

# School Bus Program

User Guide

January 2023

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# Introduction

While parents/guardians have primary responsibility for transporting their children to and from school, the School Bus Program assists families in rural and regional Victoria through the provision of bus services to transport students to and from schools (government and non-government).

In delivering the program, the Department of Education (DE) sets the program's policy and procedures, and through coordinating and client schools, administers the program at the local school level.

The Department of Transport and Planning (DTP) procures and manages bus services as directed by the program's policy and procedures.

The School Bus Program Policy and Procedures January 2016, issued by the Student Transport Unit (STU), details the specific roles of all stakeholders in administering the School Bus Program.

## Purpose

The School Bus Program (SBP) User Guide is targeted towards school administrators coordinating bus services as part of the School Bus Program. This guide is designed to support school bus administrators/coordinators in coordinating and managing the administrative tasks for the effective delivery of the SBP.

Administering the SBP at coordinating and client schools can be a complex task; the STU is continually looking to improve the support provided to schools and school bus coordinators.

This guide is designed to support the School Bus Program policy and procedures, the policy should always be referred to for clarification and direction. The current policy can be located on the Departments Policy Advisory Library located at:

<https://www2.education.vic.gov.au/pal/school-bus-program/policy>

**To print or save a copy of the School Bus Program policy in PDF, click the 'Print whole topic' button on the first page of the policy.**

In 2015 the STU developed and introduced, within this guide, some tools for use such as; the Bus Roll template, the Coordinator Checklist and the already in use, Fares Acquittal template.

The STU continues to refine these tools as we believe they will assist in your role as school bus administrators, and once the tools are in place and established at your school, they should assist in reducing the administrative workload at your school.

This guide will also be enhanced following feedback provided by School Bus administrators, and to ensure you have the most recent document, refer to the Student Transport webpages.

Student Transport encourages schools to provide feedback in relation to improving this guide directly to the Student Transport Unit email at: [student.transport@education.vic.gov.au](mailto:student.transport@education.vic.gov.au).

# School Bus Program - Eligibility

Determining student eligibility and communicating the status of eligibility to parents/guardians and travellers should be considered as one of the more important stages of the application processes. Ensuring the eligibility assessment on the application is correct from day one will enable success when administering the SBP.

A student must meet all of the criteria detailed below to be eligible for School Bus Program services; eligible students access School Bus Program services at no cost.

## Key eligibility criteria

The below represents a summary of the key eligibility criteria. Please refer to [Criteria Determining Eligibility for the School Bus Program](#) for complete and specific details.

### Available Public Transport

Students are expected to use public transport where a service is available within 1.6 km of their home or closer to their home, than the nearest school bus service to the school they attend. This applies to both students who access the School Bus Program at no cost and fare-paying students.

If you are unsure how to determine what Public Transport services exist in your area, please access the PTV Journey Planner at [ptv.vic.gov.au](http://ptv.vic.gov.au) or contact PTV on 1800 800 007.

### Criteria 1 - Closest appropriate school

To be eligible for the School Bus Program, students must attend their nearest school/campus appropriate to their year level. This distance is measured as the shortest practicable route drivable by car from student's residential address to the school/campus attended.

The closest 'appropriate' school for students attending non-government schools is determined by the denomination of the school.

### Criteria 2 – Reside 4.8 km or more from the school

To be eligible for the School Bus Program, students must reside 4.8 km or more from the school/campus they attend. This distance is measured as the shortest practicable route, drivable by car, from a gate or driveway of a student's residence to the main school/campus entrance.

### Criteria 3 – Be of school age and reside in Victoria

School is compulsory for all Victorian children aged between six and 17 years of age. For the purposes of the School Bus Program, students are eligible for services if they are aged between five and 18 years of age at the time of their application and reside in Victoria.

### Ineligible Travellers (approved exemptions)

There are some limited exemption categories where a student may be ineligible for the School Bus Program but exempt from paying a fare.

The coordinating principal may approve exemptions in line with the School Bus Program Policy and Procedures; January 2016: see [Criteria Determining Eligibility for the School Bus Program > Criterion 1 – Nearest appropriate school](#) and [Ineligible Students Accessing the School Bus Program](#). If further clarification is required, please contact the STU.

### Ineligible Travellers (required to pay a fare)

Students not meeting the eligibility criteria, or qualifying for an exemption, may be able to access an existing School Bus Program service (where seat availability exists) upon payment of a fare. Fare payment must be made in advance of travel.

See [Ineligible Students Accessing the School Bus Program](#) for additional information. Please refer to page 17 of this User Guide for fare collection information.

Ineligible traveller arrangements, both exemption and fare payer, will be periodically reviewed by DE

### **Priority of Access**

Where demand for an SBP service outweighs the capacity of the vehicle, priority of traveller access applies; this can be a difficult process to communicate.

It is not uncommon for schools to have a waitlist of students. Schools will need to manage applications as they are provided to ensure that the priority of access is maintained.

Early communication to parents/guardians of waitlisted students is a key to ensuring reduced complaints as it enables the parent/guardians to seek alternative transport assistance. Note: waitlisted students may be eligible for the Conveyance Allowance.

Please refer to [Criteria Determining Eligibility for the School Bus Program > Student priority of access to services](#) for further information and clarification.

### **Local Arrangements**

The Student Transport Unit (STU) is aware that in some school networks, historical local arrangements have been developed. Unless documented and approved by the STU, all historical arrangements should be reviewed annually by the bus coordinator in attempt to return to the correct application of policy - and it may be pertinent to revisit the policy for understanding and clarity.

Please contact the STU for assistance/approval or revision of local arrangements.

# My role in the School Bus Program

Schools are categorised as either coordinating schools or client schools.

All schools are responsible for communicating travel options to families however the roles of the coordinating school and the client school do vary. All schools within a network must adhere to the requirements of the School Bus Program policy.

## Coordinating and Client school meetings

The Student Transport Unit (STU) actively encourages frequent communication between all schools within your school bus network and recommends that all network schools meet at minimum once per term to discuss school bus matters.

These meetings will enable open communication within the network and will ensure consistency in policy application at all schools.

Please contact the STU for assistance in establishing School Bus Network meetings.

## Coordinating School Responsibilities

### Travel Approval

- Schools are responsible for communicating the travel options that exist in the area to parents upon enquiry at school or upon enrolment. Schools must familiarise themselves with the [School Bus Program Policy and Procedures; January 2016](#) in order to respond to enquiries made by parents about the program.
- When families enquire about transport options, schools should provide families with the [School Bus Program Eligibility Guide for Families](#) and/or direct them to the '[Travelling to School](#)' page on the Department's website.
- All schools accessing the School Bus Program are responsible for providing eligibility information to their families regarding the School Bus Program (including distributing the appropriate DE application form) and ensuring that when these are returned, all fields are completed (including relevant medical information where required).
- It is very important that schools ensure travel application forms are signed by the parent/guardian and the student/s. Forms are not to be altered in any way. Incorporating a school logo onto the form is not approved.
- There is one main application form for school students;
  - Form 1: Application for Permission to Travel – Students
  - Additional forms (2 to 6) exist for travellers that may be granted an exemption to travel.
  - To access the forms go to [School Bus Program > Resources > Applications and other forms](#)
- Coordinating schools are responsible for coordinating and assessing all applications to travel on school bus services for students in their network (both government and non-government schools).
- Parents/guardians must be advised of the outcome of their application at the earliest possible convenience. Coordinating schools are responsible for notifying their own students' families and those of client schools. Coordinating schools are to notify client schools to enable appropriate records to be kept.

