



20 November 2017

Dear Parent/Guardian

The end of the school year is rapidly approaching and Transdev are planning next year's influx of bus pass applications for students new to High School, Year 7 and students starting Prep and Year 1. New applications also includes those who have changed school or residential address since the end of the previous school year (2017).

To clarify, an application form must be completed by a parent/guardian if the student:

- has not previously been issued a Transdev school bus pass
- is changing school, including transitioning to high school
- has changed residential address and Transdev has not been previously advised
- has changed their name
- has been advised that a previous application is no longer valid.

Students who do not fit in to any of the above categories will be issued a pass automatically, and do not have to submit a bus application form.

Please visit our website for further information on the School Transport Assistance Scheme, and which form you should submit: transdevbrisbane.com.au/bus/schools/.

Please complete the correct application form (Bus Travel Assistance, or Bus Travel Assistance Safety-Net form) and post to:

Transdev Queensland
PO Box 1190
Capalaba Qld 4157

Or, alternatively email the form to gld.admin@transdev.com.au

Please note that school passes are sent to the school and students are responsible for ensuring they receive their pass when notified by their school of attendance in term 1, 2018.

Don't hesitate to call us on 3248 6100 if you have any further enquiries.

Kind Regards

Customer Experience Team
Transdev Queensland Bus

CONDITIONS OF ISSUE

- The regulations pertaining to any child's eligibility for complete or partially subsidised travel are determined by the Queensland Government, Department of Transport and Main Roads
- The bus pass remains the property of Transdev Queensland
- The initial bus pass is issued without cost. Replacement passes (lost, stolen or damaged) required throughout the applicable year will incur a fee of \$14.65.

CONDITIONS OF TRAVEL

- Students must provide the driver with their pass at the start of every trip. If the student fails to do so, a single fare will be charged. It is the parents/guardians responsibility to ensure that the student is appropriately equipped to travel to and from school
- Bus passes are personal and is for use by the student named on the pass only
- Payment with a 'Part Pass' must be via cash to the driver. TransLink go cards are not linked to the Bus Pass and are not accepted as a form of payment for 'Part Pass'
- The Bus Pass is only valid for travel on school days between the student's home and the school named on the pass
- Bus passes must be shown on request to the driver or any inspector
- A damaged pass may not be valid for travel. If the student's details cannot be read a replacement pass is to be sought by contacting Transdev Queensland
- Following notification to the parent/guardian, any issued pass must be surrendered to the school principal or Transdev Queensland and subsidised travel ceases immediately.

WITHDRAWAL OF PASS

- Any breach of the above conditions of travel
- Any breach in the Code of Conduct for School Students travelling on buses, issued by the Department of Transport and Main Roads
- Any behaviour which affects the safety of the bus or its customers
- Damage to upholstery or vandalism on the buses.
- Misuse of pass

If a bus pass has been withdrawn from a student for any reason, parents may contact Transdev's office to discuss the reinstatement of travel rights.