



## Bus Transport Code of Conduct

<b>Introduction:</b>	Most students behave appropriately when travelling on school buses. However, misbehaviour by some students can make travel unpleasant for their peers, distract the driver, and result in damage to vehicles or, in extreme cases, put bus occupants and other road users at serious risk.		
<b>Purpose:</b>	The purpose of this Code of Conduct is to– (a) Set behaviour guidelines for students to follow when travelling on buses (b) Form the basis for the specific bus rules that schools develop to manage behaviour on their buses (c) Apply to all primary and secondary students attending the College who use buses to either travel to and from school, or for other school-related activities such as excursions (d) Provide a clear process so that any disruption to the driver, or a student’s journey caused by the actions of another passenger will be dealt with fairly and quickly by the College.		
<b>Scope:</b>	This Code applies to all staff, parents and students at the College.		
<b>Status:</b>	Approved		
<b>Authorised by:</b>	Peregian Beach College Board	<b>Date of Authorisation:</b>	May 2021
<b>Review Date:</b>	Every two years	<b>Next Review Date:</b>	May 2023
<b>Policy Owner:</b>	Peregian Beach College Board		
<b>References:</b>	<ul style="list-style-type: none"> <li>• Code of Conduct for school bus travel, Dept of Transport and Main Roads</li> <li>• Code of conduct for School Students Travelling on Buses, Dept of Transport and Main Roads</li> <li>• Duty of Care QLD Transport Operations (Road Use Management) Act, 1995</li> <li>• Transport Operations (Road Use Management – Road Rules) Regulation, 2009</li> </ul>		

## **1. What is the Code of Conduct?**

The Bus Transport Code of Conduct (the Code) is a set of guidelines for students, parents/carers to follow when using school bus services. It forms the basis for the specific rules to manage behaviour on buses and at interchanges.

The code also includes procedures for the school and bus drivers to follow.

## **2. Who can travel on school buses?**

All students aged seven (7) years and over attending Peregian Beach College can use the school bus service to travel to or from school.

We are unable to offer transport to those students under seven (7) years of age due to the additional safety restraint requirements in some vehicles. The College may consider travel for children under seven (7) years of age where they have older siblings to accompany them, and they are travelling on a vehicle with more than 13 seats.

Parents/carers must ensure their children are competent to independently travel on board school buses and that they are able to identify their own bus stop or drop off location before they are allowed to travel on the bus.

Parents/Carers are not permitted to travel on school buses.

## **3. How Does the Code Benefit You?**

The Code sets standards of behaviour and provides an agreed systematic process so that disruptions or student behaviour breaches are dealt with quickly and fairly. It also aims to minimise the number and severity of these disruptions.

The behavioural standards table in Section 7 lists some examples of the types of behaviour that will NOT be accepted on school buses.

## **4. What are the Standards?**

Parents/carers should discuss these standards with their children so they clearly understand what they should and should not do.

For most students, complying with the Code will not require any change in their current behaviour.

By continuing to act in accordance with the Code, students will help ensure that all passengers have a comfortable and safe journey.

*Please refer to APPENDIX 1 – Examples of Expected Behaviour Standards for Students on School Buses*

## **5. Closed Circuit Television (CCTV)**

Closed Circuit Television (CCTV) cameras are a measure the College may use to help to reduce unacceptable behaviour and reduce fear of criminal activity in a vehicle.

While CCTV is not currently in place in our school bus network, if equipment is employed, it will operate in line with applicable law and guidelines. Where CCTV is fitted, the footage is stored for up to seven days by the bus operator. The footage will be stored for up to 12 months for more where a

serious offence has occurred such as assault, carrying a dangerous item or destruction of bus operator property.

If a parent/carer wishes to view CCTV, a request must be made to the School Principal or Police in the first instance. CCTV footage will be used in investigations in relation to incidents on the school bus. For further information refer to the TMR website, [PT404 – Code of practice for the use of Closed Circuit Television \(CCTV\) October 2014 \(PDF, 101 KB\)](#)

## **6. Rights & Responsibilities**

Parents/carers must be confident that their children are competent to independently travel on board school buses and ensure that they are able to identify their own bus stop or drop off location. Students should immediately inform the bus driver if they miss their desired bus stop or if they have caught the wrong bus.

