



SOUTH COAST
BAPTIST COLLEGE

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www.scbc.wa.edu.au

2021 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: www.scbc.wa.edu.au

To assist us in preparing for 2021, there is information we require from you to assist with ensuring we have sufficient seats available on the buses for the new tuition year.

2021 Bus Registration

If your student will be catching the bus in 2021, we require them to register to catch the bus. Send an email at any time to busservice@scbc.wa.edu with the following information:

- 2021 Bus Service
- Parent/Guardian's Name
- Each Student's Full Name
- Payment Option – Annual/Term/PAYG
 - Annual is payable in full by the 15th February 2021 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.

2021 Bus Stop Allocation & Days

2021 bus stop registration will be available from **Monday, 25th January 2021**, on RollCall.

All students need to be allocated a bus stop. Log onto 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.

Note: Students who caught the bus in 2020 will be on our system, however new students will be entered upon our return to the office in January.

Payments On-Line

On-line payments are made directly through their RollCall log-in. Paying on-line ensures your payment is allocated immediately to your account.

If you have selected Annual and Term, we will invoice the set amount through RollCall late January. For students who pay casually, you are able to top up your account through RollCall at any time

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 from 2020 must be paid immediately through RollCall. Any outstanding balances on RollCall that remain on the 31st December 2020 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 - College Bus, Library and externally on the Transperth Bus. The Student Card has several chips embedded within. 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

1. Students **must** have their Student Card ready in their hand when stepping on & stepping off the bus.
2. Students must be allocated to the days for catching the bus service, including the AM & PM routes.
3. 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.
4. 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.
5. 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.
6. Food (including chewing gum) and drinks are not to be consumed on the bus and must remain in their school bag. Water is permitted.
7. 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.
8. 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.



9. 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 updates 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 registered to catch the bus.

Bus Route Changes

Thank you to the families who have put forward their bus route requests for 2021, these will be considered and any the 2021 routes will be available on RollCall.

Any further requests must be received by 30th November 2020. We are unable to make any further route changes after this date, however families are welcome to put forward their requests to be considered for 2022. Please see our website to complete the on-line form: www.scbc.wa.edu.au

FREQUENTLY ASKED QUESTIONS

If I registered my student/s in 2020, do I need to do this again?

Yes, we require you to send an email to 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 15th 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 2020, 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 2021?

No. Bus stop allocations will open on the 27th January 2021.

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 31st December 2020 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 issued through SCBC?

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).

I have a student commencing in 2021 and they don't have a SCBC issued Student Card?

All new students to the College will have their photo taken in College Uniform soon after their arrival. New students commencing on Day 1 Term 1 2021, will have their photo taken on 4th February 2021. The College will order their first Student Card and advise when it is ready for collection.

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 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 with your query and we will attend to your email.