



At the start of 2020 West Side Buses in partnership with Translink and the Queensland Government employed Customer Service Officers (CSOs). CSOs will operate on West Side Bus Services, Park Ridge Transit Services and associated networks.

CSOs operate under the Transport operations (passenger transport) act 1994, under this legislation the CSOs have powers to address breaches of relevant legislation and behavioural offences.

CSOs have been operating on the Westside and Park Ridge services and are often found at the larger interchanges including (but not limited to) Grand Plaza and Riverlink shopping centre. CSOs focus is to ensure the safety and compliance in accordance with the code of conduct of all passengers this include SCHOOL BUSES.

The code of conduct is to be followed on all services including school buses. How is this achieved?

## RIDE WITH RESPECT

### What does that mean?

Ride with respect is a value that encourages all passengers to be respectful when using public transport. School buses specifically are a privilege and are supplied to ensure the safe delivery of students from school to home and vice versa. All bus drivers and other passengers using any service should all be treated with respect; this can be achieved by;

#### Student responsibilities

- Having a valid ticket for the journey (includes bus passes)
- Remaining seated while using the service
- Students following bus driver instructions
- Student to keep hands and feet to themselves
- Being polite
- Acting in a non-aggressive way - always
- Respecting other passenger and their property
- Communicating respectfully with others
- Accepting consequences for bus misconduct



## Have a Ticket

The services that the CSOs are operating on **are NOT free** services, this **includes SCHOOL BUSES**. In accordance with the code of conduct students must be in possession of a valid ticket. In some cases you may be entitled to a school **bus pass** this is a pass that is able to be used when the student is travelling to and from school, the student must show the bus driver and if asked by CSOs must present it to the CSO for inspection. There information on the link provided on the criteria and application of school bus passes for 2021. (There are different types of bus passes please read the terms and conditions when you are submitting your application)

<https://www.qld.gov.au/transport/public/school/school-transport-assistance/apply-for-school-transport-assistance#apply>

You can also use the Translink.com.au web page to search for the buses your student will need to catch and call 13 12 30 if you need any further information.

## GO Card

Secondary Students are entitled to concession Go Cards, these are a half price card that must be tapped on and tapped off for each journey. Go Cards store value on them and with each trip the fare is calculated and removed from the card accordingly. Go Cards can be purchased from several places including on-line, train stations, and some news agencies. If a concession go card is being used outside of travelling to or from school the student using the card must be in possession of a valid student ID. When travelling to and from school in school uniform the uniform acts as the students' proof of concession.



**\*You can find a list of retailers near you on the Translink web site.**

## Consequences

There are consequences if the code of conduct is not followed. The CSOs operate under legislation and can issue warning notices, penalty infringement notices and direct people to leave buses and public transport infrastructure.

Warning notices - In the first instance of not abiding by the code of conduct the student can expect to receive a formal warning notice. A warning notice is a documented conversation for a specific offence i.e. Not having a valid ticket (fare evasion) or behavioural offences. A copy of the warning notice will be sent home via the post.



If a student is continually breaching the code of conduct the school will also be notified.

In extreme circumstances the student may be given an exclusion order and no longer be welcome on the bus services provided by West Side Bus Services, Park Ridge Transit Services, and associated networks.

Every student has the right to be safe and to be treated respectfully and fairly. Every student also has the responsibility to give other passengers the same level of respect. Our CSOs and Bus drivers want to ensure the safety and security of the students on the services provided and to do this we all need to **RIDE WITH RESPECT**

