



SCHOOL BUS SERVICE 2019

TERMS & CONDITIONS OF USE

Silkwood School provides a Northern and Southern 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

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. Parents/guardians are responsible for collecting their child from school if they miss the bus. The school will not refund bus fares for trips that are missed.
4. **Casual bookings** must be made **before 2.00pm** for that afternoon and/or the following morning.
5. **DO NOT contact the bus driver direct** – all communication must be via the school office only.
6. 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.
7. Applications for the School Bus Service must be made via a **School Bus Booking Form**. Payment for booking is due upon confirmation of seat; confirmation will be issued via email from the school office, including payment instructions (Qkr!).
8. Applications for the School Bus Service **must be re-submitted** each term.
9. 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.
10. 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).
11. Any changes to permanent bookings must be made by contacting the school office.
12. **Do not contact the bus driver direct** – all communication **must** be via the school office only.
13. 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.
14. Prep-Year 7 students must be enrolled with [Helping Hands Network](#) before using the bus service.
15. Bookings are essential. Any student not booked on the bus will not be permitted to use the service.

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

FEE SCHEDULE

TERM FEE	
Permanent Morning Service	\$190.00
Permanent Afternoon Service	\$190.00
Permanent Full Service (Mornings and Afternoons)	\$375.00
Annual Fee – Full Service (Mornings and Afternoons) – available in Term 1 only	\$1,450.00
Casual Fee – (per student) *Call the office to book and check seat availability	10 x trips = \$75.00
1 off Trip – (per student) *Call the office to book and check seat availability	\$10.00

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.
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 **\$50.00 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 pre-paid via the Qkr! App** prior to travel.
7. Casual Trips not used will roll over to the next term.

CODE OF CONDUCT / 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 promptly 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 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 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 time and then return the child to school at the end of the bus run. The child 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.
11. **STUDENTS TRAVELLING ON THE SCHOOL BUS MUST:**
 1. Act safely and responsibly and behave in a way that ensures a safe bus journey for all passengers;
 2. Abide by School Rules and [QLD Transport Code of Conduct](#) on school buses during bus travel;
 3. Follow the bus driver's instructions;
 4. Get on and off the bus in an orderly manner;
 5. **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;
 6. **Students MUST remain seated** and not distract the driver;
 7. Only attract the driver's attention if there is an emergency;
 8. Treat the driver and other passengers with care, consideration and respect;
 9. Respect own property and the property of others;
 10. 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;*
 11. Communicate respectfully with others;
 12. Talk quietly to the people around you. Shouting and yelling is not appropriate;
 13. Always use appropriate language. No offensive language will be tolerated;
 14. Pass objects sensibly around the bus;
 15. Strictly no eating or drinking allowed on the bus (apart from water);
 16. Do not call out or signal to any person outside the bus without instruction from the bus driver;
 17. In the event of a breakdown or emergency, students must follow the instructions of the bus driver;
 18. Accept consequences for bus misconduct. Note, school buses are fitted with video surveillance equipment. *First instance of misconduct will result in a warning issued to student. Second instance of misconduct will result in suspension from using school bus service.*



The school uses BusMinder to provide the families with the security of knowing their child has boarded their bus and arrived safely at their destination. Using real-time information, BusMinder lets you know exactly where your child is at any point during their commute.

All students using the Silkwood bus service will be issued with a swipe card. Parents/carers will be emailed a BusMinder login and password to access the Phone App.

Each time your child boards or alights the school bus, they will be required to tap their swipe card onto an electronic card reader.

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

Scheduled Time	BUS STOP	LOCATION
7.00am	ASHMORE	Bus Stop near 146 Currumburra Road
7.11am	PARKWOOD / LABRADOR	Bus Stop near 134 Olsen Avenue
7.21am	RUNAWAY BAY	360 Oxley Drive (bus stop after Lae Drive)
7.25am	COOMBABAH PRIMARY SCHOOL	
7.29am	BROADWATER AVENUE HOPE ISLAND	Broadwater Ave at Crescent Avenue
7.37am	HOPE ISLAND MARINA SHOPPING VILLAGE	Bus Stop near Coles on Santa Barbara Road
7.43am	HELENSVALE	160 Monterey Keys Drive
7.45am	HELENSVALE	115 Discovery Drive
7.50am	HELENSVALE STATION	Pick up / Drop off zone
8.05am	NERANG	Price Street – just past cinema
8.10am	RIVERLEA WATERS	184 Nerang-Beaudesert Rd
8.20am	Bus arrives at Silkwood	

