



POLICY AND PROCEDURES MANUAL

Bus Standards and Conditions of Use

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1. OVERVIEW

Via the provision of its bus services, Rehoboth Christian College aims to provide a safe, accessible, and enjoyable means of transportation for the College community. In order to achieve this, the College has implemented this Bus Standards and Conditions of Use Policy, which outlines its expectations for Driver and Passenger behaviour and staff procedures.

2. RATIONALE AND SCOPE

The purpose of this policy is to help Passengers and Drivers enjoy safe and incident-free travel while using the College's bus services. This is achieved via the regulations and expectations for behaviour established in this policy. This policy applies to Drivers employed by the College, students and their families, and staff utilising the bus service.

3. ATTACHMENTS AND REFERENCES

This policy should be read in conjunction with the following documents:

- Code of Conduct – Students
- Code of Conduct – Staff
- Crisis Management Policy
- Risk Management Policy and Register

4. DEFINITIONS

Drivers are those appropriately licensed and authorised by the College to operate a bus.

Passengers refers to any other individual who is otherwise present on a bus for the duration of a journey and may include:

- students who are registered users of the College's daily scheduled routes (either full-time, part-time, or casual);
- students using the bus service as transport to and from an Excursion or other College activity;
- teachers or parents accompanying students in either of the above.

Excursions refers collectively to any activity that requires transportation of Passengers to and from an off-Campus destination. Examples include class-based excursions, carnivals, and camps.



5. DRIVER STANDARDS

Caring for the safety of Passengers is a tremendous responsibility and driving a College bus requires the use of sound judgement. Drivers are required to comply with the following standards to assist them in meeting this responsibility:

- a) Drivers are to uphold the good name of the College by acting in a way that is in keeping with its Christian ethos.
- b) Drivers are expected to ensure that all licensing and other checks as required, and which may alter from time to time, are kept up to date.
- c) It is never appropriate to drive in excess of posted speed limits; delivering passengers to their destination safely is more important than being on time. Drivers are to maintain an appropriate speed for the road and weather conditions encountered.
- d) Drivers' speeds should always be adjusted downward for any road hazard or extremely rough areas. Buses tend to have extremely stiff suspension and will bounce to the point that the wheels/tires may leave the ground if a rough area is hit at an excessive speed. Drivers should not allow this to happen.
- e) Buses should not be late to pick up passengers unless allowances are being made for weather or road conditions. Where known in advance, Drivers should account for these when timing their routes. Adverse conditions should be reported in the first instance to the Fleet Manager; where he or she is unavailable, Drivers should contact the College Business Office directly.
- f) Drivers are to ensure that buses are equipped with a first aid kit at all times. If items in the kit need to be replaced, the Driver must contact the Fleet Manager immediately. First aid kits are to be stocked and left in the bus at all times.
- g) Drivers will keep their assigned vehicles in a clean and orderly condition at all times, and are to leave them with sufficient fuel for the following day's activities.
- h) Drivers are responsible for pre- and post-trip inspections, which are to include safety equipment such as first aid kits and fire extinguishers (refer to Appendix A). A pre-departure inspection is to be completed at the beginning of every day, prior to the first run. Any faults found, whether identified in the pre-departure inspection or after, are to be recorded on a pre-departure inspection sheet and submitted to the Fleet Manager.



- i) The Fleet Manager will ensure that the pre-departure inspection sheet has been completed daily and an electronic version is kept on file.
- j) Drivers are to ensure that all forms and reports required by the Fleet Manager are completed correctly and submitted in a timely manner. Driver enquiries and concerns should be addressed in the first instance to the Fleet Manager.
- k) Any mechanical or electrical problems with the vehicles should be reported to the Fleet Manager using the correct forms as soon as possible. Drivers are expected to drive safely and pay attention to the mechanical workings of the vehicles.
- l) The use of mobile phones by the Driver while the bus is in motion is strictly prohibited.
- m) Drivers are to refrain from verbal abuse of, and physical interactions with, other road users, pedestrians, and Passengers (particularly students), at all times.
- n) College buses cannot be used for personal use, and Drivers are to refrain from transporting students to shops or delis, or fulfilling other such requests at any time.
- o) Drivers are to record all the times they use a bus in the bus log book as maintained by the Fleet Manager.