## Administration

- If a student changes residential address at any time throughout the school year, they are required to submit a new application for reassessment. This requirement ensures that the application is assessed and approved prior to any travel; ensuring the applicant is informed of bus seat availability, travel conditions and service timetables.
- Applications for Permission to Travel must be kept on file by the coordinating school until the student ceases travel or leaves the school.
- Coordinating schools are responsible for appointing bus captains (if required), who assist bus drivers with supervision. Regular meetings should be scheduled between the coordinating principal and bus captains.
- Coordinating schools collate, maintain and provide to bus operators (who will provide to bus drivers):
  - route maps
  - timetables and authorised bus stops
  - route and passenger details by way of a roll/database of approved passengers to travel including students' residential addresses
  - seat allocations (if required)
  - emergency management procedures
  - standards of behaviours
  - emergency contact information for each passenger
  - medical information for each passenger (as required)
  - the name of the bus captain (if appointed)
  - any changes to school timetables that may affect bus operation.
- Coordinating schools must provide to parents/guardians:
  - conditions of travel
  - bus timetables with all scheduled departure times for route
  - procedures to be adopted in the event of breakdown, accident, bushfire or other emergencies.
- In the event of a 'pupil-free' or 'curriculum day' at a coordinating school, where students who access the bus network still require transport, the coordinating school can agree to operate the bus network. If the coordinating school is closed in this situation, an agreement needs to be made with a client school to act in the coordinating role for that day. DTP and the STU must be notified of this agreement.
- If a coordinating school decides that the School Bus Program will not operate that day, client schools with students requiring transport can make their own arrangements or view the PTV journey planner at [ptv.vic.gov.au](http://ptv.vic.gov.au) for alternative transport options.
- All schools are responsible for supervising students during the arrival and departure of school buses. Where possible bus set down and pick up areas should be 'out of bounds' for non-school bus users. Failure to provide supervision may result in service removals.

## Communication

- Coordinating schools must ensure that coordinating schools and client school/s principals' phone numbers are provided to bus operators and drivers for both during and after school hours.



- Ensure that you have the contact details for bus operators (depots) and bus drivers servicing your networks. If a school does not have accurate information, please contact DTP or your bus operators immediately.
- The coordinating principal must provide the following to client schools principals;
  - Bus rolls
  - Route maps & timetables
  - Bus related or traffic procedures
  - Conditions of travel
  - Emergency contact details of each student who travels on a school bus.
- Ensure all contact details for travellers/families/parents/guardians are kept up-to-date and easily accessible during and outside of school hours. This information may be called upon for emergency management purposes.

### Student Behaviour

- The coordinating principal is responsible for the communication of acceptable standards of behaviour to students and has the authority to take disciplinary measures for misbehaviour. Please refer to [Administration of the School Bus Program > Student behaviour on school buses](#) for further information.

### Risk Management/ Incident Reporting

- A duty of care is owed to all stakeholders (Students, Parents/Guardians, Bus Operators/Drivers, Schools etc.) incorporated within the remit of the School Bus Program.
- Coordinating schools are primarily responsible for coordinating emergency procedures for the School Bus Program services in their network.
- Coordinating schools are responsible for responding to any risk raised by the bus operator/driver and any other party.
- Where risk is identified, coordinating schools must refer to the DE [Risk Management Framework](#) for information and risk management guidance.
- Please refer to [Administration of the School Bus Program](#) for more information about Emergency Management including risk management and incident reporting.
- The specifically developed [School Bus Program Emergency Management Operational Guidelines](#) should also be consulted in preparing for and responding to emergencies.
- Coordinating schools are responsible for all student-related incidents occurring within the School Bus Network. Incidents on school buses are to be recorded in an incident register and managed by schools (not DTP or bus operators).
- It is of key importance that the incident is documented, investigated and adequate responses provided to all parties. This may include meeting with stakeholders as needed.
- Bus operators and drivers who have reported an incident should be informed of the school's investigation outcome. Ensuring the bus operator/driver is informed is a key to success in providing a cohesive school/transport provider relationship.
- Failure to provide information to bus operators/drivers may lead to further student non-compliance and or an operator/driver refusing to carry the student on grounds of safety. If this occurs, schools should inform STU or DTP and seek assistance to resolve the matter.
- Importantly, specific details of investigations and findings do not have to be provided to bus operators/drivers; an outcome of the investigation is sufficient.

- Schools must ensure records are kept as they may be called upon for dispute resolution if the matter is escalated.

### Authorising bus operator payments

- Coordinating schools approve bus operator payment claims. Coordinating schools must check all details including student numbers, days operated, vehicle and driver details and endorse the claim for payment.
- Endorsement or rejection must be provided within 2 days of each claim being submitted. Coordinating schools must retain copies of claims. The bus operator will then forward the endorsed claim to DTP for payment.
- Failure of schools to process this operator payment claim may lead to non-payment and possible service withdrawal.
- Refer to [Administration of the School Bus Program > Authorising bus operator payments](#) for more information.

# Client School Responsibilities

## Applications

- All schools are responsible for communicating the travel options that exist in the area to parents upon enquiry at school or upon enrolment. Schools must familiarise themselves with the [School Bus Program Policy and Procedures; January 2016](#) in order to respond to enquiries made by parents about the program.
- When families enquire about transport options, schools should provide the [School Bus Program Eligibility Guide for Families](#) and/or direct them to the [Travelling to School](#) page on the Department's website.
- All schools accessing the School Bus Program are responsible for providing eligibility information to their families regarding the School Bus Program (including distributing the appropriate DE application form) and ensuring that when these are returned, all fields are completed (including relevant medical information where required).
- Schools must ensure travel application forms are signed by the parent/guardian and the student/s. Forms are not to be altered in any way. Incorporating a school logo onto the form is not approved.
- There is one main application form for school students;
  - Form 1: Application for Permission to Travel – Students
  - Additional forms (2 to 6) exist for travellers that may be granted an exemption to travel.
  - To access the forms go to [School Bus Program > Resources > Applications and other forms](#)
- If you are unsure of which form to use, please refer to your coordinating school for clarification.
- Client schools will forward new applications to coordinating schools by the end of term three of the year prior to travel (where possible) and within a timely fashion for new students
- Parents/Guardians must be advised of the outcome of their applications at the earliest possible convenience.

