



## School Bus Services Information (For parents and students)

The private School Bus Services are operated by Westwide Bus and Coach Pty Ltd (Westwide) under contract to St Stephen's School. Westwide staff are responsible for the transport of students along the agreed routes, with pick up and drop off at nominated bus stops. They are also responsible for managing any issues or incidents that arise in relation to these services.

Carramar Campus is serviced by three routes. Coastal, Yanchep/Alkimos and Inland Route. The Yanchep/Alkimos route stops at the Currambine train station.

Duncraig Campus is serviced by two routes. Karrinyup/Gwelup Express and the Trigg route. Westwide also provide a shuttle service from the Early Learning Centre at Padbury for primary students (Years 3-6) who use the OSH Club out-of-school care program. Users of the shuttle service must be registered, however travel is free.

### Registration

All students must be registered with the School to be eligible to access these services. Each student must complete a **School Bus Service Student Registration Form**, which must be signed by the student (to the best of their ability for younger students) and a parent/guardian.

The Westwide **Code of Conduct Form** must also be completed and signed, acknowledging the behaviour expected of students while travelling on the School Bus Service, and the potential consequence of misbehaviour. The School will collect this form and pass it on to Westwide. Please note that Westwide do not hold any personal information about the student or parent other than this form, unless this has been separately provided by the Parent/Guardian to Westwide.

Each student who is registered to use the School Bus Services must carry a SmartRider card or school issued identification card (for Primary School students) for identification purposes. Any student who does not have a SmartRider/Identification card should contact Student Services as soon as possible to arrange a card.

### Fees and Ticketing

There are two payment options for passes which are dependent on student's travel. Payment for these can be made at Student Services at both the Primary and Secondary schools or payment can be taken over the phone for convenience.

**Option 1.** A Term Bus Pass can be purchased to allow a student to travel to and from school on any school day for a school term. This will be signified by a coloured sticker (different colour each term) applied to the student SmartRider/Identification card (which can be cross checked by the driver against the passenger listing). The Term Bus Pass cost is **\$190** (incl GST).

**Option 2.** For students who only catch the bus either AM or PM, the school has implemented a Half Bus Pass. This will allow students to catch the bus either to or from school each day of term. The Half Bus Pass cost is **\$100** (incl GST).

Bus Drivers will keep daily records of students catching their service and will advise Student Services of students that do not present a current Term or Half Term Bus Pass. Student Services will contact parents for over the phone payment to purchase or update the Bus Pass. As the School subsidises these bus services, it is essential that families contribute for patronage.

### **School Bus Routes and Stops**

School Bus Route maps and designated stop lists are attached. Each registered student must nominate the route and stop that they will be using. The School and Westwide will review the routes and stops at the end of every term.

One of the School Bus Routes will stop at the Currambine train station. Students may register to use the School Bus Services for travel between the School and this train station. A Train Station Shuttle Pass will be issued to those registered students (similar to a Term Pass but using a different sticker for their SmartRider card).

### **Maps, Registration Forms and Schedules**

The School Bus Service Procedure, route maps, route schedules, registration form, terms and conditions and Westwide Code of Conduct agreement form are available via the Parent Portal on the School's website, via the Bus Routes tab.

### **Key Points of Contact**

Your first point of contact in relation to the day-to-day operation of your bus service is the **bus driver**. We are confident that the driver will get to know your child(ren) and will help to solve any issues to the best of their ability. If there is an issue or incident that the driver is unable to resolve, please contact the **Westwide Operation Manager** on 0409 292 535 or by email [manager@westside.com.au](mailto:manager@westside.com.au).

If your issue or concern has not been satisfactorily addressed by Westwide, please contact the Deputy Head of Secondary (Care) or Deputy Head of Primary, through the main school telephone number.

### **Feedback**

Westwide have provided bus services in partnership with the school for over 30 years and are committed to ensuring this service meets the expectations of the School and our community. Feedback should be via email to either [ADMINCARRAMAR@ststephens.wa.edu.au](mailto:ADMINCARRAMAR@ststephens.wa.edu.au) or [ADMINDUNCRAIG@ststephens.wa.edu.au](mailto:ADMINDUNCRAIG@ststephens.wa.edu.au) – please use **Bus Service Feedback** in the subject line – to allow us to understand whether the service is meeting your expectations and to identify any common issues that we can seek to address.