The bus driver will then contact the school to clarify the correct procedure to ensure the student is safely transported to or from school. Students must understand school bus morning services will only drop off at school and no other location on the route of travel.

Similarly, students must understand that school bus afternoon services will only drop off at the stops nominated by a Parent/Carer, and not at an unapproved location requested by the student.

If students wish to travel on school buses and are not in school uniform, then they should be able to provide a valid student photo identification, if asked by the driver, in order to travel.

*Please refer to APPENDIX 2 – RIGHTS & RESPONSIBILITIES OF STUDENTS AND PARENTS/CARERS*

## **7. Breaches of the Code**

*What happens if students do not comply with the Code?*

To promote consistency and fairness in responding to students who do not follow the Code, misbehaviour has been divided into three categories of seriousness. There are various actions that may be taken if a student does not follow the Code.

These range from a warning, banning from travel or possible civil or police action. The following factors will be taken into consideration when categorising the breaches of the Code:

- the threat to the safety of passengers on the bus and the nature of the incident;
- the seriousness of the breach;
- the age of the student; and
- whether the breach was the first or one of a series of incidents about which the student had been previously cautioned.

For further information please refer to section 12 - Procedures for Managing Misbehaviour.

## **Category 1 – Nuisance and Offensive Behaviour Examples**

This includes behaviour that may be irritating or unpleasant but is not physically dangerous.

These behaviours might include, but are not limited to:

- not waiting for the bus to stop before moving to get off;
- eating and drinking on the bus (other than water from a sealable bottle) without the permission of the driver; or
- using offensive body language or language (eg: swearing or racist language).

*Result – Initially in a written warning issued by the School. Repeated offences may lead to a ban on the student travelling for up to five (5) school days.*

## **Category 2 – Dangerous Behaviour Examples**

This category includes behaviours where there may be some physical danger to individuals or assets, including, but not limited to:

- not wearing an available seat belt in a seat belt-equipped bus;
- distracting the driver by persistent noise (eg: yelling and shouting);
- bullying, harassing and intimidating other passengers;
- damaging other students' property;
- allowing any part of their body to protrude from the bus while it is in motion;
- standing or sitting on the steps or in areas that are not set aside for standing, or refusing to sit;
- moving about the bus while it is in motion;
- swinging on handrails;
- throwing objects inside or outside the bus;
- deliberately stopping others from getting off the bus;
- group misbehaviour (eg: yelling and shouting, throwing objects etc);
- refusing to obey reasonable instructions from the driver;
- spitting; or
- verbally threatening the driver.

*Result – Depending on the behaviour and its impact, a written warning may be provided or, with no warning given, a travel ban issued immediately for up to ten (10) school days.*

### Category 3 – Destructive Conduct or Very Dangerous Behaviour Examples

This category includes behaviours that are very dangerous to individuals or very destructive such as:

- fighting;
- smoking;
- using matches or lighters;
- carrying dangerous items (i.e. knives etc);
- pushing other passengers out of the doors or windows;
- deliberately interfering with the driving controls, emergency exits or switches;
- destruction of school vehicle (eg: breaking windows, slashing seats and seat belts); or
- physically attacking students or the driver.

*Result – Such behaviour will result in an immediate twenty (20) school day bus travel ban (with no warnings) while decisions are made by the school about the duration of a longer-term ban which may lead to the permanent refusal of travel privileges, or possible civil or Police action.*

*The cost of repair of damage to a school's vehicle may be sought from the student's parent/carer.*

#### 7.1 Repeat Offenders

Where a student has been a repeat offender (for example, three periods of banned travel within a 12-month period), the school principal and parent/carer must meet to review the appropriateness of a travel ban of up to 12 months. The bus driver and school principal may need to consider if the student's return to the bus is conditional on the parent/carer, student and school signing a written behaviour management agreement setting out conditions for travel. If the student breaches the agreement, then refusal of travel is immediate.

### 8. School Responsibilities

Schools play a key role in teaching and advising students of their responsibilities and the consequences of breaching the Code. School staff are responsible for contacting the parents/carers of children who have received warnings or banning letters and informing them that such letters have been received.

