



School Services Information Booklet

version 2

Bacchus Marsh
Coaches





Bacchus Marsh Coaches

Bacchus Marsh Coaches was established in 1985 as part of the Donric group of companies. From its inception we have specialised in youth transportation and have meticulously tailored our vehicles, practices, and workforce to cater to our core business.

Our focus on safety is second to none, earning us a reputation for excellence and high demand in the schooling communities. Scheduled preventative maintenance on all vehicles, hand-picked professional qualified drivers, and staff who care, ensure our children arrive at their destination safely time after time.

We care about the young lives who travel on our vehicles each day.

QUESTIONS & ANSWERS

Q What happens if I am not there to pick up my child in the evening?

Our drivers are instructed not allow junior students to exit the bus unless there is a parent or guardian to receive them at the bus door. Parents of Year 5 and 6 students may provide written permission for their child to exit the bus without a parent/guardian to collect them and for them to take responsibility for their younger sibling. If a parent is not there, the driver will call our Operations Team who in turn contacts the School, who will then contact the parents for a new pick up location. If a parent is uncontactable, the child will remain in the drivers' care and will be taken back to the bus depot to await collection.

Q How will the children know where to get off?

A route schedule will be issued at the start of each school year outlining which school service students have been allocated to. It will detail all stops and times for morning and afternoon runs. Please familiarise your child with what stop they will be using each day. Timetables are also available on the School website.

Q Are there supervisors on the bus?

No, there are not supervisors on the bus, however there are junior and senior bus captains who can assist your child with enquiries about bus related issues. Issues that are more problematic should be referred to the School.

Q Can the children eat on the bus?

Some of our bus drivers allow the children to eat on board. However, it is a privilege that can be revoked if abused. We expect children to remove their own rubbish and keep the vehicle clean.

Q My child carries a large musical instrument once a week, where can he/she put it?

Most buses have luggage bins where they can be stowed for the journey to and from school.

Q Where do parents park?

It is recommended that parents pull off the road onto either the nature strip, service road or car park whilst dropping off and picking up their children. Parents need to be mindful not to park their cars in the way of a bus and ensure that the bus has enough space to safely drive into and pull out of the stopping area. Also, as there are bus stops in residential areas, it is important that parents do not park in or across residential driveways and always respect residents property.

Precious cargo; in safe hands...





Q What happens if a bus breaks down?

If the bus your child is travelling on breaks down, a replacement bus will be sent to transfer students onto and continue the service.

It is not appropriate for parents to pick students up from the break down location, parents are still required to collect their child/ren from their regular stop.

Q Does my child need a bus pass and what happens if my child doesn't have their bus pass at an inspection?

Students are required to carry their bus pass with them at all times whilst travelling on their bus. Drivers will ask students to produce their bus pass to confirm they are a registered traveller. If a student loses their bus pass, they must request a replacement at the main office. Students will not be refused entry on morning routes, however the School will be notified and it will be dealt with according to school policy. If temporary bus travel is required, authorised students will be issued with a temporary bus pass by the School Office and billed accordingly.

Q What happens if my child misbehaves on the bus?

The School will be notified and will deal with the behaviour accordingly. Student must abide by the rules and regulations stated in the Student Bus Travel Code of Conduct.

Q What do I do if my child is having issues with other children on the bus?

We see the bus ride as an extension of time at school. We encourage children to speak with their bus captains and if issues persist or are of a serious nature to speak with the School immediately.

Q Will we always have the one driver on our service?

Where practical yes. However occasionally your driver may be ill, on annual leave or reassigned to a different service. As in any organisation staff changes occur from time to time.

Q Are the drivers qualified, and do they have ‘Working With Children’ checks?

All of our drivers are meticulously selected for our school service runs. It takes a special breed to drive with 57 excited children on board. All drivers have current ‘Working With Children’ checks.

Q How does my child secure a seat on a private bus?

Students are allocated a seat on a private bus based on their residential address. A School Bus Application Form must be completed to confirm your child’s position on a bus.

Q How can I ensure we don’t miss the bus in the mornings?

We advise that students be at their bus stop a minimum of 5 minutes prior to their departure time listed on their route schedule. If the bus is missed, students can catch their bus at another location specified on the timetable. Otherwise, students will need to find an alternative way to get to school that day.

Q How will I be notified if there are changes to the timetable?

Timetables are subject to change. If changes are made, a new schedule will be issued by the School. Up to date timetables can be located on the School’s website. We do try to keep changes to a minimum throughout the school year and adjust accordingly at the end of the year.

Q Can my child swap buses?

Not without authorisation and prior arrangement with the School. A bus pass will be issued to confirm approval has been granted by the School.

Q My child is nervous about using the bus...

Any new experience can be overwhelming. If your child is an inexperienced bus traveller perhaps take a ride on a local service bus so they can get a feel for it.



Q Where do the children sit?

Seating plans are in place for most of our buses for Junior School students. Senior School Students are free to sit where they like however laws of youth suggest youngest towards the front and older students to the rear. When server social issues arise the School may issue a seating plan or make changes to a current seating plan.



Q What do Bacchus Marsh Coaches do to educate the children on bus safety?

Bacchus Marsh Coaches in conjunction with the School, run a junior safety program at the start of the school year to teach children how to be safe on and around buses. Parental education and reminders are also encouraged and advised.

**Please be advised that Roll Call, a bus tracking software program will be implemented on all private buses from 2018. Roll Call captures student movement on a school provided bus in real time so parents are able to view the location of their child's bus and check that their children have boarded and exited their bus.*

Q Are there seat belts on board and do the children have to wear them?

Seat belts are fitted to buses and it is the law in Victoria to wear seat belts where fitted. If any students are found not to be wearing their seat belts, they will be dealt with according to the behavioural management steps in the Student Travel Code of Conduct.





Parent Testimonial

“My girls have been catching Bacchus Marsh Coaches to school for the past four years. I had my concerns when my youngest started in prep and was going to use the bus, but it’s turned out to be the best thing for both my girls and family. My kids have built a great relationship with their driver and I feel confident that all the kids are in safe hands.” Kristen Welch





Bacchus Marsh Coaches

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Please note that Bacchus Marsh Grammar School should be the first point of contact for any bus related queries.

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