NORTHERN BUS – AFTERNOON

Scheduled Time	BUS STOP	LOCATION
3.20pm	Bus departs Silkwood	
3.45pm	NERANG TRAIN STATION	Pick up / Drop off zone
3.50pm	ASHMORE	Bus Stop near Reed St Ashmore Road
3.55pm	ASHMORE PRIMARY SCHOOL	
3.57pm	ASHMORE	Bus Stop near 146 Currumburra Road
4.04pm	PARKWOOD	Wintergreen Drive
4.06pm	PARKWOOD / LABRADOR	Bus Stop near 134 Olsen Avenue
4.10pm	HARBOUR TOWN	Oxley Drive, 50m before Harbour Town Drive exit
4.11pm	RUNAWAY BAY	360 Oxley Drive (bus stop after Lae Drive)
4.15pm	COOMBABAH PRIMARY SCHOOL	
4.24pm	BROADWATER AVENUE HOPE ISLAND	Broadwater Ave at Crescent Avenue
4.30pm	HOPE ISLAND MARINA SHOPPING VILLAGE	Bus Stop near Coles on Santa Barbara Road
4.37pm	HELENSVALE	160 Monterey Keys Drive
4.45pm	HELENSVALE	Siganto Drive bus stop near Big 4 Holiday Park
4.50pm	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

Scheduled Time	BUS STOP	LOCATION
7.10am	Upper Coomera – DAYS ROAD	near Coomera Anglican College
7.13am	Upper Coomera – OLD COACH ROAD	Near Billingham Cr
7.19am	Upper Coomera – BRYGON CREEK ROAD	Near Kidi Kingdom Child Care Centre
7.21am	Upper Coomera – RESERVE ROAD	Near Amelia St
7.23am	Upper Coomera – TAMBORINE OXFENFORD RD	Near Charlie’s Crossing Road
7.27am	Oxenford – MAUDSLAND ROAD	Near Bakery 165
7.33am	Pacific Pines – PITCAIRN WAY	Near Norris St
7.40am	Pacific Pines – PITCAIRN WAY	Near Yaldara Drive
7.42am	Pacific Pines – PITCAIRN WAY	Pacific Pines Town Centre
7.44am	Pacific Pines – SANTA ISOBEL BLVD	Near Massau Street
7.46am	Pacific Pines – SANTA ISOBEL BLVD	Near Amanu Cr (Pacific Pines High School)
7.48am	Pacific Pines – SANTA ISOBEL BLVD	Near Pitcairn Way
8.02am	Maudsland – Maudsland Road	Tuxedo Junction
8.03am	Maudsland – Maudsland Road	Near Guanaba Creek Road
8.14am	Silkwood - Arrival	

NORTHERN-WESTERN BUS – AFTERNOON

Scheduled Time	BUS STOP	LOCATION
3.20pm	Bus departs Silkwood	
3.25pm	Mount Nathan – BEAUDESERT NERANG RD	Entrance to Oval Drive
3.27pm	Mount Nathan – BEAUDESERT NERANG RD	Entrance to Venn Court
3.30pm	Maudsland Road	Cliff Bird Park
3.31pm	MAUDSLAND ROAD	Tuxedo Junction
3.36pm	Oxenford - MAUDSLAND ROAD	Corner of Killarney Court
3.43pm	Pacific Pines – PITCAIRN WAY	Near Norris St
3.48pm	Pacific Pines – PITCAIRN WAY	Near Yaldara Drive
3.49pm	Pacific Pines – PITCAIRN WAY	Pacific Pines Town Centre
3.51pm	Pacific Pines – SANTA ISOBEL BLVD	Near Massau Street
3.53pm	Pacific Pines – SANTA ISOBEL BLVD	Near Amanu Cr (Pacific Pines High School)
3.55pm	Pacific Pines – SANTA ISOBEL BLVD	Near Pitcairn Way
4.03pm	Oxenford - MAUDSLAND ROAD	Entrance to Gold Coast Wake Park
4.05pm	Upper Coomera – TAMBORINE OXFENFORD ROAD	Near Charlie’s Crossing Road
4.07pm	Upper Coomera – RESERVE ROAD	Near Amelia St
4.09pm	Upper Coomera	Rose Valley Dr at Lysterfield Rise
4.11pm	Upper Coomera – RESERVE ROAD	Near Lawson Street
4.14pm	Upper Coomera – Old Coach Rd	Near Marsh St
4.17pm	Upper Coomera – Old Coach Rd	Near Coomera Springs Boulevard

