



## 7.3.35a Bus Policy – Contracted Before & After School Bus (for Families and Bus Operator)

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The purpose of this Policy is to help optimise the safety and wellbeing of bus occupants and users.

### Purpose

At South Coast Baptist College, safety is paramount when transporting students. A number of students travel on buses to attend school. All students have the right to a safe and enjoyable trip to and from school. In the morning, a pleasant trip to school can set the tone for a day of productive learning.

The purpose of this Policy is to provide guidelines for those involved to ensure our students have a pleasant and safe trip to and from school. This includes:

- Support and encourage appropriate student behaviour on the bus.
- Provide a clear process to student of what is required before catching the bus and whilst on the bus.
- Highlight the importance of collaboration between the College, parents/guardians, bus drivers and the bus operator.
- Assist the bus operator and bus drivers on what is required by them and the communication with the College.

### Who Does This Policy Apply To

This Policy applies to staff, students, parents, bus operators and bus drivers.

### Principles

- Student behaviour on and around buses is of vital importance to student safety and an effective bus service.
- The College may provide a bus service.
- It is the responsibility of all students to ensure the bus driver is able to perform his/her duties (e.g. free from distraction and disruptive behaviour).
- The College expects that all students represent the College well at all times, when in transit or waiting for bus transportation.

## Expectations and Behaviours

Whilst a vast majority of school students behave appropriately, a small number behave inappropriately and this can affect the safety and comfort of fellow passengers and the bus driver. This Policy clarifies expected standards of school student behaviour and provides a framework for the management of misconduct. The aim of this Policy is to ensure safe and responsible school bus travel for passengers and the bus driver. For most students, this will not require any change to their current behaviour.

The effectiveness of this Policy depends on successful partnerships between the students, parents/guardians, bus drivers, bus operators and the College. Collaboration between each stakeholder is important to reinforce message about acceptable standards of conduct.

## Bus Routes

The College offers bus routes for before and after school. The script for each service is available on our website and provides a clear outline of bus stops, approximate stop times and the route the bus will take - <https://www.scbc.wa.edu.au/portal/college-bus-information/>. All requests for change to a bus route must be made directly to the College.

## South Coast Baptist College

The College has an important role in advising their students about this Policy and the Student Code of Conduct, including the consequences for misconduct on the bus. The College will liaise directly with the bus operator regarding the management of misconduct on the bus. The College can provide valuable assistance in approaches to managing incidents of misconduct.

The College plays a pivotal role in maintaining positive partnerships with bus companies. This ensures appropriate processes are in place and provides a link between the College's Behaviour Management Policy. This collaboration ensures that students can expect to receive a fair and consistent handling of any perceived breaches of the Policies.

## Parent/Guardian

All parents/guardians expect their child/ren's bus trip to and from school to be safe and pleasant. By taking responsibility for the behaviour of their child/ren, parents/guardians plan a vital role in ensuring safe and responsible travel to and from school. It is important that parents/guardians co-operate with the bus driver, bus operator and the College in discussing reported incidents of bus misconduct and in implementing agreed actions.

## Responsibility

Parents/Guardians are to:

- Ensure that their child/ren are capable of travelling independently on the bus.
- Ensure their child/ren have an understanding of the Policy and rules on the bus.
- Communicate respectfully with the bus driver.
- Teach their children about bus safety and the consequences of misconduct.
- Co-operate with the College and bus operator in managing any misconduct.

- Be available for communications and/or discussions regarding behaviour of their child/ren.
- Ensure their child/ren are registered to catch the bus.
- Ensure payment is allocated for all bus trips to and from the College.
- To address any concerns regarding a bus trip directly with the College, not the bus operator.

## Registration

All students in Primary and Secondary must be registered to catch the bus service.

For students who have not yet caught the before and after school bus service, we will require them to be registered in our system.

We ask that you 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

We will ensure these details are updated when creating your log-in. You will then receive a log-in for RollCall, where you will be required to complete the registration process.

Please see the College's website for tutorials and PDFs - <https://www.scbc.wa.edu.au/portal/college-bus-information/>

## Bus Stop Allocation & Days

Located on our website are the current bus routes that are available. The service is offered to assist student's accessibility to the College. Please note that this is not a door-to-door service.

For this system to work effectively, each student you are registering must have an allocated bus stop – for both AM and PM – and the days they will be catching the bus. For the bus driver to have guidance on bus stops,

## Payment

Our fees for the use of the before and after school bus service is located on our website and is updated at the beginning of each tuition year. Please refer to our website for this information - <https://www.scbc.wa.edu.au/portal/college-bus-information/>

Parents/guardians are responsible for ensuring sufficient funds are available on the Student Card through their RollCall account.

Alerts for low funds will automatically be sent by RollCall to advise parents/guardians the balance is getting low.