## Administration

- If a student changes residential address at any time throughout the school year, they are required to submit a new application for reassessment. This requirement ensures that the application is assessed and approved prior to any travel; ensuring the applicant is informed of bus seat availability, travel conditions and service timetables.
- Schools are responsible for supervising students during arrival and departure of school buses. Where possible bus set down and pick up areas should be 'out of bounds' for non-school bus users. Failure to provide supervision may result in service removals.

## Communication

- Ensure that both the 'during', and 'after hours' contact details, are provided to your coordinating school and to the bus operators/drivers servicing your school.
- Ensure you have the, during and after hours, contact details for the coordinating school/principal.
- Ensure you have (from the coordinating school) the relevant information for your school;
  - Bus rolls

- Route maps & timetables
- Bus related or traffic procedures
- Conditions of travel
- Emergency contact details of each student who travels on a school bus.
- Ensure that you have the contact details for bus operators (depots) and bus drivers servicing your school. If a school does not have accurate information, please contact DTP or your bus operator immediately.
- Ensure the client school/s principals' phone numbers for both during and after school hours are provided to coordinating school, bus operators and drivers.
- Ensure all contact details for travellers/families/parents/guardians are kept up-to-date and easily accessible during and outside of school hours. This information may be called upon for emergency management purposes.

### **Parent/Guardian and Student Responsibilities**

The Department understands that in the administration of school bus services, parents/guardians may be informed their children are not eligible to travel, may have to pay a fare and or may be waitlisted.

Ensuring parents/guardians are provided accurate information and advice is a fundamental key to success in administering the School Bus Program.

It is vital that both coordinating, and client schools are consistent in their application of the policy and ensure their advice to parents is in line with the policy.

Parents/Guardians must;

- Complete the appropriate form to travel ensuring all sections are completed and the form is signed by parent/guardian and student/s. Forms that are not signed will not be processed.
- Provide all required information to the school (including relevant medical information as required).
- Understand and accept the conditions of travel (attached to the application form).
- Pay the relevant fare (if required as a fare-paying traveller) as invoiced by the school.
- Ensure students are at the bus stop 10 minutes prior to allocated departure time. Note that bus drivers do not need to wait for late passengers unless prior notification is received.
- Ensure student behaviour at the bus stop and whilst travelling on the bus is appropriate at all times. (Refer to the 'Conditions of Travel' attached to the application form/provided to parents at the time of offer of travel, for complete conditions and responsibilities).
- Ensure contact information for the parent/guardian/alternate contact is kept up to date with their school (imperative for emergency management and student safety).
- School Bus Coordinators must provide parents/guardians with;
  - The conditions of travel (attached to applications)
  - Bus timetables with all scheduled departure times for route
  - Procedures to be adopted in the event of breakdown, accident, bushfire or other emergencies.

## Bus Operator/Driver Responsibilities

Bus operators are required to provide services in line with appropriate legislation, the school bus contract (held directly with DoT) and the School Bus Program Policy and Procedures.

Bus drivers have a role in the safety and supervision of students while onboard school buses and will rely on the information provided by the school. The relationship between the bus operator, driver and school is a key to success in delivery of safe and effective student transport services.

Please refer to, and familiarise yourselves with, the complete policy in regard to bus operator and driver responsibilities. See [Administration of the School Bus Program > Responsibilities of bus operators](#).

- Bus drivers must use the school supplied, approved student bus rolls to administer approved student pickups and set downs and to ensure the delivery of on-time services.
- Bus operators and drivers must ensure they have the coordinating school and client school/s Principals' contact numbers for both during and after school hours. Where possible, detours or delays should be reported immediately by phone to the coordinating principal.
- Bus operators must ensure they have supplied the appropriate current contact details for the depot and the bus driver to coordinating and client schools.
- Bus drivers must inform coordinating schools/principals in writing, of any instances of student misbehaviour, unauthorised passengers, loading issues and any issues that may affect ongoing operation as they arise).
  - Schools are responsible for following all reports and providing feedback to the operator/driver. When possible, this should be documented to ensure all matters are addressed.
  - Should this prove to be difficult at the school level you are encouraged to seek assistance from the Student Transport Unit.
- It is of vital importance for drivers to adhere to the agreed and approved bus route for emergency management purposes, even when a student may not be travelling (therefore no pickup/set down for that day).
- It is imperative to know where the bus should be in the event of an emergency or breakdown.
  - Schools in conjunction with Bus operators must ensure timetables, maps and bus stop information is reviewed frequently and is accurate at all times.
- Drivers should complete a full visual inspection of the bus:
  - prior to departing school at the completion of the morning service and
  - prior to garaging the bus at the completion of the afternoon service.

# Emergency Management

Everyone is responsible for emergency management: The Department, DoT, coordinating schools, client schools and bus operators. Parents and students also need to understand their obligations.

As part of your school's emergency planning, each school must develop an emergency management plan incorporating bus operations and student transport that includes emergency procedures in the event of a breakdown, accident, bushfire and other emergencies.

- All emergency management plans must be consistent with the plans of bus operators providing services in a local network.
- Emergency procedures for student transport must be established in consultation with bus operators and endorsed by the DE regional office.
- Emergency management plans must address local risk to transport routes, alternative drop off points, student bus rolls, out of hours and emergency contact details for coordinating principals and/or delegates and bus operators and bus drivers.
- Liaison between coordinating schools, client schools, The Country Fire Authority (CFA), Victoria Police, Vic Roads and other emergency services may also be considered where appropriate and as required.
- Coordinating schools are primarily responsible for coordinating emergency procedures for the School Bus Program services in their network.
  - Bus operators/drivers are not responsible for developing these plans. The bus operator/driver will work with you at the school to ensure the plans reflect the bus operations.

The DE regional director is ultimately responsible for all emergency management decisions relating to schools (and transport) within their region.

In addition, DE Emergency Management Division (EMD), the STU and DTP have developed specific emergency management guidelines to be used for the School Bus Program.

It is important that all groups involved in the administration of the School Bus Program familiarise themselves with these procedures and follow them in the event of an emergency. The Student Transport emergency management guidelines can be downloaded here: [Emergency Management Operational Guidelines](#)

## **Do schools need to have a separate emergency plan for school buses?**

No. If the overall emergency management plan in place for the school adequately covers the transport and school buses, then there is no need to have a separate plan.

Coordinating schools should ensure that their overall plan covers client schools in relation to the School Bus Program and that the bus operator/driver is aware and provided a copy of the emergency management plan related to the bus service network.

# Improving bus coordination

## School Bus Management System

Through DE's SBP Policy Compliance reviews and School Bus Network reviews completed through the Department of Transport (DTP), it was identified that no singular 'technology system' had been implemented to assist with the management of the School Bus Program (SBP) across all networks.

To address this, the Department commenced the School Bus Program Administrative Reform work with DTP. The School Bus Management System (SBMS) was developed as an on-line system designed to reduce the administrative burden on schools with managing the SBP.