Schools also assist by:

- providing Road Safety Education, in particular road crossing after students get off buses;
- ensuring the school community is aware of the Code of Conduct and how to access it;
- communicating with students about the importance of adhering to the Code; and

- providing assistance in managing breaches of the Code in consultation with the bus driver/s and parents/carers; and
- manage requests/complaints by parents/carers regarding a banning notice, or seeking to view CCTV;

## **9. Parent/Carer Responsibilities**

Parents/carers have responsibility for the behaviour of their children and hold primary responsibility for ensuring their child attends school.

Accordingly, they should:

- ensure their child understands the Code, is competent to independently travel on the school bus network, can cross the road safely and can identify their own bus stop or drop off location;
- understand the school bus network is complex and may not be able to meet all transportation requests;
- be aware that school bus morning services only drop student's off at school and no other location on the route of travel;
- if requested, attend a meeting with the school to discuss their child's misbehaviour and the consequences if the child's behaviour has breached the Code;
- contact the school to discuss matters regarding their child's school bus travel;
- recognise that if their child is refused travel, they will need to make alternative travel arrangements and meet any costs for such transport;
- understand they may be required to afford restitution in cash to cover costs incurred by damage to bus property, equipment, shelters and signs;
- understand that parents/carers are not permitted to travel on school buses;
- understand that the school change drivers and school routes due to operational requirements;
- understand that bus drivers cannot always be expected to know each child's origin and destination (eg: which stop they need to get off at);
- understand that the school may review images captured on security systems such as Closed Circuit Television (CCTV), to substantiate claims of breaches of the Code;
- understand that a request to view CCTV must be arranged through the school or Police;
- realise that a record of a student's misbehaviour will be kept on file;
- contact the school to make travel bookings, or to make changes to existing bookings – all requests MUST be in writing (i.e. email or text).

## **10. Bus Driver Responsibilities**

Bus drivers are responsible for the general operation of the bus including:

- driving in a safe manner and taking reasonable care for the safety of the passengers (students); and ensuring no student is left in a bus at the end of service;
- complying with all legal requirements of the relevant legislations and Code;
- treating all students with respect;
- contacting the school for clarification of correct procedures when a student informs them that they have missed their stop or caught the wrong bus;
- providing reasonable directions to ensure the safety and comfort of the students;
- contacting the school for clarification of correct procedures if there is any uncertainty in relation to student misbehaviour; and
- ensuring that no person travels on a dedicated school bus other than a student or a duly authorised person.

When a student breaches the Code of Conduct the bus driver shall:

- Advise the student that their behaviour was inappropriate.
- Request the student's name.
- Advise the student that they will be reported to the school and that their behaviour may be investigated.
- Record the incident and pass this information onto the school, which will then make a determination of the appropriate action. When the outcome is an actual ban for more serious misbehaviour, the CCTV footage may be forwarded to authorities.

### **10.1 Students Not to be Put Off Buses for Misbehaviour**

Bus drivers should not remove students who misbehave from a dedicated school bus while en-route.

However, where the school or driver holds a reasonable belief that a student constitutes, or is likely to constitute, an immediate danger to the health, safety or wellbeing of the student or any other person, the driver may:

- stop the bus and arrange for the student to be removed and placed in the care of Police or a teacher from the school;
- if there is a health problem, call 000 for assistance and ambulance.

## **11. Fair Processes**

Students will only be refused travel after the school has determined the matter aligns with the Section 12 - Procedures for Managing Misbehaviour.

If parents/carers have any questions about decisions made by the school in responding to breaches of the Code, they should take the matter up with the School Principal.

If parents/carers remain dissatisfied with the school's decision, they may contact the Board for a further review.

## **12. Procedures for Managing Misbehaviour**

Bus drivers are responsible for the safe carriage of students travelling to and from school.

In cases of student misbehaviour, the school and the driver/s will follow these procedures.

Depending on the nature of the misbehaviour, this may involve simply cautioning the student on the spot, formally recording the misbehaviour as part of the driver's record, or immediately reporting the incident to the school for follow up, which may lead to a ban on school bus travel.

