



SCHOOL BUS SERVICE 2020, Term 1

TERMS & CONDITIONS OF USE

Silkwood School provides a Northern, North-Western, Southern and Central bus service to families of enrolled children and is committed to the safety of all those driving or travelling in the school bus. The school bus service provides busy parents with the convenience of transporting their children to and from school each day.

For students using the service, the School Bus Service **Code of Conduct / Protocols** must always be strictly adhered to. (Please refer overleaf for the Code of Conduct / Protocols)

APPLICATION FOR THE SCHOOL BUS SERVICE

Eligibility

1. Students from Prep to Year 12 are eligible to use the School Bus Service.
2. All students using the bus service must be capable of travelling independently on the bus and capable of getting to the school bus waiting area after school by themselves (Prep students will be escorted by staff).
3. Before applying to use the service, it is the responsibility of parents/guardians to decide if their child is capable of using the service.
4. Parents/guardians are responsible for collecting their child from Helping Hands/school if they miss the bus.
5. The school will not refund bus fares for trips that are missed.
6. Prep-Year 7 students **must** be enrolled with [Helping Hands Network](#) before using the bus service. (evidence to be provided at time of booking bus service)
7. Students using the service must always strictly adhere to the **School Bus Service Code of Conduct and Protocols** (see the following page). Parents/guardians are responsible for teaching their children about bus safety and consequences for misconduct.

Applications

1. Applications for the School Bus Service must be made via a **School Bus Booking Form**.
2. Payment for booking is due upon confirmation of seat;
3. confirmation will be issued via email from the school office, including payment instructions (Qkr!).
4. Applications for the School Bus Service **must be re-submitted** each term.
5. Confirmation of seat on the School Bus Service is conditional upon numbers being available on that bus route. Bookings are taken on a first in first served basis, however, priority is given to existing bus users. When a service is fully booked, students will be placed on a waiting list.
6. Applications are to be made at least **one (1) week before** the commencement of the school year for processing (or at least one week before using the service).
7. Any changes to permanent bookings must be made by contacting the school office.
8. Drivers do not have the authority of flexibility to alter a route or change stops
9. Permanent bookings are for the whole school term, for students using the bus on a weekly basis (irrespective of number of trips used). All permanent booking bus fees are **upfront** payments on a term-by-term basis.

Be inspiring... get connected... make a difference.

10. Bookings are essential. Any student not booked on the bus will not be permitted to use the service.
11. **DO NOT contact the bus driver direct** – all communication must be via the school office only.
12. Confirmation of seat on the School Bus Service is conditional upon numbers being available on that bus route. Bookings are taken on a first in first served basis, however, priority is given to existing bus users. When a service is fully booked, students will be placed on a waiting list.
13. Applications are to be made at least **one (1) week before** the commencement of the school year for processing (or at least one week before using the service).

FEE SCHEDULE TERM 1, 2020

TERM FEE	
Permanent Morning Service	\$195.00
Permanent Afternoon Service	\$195.00
Permanent Full Service (Mornings and Afternoons)	\$380.00
Annual Fee – Full Service (Mornings and Afternoons) – available in Term 1 only	\$1,470.00
Casual Fee – (per student) *Call the office to book and check seat availability	10 x trips = \$80.00
1 off Trip – (per student) *Call the office to book and check seat availability	\$10.00

BOOKINGS AND PAYMENT TERMS

1. Payment for permanent bus bookings are **due during the 1st week of each School Term**.
2. Permanent bookings billed **per student**, for whole school term, irrespective of number of trips used.
3. In order to support the funding of the bus service, the school will not refund bus fares for trips that the children are absent from using this service, cancellation of bookings or for students who exit the school.
4. If payment for permanent bookings is not received by the **3rd week of Term** and the School does not receive an acceptable explanation, then a **\$60.00 penalty fee** will apply. You will then be issued an invoice and the School reserves the right to remove the child(ren) from using the Bus Service until payment is made.
5. The School uses **Qkr! App for payment of bus bookings**; bus service fees **must not** be paid with school fee payments or with EziDebit payment plans.
6. **Casual bookings** must be made **before 2.00pm** for that afternoon and/or the following morning.
7. Casual bookings **must be pre-paid via the Qkr! App** prior to travel.
8. Casual Trips not used will roll over to the next term. (All trips Expire 31 December)

