STUDENT TRANSPORT SERVICE – INFORMATION GUIDE

GUIDE		
1.	**Contact details**	**Email:** bus@calvarycc.qld.edu.au **Phone:** 07 3287 6222 (8:30am – 16:30 Mon – Fri) **App:** Rollcall – parent login **Drivers:** Direct contact with the bus drivers is not possible
2.	**Bus Routes**	2025 (Semester 1) bus routes are available: • on the College website • Rollcall Parent App
3.	**Bus Stops**	**Current:** Pick-up / Drop off stops are set to existing Translink stops. Please refer to the route maps to identify the most suitable stop for your student/s. **Future:** While the College has endeavoured to provide a wide selection of stops across many areas, the nearest stop location for some students may not be suitable. To provide requests regarding additional stops, please email bus@calvarycc.qld.edu.au, this will be reviewed once per term.

4.	**Using the Service**	**When:** Students must be at the selected stop 5 mins **_before_** the scheduled time to allow for variations in the traffic conditions from day to day. This applies to both before school pick-up and after school drop off (boarding the bus at the College and parent / suitable person meeting the student at the drop off point).
		
		 How: Students must use their College student ID card to tap on and off the bus.
		
		 Tracking: Parents can track which bus their student/s is/are on and the estimated time of arrival using the Rollcall Parent App with a parent login. The GPS tracking system allows you to monitor where the bus is at any point if your student has a Rollcall booking for the route and has tapped on / been logged on by the driver.
		
		 Payment: The service operates on a pre-paid balance as a pay as you go service. The Rollcall account must remain topped up with a credit balance. Each time the student taps on, the account will be charged for the trip. Cash is not accepted.
		
		 Cost: Each stop is zoned according to distance from the campus – Zone 1 (Including Inter-Campus routes): 1-5km - $1.60
		                        Zone 2: 5-20km - $4.00
		                        Zone 3: 20.1km and beyond - $4.50

		Casual Usage: In the case of an emergency in the absence of a booking your child will still be able to use the bus service to and from any stop. You will however not be able to track your child on the route until the student's 'booking option' has been updated in the app. The child must have their student card to identify themselves with the driver. A charge will be issued for the trip.
5.	**Registering**	A student will automatically be registered in the Rollcall system within 24 hours of activating the enrolment in TASS. Rollcall App data will update automatically daily from TASS.
6.	**RollCall Bookings**	The College requests that you manage your booking for the required pick-up / drop off point and pattern of usage for each student. Please refer to the 'Welcome email' we sent all families prior to school commencing for Term 1. This assists with planning and monitoring the bus service, including bus capacity and notifying students when they board the wrong bus. Term passes for full-time use are discounted at 10%, or charged per trip. The Rollcall system is designed to prevent multiple bookings for the same student in the same Event Group. Any new booking for a student will automatically replace any other booking which already exists for that student for the same event group and date.
7.	**Absent/Missed Bus**	While the Drivers will not be marking attendance, keeping these records as up to date as possible assists both parents and staff to plan for the transport needs of the students and to provide the best possible care when your student uses the Student Transport Service. You can mark your student/s as absent for a particular booking via the RollCall Parent App If your student/s misses the bus, you will be required to either take the student/s to another bus stop en-route ahead of the scheduled time or take them to the College campus. The bus is unable to turn around, please ensure that students are at the designated stop at least 5 mins prior to the scheduled time.
8.	**Supervision**	The College policy is to ensure the safety of every student, College staff, the wider community and other road users. Students in Junior School (Prep – Year 6) are required to be supervised by a responsible person. A responsible person includes a parent, carer, nominated adult or mature sibling in Middle/ Senior School. **IMPORTANT TO NOTE**

		If a responsible person is not present when a Junior School student arrives at their stop the driver will notify the office staff and someone will attempt to contact the parent for further instructions. In the case of the parent not being reached, the student will:
		• **remain on the bus** and
		• be taken to OSHC as follows:
		    • **ALL STOPS (excluding Springwood Campus Intercampus stop) -** CARBROOK campus and OSHC CARBROOK by the driver
		    • **SPRINGWOOD INTERCAMPUS STOP** - OSHC SPRINGWOOD by Bus Sibs duty person
		OSHC will bill the parents at the standard rate for the care of the student.
		
		Where a parent misses the bus at a particular drop-off point, the parent can access the location of the bus via RollCall Parent App to identify the next scheduled stop to arrive ahead of the bus at that next stop.

9.	**Intercampus Service – Bus Sibs**	Supervision is provided to the Intercampus Bus Students as follows Monday - Friday:
		• Mornings – 7:30 – 8:00 ($0 charge)
		• Afternoons – 15:00 – 16:15 (nominal charge of $2.50 per student)
		    The student must be registered for the Bus Sibs afternoon supervision using the Bus Sibs Form.
		
		    Method of payment of Bus Sibs Supervision – An invoice will be issued once a month.

10.	**Student ID Cards**	A student is issued with a Student ID card when enrolling at the College and must be used when boarding the bus. A student should go to reception to request a replacement Student ID card. Replacement cards may take up to 3 business days and costs $5. A student will be able to use the bus service without a Student ID card if a booking is in place for the student. The driver will not be able to manually board a student without a booking in place, whether it be on a regular or casual basis. Failure to present student ID cards when utilising the bus service will incur an admin fee of $1 per day on top of the trip charges.
11.	**Account Top-up**	We recommend that the Rollcall account is set to auto top-up with low balance alerts activated.
12.	**No Credit Accounts**	A student will still be able to use the bus service when there are no funds in the account.

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		The account balance will reflect a balance payable which should be paid within 2 business days. Parents are required to maintain a credit balance to cover the likely use of the bus service by their student/s. Ongoing overdue balances will be followed up. Where necessary, the student/s may no longer be permitted to use the service until the account is paid.
13.	**Parent Logins**	Parent login is currently set to the first or main contact recorded in the parent / student records in TASS. Please check your details in TASS to ensure they are up to date. Secondary users i.e. other parents or guardians can be setup to manage bookings and payments. Only one user account per student is possible.
14.	**Intercampus Bus Service**	The Intercampus Bus Service is charged $1.60 and is classified as the service where the student/s get on the bus at the Springwood Campus and off the bus at the Carbrook Campus (AM) – vice versa for PM trips. **Any other stop (pick-up / drop-off) is a fare paying route and will be charged at the zone rate per student per trip.**
15.	**Tracking**	The GPS tracking system allows you to monitor where the bus is at any point on any route or in any location. You will be notified when your student boards or disembarks the bus depending on your settings in the app.
16.	**Code of Conduct**	