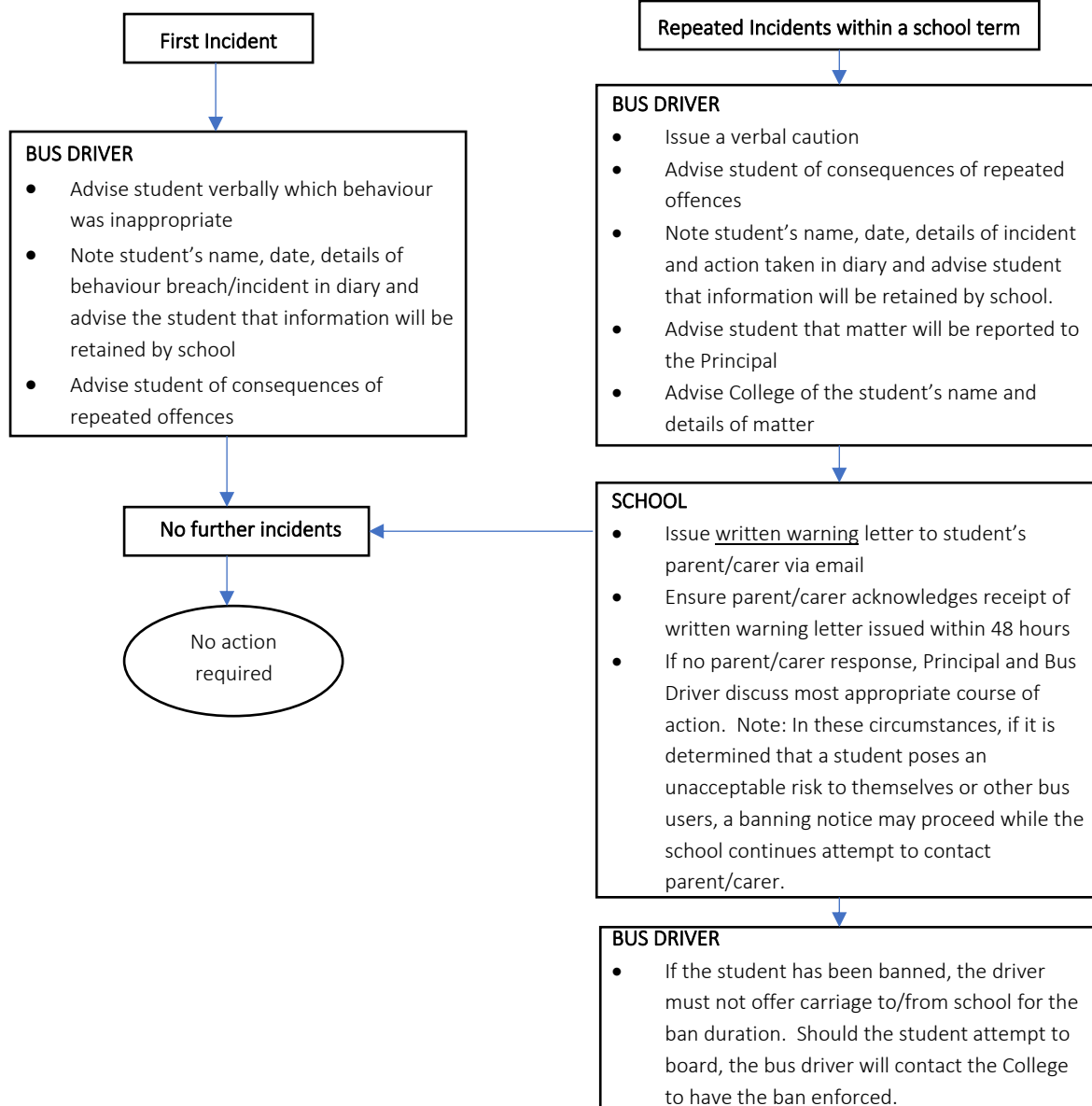
Where a ban is imposed for more serious behaviour such as an assault, carrying a dangerous weapon or destruction to a school vehicle, the school will provide a copy of the CCTV footage to authorities for further reference.

For most students, complying with the Code of Conduct for School Bus Travel will not require any change in their current behaviour. By continuing to act in accordance with this Code, students will help ensure that all passengers have a comfortable and safe journey.

