



Parent & Student

2018

Your local bus service

NEWSLETTER



www.scbuslines.com.au phone 02 6495 6452

Welcome to all new and existing school bus travellers

Whether you are starting school for the first time, have just moved to the area or have been travelling with us for a long time, we hope the information in this newsletter answers all your questions relating to school bus travel and some other bus travel options as well.

If you have further questions please don't hesitate to visit our website www.scbuslines.com.au, send us an email to info@scbuslines.com.au, phone our office on 02 6495 6452 or visit our depot at 39 Redfern Close, South Pambula.



What is the School Student Transport Scheme (SSTS)?

This provides eligible school students with free bus travel between home and school. If wanting free travel Parents must first complete an application with Transport for NSW (TfNSW) before they start using the bus. Free travel is determined by a number of factors, one being the distance from the school.

First step for bus travel

The first step for children starting school, changing schools or changing residential addresses is to go to the TfNSW website to their School Free Travel page:

<https://apps.transport.nsw.gov.au/ssts/#/>

Who needs to submit a new application?

You will need to submit a new application if you are:

- applying for a school travel pass for the first time
- requesting an additional pass as a result of a new shared parental responsibility situation (e.g. joint custody)

You will need to re-apply or update your details if the student has a current free school travel pass and:

- The student is changing school or campus
- The student has changed address
- The student has repeated a year
- You've received an expiry notification
- Students has changed their name
- Update incorrect bus operator

Applications must be completed by the student's parent or legal guardian if the student is aged under 16 years. Students 16 years and over must complete the application form themselves. Free school travel passes are subject to eligibility criteria.

How do I apply?

To apply for a school travel pass, go online and complete the application form here:

<https://apps.transport.nsw.gov.au/ssts/#/applyNow>

Please note, you will need a valid email address to complete the form.

Applying

Step 1. Parents (or students aged 16 or over) first fill in the online application form

Step 2. Note down your N or UN number

Step 3. Follow the steps provided on the screen to submit your application to your school for endorsement

School endorsement

After you have submitted your application, your school needs to endorse that the information in the application is the same as

their records. This helps confirm any address changes or new custody arrangements for example.

Processing your application

Transport for NSW will process the application.

Issuing free school travel passes

The application process may take several weeks and you will be informed by email. In the meantime your child can use a copy of your application as a bus pass.

Tracking your application

To track your bus pass, you will need your application ID number starting with the prefix 'N' or 'UN'. You can find this number on the email you received confirming receipt of your application.

<https://apps.transport.nsw.gov.au/ssts/#/trackApplication>

Where do I get my bus pass?

Once approved by TfNSW, Sapphire Coast Buslines will distribute school bus passes the same way as they currently do – via the drivers, schools or mail. You will need to show the driver this school travel pass every time you board the bus.

What if I lose my School Free Travel Pass?

Please look after your school travel pass. If you lose or damage your pass to the point of it being illegible, you will need to pay \$15 for a replacement pass. If you need a replacement pass, visit our Purchase Passes section of our website or phone our office.

What if my child is not eligible for free travel?

If your child is not eligible for free subsidised travel, alternatives include:

- An SCB Term or Annual Pass
- Paying a bus fare each time you travel

Why is the Code of Conduct so important?

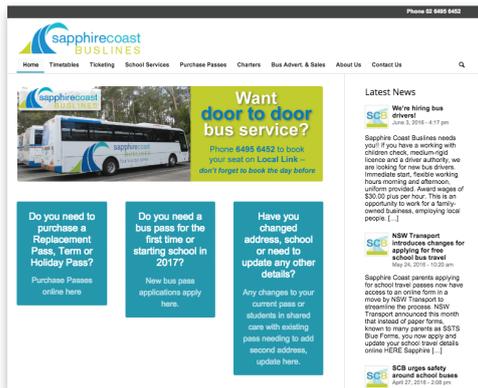
To ensure safety on our school buses, there is a strict Code of Conduct all students travelling under the SSTS scheme must adhere to. Breaches of the Code will not be tolerated and will result in disciplinary action, including possible suspension from free travel. In completing your SSTS application, you have agreed that you have read and understood this Code and explained it to your child.

Sapphire Coast Buslines also visits schools to talk to students about bus travel and behaviour on buses, as it is our commitment to you to transport your children as safely as we possibly can to and from school.