In 2020, the SBMS transferred its management from DTP to DE's Student Transport Unit. At that time, 11 school bus networks were registered in the SBMS with approximately 5000 travellers using the SBMS to access travel on the School Bus Program.

Further information on the School Bus Management System can be located at: <https://schoolbus.educationapps.vic.gov.au/>

## Bus Roll Template

As DE works towards a full scheme roll out and transition all school bus networks across Victoria into the SBMS, schools will be individually selected based on their readiness to transition from local SBP administration to centralised SBMS management.

To support a move towards the SBMS, it is important that schools have all required SBP data captured to, meet all requirements within the School Bus Program Policy and be 'data' ready for the transitional stage to the SBMS system.

To support schools with administering the SBP at the local level, and prepare for SBMS transition, the STU has developed an excel spreadsheet 'Bus Roll' template to capture the required data and to assist schools to keep accurate records.

The 'Bus Roll' template is available on the DE Student Transport [website](#). The template does require basic excel knowledge and schools are encouraged to seek training if needed.

As it is an excel spreadsheet, STU encourages bus coordinators to keep a regular back up of the template (with data) to ensure if any errors are made or data is lost you can revert to an earlier version. A method to manage records can be to forward your bus roll to the Student Transport Unit after each February census date (as this data will be the most complete).

### **Attention:**

Schools that are using the 'On the Buses' Access Database previously provided by DTP Regional teams are advised to transfer data to the new template and cease using the 'On the Buses' database as it is not supported by DE.

DE cannot be responsible for its accuracy and considers it unreliable if called upon for emergency management purposes.

## Bus Roll Template Components

### Network Name

This table is required to be updated by the school bus coordinator with the network name and last updated date; as above, a good practice is to update each year to ensure records remain current.

Centre Name	(Insert School Bus Network Name)
DATE	01/01/2020

### Coordinating School

This table is required to be updated with the details of the Coordinating School information such as:

1. Morning / Afternoon supervision times
2. School start and finish time
3. Name and Contact details of School Principal
4. Name and Contact details of the Bus Coordinator
5. Alternative Emergency Contact Details.

Network Information	
Coordinating School Name.	Insert Coordinating School Name
Morning Supervision Start Time (at school)	8.00 AM
School Start Time	8.30 AM
School Finish Time	3.30 PM
Afternoon Supervision End Time (at school)	4.00 PM
Coordinating Principal Name	Joe Bloggs
Principal Email Address	<a href="mailto:Joe.Bloggs@education.vic.gov.au">Joe.Bloggs@education.vic.gov.au</a>
Principal Phone Number	03 1234 5678
Principal Phone Number (after hours)	0401 234 567
Bus Coordinator Name	John Smith
Bus Coordinator Email Address	<a href="mailto:John.Smith@education.vic.gov.au">John.Smith@education.vic.gov.au</a>
Bus Coordinator Phone Number	03 1234 5678
Bus Coordinator Phone Number (after hours)	0421 543 876
Alternate Emergency Contact Name	Jane Jones
Alternate Emergency Contact Phone Number	0407 654 321



## Client School

This section contains the list of all client school(s)/within the network and their contact details.

The school bus coordinator is required to enter the details of all school information for each line.

Please note that the “School Names” field within the table is used to auto-populate fields in the School Roll Report. The school bus coordinator must ensure correct and full school names are entered in these fields.

## Bus Load Summary

The Bus Load Summary table lists all bus routes operating within the network.

The school bus Coordinator is only required to update only the following columns:

- Contract Number
- Service Name
- Bus Registration
- Bus Capacity
- Bus Operator
- Operator Contact

The rest of the columns within the table are automatically updated from the data entered within the “Data Entry” worksheet.

## Bus Stop Data - TAB

The Bus Stop Data worksheet contains tables to define each bus route as per their approved stops. The school bus coordinator must enter the correct stop information within this table, as this data will be used by another part of the spreadsheet.

For example, when entering the student information in the Data Entry worksheet, as soon as the stop number is entered the Stop Address, AM Stop Time and PM Stop time are auto populated from the source worksheet (Bus Stop Data worksheet). This will ensure the consistency of stop details and minimises data entry.

This worksheet is only required to set up once and only needs to be updated when there is an approved change to the bus route. The school bus coordinator should also update this worksheet amending bus stop information through adding or removing a stop.

The user must enter the below fields:

- Stop Number: Stop numbers are prefixed with the initials of the route name to make it unique from others.
  - IE; Melbourne Road – Regional Melbourne (MR1, MR2etc)
  - Country Lane – Rural Melbourne (CL1, CL2 etc)
- Address: This field must contain the exact address or location of the stop where a student will be picked up in the morning and dropped off in the afternoon. **DO NOT** enter geolocation (latitudes/longitudes) within the address fields.
- AM Bus stop time: This field must have the correct time when the bus arrives at the stop to pick up a student in the morning.
- PM Bus stop time: This field must have the correct time when the bus arrives at the stop to drop student in the afternoon.

## Data Entry - TAB

This is the main worksheet in the Bus Roll and where school bus coordinators will enter most of the data. Since significant network data is already defined in the previous worksheets, a lot of data entry is reduced, and the information is sourced from these previous worksheets.

This worksheet contains fields that are either free text fields or fields with a drop-down value option. The information required to be entered for each field is as per the below table.

**DO NOT** delete any columns in this page as the data set will be requested by both DE and DTP for network review purpose or transition to the School Bus Management System.

### Additional Rows

If additional rows are required, new rows can be inserted anywhere within the table. This will ensure any formulas or formatting remains consistent across the sheet. Remember, **DO NOT** delete any columns in the Data Entry tab.

### Data entry columns and their purpose

The columns within the data entry are deliberately allocated to captured as much information as possible to support schools with administration of the School Bus Program. The following table provides a summarised list of each column. Remember, **DO NOT** delete any columns in the Data Entry tab.

Field no	Field Name	Field Type	Details or action required
1	Count	Free Text	Count of the line
2	School	Dropdown	Select the school name the student is enrolled at from the drop-down list
3	Bus Contract #	Dropdown	Select the bus contract ID from the dropdown list
4	Bus Service Route Name	Dropdown	Select the bus service from the dropdown list
5	Traveller's First Name	Free Text	Enter the student's first name
6	Traveller's Surname	Free Text	Enter the student's surname
7	Date of Birth	Free Text	Enter the student's birth date
9	Year Level	Free Text	Enter the student's year level
10	AM Pick Up Stop No	Free Text	Enter the stop number the student is approved to access the bus in the morning
11	AM Pick Up Location	Auto	The field auto-populates based on the stop number entered
12	AM Pick Up Stop Time	Auto	The field auto-populates based on the stop number entered