6. PASSENGER STANDARDS

Passengers using the bus service are expected to comply with the following standards:

6.1 General standards

- a) As per the College's Code of Conduct, students are to recognise and respect the needs and rights of others. This extends to other Passengers and Drivers employed as part of the bus service who have the right to enjoy a safe and pleasant journey to and from the College. Disruptive behaviours can be dangerous in such circumstances and will not be tolerated.
- a) Passengers' behaviour must be of the highest standard, reflecting the Christian ethos of the College. Fighting, profanity, obscenity, wilfully defacing or damaging College property will therefore not be tolerated.
- b) On daily scheduled routes, the Driver is in full charge of the bus and students for the duration of the journey. Students are expected to obey the Driver promptly and fully. During Excursions, students



must also follow all directions given by their accompanying teachers. Failing to follow Driver or teacher instructions may result in the student being referred to the Principal for further action.

- c) Throwing of rubbish or other items inside or out of the bus at any time is strictly prohibited.
- d) Passengers must not make faces, signs, or gestures to the drivers of other vehicles or passers-by at any time.
- e) Passengers must wait until the bus has come to a complete stop before disembarking. Students must follow all directions of the Driver or teacher in charge when exiting, and are to obey any applicable road safety rules.
- f) No food or drink (with the exception of water) is to be consumed on the bus at any time.
- g) Wilful damage caused to buses by a student will be charged to the parents' account.

6.2 Safety precautions

- a) Passengers must not, at any time, extend their arms or heads out of the bus windows.
- b) Unnecessary conversation with the Driver is prohibited. Drivers must be able to give their full attention to driving.
- c) College buses are fitted with seatbelts, which must be fastened correctly for the duration of the journey. Passengers are not permitted to move about the bus whilst it is in motion (for example, changing seats or walking up and down the aisle). Some exceptions to this are detailed in item 6.3.
- d) CCTV security cameras are fitted in all College buses. Please refer to section 9 for more information.

6.3 Standing in buses

- a) As a general rule, Passengers are required to sit and have seatbelts fastened at all times while travelling on buses.
- b) The College recognises that there are occasions where a particular bus may be full and spare seats are not available. In such cases, the following standards apply:
 - i. **Students in Kindy to Year 2:** Three to a seat, no standing allowed.
 - ii. **Students in Years 3-6:** Two to a seat, no standing allowed.
 - iii. **Students in Years 7-12:** Two to a seat, may stand if necessary.



- c) Fundamentally, the standards outlined above assume a certain level of maturity on the part of older students. Students in Years 7-12 are therefore expected to take the initiative in offering seats to younger students where circumstances call for this. This displays an attitude of good Christian leadership that is in keeping with the ethos of the College and promotes the safety of all on board the bus.

7. DAILY SCHEDULED ROUTES

The College aims to provide a safe and accessible means of transport for families who may otherwise find delivering and collecting their children from the College difficult. In order to achieve this, certain regulations are to be observed by all parties, and it is hoped that all persons involved will conscientiously observe the standards outlined below. Violations of these standards should be reported to the Principal or to the Finance Manager as soon as possible.