PASSENGER PROTOCOLS

The protocols below are relevant to all students who are passengers using the School Bus Service, and their parents/guardians. Safety is a primary concern of Silkwood School. Parents/guardians and students are asked to observe the protocols to enable the School to operate a safe bus service.

The School reserves the right to suspend or terminate use of the bus service for passengers who do not abide by these protocols.

Boarding / Departure

1. Students must wait in an orderly manner at the designated area.
2. Students are to be ready to board the bus at the designated time:
 - a. In the morning, students must arrive at the designated bus stop **10 minutes prior** to departure. Students under 12 MUST wait with a responsible adult OR a High School sibling.

- b. In the afternoon, students must go promptly to the bus waiting zone (at High School) and remain in the designated area. Senior students must arrive no later than 3.15pm, Prep students will be escorted to the bus waiting area by Prep staff.
 - c. **School Buses will depart School at 3.20pm each day.**
 - d. If a student misses the bus at the end of a school day, parents/guardians are responsible for collecting the student from Helping Hands/school. Parents/guardians will be notified, and the student will be placed in after-school care (Prep-Year 7) or taken to the school office (Year 8-12). Parents will be responsible for charges.
3. Parents/guardians are responsible for ensuring that students are safely aboard the bus each morning. If a student misses the bus in the morning, parents/guardians are responsible for taking the student to school. Please note that the School Bus will not wait for students who are late at the pick-up point.
4. Should the bus arrive at a designated stop ahead of schedule, the bus will remain at the stop until the scheduled departure time.
5. **Notification of Afternoon Absence** – If your child will not be travelling on the bus on a particular afternoon, please notify the School Office prior to 2.00pm on 5655 0300 or reception@silkwood.qld.edu.au.
6. All Primary School children **MUST** be met at the designated bus stop by a responsible adult **OR** be accompanied by a High School sibling. Students under 12 are not permitted to be left unattended at a bus stop.
7. Parents meeting their child at the bus stop in the afternoon must be punctual and allow 10 minutes either side of the scheduled arrival time, to allow unexpected traffic.
8. If the student's parent or authorised carer is not at the bus stop to collect their child at the scheduled time, and the child is not permitted to walk home from the bus stop, the following procedures apply:
 - a. The bus driver will contact the parent/carer and seek permission to leave the child in the care of another parent at the bus stop until they arrive; OR
 - b. If unable to contact the parent, the bus driver will wait a further 2 minutes after the scheduled departure time and then return the child to school at the end of the bus run. The child will be booked into OSHC, charges will apply.
9. Students are to remain clear of the bus before boarding and on leaving the bus.
10. The student must not cross the road behind or in front of the bus. They must wait until the bus has moved away and it is safe to cross.

STUDENT AND PASSENGER CODE OF CONDUCT

Safety and Critical Actions

- **Students MUST wear seat belts (if provided)** while travelling on the bus. This follows Queensland Transport legislated requirements. Students not wearing a seat belt may be fined, payable by parent/guardian, and be suspended from using the school bus service;
- **Students MUST remain seated at all times, not move around the bus** and not distract the driver;
- **Students MUST follow the instructions of the bus driver** In the event of a breakdown or emergency;
- **NO eating or drinking** allowed on the bus (apart from water);
- **Students MUST Protect bus property and report any vandalism.** *A student who willfully causes damage will be responsible for the cost and repair of the damage they caused;*

Conduct

Act safely and responsibly and behave in a way that ensures a safe bus journey for all passengers;