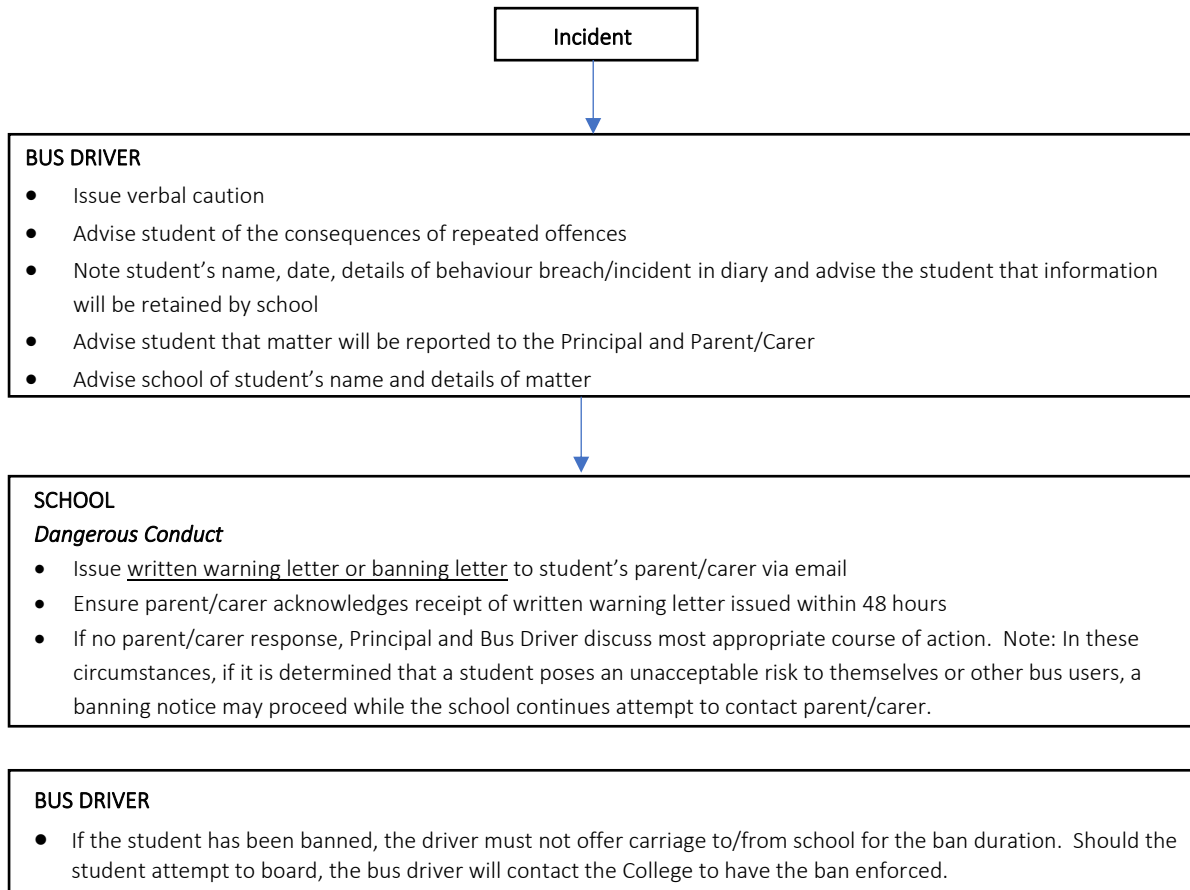
Flowcharts displaying the procedures for each of the three categories are on the following pages.