- a) Drivers are responsible for the conduct and behaviour of students on the bus for the duration of a daily scheduled journey.
- b) Where issues are encountered, such as delays, substantial student misbehaviour, or a minor accident, Drivers should contact the Campus Secretary who will advise on the actions to be taken. Where the Campus Secretary is unavailable, Drivers may contact the Business Office directly:
- i. **Kenwick Campus:** Secondary Administration Office – 9459 7700
 - ii. **Kenwick Campus:** Primary Administration Office – 9452 1245
 - iii. **Wilson Campus:** Administration Office – 9458 3637
 - iv. **Business Office:** 9452 1833
- c) Drivers must notify the relevant Campus Secretary of expected delays of 15 minutes or more. Judgement should be used in communicating delays in other situations.
- d) Drivers are never to touch or otherwise physically interact with a student. Should a student's behaviour become uncontrollable, the Driver is to safely pull off the road, bringing the vehicle to a complete stop before contacting the Campus Secretary to inform them of the situation. The Secretary may need to consult with the Principal prior to advising the Driver.
- e) Students are expected to comply with the standards outlined in section 6.
- f) The bus will not wait for students who are late. If the bus is running ahead of schedule, it may leave up to 5 minutes earlier than timetabled. Parents should ensure that students arrive at the appropriate stop 5 minutes prior to the designated time, and be there to collect them up to 5 minutes earlier in the afternoon.



- g) The bus providing the service will be clearly identified.
- h) Timetables for daily scheduled routes may be altered from time to time. The College will make all reasonable attempts to contact affected families ahead of such changes taking affect.

8. EXCURSIONS

It is the desire of the College that an Excursion be a pleasant and enjoyable educational experience for all involved. In order to achieve this, certain regulations are to be observed by all parties. It is hoped that all persons involved in College Excursions will conscientiously observe the standards outlined below. Violations of these standards should be reported to the Principal or to the Finance Manager as soon as possible.

8.1 Driver standards

- a) A bus will not be assigned without a booking made via the Fleet Manager. If a booking is not received or is received with extremely short notice, a vehicle may not be assigned.
- b) Drivers should have the vehicle at the designated loading area at least 15 minutes prior to departure.
- c) The bus should be clean and in good condition.
- d) Drivers are responsible for driving the bus in a safe manner and via the most efficient route to the planned destination as is possible.
- e) Drivers are required to adhere to the booking and route schedule as approved by the Fleet Manager for the excursion. Any changes to these arrangements that are requested by the Principal, teacher in charge, parents, or students will not be adhered to unless approved by the Fleet Manager.
- f) Upon arriving at the destination the Driver is not to leave for a break until he or she has checked with the teacher in charge to be sure that they are not needed at that particular time.
- g) When travelling in convoy, each Driver should maintain a safe distance from the vehicle in front. It is the responsibility of each Driver to maintain visual contact with other College vehicles.
- h) For the duration of the Excursion, the conduct of students is the responsibility of the teacher. Drivers will be responsible only for the operation of the bus.
 - i. In the event that student conduct becomes unruly to the extent that it creates a hazardous driving environment, the Driver shall request the teacher to correct the situation.



- ii. In the event that the teacher will not or cannot correct the situation, the Driver may safely pull off the road until the conduct of students becomes satisfactory. This is a last resort and should be used very sparingly and only if student conduct is such that it creates a dangerous driving environment.
- iii. While students are not permitted to move about the bus while it is in motion, general student “commotion” (for example, particularly loud talking) are not sufficient grounds for stopping the bus.

8.2 Staff standards

- a) Teaching staff accompanying students on an Excursion are responsible for the conduct and behaviour of students on the bus and during the activity.
- b) Teachers are to ensure that students remains in their seats, with seatbelts fastened, once the bus is in motion.
- c) Teachers are to position themselves in the middle or back of the bus where they will be able to more readily observe students.
- d) Teachers are expected to support the Driver’s responsibility to operate the bus in a safe manner. This includes making sure the bus is left clean at the conclusion of the Excursion, and that students are behaving acceptably.
- e) Drivers are required to adhere to the booking and route schedule for the excursion as approved by the Fleet Manager. Any alterations teachers may request will not be accepted unless approved by the Fleet Manager.