Field no	Field Name	Field Type	Details or action required
13	AM Transfer / Interchange arrangements	Free Text	Enter the details of any required interchange arrangements such as the name of the second bus service
14	AM Interchange Location	Free Text	Enter the location of the interchange where the student access a new/ different bus service
15	AM Set Down Stop	Free Text	Enter the stop number the student is approved to set down in the morning
15	AM Set Down Location	Auto	The field auto-populates itself with the stop location the student is approved to set down
16	AM Set Down Time	Auto	The field auto-populates itself with the time of arrival at the stop
17	PM Pick Up Stop No	Auto	The field auto-populates with the approved stop number where the student is to be picked up in the afternoon
18	PM Pick Up Stop Location	Auto	The field auto-populates with the location where the student is to be picked up in the afternoon
19	PM Pick Up Stop Time	Auto	The field auto-populates with the time of pick-up at the stop
20	PM Transfer / Interchange arrangements	Free Text	Enter the details of any interchange arrangements such as the name of the second bus service
21	PM Interchange Location	Free Text	Enter the location of the interchange where the student access a new/ different bus service
22	PM Set Down Stop No.	Free Text	Enter the stop number of the student is approved to set down in the afternoon
22	PM Set Down Location	Auto	The field auto-populates itself with the stop location the student is approved to set down
23	PM Set Down Time	Auto	The field auto-populates itself with the time of arrival at the stop
24	Feeder or Alternative Bus Route	Free Text	Enter the details of any alternative bus route as the student's accesses (i.e. from another School Bus Program network or school arranged private charter)
25	Eligible	Free Text	Enter Y or N if the student is eligible/ineligible
26	Eligibility Status	Drop Down	Select the eligibility status from the drop-down list

Field no	Field Name	Field Type	Details or action required
27	Fares Paid	Free Text	Enter Y, N or N/A if the fares are paid/not paid/not applicable
28	Fare Amount per term	Free text	Enter fare amount or N/A if not applicable
29	Application form completed	Free text	Enter Y/N if the application form is completed or not completed
30	Parent Notified of Travel	Free text	Enter Y/N if the parent is or is not notified of travel
31	Parent-Guardian First Name	Free Text	Enter the Parent-Guardian First Name
32	Parent-Guardian Surname	Free Text	Enter the Parent-Guardian Surname
33	Telephone	Free Text	Enter the Parent-Guardian telephone
34	Email	Free Text	Enter the Parent-Guardian email address
35	Residential Street Number	Free Text	Enter the Parent-Guardian residential street number
36	Residential Street Address line 2	Free Text	Enter the Parent-Guardian residential street address line
37	Residential State	Free Text	Enter the Parent-Guardian residential state
38	Residential Postcode	Free Text	Enter the Parent-Guardian residential postcode
39	Postal Address Line 1	Free Text	Enter the Parent-Guardian postal address line 1
40	Postal Address Line 2	Free Text	Enter the Parent-Guardian postal address line 2
41	Postal Address Suburb	Free Text	Enter the Parent-Guardian postal address suburb
42	Postal State	Free Text	Enter the Parent-Guardian postal state
43	Postal Postcode	Free Text	Enter the Parent-Guardian postal postcode
44	Emergency Contact	Free Text	Enter the name of the emergency contact 1 (if only one parent-guardian available for student, and no other

Field no	Field Name	Field Type	Details or action required
	1 Name		contacts, this should be completed with the parent-guardian name. Please do not leave cells blank)
45	Emergency Contact 1 Relationship	Free Text	Enter the relationship with the emergency contact 1 (if only one parent-guardian available for student, and no other contacts, this should be completed with the parent-guardian name. Please do not leave cells blank)
46	Emergency Contact 1 Telephone	Free Text	Enter the telephone number of the emergency contact (if only one parent-guardian available for student, and no other contacts, this should be completed with the parent-guardian name. Please do not leave cells blank)
47	Emergency Contact 2 Name	Free Text	Enter the name of the emergency contact 2 (if only one parent-guardian available for student, and no other contacts, this should be completed with an N/A. Please do not leave cells blank)
48	Emergency Contact 2 Relationship	Free Text	Enter the relationship with the emergency contact 2 (if only one parent-guardian available for student, and no other contacts, this should be completed with an N/A. Please do not leave cells blank)
49	Emergency Contact 2 Telephone	Free Text	Enter the telephone number of the emergency contact 2 (if only one parent-guardian available for student, and no other contacts, this should be completed with an N/A. Please do not leave cells blank)
50	Mon AM	Free Text	Enter Y/N if the student is or is not travelling
51	Mon PM	Free Text	Enter Y/N if the student is or is not travelling
52	Tue AM	Free Text	Enter Y/N if the student is or is not travelling
53	Tue PM	Free Text	Enter Y/N if the student is or is not travelling
54	Wed AM	Free Text	Enter Y/N if the student is or is not travelling
55	Wed PM	Free Text	Enter Y/N if the student is or is not travelling
56	Thu AM	Free Text	Enter Y/N if the student is or is not travelling
57	Thu PM	Free Text	Enter Y/N if the student is or is not travelling
58	Fri AM	Free Text	Enter Y/N if the student is or is not travelling
59	Fri PM	Free Text	Enter Y/N if the student is or is not travelling
60	Comments	Free Text	Enter any comments that may be relevant to the student

## School Roll Report

This worksheet is used for the purpose of collating and creating individual bus rolls based on the school of enrolment. The School Bus Coordinator is not required to enter any data in the worksheet hence it is locked for editing.

In order to generate the report as per the school, the School Bus Coordinator is required to select the name of the school from the drop-down box as shown below.

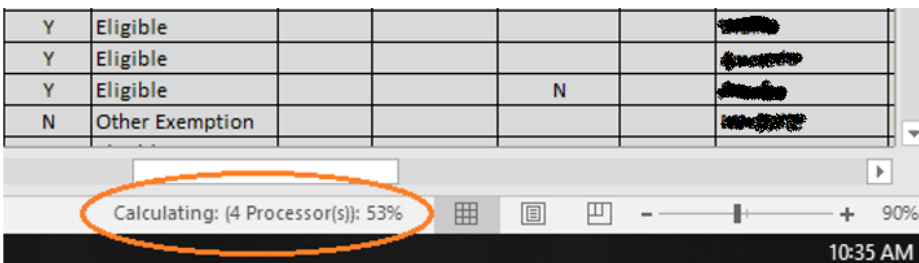
Tempy Primary School Client School Roll								
2	Total Students	21	Select the Client School from report will self populate. Inp					
3	Total Bus Routes	2						
4	Tempy Primary School							
5	Bus Service Route Name (select)	Traveller First Name	Traveller Surname	Date of Birth	Year Level	AM Stop No On		
6	Turriff - Tempy	First Name	Last Name	dd/mm/yyyy	P	ST1		
7	Turriff - Tempy	First Name	Last Name	dd/mm/yyyy	P	ST3		
8	Tempy Primary School	1967-003	Turriff - Tempy	First Name	Last Name	dd/mm/yyyy	2	ST3
9	Tempy Primary School	1967-003	Turriff - Tempy	First Name	Last Name	dd/mm/yyyy	6	ST1
10	Tempy Primary School	1967-002	Patchewollock - Te	First Name	Last Name	dd/mm/yyyy	3	PT1
11	Tempy Primary School	1967-002	Patchewollock - Te	First Name	Last Name	dd/mm/yyyy	1	PT1
12	Tempy Primary School	1967-002	Patchewollock - Te	First Name	Last Name	dd/mm/yyyy	P	PT1
13	Tempy Primary School	1967-003	Patchewollock - Te	First Name	Last Name	dd/mm/yyyy	6	PT1
14	Tempy Primary School	1967-003	Patchewollock - Te	First Name	Last Name	dd/mm/yyyy	3	PT1
15	Tempy Primary School	1967-002	Patchewollock - Te	First Name	Last Name	dd/mm/yyyy	3	PT2
16	Tempy Primary School	1967-002	Patchewollock - Te	First Name	Last Name	dd/mm/yyyy	1	PT2
17	Tempy Primary School	1967-002	Patchewollock - Te	First Name	Last Name	dd/mm/yyyy	6	PT2