## Creating a Booking (AM & PM) & Alerts

To ensure we have sufficient seats on the bus for all students catching the before and after school bus, parents/guardians need to ensure they book their student/s on the bus. This booking is to ensure we have sufficient seats with seatbelts on the bus, it does not indicate to the bus driver to stop at the allocated stop.

RollCall allows parents/guardians to receive alerts regarding their child/ren. This is activated once a child taps their Student Card on the device. Hence the reason the importance of each child in your family ensuring they use their Student Card.

Please see the College's website for instructions on setting up bookings and alerts - <https://www.scbc.wa.edu.au/portal/college-bus-information/>

## Students

All students have the right to enjoy a safe and comfortable bus trip to and from school, be respected and treated fairly by other passengers and the bus driver. Students also have the responsibility to conduct themselves in a manner that ensure both their comfort and safety and the comfort and safety of others.

## Responsibilities

To act safely and responsibly by:

- Following driver instructions.
- Following the bus rules and the Policy.
- Respect yourself and others - respecting own property and the property of others.
- Communicate respectfully with others.
- Accept consequences for bus misconduct.
- Respect other people and their property.
- Behave in a calm, non-aggressive manner.
- Keeping hands and feet to yourself.
- Speaking politely.

## At the bus stop

In the morning, students need to:

- Be at the allocated stop 10 minutes before the scheduled time.
- Watch for the bus on approach.
- Have their Student Card in their hand.
- Hail the bus and wait in an orderly manner. If you do not hail the bus, the bus will not stop.



In the afternoon, students need to:

- Make their way directly to the allocated stop at the College as soon as school finishes.

## On the bus

Students need to:

- Use your Student Card to tap on the device to record that you have caught the bus. You will hear a beep sound. Students are not permitted to touch or handle the device.
- Store all bags safely on the floor under the seat.
- Must wear ear buds/headphones when listening to music, pod casts, etc.
- Do not yell out to other students.
- Cannot eat and drink on the bus.
- Stay in your seat with your seat belt fastened.

Medical and road safety evidence clearly indicates that lap-shoulder seat belts on buses provide significant benefit in the event of an accident. Moreover, buckled students offer the driver fewer distractions and decrease behaviour problems. Buckling up on every ride also provides children with a constant safety education across diverse vehicles in why they are a passenger.

## Arrival at your Destination

### At the College

- Ensure you have all your bags.
- When the bus comes to a stop, you can exit your seat.
- Wait in an orderly fashion with your Student Card in your hand.
- As you progress to the device, tap your Student Card and wait to hear the beep that you have been tagged off.
- Exit the bus in an orderly manner.
- Make your way to your class.

### In the Afternoon

- Politely advise the driver the next stop is your stop.
- Ensure you have all your bags and your Student Card is in your hand.
- Make your way to the front of the bus in an orderly manner.
- Tap your Student Card and wait to hear the beep that you have been tagged off.
- Exit the bus in an orderly manner.

## What if I don't have my Student Card

You will need to write your first name & surname on the piece of paper located with the bus driver. We will process the bus ride/s manually on RollCall.

If you have misplaced or lost your Student Card:

- You will be required to see Reception to order another card. The cost of the card is \$5 and payable at the time of ordering.
- The order for the card will be placed on the same day.
- Funds will be transferred from your old card to your new card when it is produced.
- Delivery is 3-5 business days.
- Reception will advise when the new card has arrived and ready for collection.

## **Bus Company/Drivers**

### **Bus Company**

The bus company/operator carries on the business of providing a transport service. Bus operators must hold the appropriate Operator Accreditation and are responsible for providing their drivers with training in managing the behaviour of students on the bus and ensure they know the Policies & Procedures to be followed.

Positive and collaborative partnerships between the bus company, school and parents/guardians ensure the Policy is effectively and promptly implemented when managing incidents of student misconduct. This co-operation shows students that the bus operator, the College and parents/guardians are dealing with behaviour issues in a seamless and consistent manner.

### **Bus Drivers**

Bus drivers have a very important responsibility of driving the bus in a safe manner, as well as ensuring the safety and security of all students. Bus drivers are also required to issue directions to ensure the safety of all students. It is important that all students respect the authority of the bus drivers while they are in control of a vehicle.

It is expected that bus drivers treat students with courtesy, appropriate language and actions at all times. Mutual respect between the bus drivers and the students will ensure a safe and pleasant journey to the College.

In addition, it is expected that bus drivers:

1. Hold appropriate driver authorization.
2. Hold a current Working With Children Check.
3. Remain with the bus while students are being transported, except in the case of emergency or when the bus is stopped (engine off with key removed and hand brake on).
4. Maintain personal standards of behaviour.
5. Do not hand out personal details to parents or students.
6. No physical contact is made with parents or students.
7. The College expects that the drivers will not have any alcohol or substances in their system when driving the bus (i.e. they must have a reading of 0.0 if breathalised or negative drug test).
8. Ensure the number of passengers cannot exceed the number of seats if working seatbelts are on the bus.
9. Ensure they remain on the agreed route (the only exception to deviate from the agreed route is in the case of road works or an incident, in this case contact must be made immediately with the bus company/operator to advise).