8.3 Student standards

- a) Only students who are currently enrolled at Rehoboth Christian College will be transported in College buses to Excursions.
- b) Students are expected to cooperate with their teachers and with the Driver in order to provide a safe and enjoyable journey.
- c) Students are expected to be at the assigned departure point at least 10 minutes prior to departure, or at such earlier time as set by the teacher in charge.



- d) Students on an Excursion are to observe the same College rules and standards of behaviour as are in place in the classroom. Students violating College rules or refusing to obey a teacher while on Excursion may be subject to the normal disciplinary procedures.
- e) All students attending Excursions who ride the bus must also return on the bus, unless parents have personally made alternative arrangements with the College to collect the student.
- f) Parents requesting special arrangements must speak directly with the teacher in charge of the Excursion in the first instance, or to the Principal in the second instance in order to receive approval. The teacher in charge or the Principal will inform that Driver of any changes in the ridership.

9. ADMINISTRATION STANDARDS

- a) For the safety of students, all buses are fitted with CCTV cameras. The purpose of the cameras is to discourage students from misbehaving and to capture any incidents that may occur while the bus is in motion. In keeping with its Privacy Policy, the College does not maintain an archive of CCTV footage and will only utilise this as evidence for review purposes in the event of an incident.
- b) While the College trusts Passengers to maintain an appropriate standard of behaviour, incidents do occur from time to time – section 10 outlines the process for these cases.
- c) Under the direction of the CEO, a responsible officer is appointed to ensure that guidelines and procedures and relevant legislation are followed by all who use the bus.
- d) The Fleet Manager is responsible for all daily management of the buses and associated areas of the College.
- e) All records relating to the bus fleet are to be stored in the Fleet Manager's office.
- f) Auditing and maintenance of the bus fleet will be carried out as required.
- g) Use of the buses is to be recorded in an appropriate log.
- h) It is the responsibility of the Fleet Manager to ensure that all staff driving the buses hold a current MR license with an F-class endorsement. Drivers should be familiar with emergency procedures and the general operation of the bus, including passenger capacity and other applicable safety restrictions. Refer to section 11 for the Emergency and Breakdown Procedures.



10. PROCEDURES FOR MANAGING MISBEHAVIOUR

- a) Parents are not permitted to enter the bus and approach other students with the aim of resolving an issue. Incidents should be reported to the Principal or Head of Primary for further action.
- b) Where issues are encountered, such as delays, substantial student misbehaviour, or a minor accident, Drivers should contact the Campus Secretary who will advise on the actions to be taken. Where the Campus Secretary is unavailable, Drivers may contact the Business Office directly:
 - i. **Kenwick Campus:** Secondary Administration Office – 9459 7700
 - ii. **Kenwick Campus:** Primary Administration Office – 9452 1245
 - iii. **Wilson Campus:** Administration Office – 9458 3637
 - iv. **Business Office:** 9452 1833
- c) Students misbehaving who do not respond to verbal instructions from the Driver or teacher in charge will be reported to the College and details of the behaviour recorded.
- d) The Principal or Head of Primary will examine the report and any evidence collected from CCTV footage. If warranted, a verbal warning will be issued to the student.
- e) Where the student in question continues to behave inappropriately and subsequent reports are made, the Principal or Head of Primary will issue a written warning that will be delivered to the student's parents.
- f) Parents will be encouraged to discuss the matter with their child, and with the Principal or Head of Primary if necessary.
- g) If the written warning is not adhered to, the Principal or Head of Primary may opt to suspend the student's bus privileges for a prescribed period of time.
- h) Should parents not be satisfied with the Principal or Head of Primary's decision, they may appeal via the College's Complaints and Grievances Policy, available from the College website or from any Campus Administration Office upon request.
- i) Drivers have the authority to refuse entry to a student in the case of unacceptable behaviour.



11. PROCEDURES FOR MINOR EMERGENCIES AND BREAKDOWNS

The procedures below are applicable in the case of breakdowns, traffic accidents, or other minor emergencies where the Driver and/or Passengers do not require urgent medical attention or the situation does not otherwise meet the criteria of a Crisis. Please refer to the College's Crisis Management Policy in such cases.