Once a school name is selected from the drop-down list, hit “Tab” button on the **keyboard** and the report will populate. The page will self-populate from the data entered by the School Bus Coordinator in the Data Entry worksheet, relevant to the school selected in the drop-down list.

This page may be requested by both DTP and DE for network review purposes.

**Note:** Based on the data required under the School Bus Program, the size of the data file is large and will require some time before a report is generated and all the fields are populated with the relevant information. A user might see the below notification of calculating processors, please allow the processing to complete to 100% before clicking anywhere on the file.

If the time for processing continues to lag, please contact the Student Transport Unit for support.



## Bus Roll Report

This sheet is used for the purpose of collating and creating individual bus rolls based on the bus service the student is approved for. The School Bus Coordinator is not required to enter any data in the worksheet hence it is locked for editing.

In order to generate the report as per the bus service, the School Bus Coordinator is required to select the name of the bus route from the drop-down box as shown below.

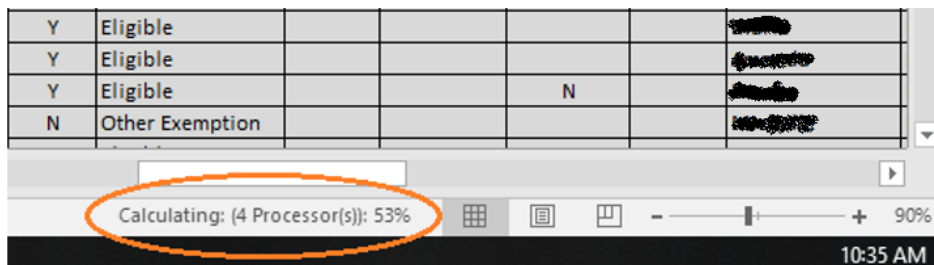
Turriff - Ouyen Bus Roll						
2	Bus Capacity	33	Bus has 17 spots remaining			Select the bus route you will select
3	Total Students	16				
4	Turriff - Ouyen	Please select)				
5	Turriff - Ouyen	Bus Contract #	Bus Service Route Name	Traveller First Name	Traveller Surname	Date of Birth
6	Patchewollock - Tempy	(select)	(select)	First Name	Last Name	dd/mm/yy
7	Turriff - Tempy	1967-001	Turriff - Ouyen	First Name	Last Name	dd/mm/yy
8	Underbool - Ouyen	1967-001	Turriff - Ouyen	First Name	Last Name	dd/mm/yy
9	Hattah - Ouyen	1967-001	Turriff - Ouyen	First Name	Last Name	dd/mm/yy
10	Walpeup - Ouyen	1967-001	Turriff - Ouyen	First Name	Last Name	dd/mm/yy
11	Speed - Tempy	1967-001	Turriff - Ouyen	First Name	Last Name	dd/mm/yy
12	Patchewollock - Walpeup	1967-001	Turriff - Ouyen	First Name	Last Name	dd/mm/yy
13	Ouyen P12 College	1967-001	Turriff - Ouyen	First Name	Last Name	dd/mm/yy
14	Ouyen P12 College	1967-001	Turriff - Ouyen	First Name	Last Name	dd/mm/yy

Once a bus route is selected from the drop-down list, hit “Tab” button on the keyboard and the report will populate. The page will self-populate from the data entered by the School Bus Coordinator in the Data Entry worksheet, relevant to the bus route selected in the drop-down list.

This data set may be requested by both DTP and DE for network review purpose.

**Note:** Based on the data required under the School Bus Program, the size of the data file is large and will require some time before a report is generated and all the fields are populated with the relevant information. A user might see the below notification of calculating processors, please allow the processing to complete to 100% before clicking anywhere on the file.

If the time for processing continues to lag, please contact the Student Transport Unit for support.



# Bus fares

Non-eligible fare paying travellers must pay the appropriate term fare in advance of travel. See [Ineligible Students Accessing the School Bus Program > Ineligible passengers required to pay a fare](#) for more information and the current bus fares.

Permission to access a school bus service and addition to the bus roll is not permissible until the correct fare has been paid. Permission to travel and payment is on a term-by-term basis.

Fares must not be adjusted to account for students travelling less than five days per week. The full-term fare must be paid irrespective of the number of days a student travel.

When accepting the conditions of travel, fare paying parents/guardians must agree that alternative transport arrangements will be made if capacity becomes insufficient.

A fare-paying student will retain access to an SBP service provided spare capacity is available. Once approved, the fare payer (provided they continue to pay in advance of travel) will retain the right to travel. If payment is not made, the traveller forgoes the right for continued access.

## Bus Fares Administration and Collection

Coordinating schools will invoice parent/guardians/traveller (tax invoices are not required) in advance, to allow suitable time for payment before the start of term.

It is the responsibility of each school to collect fares on behalf of students attending their school. Client schools will collect fares and forward to their coordinating school.

Coordinating schools will collect fares from their students and members of the public, and client schools.

Coordinating schools are to record received travel fares in CASES 21 using general ledger code 74403 – Charities and Collections with GST type NS6.

Coordinating schools will forward payment together with the [Remittance Advice Form](#) to the Student Transport Unit. It is best to complete this activity every term to remain on top of the matter; if audited by the Student Transport Unit, records will be sought to detail accuracy in fare collection and processing.

The payment transaction is to be recorded in CASES 21 using general ledger code 89102 – Charities and Collections with GST type NP6.

The preferred payment option for School Bus Program fares is via EFT.

- BSB: 033-222
- Account Number: 190007
- Name: DE Revenue Acct, Westpac

Please send an email to [cashmanagement@education.vic.gov.au](mailto:cashmanagement@education.vic.gov.au) with the school name, payment amount and reason for transfer (School Bus Program fares). Please also email a soft copy of the remittance advice to [student.transport@education.vic.gov.au](mailto:student.transport@education.vic.gov.au)

If needed, but not preferred, schools may also submit a cheque each term to the Student Transport Unit.

