

# Bus Service Information 2024

*Freshwater Christian College offers a daily morning and afternoon school bus service covering parts of the Cairns region including Northern Beaches to Palm Cove and south of Cairns to Edmonton (subject to availability and dependant of bus routes).*

## **BUS SERVICE CONTACTS**

For all bus enquiries, regular (annual) and casual bookings the Bus Coordinator is available on school days between 8:30 am and 2:30 pm.

**(07) 4243 3601 (Direct Line) or email: [bus@fcc.qld.edu.au](mailto:bus@fcc.qld.edu.au)**

## **BUS ROUTES & TIMETABLES**

There is limited flexibility on existing bus routes and timetables, families are welcome to enquire if a bus service is available in their area, including routes and times, before completing an application form. Please contact the Bus Coordinator with any queries regarding the bus routes and timetables.

## **REGULAR BOOKINGS**

- Bookings are made for a full year and the annual bus fees are payable via Rollcall App or by a monthly direct debit set up through your bank into the College bank account. Your fees must be paid in full before the end of November, or before you cease to use the service (whichever comes first).
- Casual bookings are available, subject to availability and fees are required to be paid in advance via the Rollcall app.
- To ensure their safety, all Prep students are signed on and off the bus by a parent or authorised person each time they travel. This information will be kept updated via the RollCall App.
- Please note for safety reasons Freshwater Christian Kindergarten students are not allowed on College buses, even if older siblings are travelling on the bus.
- If a new booking commences mid-year, families will be charged at the full Annual Rate, regardless of which weekday the first day of travel falls on.

## **PROCESS FOR REGULAR (ANNUAL) BOOKINGS AND PAYMENT**

- Each family wanting to utilise the bus service must complete a Bus Service Application Form.
- The completed application form must be submitted to the College Office at least **one week in advance** of the first day of travel requested to allow time for processing.
- The Bus Coordinator will process the Application Form and contact the parent/guardian to advise the outcome of the Application.
- Annual Fees for a regular bus service need to be paid in full by the end of November or before you cease to use the service (whichever comes first).
- Accounts and payments can be managed through the Rollcall App.

## **CHANGES TO REGULAR (ANNUAL) BOOKINGS**

- Parents will be able to make any changes to their student's travel on their regular bus service through the Rollcall App and these changes are made live in the system. Changes should be made at least 24hrs prior to travel. Verbal Notification of changes from students will not be accepted.
- Non-attendance on a regular bus service due to an absence from the College (eg. sickness) needs to be reported to the bus coordinator at [bus@fcc.qld.edu.au](mailto:bus@fcc.qld.edu.au) by 10am on the scheduled day of travel, or through RollCall App.

## **CASUAL BOOKINGS**

- Casual bookings must be made a **minimum of 48 hours** before the requested date of bus travel. Bookings are to be made by contacting the Bus Coordinator on either 07 4243 3601 or [bus@fcc.qld.edu.au](mailto:bus@fcc.qld.edu.au) during College office hours.
- Casual bookings are subject to availability and payment being made through the RollCall App before the date of travel at a cost of \$10.00 each one-way trip. Students must use bus fobs to log on/off the bus.
- Non-attendance on a casual bus service booking due to an absence from the College (eg. sickness) needs to be reported to the bus coordinator at [bus@fcc.qld.edu.au](mailto:bus@fcc.qld.edu.au) or via the RollCall Parent App by 10 am on the scheduled day of travel.
- A new booking must be made with the Bus Coordinator for each casual trip as recurring/regular trips cannot be booked on casual tickets.

## **BUS FEES**

- **Please note the new changes to the bus fees as listed below.**
- The following data shows fees payable for regular (annual) bookings.
- Bus fees must be paid off on a regular schedule and paid in full by the end of Term 4.
- There are no weekly fees. If a family starts mid-term they will be charged the annual term rate or casual fee whichever is more cost-effective for the family.

The following table shows fees for the 2024. \*\*Please note a family is 3 or more children\*\*

<b><u>Annual Fee p/student:</u></b>	<b>\$ 900 One way</b>	<b>\$1800 Return</b>
<b><u>Annual fee p/family 3 or more students</u></b>	<b>\$2000 One way</b>	<b>\$4000 Return</b>
<b><u>Casual Fee p/student (Per Trip)</u></b>	<b>\$ 10</b>	

## **CODE OF CONDUCT**

- Students using the bus service are to conduct themselves in a manner consistent with College values and rules at all times.
- Students are required to remain seated and wear a seatbelt (where fitted) until the bus stops at their location.
- Bus drivers are required to report all behavioural issues to the College.

Please feel free to contact the Bus Coordinator between 8:30am and 2:30pm on school days on [bus@fcc.qld.edu.au](mailto:bus@fcc.qld.edu.au)

Or (07) 4243 3601 (Direct Line)

*Please read the Bus Service Terms & Conditions document for further details and important additional information*