- Abide by School Rules and [QLD Transport Code of Conduct](#) on school buses during bus travel;
- Follow the bus driver's instructions;
- Get on and off the bus in an orderly manner;
- Only attract the driver's attention if there is an emergency;
- Treat the driver and other passengers with care, consideration and respect;
- Respect own property and the property of others;
- Communicate respectfully with others;
- Talk quietly to the people around you. Shouting and yelling is not appropriate;
- Always use appropriate language. No offensive language will be tolerated;
- Pass objects sensibly around the bus;
- Do not call out or signal to any person outside the bus without instruction from the bus driver;
- Accept consequences for bus misconduct. Note, school buses are fitted with video surveillance equipment.

Behavior and Consequences.

Observation of damage to any part of the bus, or observation of a safety requirement not being met will result in disciplinary action being taken:

- First observation or report will result in a warning to the student or students involved; this will be recorded by the driver or observer in the student management system as a behavior report.
- Second observation will result in the student being stood down off the bus for travel for 3 consecutive days or 6 trips.
- Any further observations will result in the removal of the student from the Silkwood Bus Service.
- No refund of outstanding trips will be offered, and the cost of suspended trip will be forfeited to cover the cost of damage.
- This clause includes any observations made during school time excursion either on Silkwood or external provider buses.

CHANGES TO BUS SERVICE IN 2020:

Silkwood School is currently investigating a passenger management system to operate on our bus service. This will likely see changes to the way that services are run, bookings, ticketing and payment system changes may be required to be implemented. Parent tracking ability is also a major consideration in our approach.

BUS MINDER will not be available in the first part of 2020

As we move toward this change we will feed more information out to the community.

NORTHERN BUS SERVICE

In the morning, students are required to be at the Bus Stop at least **10 minutes** prior to the scheduled departure time.

In the afternoons, please allow 10 minutes either side of anticipated arrival time (for unexpected traffic).

NORTHERN BUS – MORNING

	LOCATION	BUS STOP
7.00am	BENOWA	Benowa Road at Benowa Gardens
7.10am	ASHMORE	Bus Stop near 146 Currumburra Road
7.20am	PARKWOOD / LABRADOR	Bus Stop near 134 Olsen Avenue
7.30am	RUNAWAY BAY	360 Oxley Drive (bus stop after Lae Drive)
7.32am	COOMBABAH	Coombabah Primary School
7.35am	PARADISE POINT	Bayview Street near Falkinder Avenue
7.42am	BROADWATER AVENUE HOPE ISLAND	Broadwater Ave at Crescent Avenue
7.45am	HOPE ISLAND MARINA SHOPPING VILLAGE	Bus Stop near Coles on Santa Barbara Road
7.53am	HELENSVALE	160 Monterey Keys Drive
7.58am	HELENSVALE	115 Discovery Drive
8.03am	HELENSVALE STATION	Pick up / Drop off zone
8.13am	NERANG	Price Street, near Cinema
8.20am	BUS ARRIVES AT SILKWOOD	

NORTHERN BUS – AFTERNOON

	LOCATION	BUS STOP
3.20pm	BUS DEPARTS SILKWOOD	
3.30pm	NERANG TRAIN STATION	Pick up / Drop off zone
3.34pm	BENOWA	Ross St, near Royal Pines Resort
3.36pm	BENOWA	Benowa Road at Benowa Gardens
3.41pm	ASHMORE	Bus Stop near Reed St, Ashmore Road
3.43pm	ASHMORE	Ashmore Primary School
3.47pm	ASHMORE	Bus Stop near 166 Currumburra Road
3.54pm	PARKWOOD	Wintergreen Drive
4.00pm	PARKWOOD / LABRADOR	Bus Stop near 134 Olsen Avenue
4.07pm	RUNAWAY BAY	360 Oxley Drive (bus stop after Lae Drive)
4.12pm	COOMBABAH	Coombabah Primary School
4.15pm	PARADISE POINT	Bayview Street near Falkinder Avenue
4.21pm	BROADWATER AVENUE HOPE ISLAND	Broadwater Ave at Crescent Avenue
4.24pm	HOPE ISLAND MARINA SHOPPING VILLAGE	Bus Stop near Coles on Santa Barbara Road
4.30pm	HELENSVALE	160 Monterey Keys Drive
4.37pm	HELENSVALE STATION	Pick up / Drop off zone

NORTH-WESTERN BUS SERVICE

In the morning, students are required to be at the Bus Stop at least **10 minutes** prior to the scheduled departure time.