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

Scheduled Time	BUS STOP	LOCATION
7.30am	Miami - CHRISTINE AVENUE	Hibiscus Haven
7.45am	Burleigh Waters - CLASSIC WAY	Burleigh Waters (behind Treetops Shopping Centre)
8.05am	Carrara – Neilsens Road	Near turnoff to Pappas Way
8.06am	Carrara – Neilsens Road	7 Eleven
8.09am	Highland Park	William Duncan Primary School
8.12am	Nerang	St Brigids
8.20am	Bus arrives at Silkwood	

SOUTHERN BUS – AFTERNOON

Scheduled Time	BUS STOP	LOCATION
3.20pm	Bus departs Silkwood	
3.27pm	RIVERLEA WATERS	Nerang
3.36pm	PRICE STREET	Earle Plaza, Nerang
3.38pm	PRICE STREET	Nerang Bus Interchange/Nerang State Primary School
3.42pm	MUDGEERABA	Cnr Mudgeeraba & Tallai Rds (Historical Village)
3.48pm	ROBINA TOWN CENTRE	Robina Town Centre Drive (Target entrance)
3.57pm	REEDY CREEK	Reedy Creek Road Bus Stop (just past Ambassador Dr)
4.00pm	VARSITY LAKES - MATTOCKS ROAD	Cnr Mattocks Rd & Lyn Muller Lane
4.10pm	BURLEIGH WATERS – CHRISTINE CORNER	Bus stop, cnr Bermuda Street & Christine Ave
4.15pm	BURLEIGH	Spoonbill Court
4.20pm	Miami - CHRISTINE AVENUE	Hibiscus Haven
4.30pm	MERMAID BEACH	2554 Gold Coast Highway (near Bob Jane T-Mart)
4.35pm	NERANG BROADBEACH RD – FAIRWAY DR	Surfers Paradise Golf Club

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 (21 – SEATER BUS)

Scheduled Time	BUS STOP	LOCATION
7.30am	Merrimac - GHILGAI ROAD	Public bus stop near Entry Drive
7.38am	WORONGARY AMBULANCE STATION	Mudgeeraba Road
7.50am	MUDGEERARA	Cnr Mudgeeraba & Tallai Rds (Historical Village)
7.57am	Vince Hind Dr - WORONGARY	Pioneer Downs (Charles Kurz drive meets Vince Hinde)
8.01am	Harry Mills Dr - WORONGARY	Finger Prints Children's Centre
8.07am	WORONGARY ROAD	Gilston State School
8.17am	YARRIMBAH DRIVE	Nerang
8.20am	Bus arrives at Silkwood	

CENTRAL BUS – AFTERNOON (21 – SEATER BUS)

Scheduled Time	BUS STOP	LOCATION
3.20pm	Bus departs Silkwood	
3.23pm	Nerang	Yarrimbah Drive
3.25pm	Nerang	St Brigids
3.32pm	Highland Park – Nerang	William Duncan Primary School
3.35pm	Carrara – NIELSENS ROAD	Near turnoff to Pappas Way
3.37pm	Carrara – NIELSENS ROAD	7 Eleven
3.41pm	HINKLER DRIVE, Worongary	Near Explorers Way
3.50pm	Merrimac - GHILGAI ROAD	Public bus stop near Entry Drive
3.56pm	WORONGARY AMBULANCE STATION	Mudgeeraba Road
4.03pm	Vince Hind Dr - WORONGARY	Pioneer Downs (Charles Kurz drive meets Vince Hinde)
4.06pm	Harry Mills Dr - WORONGARY	Finger Prints Children's Centre
4.10pm	WORONGARY ROAD	Gilston State School