



School Bus Services Information (For parents and students)

Horizons West operates the private School Bus Services under contract to St Stephen's School. Horizons West staff are responsible for the transport of students along the agreed routes, with pick up and drop off at nominated bus stops. They are also responsible for managing any issues or incidents that arise in relation to these services.

Three routes service Carramar Campus. Coastal, Yanchep/Butler and Landsdale/Inland Route. The Yanchep/Butler route stops at the Currambine train station.

Two routes service Duncraig Campus. Karrinyup/Gwelup Express and the Trigg route. Horizons West also provide a shuttle service from the Early Learning Centre at Padbury for primary students (Years 3-6) who use the OSH Club out-of-school care program. Users of the shuttle service must be registered, however travel is free.

Registration

All students must be registered with the School to be eligible to access these services. Each student must complete a **School Bus Service Student Registration Form**, which must be signed by the student (to the best of their ability for younger students) and a parent/guardian.

The Horizons West **Code of Conduct Form** must also be completed and signed, acknowledging the behaviour expected of students while travelling on the School Bus Service and the potential consequence of misbehaviour. The School will collect this form and pass it on to Horizons West. Please note that Horizons West do not hold any personal information about the student or parent other than this form, unless this has been separately provided by the Parent/Guardian to Horizons West.

Each student who is registered to use the School Bus Services must carry a SmartRider card. Any student who does not have a SmartRider/Identification card should contact Student Services as soon as possible to arrange a card.

Ticketing

Your children's journey will be paid via an Online Bus ticketing System. The platform allows you access to your own portal where you can load up your children's tap and go card and track their journeys in real time.

Firstly, complete the Bus Registration and Code of Conduct forms and email to studentservicesdun@ststephens.wa.edu.au (Duncraig) or studentservicescar@ststephens.wa.edu.au (Carramar) then log in to www.horizonswest.com.au/eticketing/ and create an account and add your child/ren. Next step is to add funds to the card. This can be done as soon as you receive an email that the account has been verified. Children use a tap on/off system (similar to Transperth tap on/off) when catching the bus. Students must bring their SmartRider to Student Services to be activated and for Primary students a card will be ordered by Student Services.

The cost is \$3.00 per trip and you only pay for the travel you take. The minimum upload amount is \$50.00.

St Stephen's staff will monitor daily records of students catching the service. If it is noted that students are not presenting a card, Staff will contact parents to advise to top up their accounts. As the School subsidises these bus services, it is essential that families contribute for patronage.



School Bus Routes and Stops

School Bus Route maps and designated stop lists are attached. Each registered student must nominate the route and stop that they will be using. The School and Horizons West will review the routes and stops at the end of every term.

The Yanchep/Butler route will stop at the Currambine train station. Students may register to use the School Bus Services for travel between the School and this train station.

Maps, Registration Forms and Schedules

The School Bus Service Procedure, route maps, route schedules, registration form, terms and conditions and Horizons West Code of Conduct agreement form are available via the Parent Portal on the School's website, via the Bus Routes tab.

Key Points of Contact

Your first point of contact in relation to the day-to-day operation of your bus service is the **bus driver**. We are confident that the driver will get to know your child(ren) and will help to solve any issues to the best of their ability. If there is an issue or incident that the driver is unable to resolve, please contact **Horizons West** on (08) 9351 8980 or bookings@horizonswest.com.au.

If Horizons West has not satisfactorily addressed your issue or concern, please contact the Deputy Head of Secondary or Deputy Head of Primary, through the main school telephone number.

Feedback

Horizons West have provided bus services in partnership with the school for over 30 years and are committed to ensuring this service meets the expectations of the School and our community. Feedback should be via email to either adminduncraig@ststephens.wa.edu.au or adminduncraig@ststephens.wa.edu.au please use **Bus Service Feedback** in the subject line – to allow us to understand whether the service is meeting your expectations and to identify any common issues that we can seek to address.