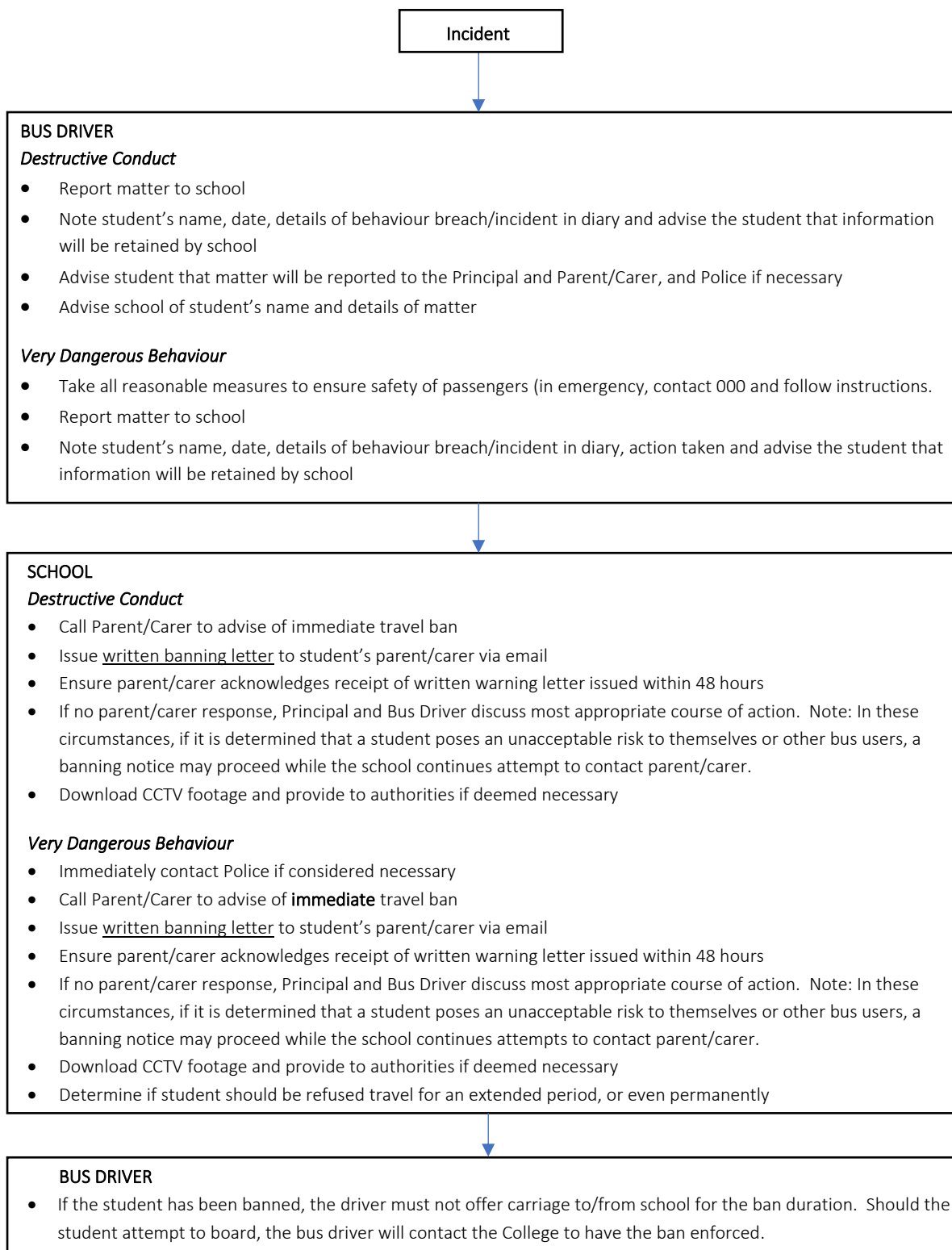
## 12.1 Category 1 Procedure – Nuisance or Offensive



## 12.2 Category 2 Procedure - Dangerous Behaviour



## 12.3 Category 3 Procedure – Destructive Conduct or Very Dangerous Behaviour



### **13. Critical Incident Management**

In rare circumstances a critical incident will occur during the delivery of normal school bus services.

A critical incident is an incident that significantly impacts on the normal transport of students to and from school using school transport services.

A critical incident response is coordinated by the drivers and the school as outlined in the College Incident Management Plan which all drivers are trained in.

Student safety is the primary concern in responding to a critical incident.

### **14. Contact Details**

Should you wish to provide feedback, make a comment or complaint about a bus service or process, please use the following details:

Email: bus@pbc.qld.edu.au

College Office 54481722

**APPENDIX 1 – EXAMPLES OF EXPECTED BEHAVIOUR STANDARDS FOR STUDENTS ON** *Examples of Expected Behaviour Standards for Students on School Buses*

