



Bacchus Marsh  
Grammar

# School Services Information Booklet

version 3.5



# Bacchus Marsh Grammar's Service Providers



## Hollands Bus Lines

Holland's Bus Lines is a family owned and operated bus service, we purchased our first school bus service in 1974 operating between Maryborough and Ballarat. Since our beginning, our business has grown to a fleet of 24 buses and coaches, providing school bus services to various centres across Victoria. Our depot and base is in Maryborough, however we currently service areas such as Maryborough, Greater Bendigo, Castlemaine, Ballan and Bacchus Marsh.

We also provide charter services to schools and groups for day excursion, sporting events and concert charters. We have coaches available for charters and extended tours, including camping tours extending as far as Alice Springs, and Darwin.

Our fleet ranges from 16 seat minibuses to 57 seat school and charter coaches. Our touring coaches range from 48 to 56 seat luxury five-star touring coaches.



## Firefly

Firefly Coaches is an Australian family owned and operated coach company. Firefly was established in 1966 operating local route bus services, school bus services, and charter services. In 1986 Firefly Coaches commenced long distance passenger services between Melbourne, Sydney, and Adelaide, further expanding in 2005 to providing contracted coach services for V/Line, along with tours and special events.

Firefly is proactively reducing its environmental impact by both regularly updating its fleet of luxury coaches and working to use its resources as efficiently in its daily operational practices.



## Christian's Bus Company

Christian's Bus Company acquired Bacchus Marsh Coaches in October 2019 and is a family-owned and operated business servicing western Victoria and metropolitan Melbourne. With over 40 years of experience in delivering school bus services we are now one of the largest providers of regular school bus services in the state.

Christian's Bus Company operates late model European vehicles with industry leading vehicle technology with all vehicles maintained on-site in our state-of-the-art maintenance facility by our highly qualified maintenance team. The company combines this advantage with experienced drivers that are capable of driving in all conditions, to ensure the utmost safety and care of all passengers.

Firefly attributes its continued success to its dedicated and experienced staff in providing a high level of service and safety to all passengers.

## QUESTIONS & ANSWERS

### **Q What happens if I am not at the bus stop to pick up my child in the evening?**

Drivers are instructed to not allow students from Prep to Year 6 to exit the bus unless there is a parent or guardian to receive them at the bus door. If a parent or guardian is not at the bus to collect their child, the driver will call their Operations Team who will contact the School. The School will then contact the parents or guardians regarding a pick up location. If a parent or guardian is un-contactable, the child will remain in the drivers' care and will be taken back to the bus depot to await collection.

### **Q How can my child exit the bus without a parent or guardian there to collect them?**

Parents or guardians of Year 5 and 6 students may complete the Student Afternoon Permission Notice (located on the parent portal) to give permission for their child to exit the bus without a parent/guardian to collect them. Additionally, this form can be completed by parents granting permission for their primary child's older sibling to take responsibility for them.

### **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 bus 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. Please be aware that timetables are subject to change. Parents are given appropriate notice if a change to their child's bus timetable is to occur.

### **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's Bus Services Administrator.

### **Q Can the children eat on the bus?**

Students are not permitted to eat on the bus unless there is a medical exemption in place which must be approved by the School. Students are permitted to drink water on the bus.

### **Q What if my child needs to carry additional baggage e.g. musical instrument / luggage bag for camp, where can they 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 into a service road or designated car park (where possible) 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 resident's 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 Student ID Card, which also acts as their bus pass, with them at all times whilst travelling on the bus. Private bus drivers will ask students to tap their ID card to the Roll Call device on the bus upon boarding and exiting the bus. If a student loses their Student ID Card, they must request a replacement from the ICT service desk. 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,

the School Bus Services Administrator must be contacted to have this arranged.

Public Bus Travellers must always carry their MYKI card with them.

### **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 and complete Anaphylaxis training.

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

Students are automatically allocated a seat on a private bus based on their residential address if they reside in a private bus catchment area. Parents/guardians will receive a bus allocation email from the School advising the name of the bus their child has been allocated a seat on. Parents/guardians can choose not to accept the bus allocation by contacting the School Bus Services Administrator by the specified due date.

**Q How do I withdraw my child from a private bus?**

Parents/guardians need to provide one terms notice to the School Bus Services Administrator to withdraw their child from a private bus. Refer to the Business Notice for further information.

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

We recommend 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 arrange an alternative way to get to school.

**Q What if my child misses the bus?**

If parents arrive at a bus stop after the bus has departed, they can drive to the next bus stop where their child/ren can board the bus. If the bus has departed the last bus stop, parents will need to arrange an alternative way to get to school. It is not appropriate for parents to chase the bus as drivers have been instructed to not pull over. Drivers will not stop at a non-allocated stop.

**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 or change buses?**

Not without authorisation and prior arrangement with the School. Roll Call will be updated once 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 students in years Prep – Grade 6. Students in Years 7 – 12 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 How are student educated on bus safety?**

The school presents a school bus safety presentation to students to educate them how to be safe on and around buses. Parental education and reminders are also encouraged and advised.



### **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 belt, they will be dealt with according to the behavioural management steps in the Student Bus Travel Code of Conduct.

### **Q Can parents track the location of their child's bus?**

Yes. A program called Roll Call has been implemented on all of the school's private bus services. Parents are sent an email from Roll Call requesting the parent to register for the program. Once registered, parents will receive notifications of when their child/ren have boarded and exited their bus once their child/ren tap on and off their bus using their student ID card. Parents also have the ability to view the location of their child's bus. More information on Roll Call is provided by the School.





## Parent Testimonials

*My Grade Prep and Grade 3 BMGers caught the bus on their own for the first time last year, with much anxiety and apprehension from my husband and I who work a fair distance from school, they loved it! Knowing our kids can be tracked on their roots with both the tap on/off system is beyond reassuring. They both catch the bus every day and they love it –They have the best bus driver full of fun and laughs every time they step off those bus steps. It's such a nice way to end the school day. Ashlea Sullivan*

# Bus Related Queries

## Queries

For all enquiries relating to school bus services, for the Maddingley and Woodlea campus, please contact the School's Bus Services Administrator.

## Contact

- Address: South Maddingley Road, Bacchus Marsh VIC 3340
- Ph: (03) 5366 4800
- Email: [bus@bmg.vic.edu.au](mailto:bus@bmg.vic.edu.au)
- Website: [www.bmg.vic.edu.au](http://www.bmg.vic.edu.au)

## Private and Public Bus Timetables

All private bus timetables can be found on the [School website under the Admissions page](#) or by contacting the School Bus Services Administrator on 5366.4800.

For public bus and country service timetables, please contact the School.