
  - Term is payable within the first 2 weeks of Term and is invoiced through RollCall
  - PAYG is students are charged per ride and payment for these is through RollCall

### **If I allocated a bus stop in 2019, do I need to do this again?**

Yes, all bus stop links to students have been removed to adjust to the revised routes.

### **Can I allocate the bus stops now for 2020?**

No. Bus stop allocations will open on the 1<sup>st</sup> January 2020.

### **I have a credit on my account, what happens to this?**

Your credit will rollover to the new tuition year.

### **I have a debt on my account, what happens now?**

Debts must be paid by the 31<sup>st</sup> December 2019 through RollCall. If a debit remains after this date, you will be invoiced a \$15 Administration Fee for the College following up the debt.

### **Does my student need a Student Card?**

Yes, all students from Year 1 to Year 12 have been issued with a Student Card. The first card is issued by the College at no cost.

### **What if my student has misplaced/lost their Student Card?**

All students must have a Student Card to tap on/off the bus. Replacement costs are \$5 and can be paid through Reception. We will issue the student with a temporary card until the replacement Student Card arrives (approximately 4-5 working days from payment).

### **What happens if my student is unregistered?**

If your student/s is/are not registered to catch the bus, they will be charged 15% on top of the individual ride fee. We encourage you to register your student/s for the bus and allocate the correct days/times to assist us with ensuring there are sufficient seats available.

### **What if my student will not be catching any further?**

If your student/s will not be catching the bus in 2020, please email us with the student's full name/s and we will amend your record accordingly.

### **My student is new to the College and I can't access RollCall?**

New students will be added to our system when we return in January 2020. Please ensure you send the registration email to [busservice@scbc.wa.edu.au](mailto:busservice@scbc.wa.edu.au) and we will attend to your new registration as soon as possible upon our return.

If you have any further queries, please email [busservice@scbc.wa.edu.au](mailto:busservice@scbc.wa.edu.au) with your query and we will attend to your email.