**Expected behaviour of students**

Expected behaviour	Examples of how to meet the Code
<b>Respect other people and property</b>	Students are required to: <ul style="list-style-type: none"> <li>• treat other people and their possessions with respect</li> <li>• follow bus drivers' directions without argument</li> <li>• not interfere with bus property, equipment, shelters and signs by marking or damaging them in any way.</li> </ul>
<b>Wait for the bus in an orderly manner</b>	Students are required to: <ul style="list-style-type: none"> <li>• wait well back from the bus until it stops and allow other passengers to leave the bus before boarding</li> <li>• stand quietly without calling out or shouting</li> <li>• not push other people in the line.</li> </ul>
<b>Whilst on the bus, conduct yourself in an orderly manner</b>	Students are required to: <ul style="list-style-type: none"> <li>• always follow instructions from the driver about safety on the bus</li> <li>• show their bus pass, ticket or ID upon request</li> <li>• sit properly on a seat if one is available (in an allocated seat if directed by the driver)</li> <li>• if standing, remain in the area designated by the driver</li> <li>• store school bags under the seat or in appropriate luggage areas</li> <li>• speak quietly and not create unnecessary noise</li> <li>• wear a seat belt where fitted.</li> </ul> It is not appropriate or acceptable for students to: <ul style="list-style-type: none"> <li>• bully or harass other students or the driver</li> <li>• place feet on the seats</li> <li>• fight, spit or use offensive language</li> <li>• throw any article around or from the bus</li> <li>• consume food or drink, or play music without permission of the driver</li> <li>• smoke (prohibited on all buses)</li> <li>• travel under the influence of illegal drugs, alcohol or volatile substances</li> <li>• allow any portion of their body to protrude out of the bus windows</li> <li>• stand forward of the front seat</li> <li>• use a mobile phone to send threatening messages, or photograph others without consent</li> <li>• distract drivers through use of mobile phones or hand-held games.</li> </ul>
<b>Use designated stops</b>	It is the responsibility of students to disembark at their correct designated stop.
<b>When alighting from the bus, do so in an orderly manner</b>	Students are required to: <ul style="list-style-type: none"> <li>• wait until the bus stops before standing to get off</li> <li>• alight from the bus in a quiet and orderly fashion</li> <li>• never cross the road in front of the bus – wait until the bus has moved away and it is safe to do so</li> <li>• use crossings or traffic lights if available.</li> </ul>
<b>In case of an emergency or a breakdown, follow the directions of the drivers</b>	Students are required to: <ul style="list-style-type: none"> <li>• follow the instructions of drivers at all times</li> <li>• wait until the bus stops before standing to get off</li> <li>• leave the bus in a quiet and orderly fashion</li> <li>• wait in the area indicated by the driver.</li> </ul>

*Please note that this list of examples and is not a complete list.*

The rights and responsibilities of students and parents/carers

Rights	Responsibilities
<p>Students have the right to:</p> <ul style="list-style-type: none"> <li>• safe and comfortable travel</li> <li>• be treated with courtesy</li> <li>• travel free from verbal and physical abuse</li> <li>• expect their property to be safe</li> <li>• board and disembark in a safe manner</li> <li>• enjoy their travel.</li> </ul>	<p>Students have a responsibility to:</p> <ul style="list-style-type: none"> <li>• contribute to safe and enjoyable travel for all passengers</li> <li>• follow the Code of Conduct and accept the rules of the bus company</li> <li>• be responsible for their attitude and actions</li> <li>• respect the rights of other passengers</li> <li>• treat bus drivers with respect</li> <li>• follow direction/ instruction of drivers</li> <li>• report any unsafe behaviour to drivers/ schools</li> <li>• express concerns in an appropriate manner</li> <li>• demonstrate self control</li> <li>• be cooperative.</li> </ul>
<p>Parents/carers have the right to:</p> <ul style="list-style-type: none"> <li>• safe and comfortable travel for their students</li> <li>• be respected and treated fairly by drivers, bus companies and students</li> <li>• receive accurate information about the behaviour of their students</li> <li>• have concerns listened to and considered in a fair manner.</li> </ul>	<p>Parents/carers have a responsibility to:</p> <ul style="list-style-type: none"> <li>• ensure the safe travel of their students to and from the bus service</li> <li>• ensure their students have an understanding of the Code of Conduct</li> <li>• maintain lines of communication with bus companies or schools to discuss concerns</li> <li>• treat bus companies and their employees fairly and with respect</li> <li>• be available for discussions about the behaviour of their students and be prepared to support decisions arising out of such discussions</li> <li>• pay for costs of repairs of malicious damage to bus or property caused by their students.</li> </ul>