- Make the cheque payable to Department of Education (DE) and clearly mark as 'School Bus Program Fares'
- Send to: 'Student Transport Unit (DE), GPO Box 4367, Melbourne 3001.
- Email a soft copy of the remittance advice to [student.transport@education.vic.gov.au](mailto:student.transport@education.vic.gov.au)



# Coordinator Checklist

The following checklist has been developed to assist in your daily/monthly/yearly activities. If you need assistance with any of these activities, please contact the Student Transport Unit.

Page No. in User Guide	Activity	Completed				
		Y	N			
Page 4-5	Have I provided the correct information to the parent/guardian? (Quick assessment against the criteria)					
	<table border="0"> <tr> <td style="vertical-align: top;"> <p><b>Eligible;</b> Traveller meets all criteria.</p> </td> <td style="vertical-align: top;"> <p><b>Exempt;</b> Traveller qualifies for an exemption to access the School Bus Program for free.  If you are unsure, please refer to your coordinating school for clarification.</p> </td> <td style="vertical-align: top;"> <p><b>Ineligible;</b> Traveller does not meet eligibility for free travel on the School Bus Program, but would like to access as a fare payer</p> </td> </tr> </table>	<p><b>Eligible;</b> Traveller meets all criteria.</p>	<p><b>Exempt;</b> Traveller qualifies for an exemption to access the School Bus Program for free.  If you are unsure, please refer to your coordinating school for clarification.</p>	<p><b>Ineligible;</b> Traveller does not meet eligibility for free travel on the School Bus Program, but would like to access as a fare payer</p>		
<p><b>Eligible;</b> Traveller meets all criteria.</p>	<p><b>Exempt;</b> Traveller qualifies for an exemption to access the School Bus Program for free.  If you are unsure, please refer to your coordinating school for clarification.</p>	<p><b>Ineligible;</b> Traveller does not meet eligibility for free travel on the School Bus Program, but would like to access as a fare payer</p>				
Page 7 & 11	Has the parent/guardian completed all the required information, and have they and the student/s signed the application form? <b>If not completed – Do NOT allow travel.</b>					
Page 11	If I am a client school, have I forwarded all applications to the coordinating school for assessment?					
Page 7	Coordinating school assesses the application.					
Page 7	Coordinating school to notify all parents/guardians in writing (email is ok) of the assessment outcomes in a timely manner. Coordinating school to notify the client school/s in writing (email is ok) of the outcomes for their records.					
Page 8	Once travel approval is made, have I (coordinating school); <b>Eligible &amp; Exempt Travellers;</b> <ul style="list-style-type: none"> <li>• Updated the bus roll?</li> <li>• Notified the client school of students placed on the bus?</li> <li>• Provided parents/guardians with the bus information? <ul style="list-style-type: none"> <li>✓ Conditions of travel</li> <li>✓ Bus timetable</li> <li>✓ Bus departure times for all stops</li> <li>✓ 'Procedures to be adopted in the event of breakdown, accident, bushfire or emergency'</li> </ul> </li> </ul>					

	<p><b>Ineligible (fare paying) Travellers;</b></p> <ul style="list-style-type: none"> <li>• Invoiced parent/guardian/traveller?</li> <li>• Provided 'Conditions of Travel'?</li> </ul> <p>Once payment of fares has been made have I;</p> <ul style="list-style-type: none"> <li>• Updated the bus roll?</li> <li>• Notified the client school of students placed on the bus?</li> <li>• Provided parents/guardians with the bus information? <ul style="list-style-type: none"> <li>✓ Bus timetable</li> <li>✓ Bus departure times for all stops</li> <li>✓ 'Procedures to be adopted in the event of breakdown, accident, bushfire or emergency'</li> </ul> </li> </ul>		
Page 9	Have I (coordinating school) provided the updated bus roll (including emergency contact information) to the bus operator and client school/s?		
Page 24	<p>Do I/ should I have collected fares from fare paying travellers?</p> <p>Have I;</p> <ul style="list-style-type: none"> <li>• Followed up with client schools for outstanding fares?</li> <li>• Received fares from client schools?</li> <li>• Recorded fares from travellers in CASES 21?</li> <li>• Completed the fare remittance advice form?</li> <li>• Processed payment for STU via CASES 21 and either paid via EFT or posted the cheque and remittance advice to STU?</li> <li>• Emailed a soft copy of the remittance advice to <a href="mailto:student.transport@edumail.vic.gov.au">student.transport@edumail.vic.gov.au</a></li> </ul>		

# Frequently Asked Questions

## 1. Why can schools only use DE-supplied school bus travel application forms and not ones that schools have created?

All schools must use the forms that accompany the School Bus Program Policy and Procedures. The DE-issued forms include parent/guardian obligations under the policy. Parents/guardians are required to sign application forms stating they have read, understood and agree to comply with the conditions of travel. DE's forms include this information whereas school-developed application forms, often, do not. The use of non-departmental forms can become problematic if students and/or parents/guardians challenge the conditions of travel.

During DTP school bus network reviews, application forms are used as evidence that eligibility is being correctly assessed and families are being informed of their obligations. Failure to use the correct forms may have an adverse effect on the outcome of a school bus network's review.

Using the correct forms creates consistency, fairness and ensures all families are aware of their obligations under the program. School Bus Program travel application forms can be downloaded at: <https://www2.education.vic.gov.au/pal/school-bus-program/resources>

## 2. What is the role of DE regional offices in administering or advising on the school bus policy and who do we contact?

In most situations your regional Senior Education Improvement Leader (SEIL) should be the first point of contact for schools. The SEIL can provide advice on many student transport matters and assist with applications for special case consideration. For more detailed advice, please contact the Student Transport Unit.

## 3. Why are schools required to collect bus fares?

Parents/guardians are primarily responsible for getting their children to and from school and the School Bus Program assists parents/guardians in rural and regional Victoria with transport to their child's nearest school. The payment of a fare is recognition that parents/guardians have chosen to send their child to a school other than their nearest and helps offset the cost of administering the program.

## 4. What is the result of not collecting bus fares?

DTP and DE work together to ensure the School Bus Program operates as effectively and efficiently as possible. When fare collection is not occurring in an area, it indicates to DTP that a network review should be undertaken. During a review, DTP looks at the number of ineligible students who have not paid a fare and this helps with decisions around the retention, addition, discontinuance, extension or reduction of school bus services.

## 5. Are we expected to keep student application forms and if so, for how long?

Schools are required to keep accurate records of all students travelling on school buses. During a DTP school bus network review, schools are required to provide DTP with application forms, which demonstrates schools are correctly assessing student eligibility and informing parents/guardians of their obligations under the program. It is also in schools' interest to maintain records of application forms in case a student or parent/guardian challenges the conditions of travel.

Schools are required to keep applications to travel on file until the student ceases to travel or no longer attends the school.

## **6. Why are we expected to keep accurate records of our bus rolls?**

Accurate and up-to-date bus rolls are critical for managing emergencies that involve school buses. Principals have a duty-of-care to ensure all students travelling on school buses can be accounted for in an emergency. In an emergency DE regional offices or emergency services may request student passenger information from schools.

