



RIVERSIDE BUS SERVICES STATEMENT

Through robust policies, procedures and risk management strategies, Riverside Christian College aims to keep all children as safe as possible. Our duty of care to students utilising the Riverside Bus Service, begins from the moment we collect your child, to when we drop them off at their designated stop. To best fulfil our Duty of Care, please read the following conditions for use of the Riverside Bus Service.

The success of the Riverside Bus Service is dependent on partnerships between students, parents/guardians, bus drivers, and the College. The conditions for the Riverside Bus Services comply with the Queensland Government, Department of Transport and Main Roads (DTMR), [Code of Conduct for School Students Travelling on Buses](#) (Code). The Code applies to all primary, middle, and secondary school students who use buses either to travel to and from school or for other school-related activities, for example, school sports, excursions, camps and events.

The Riverside Bus Service aligns with industry standards and draws upon existing third-party policy, procedure and guidelines to support safety awareness and best practice initiatives. Please follow this link to view a short video, [Safe Bus Travel](#).

[RollCall](#) is used as the College's online Bus Route Management system and parents are required to use the [Parent App](#) to alert the College to travel changes such as absences and booking of your child onto a specific route and stop. Timely notification of changes will enable drivers to adjust their route as required and mitigate any impact on other families. Any permanent changes need to be sent in writing to the Bus Coordinator, buses@riverside.qld.edu.au.

Expectations

The Code provides guidelines for those involved in the safe travel of school students on buses and acceptable standards of conduct particularly when determining and implementing consequences for breaches to the Code, which can result in refusal of travel.

Some general expectations for use of the Riverside Bus Service are:

- Uphold the College Values
- Act safely and responsibly
- Follow driver instructions
- Respect self and others
- Respect own property and the property of others
- Communicate respectfully with others
- Be on time, 5 minutes prior to the scheduled departure time to avoid missing the bus

- Hail the bus, wait in an orderly manner and have your RollCall pass ready to tap
- Always remain seated correctly with the seatbelt fastened
- Seatbelts must remain fastened until the bus has come to a complete stop
- Behave in a calm, non-aggressive manner
- Keep hands and feet to self
- Speak politely - bad language will not be tolerated
- Store all objects safely
- Other than water, no eating or drinking on any College Bus
- Exit the bus in an orderly manner and have your RollCall pass ready to tap off
- Promptly board the bus in the afternoon, to ensure departure no later than 3:10pm (If students miss their bus, it will be the responsibility of the parent to make alternate arrangements)
- Accepting consequences for bus misconduct, which can include refusal of travel.

Bus Schedules and Stops

Buses are run on a time schedule and therefore we have designated clustered stops to reduce the amount of time students spend on buses. Any queries should be sent directly to the Bus Coordinator buses@riverside.qld.edu.au.

Passengers are advised to be at the designated stop 5 minutes prior to the scheduled departure time to avoid missing the bus as the driver may not wait after their scheduled time.

Students can only be left unattended or with another responsible person if this arrangement has been made previously with the College, by completing a Bus Stop Supervision Form. If no one is visibly waiting at the Stop for your child, they will remain on the bus and you will be required to collect them from a Stop further on the route (visible on your Parent RollCall App) or your child will return to the College.

Responding to Misconduct

The Code of Conduct lists four categories of misconduct and guidance for responding to misconduct. The stated categories are:

- Category 4 – Life-threatening behaviour
- Category 3 – Dangerous/destructive behaviour
- Category 2 – Unsafe behaviour
- Category 1 – Irresponsible behaviour

The College aligns the Code with the College's behaviour management practices contained within the College Care and Conduct Policy in determining the category of behaviour and appropriate consequences. Each incident report of student misconduct is assessed individually.



The information gained by the College's investigation of the reported incident, including the driver's report of misconduct, will provide information to assist in determining the category of behaviour and consequence.

Consideration is given to the context of the specific incident; the seriousness of the behaviour; and the extent of the threat to passenger safety.

Possible consequences for breaches include, but are not limited to:

- Warning
- Head of College (HOC) detention
- Written caution
- Behaviour agreement
- Period of refused bus travel

In the case of minor infractions, the College may issue up to three warnings to students and this may result in a HOC detention. If unacceptable behaviour continues, parents may need to make other transport arrangements.

Feedback and Complaints

The College welcomes feedback as an opportunity to monitor operations and improve. The preferred medium for providing feedback, positive or otherwise, is email. This form of communication provides accuracy in reference and best supports the Bus Service's complaints procedure.

Aggressive, abusive, or any other form of unacceptable behaviour towards College staff will not be tolerated.

Supporting Documents:

Department of Transport and Main Roads, [Code of Conduct for School Students Travelling on Buses](#)

Translink, [Safe travel of school students Guiding principles & stakeholder actions](#)

Translink [DTMR Information for Students](#)

Translink, [Information for Parents/Carers](#)

Queensland Bus Industry Council, [Safe Bus Travel Video](#)