11.1 Breakdowns

- a) Any breakdowns, faults, or other mechanical defects are to be immediately reported to the Fleet Manager by phone once the bus has come to a complete stop.
- b) It is the responsibility of the Fleet Manager to arrange for alternative transport of Passengers. Where the Fleet Manager is otherwise indisposed, the Finance Manager will be responsible for facilitating arrangements.
- c) The maintenance and repair of such defects is to be made a priority and the bus returned to full operational capacity as soon as possible.

11.2 Accidents

In the event of an accident involving damage to vehicles, Drivers shall:

- a) exchange contact information (including addresses) with the other party and obtain the name of their insurers. The make and registration number of the other vehicles should also be recorded;
- b) record the contact information (including addresses) of as many witnesses as possible at the scene of the accident;
- c) report the accident to Police if required to do so by State traffic laws or by-laws;
- d) report the incident verbally in the first instance to the Finance Manager and Fleet Manager as soon as is practicable. The Driver is to assist the Fleet Manager by providing details to be entered into the College Incident Form as per item 11.2(g) below.
- e) in the case of damage to third party property where no other vehicle is involved (for example, fences or gates), notify the owner of the affected property as soon as possible, preferably prior to leaving the scene;



- f) where the vehicle is unable to be driven and authorisation from the Fleet Manager has been received, arrange for towing to the nearest authorised repairer;
- g) assist the Fleet Manager in completing a College Incident and Hazard Report Form. The completed form is to be submitted by the Fleet Manager to the Finance Manager.

11.3 Minor emergencies

- a) Stop the bus at once.
- b) As much as possible, ensure that the bus is not posing a further traffic hazard.
- c) Offer first aid assistance to anyone who might be injured.
- d) For more serious injuries, the ambulance services should be contacted on 000.
- e) Once the above actions have been completed, contact the Fleet Manager.



12. CONDITIONS OF USE AND STUDENT AGREEMENT

The bus service will only be provided to College students who demonstrate acceptable standards of behaviour in keeping with the Christian ethos of the College. Ultimately, the behaviour of students is the responsibility of parents. Parents who wish their children to use this service are requested to read the conditions below with their children, which summarise the behaviour standards expected of students as described in the Bus Standards Policy. The student is then to sign his or her agreement below.

- a) Parents and students are expected to be conversant with the standards and conditions of the full Bus Standards policy.
- b) Parents are expected to deliver students to their stop 5 minutes earlier than timetabled in the morning, and be at the stop 5 minutes prior to the scheduled afternoon time for collection.
- c) The Driver's instructions are to be adhered to at all times.
- d) Fighting, bullying, arguing, bad language, moving around the bus whilst it is in motion, leaning or hanging out of bus windows will not be tolerated.
- e) Seatbelts must be worn at all times.
- f) No food or drink (with the exception of water) is to be consumed on the bus.
- g) It will be an ongoing responsibility of parents to ensure that their children have a valid bus pass, which is to be presented to the Driver when boarding the bus.
- h) Families who wish to terminate their bus application must return their current bus pass to the Business Office before a credit will be issued.
- i) Changes may be made to the timetable from time to time. Where this occurs, the College will make all reasonable attempts to contact affected families.
- j) In the event of unforeseen circumstances, such as road closures, accidents, or extreme weather, the College reserves the right to vary transport arrangements for students. Whilst every effort is made to contact parents about this, it may not always be possible to do so in advance.

I have read and understood the conditions outlined above and am familiar with the Bus Standards and Conditions of Use Policy. I am willing to adhere to all conditions of using the College bus service:

PRINT STUDENT NAME

STUDENT SIGNATURE

DATE

Please return this page to the Business Office:

In person

92 Kenwick Road
Kenwick WA 6107

By post

PO Box 82
Cannington WA 6987

By email

business@rehoboth.wa.edu.au