In the afternoons, please allow 10 minutes either side of anticipated arrival time (for unexpected traffic).

NORTHERN-WESTERN BUS – MORNING

	LOCATION	BUS STOP
7.13am	OXENFORD	Michigan Drive opposite Birch Court, Forest Gardens
7.20am	UPPER COOMERA	Days Road near Coomera Anglican College
7.35am	UPPER COOMERA	Brygon Creek Road near Kidi Kingdom Child Care Centre
7.38am	UPPER COOMERA	Rose Valley Drive at Lysterfield Rise
7.41am	UPPER COOMERA	Tamborine Oxenford Rd near Charlie's Crossing Road
7.46am	MAUDSLAND	Riverstone Crossing at The Riverhouse
8.02am	PACIFIC PINES	Pitcairn Way near Norris Street
8.04am	PACIFIC PINES	Harmsworth Road near Wunburra Circuit
8.07am	PACIFIC PINES	Santa Isobel Blvd near Amanu Cr (Pacific Pines High School)
8.17am	MAUDSLAND	Maudsland Road at Tuxedo Junction
8.19am	MAUDSLAND	Maudsland Road near Guanaba Creek Road
8.23am	BUS ARRIVES AT SILKWOOD	

NORTHERN-WESTERN BUS – AFTERNOON

	LOCATION	BUS STOP
3.20pm	BUS DEPARTS SILKWOOD	
3.25pm	MOUNT NATHAN	Beaudesert Nerang Road, Entrance to Oval Drive
3.26pm	MOUNT NATHAN	Beaudesert Nerang Road, Entrance to Venn Court
3.31pm	MAUDSLAND	Maudsland Road at Cliff Bird Park (Tennis Courts)
3.32pm	MAUDSLAND	Maudsland Road at Tuxedo Junction
3.35pm	MAUDSLAND	Riverstone Crossing at The Riverhouse
3.41pm	PACIFIC PINES	Pitcairn Way near Norris Street
3.45pm	PACIFIC PINES	Harmsworth Road near Wunburra Circuit
3.47pm	PACIFIC PINES	Santa Isobel Blvd near Amanu Cr (Pacific Pines High School)
3.52pm	OXENFORD	Maudsland Road, Entrance to Gold Coast Wake Park
3.53pm	UPPER COOMERA	Tamborine Oxenford Rd near Charlie's Crossing Road
3.59pm	UPPER COOMERA	Rose Valley Drive at Lysterfield Rise
4.04pm	UPPER COOMERA	Brygon Creek Road near Kidi Kingdom Child Care Centre
4.07pm	UPPER COOMERA	Old Coach Road near Marsh Street
4.09pm	UPPER COOMERA	Old Coach Road near Coomera Springs Boulevard
4.22pm	OXENFORD	Michigan Drive opposite Birch Court, Forest Gardens

SOUTHERN BUS SERVICE

In the morning, students are required to be at the Bus Stop at least **10 minutes** prior to the scheduled departure time.

In the afternoons, please allow 10 minutes either side of anticipated arrival time (for unexpected traffic).