## **Tag on/off devices**

Our contracted buses have an electronic device that looks like a large mobile phone. These devices are run with the latest software and hardware technology to build a complete school bus management system.

This brings together smart technology to give the drivers visibility of who is registered to travel on the bus. Student tap on/off the bus on the device which creates efficiency. The devices can transfer easily to another bus if needed. Bus drivers know which bus stop the registered student is to exit. Tracks the bus route on a real-time map. Secure data with restricted access.

## How does it work?

Students use the technology by tapping their card on the device. The device will provide an alert (beep noise) to confirm they are registered on/off the bus.

Tapping the device then triggers a series of data entries (e.g. indicates to their parent/guardian that they are on/off the bus, when tapping on it will provide a parent/guardian a GPS tracking, records the bus ride, debits the account, etc).

Please note: Whilst we ensure all the devices are charged every night and software updates are managed, there are times where we will encounter glitches with mobile connectivity, etc. At these times we will revert to using paper-based sign in/out sheets. We appreciate that this defeats the purpose of the connectivity with children, however at times they are beyond our control.

## How does it work for parents?

With the technology you can track your child's journey in real-time. You will be able to know which bus your child is travelling on and the time they enter and exit the bus, including the bus stop. You can receive real-time email alerts about any variations or deviations from the intended route. You can access your transaction history at any time and make payments directly through your account.

## How does it work for College?

The College is able to set up all the bus routes to ensure there is efficiency and a clear route. We are able to see all buses whilst on-route and see the route taken for each trip. We can extra relevant data regarding buses, bus stops utilized, students who have tagged on/off the bus, debt analysis, etc.

## Incident/Behaviour Response

In determining the category of behaviour, each incident that is reported to the College of student misconduct will be assessed individually. The information will be provided by the bus driver, through the bus operator, to the College. Consideration will be given on the context of each specific incident, the seriousness of the behaviour and the extent of passenger safety. The context of the behaviour affects the category, for example, the spraying of body spray for personal use will be viewed differently as spraying body spray into another student's face.

In the event of an incident occurring, the following procedures will apply:

### Student Behaviour

- Students will adhere to this Policy and the Student Code of Conduct.
- Bus contracted drivers will report any incidents directly to the bus operator/company.
- Bus company/operator will contact the College using [busservice@scbc.wa.edu](mailto:busservice@scbc.wa.edu) with an outline of the incident on the day it occurs.
- The College will confirm receipt of the email to the bus company/operator.
- College staff will forward the email to the relevant Deputy Head of School (Wellbeing) and Director of Finance & Operations of the behavioural issues that occur on a bus.
- The Deputy Head of School (Wellbeing) will follow our Student Code of Conduct and Behaviour Policy.

- The Deputy Head of School (Wellbeing) will provide final feedback to the bus company/operator (and cc [busservice@scbc.wa.edu.au](mailto:busservice@scbc.wa.edu.au)).

## Bus Delays or Accident

### Broken Down Bus

- If a contracted bus has broken down, the bus driver will call the bus company/operator to send another bus to pick up the students.
- The bus company/operator will contact the College directly to advise of the breakdown (including the location, estimated arrival time of the second bus at the location, etc).
- All students must remain calm and seated on the bus, as safety is of high priority.
- Reception must liaise with the Director of Finance & Operations (or delegate) on the situation.
- The College will send a bulk message through RollCall to all families (e.g. bus route, bus breakdown, approximate departure time & location).
- When the replacement bus arrives, students are to transfer in an orderly fashion to the bus. This will be under the guidance of the new bus operator/drivers.
- The bus driver will ensure the RollCall device is transferred to the replacement bus.
- The bus will continue on the allocated route.

### Traffic Accident

- The College will be advised by the bus company in the event of a bus being involved in an accident.
- The College will liaise with the Head of School (or delegate) in the event of an accident.
- The Head of School will liaise immediately with the Principal (and keep the Principal updated).
- Depending on the severity of the accident, the Head of School will either attend the scene or send a delegate.
- The bus company at the scene will take photos on their mobile device of the scene to assist with any inquiries that are lodged and for insurance purposes.
- The Head of School will liaise with the Director of Finance & Operations.
- The Head of School will inform Primary/Secondary Administration of the accident and a script to communicate to families of students on the bus.
- Primary/Secondary Administration will contact Reception to obtain the list of students who have tagged onto the bus.
- Primary/Secondary Administration to identify the students involved and contact the parents/emergency contacts to inform them of the situation.
- All areas of the College who receive calls from parents/emergency contacts will forward to the corresponding area.
- The bus company will need to submit a detailed Accident Report to Director of Finance & Operations.
- The Director of Finance & Operations will continue to liaise with the contracted bus company regarding the incident and any injuries sustained by students.

Date Reviewed: 26/06/2021

Next Review Date: Term 2, 2023