For more please visit

<https://apps.transport.nsw.gov.au/ssts/studentCodesOfConduct>





Our website: www.scbuslines.com.au

Our website provides current and up to date information to parents, students and schools. We encourage you to navigate your way around this website and provide feedback to us as we are continually improving and updating the site.

Social media: like us on Facebook

As a complement to our website, we are utilising social media via Facebook to provide more current and up to the minute information to parents and students. For example, if there is a bus delay or other news item, we will post a message on our Facebook page. All you need to do is "Like" our page and add us to your newsfeed. We will not be using Facebook to inundate you with sales and marketing material – the purpose of our Facebook page is to provide you with relevant and informative bus travel information.



The link to our Facebook page is: <http://www.facebook.com/SapphireCoastBuslines>



School Bus Travel Tips

For more tips and Frequently Asked Questions, please visit our website www.scbuslines.com.au

We have also prepared a School Information Package which you can download from our website on this page: http://scbuslines.com.au/School_Free_Travel_and_Forms.php



How will I know which bus my child catches?

- Call our office for bus times and bus numbers.
- The bus number your child catches is printed on their bus pass, which will be issued during Term 1.

My child is catching the bus for the first time, can I travel with them?

If you are concerned about your child's first few journeys to school we are more than happy for you to travel for free on the bus with them – please call our office to arrange.

Who is driving your children to school?

Sapphire Coast Buslines prides itself on its driver training and employment practices. In line with Guidelines set out by Transport for NSW and the RMS, all our drivers have a Driver Authority, Medium Rigid Licence or higher and a current Working with Children Police Check. Our drivers are also offered customer service training, Certificate in Transport Distribution and training in working with customers who may have special needs

How to contact us

What happens if your child catches the wrong bus or fails to disembark at the right stop?

Phone our office straight away on (02) 6495 6452 and we will radio through to our drivers to locate your child. We will then organise to have the bus meet you at a different stop, or if possible, divert the bus at an appropriate point back to your child's right stop.

What happens if my child loses something on the bus?

If you think your child has left something on the bus, just give us a call at our office. We have a comprehensive Lost Property System where we make every attempt to return property to its rightful owner.

Primary and High School children on the same bus

In some school bus situations, there will be a mixture of both primary and high school children. It is company policy that the high school children sit at the back of the bus, and the primary children are seated at the front nearest the driver.

Term Travel passes

A term pass is an option if:

- > You live too close to the school to qualify for a Subsidised Student Travel pass
- > Your child participates in an after school activity
- > You require your child to catch a different bus from their normal bus on a regular basis.

You can now purchase passes on our website, phone or alternatively complete an application and hand to bus driver with the correct money. Payment can also be made by ringing our office with credit card details.

now available to purchase online

Price: \$50.00 per term which allows unlimited travel Monday-Friday during school terms.

Annual passes are available as well where you'll receive a further 10% discount. Please call our office to arrange.



Happy Holiday Passes

During the school holidays when your child's school free travel bus pass is not able to be used for travel, SCB has Happy Holiday Passes.

Thanks to the generosity of local businesses, SCB has *Happy Holiday Passes* packed with giveaways for travel in the school holidays.

For just \$25 you will get unlimited travel 6 days a week on the SCB route services ...PLUS you receive discount offers in Merimbula.



now available to purchase online

Please purchase online or phone our office on 6495 6452.

Check the school holidays timetables online at www.scbuslines.com.au on the "timetables" page.



DID YOU KNOW? Each year SCB transports more than 2900 school students to 14 schools in Eden, Bega, Wolumla, Pambula, Pambula Beach, Merimbula and Tathra.

Our story

The owners of Sapphire Coast Buslines are Jamie and Anton Klemm. The couple purchased 'Deane's Buslines South Coast' in 2005 from Jamie's parents Dennis and Susan Deane, and have a long history in the bus transport industry.

They have three young children and are involved in and support a vast range of community and business activities, organisations, events and initiatives on the Sapphire Coast.

In 2013 Jamie and Anton renamed their business to Sapphire Coast Buslines, choosing the name to reiterate their firm commitment to our region.

"Sapphire Coast Buslines will remain a family-owned business in this region for a long time to come. We are continually looking at ways to expand and grow and offer more services to the local community."