

## BUS USER CODE OF CONDUCT & PROCEDURES

### PURPOSE

The purpose of the Bus Code of Conduct and Procedures that is to outline what is expected from each student during bus travel and is a key element in ensuring the comfort of passengers and the safe operation of the College buses at all times. Its purpose is also to prevent the unnecessary distraction of bus drivers whose attention must be on the traffic and road conditions to ensure your child/children's safety. The College's buses are now fitted with CCTV Event Recorder technology that are used for the safety of the bus passengers and the driver.

### SCOPE

All staff including bus drivers, volunteers, students and parents are to be aware of the Bus User Code of Conduct and Procedures.

### REFERENCE

*Bus Behaviour Report*

*Staff Code of Conduct, B201*

*Student Code of Behaviour*

### BUS USER EXPECTATIONS

- Show respect for the driver by listening to and following his/her instructions.
- Get onto a bus only if there is a teacher or driver present and with permission from the bus driver in a quiet and orderly manner.
- Store bags directly under your seat, or in front of your feet – not in the aisle.
- Keep your feet on the floor; never on the seats.
- No standing/kneeling/lying down or unnecessary swapping of seats during bus trips.
- Keep buses clean and tidy and no litter allowed on the bus.
- Be polite and considerate to all on the bus and talk quietly and not shout or call out.
- No windows to be opened unless instructed by the bus driver.
- Stay seated with seat belts fastened at all times while in the bus.
- No food/drink/chewing gum is to be consumed at any time on the bus.
- Teasing between students will not be tolerated, students must respect other fellow students at all times.
- No throwing of any objects in buses or out of College buses.
- No music to be played out loud.
- Damage to any College bus interiors must be reported to the driver at the end of the trip.

### PENALTY GUIDELINES FOR INFRINGEMENT OF BUS USER EXPECTATIONS

- 1st Infringement: Incident report issued – warning by driver/Bus Coordinator. If the student is in the Junior Learning Community then the Bus Coordinator is to contact the parent/carer to inform them of this reported behaviour and the need for it to stop immediately.
- 2nd Infringement: Incident report issued – If the student is in the Junior Learning Community or Senior Learning Community then the Behaviour is reported to the relevant Deputy of the Learning Community and the relevant Deputy Learning Community is to provide an infringement notice to the parent/carer.

Should there be continued behaviour after the 2nd infringement, then at the discretion of the College, the student may lose bus privileges. Serious cases of infringement will result in total loss of bus privileges. Any vandalism of seats, trims, signs, window tint film etc. by any method will not be tolerated. Swearing, fighting or spitting will not be tolerated and infringement of these rules will result in immediate loss of bus privileges and restitution for any damage. In all cases the parents/carer will be notified of their child's infringement. In matters not specifically covered by this policy, College students will abide by the College Student Code of Behaviour.

### **BUS USER PICK UP AND DROP OFF PROCEDURES**

- Students are to be at their designated bus stop on time prior to the scheduled bus arrival time. Should the student not be at the designated pick up point on time, then the bus driver will wait until the designated time and if the student fails to arrive then the bus will continue on the normal bus route. The College recommends calling the bus driver directly should the parent/carer be running late.
- Parents should provide a means of communicating with them should the bus be delayed. If the bus is delayed more than 20 minutes later than the scheduled designated time, please contact the bus driver directly on the bus mobile. In the case of a bus breakdown or unexpected delay the bus run will still be completed.
- Parents are advised not to leave their child to wait on their own. Parents/carers must contact the College by phone, email or in writing regarding any changes to pick up/set down arrangements of their child, this includes where a parent/carer does not accompany the child to the bus stop or the parent/carer allows the child to be dropped off at the bus stop on their own. In the situation where there is a Junior Learning Community (JLC) student, then with the parents/carer approval and with the prior agreement of the College then the older JLC student is allowed to accompany the younger JLC family sibling at the bus stop to wait for the arriving bus. With the agreement of all parties, this arrangement of the older JLC students accompanying the younger JLC family sibling could also apply when bus drops off the particular JLC family members at their designated bus drop off point.
- Parents are advised that Junior Learning Community students should be met at designated stops other than residential addresses. Where a parent/carer has arranged to meet a child at a stop and is unexpectedly delayed, the bus will wait up to 3 minutes and try and contact the parent/carer. If this is unsuccessful, then the bus will continue with its run returning the child to the College for collection. The child will be returned to College library and a fee will be incurred by the parent/carer and charged to the student's account.
- When you apply for your child to travel on a bus you must click that give permission for Hillcrest Christian College and their Bus Driver to drop the JLC student at the designated drop off/pickup locations on the occasion that the parents/carer are unable to meet the child's bus. If permission is not given by the parent/carer then the bus driver will attempt to contact the parents/carer mobile phone and if that is unsuccessful then the JLC student will be return to the College Castle Reception and the student will stay with a member of the JLC leadership team until the parent/carer arrives or other agreed arrangements are agreed between the parents/carer and the College. The costs will be incurred and charged to the student's account
- Children will not be allowed to get off the bus at a location different to the pre-arranged location with parents/carer, unless the College has been notified of that change by phone, email or in writing.

*Policy Owner | College Executive*