



Code of Conduct for School Bus Travel

an important message for school students, their parents and carers



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.

The rights and responsibilities of students and parents/carers

RIGHTS	RESPONSIBILITIES
<p>Students have the right to:</p> <ul style="list-style-type: none"> → 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. 	<p>Students have a responsibility to:</p> <ul style="list-style-type: none"> → 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.
<p>Parents/carers have the right to:</p> <ul style="list-style-type: none"> → 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. 	<p>Parents/carers have a responsibility to:</p> <ul style="list-style-type: none"> → 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

EXPECTED BEHAVIOUR	EXAMPLES OF HOW TO MEET THE CODE
Respect other people and property	Students are required to: <ul style="list-style-type: none"> → 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: <ul style="list-style-type: none"> → 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: <ul style="list-style-type: none"> → 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. <p>It is not appropriate or acceptable for students to:</p> <ul style="list-style-type: none"> → 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: <ul style="list-style-type: none"> → 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: <ul style="list-style-type: none"> → 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:

	MAY LEAD TO
Category 1 Unacceptable behaviour Irritating, 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

Brisbane	3863 9849
Cairns	4040 6386
Gold Coast	5630 8857
Ipswich	3813 8613
Mackay	4951 8313
Maryborough	4121 8315
Mooloolaba	5477 8400
Rockhampton	4931 1539
Roma	4622 9522
Toowoomba	4639 0896
Townsville	4758 7562

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