

INFO REGARDING SCHOOL BUS SERVICES

IF YOU WISH TO CATCH A DUFFYS BUS TO SCHOOL YOU MUST BE REGISTERED WITH QUEENSLAND TRANSPORT (QTMR) Why? Because student fares are government funded.

WHO NEEDS TO BE REGISTERED? Every single student needs to be assessed to see if they are eligible for funding.

HOW CAN I BE ASSESSED TO SEE IF I QUALIFY FOR FUNDING? Visit our website at www.duffysbuses.com.au or Ring our office on 41514226 or 1300 383397.

WHAT IF I QUALIFY BUT DON'T WANT TO APPLY FOR FUNDING? – You will **NOT** be able to utilise school bus services however you can utilise the normal route services. Please note that route services for school transport is limited.

WHAT HAPPENS IF I DON'T QUALIFY FOR FUNDING? – You will be able to utilise the service but will have to pay a fare. Fares are based on the amount of Zones travelled.

DO I HAVE TO PAY A BOND WITH THE APPLICATION? -

Yes - a bond of \$20.00 is required for each fully funded bus pass (red). This bond is transferable and/or refundable. Conditions apply.

A \$20.00 bond is also required for both the blue and green passes but a credit of \$20.00 is uploaded onto these type of passes. No refundable bond on these passes.

DOES MY APPLICATION LAST FOREVER?

NO to students who change details such as Change of School or Change of Address. Any change of detail requires a new BTA application. Students who are going into High School (Grade 7) must reapply including St Luke's and BCC.

YES if you do not change any of the above details. ALL applications are reviewed every 3 months. If still current then students need to hang on to their bus passes until you leave school.

IS THERE A DIFFERENCE BETWEEN HIGH SCHOOL & PRIMARY SCHOOL APPLICATIONS – YES because QTMR criteria for high school is different to a primary school criterion.

HOW DO I KNOW IF MY APPLICATION IS SUCCESSFUL OR NOT? – Students will receive their bus pass in the mail from Duffys Buses. Unsuccessful application will receive a letter from QTMR stating why their application was unsuccessful. Approvals can take up to 6 weeks.

What types of bus passes are there?

Bus passes are broken down into 3 types. Of these 3 types 2 of them relate to school travel and the other relates to general passenger travel.

TYPE 1 –

QLD FULLY FUNDED SCHOOL TRAVEL PASS



This pass is issued to students whose transport to and from school is fully funded by QLD transport (QTMR). Successful applicant's are determined by QTMR and depend on how far the student's home is from his nearest school.

TYPE 2 -

QLD PARTLY FUNDED SCHOOL TRAVEL PASS



This pass is issued to students whose transport to and from school is partly funded

by QTMR.

Students in this category have travel to their nearest school covered by QTMR but as they chose to travel to another school, they must pay the difference. Fares are based on how many zones are travelled through and are by QTMR.

TYPE 3 -

FARE PAYER

(NO FUNDING) -



This pass is for general adult passengers and school passengers who are not eligible for QTMR funding.

TERMS & CONDITIONS 2016

NO REFUNDS GIVEN so please choose carefully the amount of credit you load onto your card

NO CREDIT GIVEN to replacement passes that have been processed

In 2016 ALL bus passes (RED, BLUE OR GREEN) will initially be issued free of charge – subsequent passes that are lost or damaged will incur a \$20 replacement fee.

All of our cards can be topped up (MINIMUM OF \$5) either with the driver or on line at www.duffysbuses.com.au

All cards remain the property of Duffys City Buses and if not being currently used must be returned

Damaged or lost cards can be replaced with Balance transfer but incur a \$20.00 replacement fee.

Cards that stop working but are not physically damaged are replaced free of charge and balances transferred.

Parents/Guardians are responsible for informing Duffys City Buses of any changes in circumstance i.e. Change of school, change of address, change of guardianship. Any changes regarding the above will automatically lead to the bus pass being cancelled and blacklisted.

Parent/Guardians of students who change school or address have 2 weeks from date of change to contact Duffys. Failure to do so will see all funds forfeited.

All bus passes are only valid for the person whom it is registered to. Allowing other passengers to use your bus pass is fraudulent.

Any breach of QTMR's Code of Conduct for school Travel or breach of any Duffys Buses Policy and Procedure will automatically cancel and blacklist your bus pass.

Blacklisted Cards will also automatically trigger QTMR's Code of Conduct for School Travel and may lead to suspension from all travel.

Red & Blue Passes must be "Swiped" every time a student boards a bus, including transfers.

Restricted passes (not 100%) will be invoiced for all travel over and above the nominated days. The Rate will be charged at the full amount per trip. 7 Day invoice or card will be blacklisted.

Red & Blue cards are only valid whilst being live in the QTMR system. Students whose registration ceases with QTMR will have their cards automatically forfeited.

General Information

LOST PROPERTY—If you leave anything behind on one of our services please check with the driver of that service. If it is not found please contact our office. **DO NOT ASK OTHER DRIVERS !!!!**

NO EATING OR DRINKING ON THIS BUS- S128 Part 9 of the Transport Operations (Passenger Transport) Regulations 2005 states “A person must not consume food or beverage in a public passenger vehicle without the permission of the operator or driver of the vehicle”.

MOBILE PHONES—Please for the safety of other passengers do not distract the driver with unnecessary loud chatter on your mobile device. Remember to let Duffys know if your details have changed...

Thank you
Duffys City Buses

For all information regarding school and city services please visit our website on

www.duffysbuses.com.au

It is passengers responsibility to check all schedules before using any Duffys service to ensure you have the latest information.

All passengers can check the town and school services on our website.

Please call our office if you have any concerns or questions.

TOP UP YOUR SWIPE ONLINE

To top up your swipe card visit Duffys website click on ‘Top up Swipe Card’ and don’t forget to print the receipt...the receipt is then given to the driver who will top up your swipe card with the amount shown on the receipt.



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Duffy City Buses School Information Brochure



Duffy's City Buses
We move the population