## **7. Can students in split custody be approved to access more than one bus service?**

Coordinating principals may approve students who reside at more than one address to access more than one service. The student must be assessed against all eligibility criteria from the primary address. If the student is eligible from the primary address, they may be permitted to access two bus services at no cost. (Please note this is a change to previous policies where only one 'no cost' service was able to be accessed).

A student meeting eligibility from the primary address may still be able to access a service as an ineligible traveller. Either as a fare payer or an exempted traveller.

If they access as a fare payer, the full term fare must be paid (despite the seat being accessed less than five days).

## **8. If a traveller does not access a bus everyday do they still need to pay the full fare?**

Yes. Regardless of the days travelled, all fare-paying travellers must pay the appropriate term fare. The school bus program is not public transport and does not cater for pro-rata fares or daily rates of travel; a partially used seat cannot be allocated to other travellers – hence the full fare required.

## **9. Can a family access a bus that stops at/near their front gate to a school other than their nearest if the bus to their nearest school is further away?**

If the bus that stops at the family's front gate travels to a school other than the nearest, the child may be able to travel on the bus, subject to seating availability and upon payment of a fare.

If the bus service to the nearest government school is more than 4.8 km away from the family's home, then an exemption to travel at no cost to the next nearest school may be approved. This exemption is only available to government school students.

If access to public transport is less than 1.6 km away the public transport service must be utilised regardless of the location of the school bus service. This may cause some concern for families, however public transport must be utilised over the School Bus Program when possible.

## **10. Can a student continue to travel on the school bus if the family moves house during the year?**

If a family moves house, their travel eligibility must be reassessed. Parents/guardians must submit a new permission to travel application form. The change of address may mean the child is still eligible but is required to change bus services or needs to be picked up and dropped off at a different stop. Conversely, the move may see the child become ineligible as their new address is less than 4.8 km of the school or they are no longer attending their nearest school. Please ensure the bus roll is updated for any changes of address, bus stop, bus route and eligibility.

## **11. Can a school bus that is garaged near a family's house pick-up/drop-off their child on its way to and from starting/finishing its school run?**

No. Drivers are not permitted to carry students on the way to or from the start and end of a school run. For safety reasons, students must be picked up and dropped off at designated bus stops.

The coordinating principal can put a case forward for having the route extended to allow student access ([Form 9 – Application for variation or extension of an existing route](#)).

## **12. What is the process for getting a bus stop added or moved?**

The coordinating principal must liaise with the school bus operator, their DTP contract manager and in some cases VicRoads or an officer from the local council, to review that the new bus stop location is safe and suitable.

If a bus stop is added or move, please ensure the bus roll is updated (including any changes to the timetable) and that families are advised of the change.

## **13. What if a family refuses to pay the bus fare?**

Fare payers should only be approved term by term and as per the policy, fares are to be paid in advance of travel.

If a family has not paid after written reminders, they should not be approved for travel for the following term.

The coordinating school should write to the family advising that as they have not paid the agreed fare for travel and not met the conditions of travel, the students are no longer approved for travel from X date. These students should not be listed on the approved bus roll, and drivers should be reporting any unauthorised travellers to the coordinating school.

Once the fares are paid, the children can then be approved for travel again.

## **14. I have concerns about my child getting to and from the bus stop. Is there anything the school can do?**

Under the conditions of travel parents are responsible for transporting their child to and from authorised bus stops and their safety while at the bus stop. The permission to travel form that parents sign for approval to use the School Bus Program advises that there is no supervision provided at roadside stops, and that parents/ guardians are responsible for their child getting on and off the bus.

## **15. Do school buses travel during bushfires?**

In forecast emergencies school bus services must be cancelled if any part of a route is deemed at risk. Bus services will not be diverted even if only a small section of the overall route is affected. This is to ensure student safety.

In a rapid onset emergency, schools, bus operators and bus drivers are required to enact their emergency management plans. A rapid onset emergency may result in service cancellations and buses being held at the school. If buses are in transit, they may be returned to the school if safe to do so.

School must advise all families of the school bus emergency management plan in relation to both forecast and rapid onset emergencies.

## School Bus Program Application Forms

Schools must use the Department supplied School Bus Program application forms at all times. Using the correct forms creates consistency, fairness and ensures families are aware of their obligations under the program.

Please ensure you give families/applicants the application form that is appropriate to the type of traveller. Forms can be found in the SBP Policy under the [Resources](#) tab.

- Form 1: Application for Permission To Travel – School Students
  - Use this form for all students requiring regular bus travel
- Form 2: Application for Adhoc Travel – Student
  - Use this form for an existing approved traveller to access a different service from their regular service, on an adhoc basis.
- Form 3: Application for Permission to Travel (Post-Secondary and Apprentices)
  - Use this form for the application and authorisation of post-secondary students and apprentices undertaking further education and training to access the School Bus Program. Please refer to page 6 of the policy for criteria and eligibility.
- Form 4: Application for Permission to Travel (General Public)
  - Use this form for application and authorisation of the general public to access the School Bus Program. Please refer to page 14 of the policy for criteria and eligibility.
- Form 5: Written Undertakings for Teachers
  - Use this form for the application and authorisation of teachers to access the School Bus Program. Please refer to page 10 of the policy for criteria and eligibility.
- Form 6: Written Undertakings for Pre-School Students
  - Use this form for the application and authorisation of pre-school students to access the School Bus Program. Please refer to page 7 of the policy for criteria and eligibility.
- Form 7: Notice of Concern (Behaviour)
  - This form is to be completed by the bus driver and the coordinating principal in the event of a student disobeying conditions of travel.
  - Please refer to the form for further information.
- Form 8: Application for a New School Bus Service or Feeder Service
  - Use this form for requesting a new service or a feeder service to link in with an existing service.
- Form 9: Application for Extension of an Existing Route
  - Use this form for requesting a change/extension to an existing service.

# Contacts

## Department of Education (DE)

The Students Transport Unit sits within the Student Transport and Allowances Branch (STAB), and is located at 35 Collins Street, Melbourne 3000.

GPO Box 4367, Melbourne 3001

Phone: (03) 7022 2247

Email: [student.transport@education.vic.gov.au](mailto:student.transport@education.vic.gov.au)

Information for schools: [www2.education.vic.gov.au/pal/school-bus-program/policy](http://www2.education.vic.gov.au/pal/school-bus-program/policy)

Information for parents: <https://www.vic.gov.au/travelling-school>

Note: Student Transport prefers all emails to be sent directly to [student.transport@education.vic.gov.au](mailto:student.transport@education.vic.gov.au) to ensure that your enquiry is logged, directed to the correct area and responded to in a timely manner.

## Feedback

To help improve the content of this guide, the Student Transport Unit encourages schools to provide feedback via email to: [student.transport@education.vic.gov.au](mailto:student.transport@education.vic.gov.au)