The Code of Conduct:

- is a set of behaviour guidelines for students to follow when travelling on buses
- forms the basis for the specific bus rules that bus companies develop to manage behaviour on their buses
- applies to all students attending primary and secondary schools in Queensland who use buses either to travel to and from school or for other school-related activities such as excursions
- provides a clear process so that any disruption to a student's journey caused by the actions of another passenger will be dealt with fairly and quickly by the bus company.

Parents/carers

- are responsible for the behaviour of their children
- should discuss the Code with their children so they fully understand what they should and should not do
- who have an issue to raise about behaviour must contact the bus company. It is not appropriate for parents/carers to approach a driver on an issue whilst the bus service is in operation.

<table>
<thead>
<tr>
<th>RIGHTS</th>
<th>RESPONSIBILITIES</th>
</tr>
</thead>
</table>
| Students have the right to:  
- safe and comfortable travel  
- be treated with courtesy  
- travel free from verbal and physical abuse  
- expect their property to be safe  
- board and disembark in a safe manner  
- enjoy their travel. | Students have a responsibility to:  
- contribute to safe and enjoyable travel for all passengers  
- follow the Code of Conduct and accept the rules of the bus company  
- be responsible for their attitudes and actions  
- respect the rights of other passengers  
- treat bus drivers with respect  
- follow direction/instruction of drivers  
- report any unsafe behaviour to drivers/schools  
- express concerns in an appropriate manner  
- demonstrate self control  
- be cooperative. |

Parents/carers have the right to:  
- safe and comfortable travel for their students  
- be respected and treated fairly by drivers, bus companies and students  
- receive accurate information about the behaviour of their students  
- have concerns listened to and considered in a fair manner.  

Parents/carers have a responsibility to:  
- ensure the safe travel of their students to and from the bus service  
- ensure their students have an understanding of the Code of Conduct  
- maintain lines of communication with bus companies or schools to discuss concerns  
- treat bus companies and their employees fairly and with respect  
- be available for discussions about the behaviour of their students and be prepared to support decisions arising out of such discussions  
- pay for costs of repairs of malicious damage to bus or property caused by their students.
**Expected behaviour of students**

<table>
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<tr>
<th>EXPECTED BEHAVIOUR</th>
<th>EXAMPLES OF HOW TO MEET THE CODE</th>
</tr>
</thead>
</table>
| **Respect other people and property** | Students are required to:  
→ treat other people and their possessions with respect  
→ follow bus drivers' directions without argument  
→ not interfere with bus property, equipment, shelters and signs by marking or damaging them in any way. |
| **Wait for the bus in an orderly manner** | Students are required to:  
→ wait well back from the bus until it stops and allow other passengers to leave the bus before boarding  
→ stand quietly without calling out or shouting  
→ not push other people in the line. |
| **Whilst on the bus, conduct yourself in an orderly manner** | Students are required to:  
→ always follow instructions from the driver about safety on the bus  
→ show their bus pass, ticket or ID upon request  
→ sit properly on a seat if one is available (in an allocated seat if directed by the driver)  
→ if standing, remain in the area designated by the driver  
→ store school bags under the seat or in appropriate luggage areas  
→ speak quietly and not create unnecessary noise  
→ wear a seat belt where fitted.  

It is not appropriate or acceptable for students to:  
→ bully or harass other students or the driver  
→ place feet on the seats  
→ fight, spit or use offensive language  
→ throw any article around or from the bus  
→ consume food or drink, or play music without permission of the driver  
→ smoke (prohibited on all buses)  
→ travel under the influence of illegal drugs, alcohol or volatile substances  
→ allow any portion of their body to protrude out of the bus windows  
→ stand forward of the front seat  
→ use a mobile phone to send threatening messages, or photograph others without consent  
→ distract drivers through use of mobile phones or hand-held computer games. |
| **Use designated stops** | It is the responsibility of students to disembark at their correct designated stop.  

**When alighting from the bus, do so in an orderly manner** | Students are required to:  
→ wait until the bus stops before standing to get off  
→ alight from the bus in a quiet and orderly fashion  
→ never cross the road in front of the bus. Wait until the bus has moved away and it is safe to do so  
→ use crossings or traffic lights if available. |
| **In case of an emergency or a breakdown, follow the directions of drivers** | Students are required to:  
→ follow the instructions of drivers at all times  
→ wait until the bus stops before standing to get off  
→ leave the bus in a quiet and orderly fashion  
→ wait in the area indicated by the driver. |

Please note that this list of examples is not intended to be exhaustive.

**Consequences of not following the Code:**

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>MAY LEAD TO</th>
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</thead>
</table>
| **Category 1**  
Unacceptable behaviour  
Initiating, unpleasant or offensive but not dangerous. For example: offensive language or fare evasion. | → Initially a warning will be given.  
Repeat offences may lead to the refusal of student travel for up to five school days. |
| **Category 2**  
Dangerous behaviour  
Where there may be some physical danger to individuals. For example: harassing and bullying other passengers, verbally threatening the driver, pushing and shoving on boarding and exiting bus, spitting or smoking. | → the refusal of student's travel for up to 10 school days. |
| **Category 3**  
Dangerous and destructive behaviour  
Behaviours which are very dangerous to individuals or very destructive. For example: fighting, damaging bus property or throwing objects that have the potential to cause harm or damage. | → the refusal of student’s travel for up to 10 school weeks. |
| **Category 4**  
Life-threatening behaviour  
Highly dangerous behaviours. For example: physically attacking the driver or other passengers or threatening physical harm with a dangerous weapon. | → the permanent refusal of travel privileges, civil court action and/or police prosecution. |

It is important to note that a student will be refused travel only after consultation has occurred between the bus company, school principal, parent/carer and, where applicable, the conveyance committee.
If you have a query about how the Code has been applied

☐ If parents/carers consider action taken against their students is not in keeping with the Code, they should raise the issue with the bus company in the first instance.

☐ Parents/carers may request a review by Queensland Transport of the bus company’s action against their student. This request must be in writing.

☐ More information on this process can be obtained from your local Queensland Transport office.

Further information

The information contained in this brochure:

☐ Is intended as a guide only

☐ Does not necessarily tell you everything you need to know about the Code of Conduct for School Students Travelling on Buses

☐ If you need more information or wish to obtain a complete copy of the Code of Conduct document:
  → go to www.transport.qld.gov.au/buscode
  → contact your school
  → contact your local Queensland Transport office listed below

<table>
<thead>
<tr>
<th>City</th>
<th>Code Number</th>
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<tbody>
<tr>
<td>Brisbane</td>
<td>3863 9849</td>
</tr>
<tr>
<td>Cairns</td>
<td>4040 6386</td>
</tr>
<tr>
<td>Gold Coast</td>
<td>5630 8857</td>
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<tr>
<td>Ipswich</td>
<td>3813 8613</td>
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<tr>
<td>Mackay</td>
<td>4991 8313</td>
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<tr>
<td>Maryborough</td>
<td>4121 8315</td>
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<td>Mooloolaba</td>
<td>5477 8400</td>
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<tr>
<td>Rockhampton</td>
<td>4931 1539</td>
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<tr>
<td>Roma</td>
<td>4622 9522</td>
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<tr>
<td>Toowoomba</td>
<td>4639 0896</td>
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<tr>
<td>Townsville</td>
<td>4758 7562</td>
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</tbody>
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