

Responsibilities of parents and/or carers

- Inform the Bus Driver directly of any changes to the pick up and drop off schedule.
- Contact the appropriate facility to inform them of any attendance or travel changes. It is not the responsibility of the Bus Driver to pass on messages on behalf of parents/carers.
- Activ Transport Services staff must be advised of any changes in relation to the Passenger Details Form. This includes medication alterations, behaviour changes, personal details etc.

This can greatly assist Transport Services staff in supporting passengers. All details are kept strictly private and confidential as per the Activ Privacy Policy.

- Ensure that the passenger is ready 15 minutes prior to the scheduled pick up time.
- Where required, ensure there is someone waiting at the designated drop-off point and time.
- Keep current contact details handy for the Bus Driver or facility.
- Familiarise yourself with the 10 Golden Rules and encourage passengers to abide by them at all times.
- Ensure invoices for Activ Transport Services are paid promptly.



Consumer Complaints

Activ respects the rights of consumers and welcomes complaints.

A copy of Activ's Consumer Complaints Policy can be obtained by contacting (08) 9387 0555.

Privacy

Activ respects the requirement for personal and sensitive information to be stored confidentially.

A copy of Activ's Privacy Policy can be obtained by contacting (08) 9387 0555.

Feedback

Activ welcomes input and feedback from consumers to ensure continuous improvement of Activ Transport Services.

Contact the Activ Transport Manager for more details on (08) 93870555.

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Members Liability Limited

Activ Transport Services

Bus travel information and guidelines for passengers, parents and cares, bus drivers and bus assistants



All Consumers of Activ Transport Services have a vested interest in the management of this service.

Therefore it is not only the responsibility of management to ensure a safe and comfortable service but also passengers (including students), parents & carers, bus drivers and bus assistants.

The following brochure outlines the responsibilities of all involved in delivery and use of Activ Transport Services.

Responsibilities of Activ Bus Passengers

“10 Golden Rules”

1. Follow and listen to the instructions of the Bus Staff.
2. Respect the personal space of others, let others travel in peace.
3. Do not talk or distract the driver whilst the bus is moving.
4. Stay in your seat during the trip. Do not move around the bus.
5. Do not throw anything inside or out of the bus.
6. Do not put any part of your body out of the window.
7. Keep exits and closing doors clear.
8. Stay off the steps whilst the bus is moving.
9. Fasten your seatbelt (if available).
10. Do not eat or drink on the bus.

Responsibilities of Activ Bus Drivers

- Regulate the speed of the vehicle to ensure the maximum safety and comfort of passengers and abide by all road traffic laws.
- Exercise reasonable control over the conduct of passengers during the journey, reporting to the Activ Transport Manager immediately on arrival at the facility any mishap, accident or misbehaviour, which has come under notice on the bus.
- Not set down any passenger from the bus for disciplinary reasons.
- Not drive a bus if taking drugs (prescribed or otherwise) unless the Activ Transport Manager has been advised and provided with a medical certificate to show the drug or medication will not impair the driving ability of the driver.
- Not use profane or obscene language in the presence of any passenger.
- Not smoke in any Activ vehicles.
- Not drink alcoholic beverages within eight hours prior to driving an Activ bus or during such driving.

The above is an extract only of Activ Bus Drivers Responsibilities. The full list can be found in the Activ Transport Services Manual or by contacting the Activ Transport Manager.

Responsibilities of Activ Bus Assistants

- Assist parents/guardians and or staff with embarking/disembarking of ambulant and wheelchair passengers at pick up and drop off points.
- Supervise passenger behaviour on the bus to ensure secure and safe travel.
- Secure restraints in a manner specified by qualified personnel (eg Occupational Therapist) or similar professional.
- Demonstrate a reasonable duty of care while passengers are on the bus and be willing to attend to the individual needs of passengers at all times en route. This will include liaison with the driver on issues related to air conditioning, windows and heating.
- Demonstrate a positive, caring and supportive attitude towards passengers at all times. This will include engaging passengers in conversation during the trip where possible.
- While at work either on the bus or at a facility, maintain a neat and clean appearance and refrain from: smoking, using obscene language and being under the influence of or ingesting alcoholic beverages or stupefying substances.

The above is an extract only of Activ Bus Assistant Responsibilities. The full list can be found in the Activ Transport Services Manual or by contacting the Activ Transport Manager.

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