SOUTHERN BUS – MORNING

	LOCATION	BUS STOP
7.14am	PALM BEACH	Salk Oval
7.30am	BURLEIGH TOWN CENTRE	Bowl's Club
7.35am	MIAMI	Christine Avenue, Hibiscus Haven
7.37am	MIAMI	Santa Monica Rd, Gold Coast Highway
7.46am	PACIFIC FAIR SHOPPING CENTRE	Tram Interchange
7.53am	NERANG BROADBEACH RD	Fairway Drive, Surfers Paradise Golf Club
8.04am	CARRARA	Neilsens Road, 7 Eleven
8.06am	HIGHLAND PARK	William Duncan Primary School
8.09am	NERANG	St Brigid's Primary School
	BUS ARRIVES AT SILKWOOD	

SOUTHERN BUS – AFTERNOON

	LOCATION	BUS STOP
3.20pm	BUS DEPARTS SILKWOOD	
3.27pm	NERANG	Riverlea Waters
3.29pm	NERANG	Beaudesert Nerang Road, Billabirra Crescent
3.36pm	NERANG	Earle Plaza, Price Street
3.40pm	NERANG	Nerang State Primary School
3.48pm	CARRARA	Neilsens Road near turnoff to Pappas Way
3.56pm	NERANG BROADBEACH RD	Fairway Drive, Surfers Paradise Golf Club
4.13pm	BROADBEACH nr PACIFIC FAIR SHOPPING CENTRE	Gold Coast Hwy at Peerless Avenue
4.15pm	MERMAID BEACH	2554 Gold Coast Highway near Bob Jane T-Mart
4.21pm	MIAMI	Riviera Road, Gold Coast Highway
4.24pm	MIAMI	Christine Avenue, Hibiscus Haven
4.29pm	BURLEIGH TOWN CENTRE	Bowl's Club
4.35pm	PALM BEACH	Salk Oval

CENTRAL BUS SERVICE

In the morning, students are required to be at the Bus Stop at least **10 minutes** prior to the scheduled departure time.

In the afternoons, please allow 10 minutes either side of anticipated arrival time (for unexpected traffic).

CENTRAL BUS – MORNING

	LOCATION	BUS STOP
7.05am	BURLEIGH WATERS	Classic Way, behind Treetops Shopping Centre
7.15am	ROBINA	Robina Train Station
7.30am	MUDGEERARA	Cnr Mudgeeraba & Tallai Rds (Soccer Club)
7.35am	WORONGARY	Harry Mills Dr, Finger Prints Children's Centre
7.42am	WORONGARY	Vince Hind Dr, Pioneer Downs (Charles Kurz drive meets Vince Hinde)
7.45am	WORONGARY	Mudgeeraba Showgrounds
7.52am	MERRIMAC	Ghilgai Road, Public bus stop near Entry Drive
8.01am	MERRIMAC	Gooding Drive near Bourton Road
8.14am	NERANG	Yarrimbah Drive near water tank
8.20am	BUS ARRIVES AT SILKWOOD	

CENTRAL BUS – AFTERNOON

	LOCATION	BUS STOP
3.20pm	BUS DEPARTS SILKWOOD	
3.25pm	NERANG	Yarrimbah Drive
3.28pm	NERANG	St Brigid's Primary School
3.35pm	NERANG	64 Gilston Rd, River Springs Country Club
3.41pm	GILSTON	Cnr of Worongary & Gilston Road
3.47pm	WORONGARY	Harry Mills Dr, Finger Prints Children's Centre
3.49pm	WORONGARY	Vince Hind Dr, Pioneer Downs Oval
3.59pm	MERRIMAC	Ghilgai Road, Public bus stop near Entry Drive
4.05pm	MERRIMAC	Gooding Drive near Bourton Road
4.15pm	MUDGEERARA	Cnr Mudgeeraba & Tallai Rds (Historical Village)
4.17pm	ROBINA	Robina Train Station
4.20pm	ROBINA TOWN CENTRE	Robina Town Centre Drive near Bazaar St
4.26pm	REEDY CREEK	Reedy Creek Bus Stop (just past Ambassador Drive)
4.30pm	BURLEIGH WATERS	Mattocks Road