Code of Conduct for School Students Travelling on Buses

Information for Bus Drivers

As a bus driver your focus is on driving the bus in a safe manner and ensuring the safety and security of passengers. The Code of Conduct for School Students Travelling on Buses, which aims to ensure safe and responsible school bus travel for all passengers, including drivers, will assist you in managing student misconduct. The Code clarifies expected standards of student behaviour and outlines the processes to follow in managing the day-to-day behaviour of students travelling on your bus.

Important driver responsibilities under the Code:

Bus drivers' role

- To drive the bus safely.
- To follow the Code for managing bus misconduct.

Bus drivers' rights

- To be safe.
- To be respected and treated with courtesy.
- To be trained in the Code and behaviour management strategies.
- To receive help and support from the bus operator in dealing with issues of student misconduct.

Bus drivers' responsibilities

- To drive safely.
- To undertake training on bus driver roles and responsibilities under the Code.
- To utilise behaviour management strategies appropriately in handling bus behaviour.
- To follow the Code's procedures and the bus operator's directions, policies and procedures.
- To communicate in a clear, appropriate and respectful manner.
- To promptly record and inform the bus operator of student behaviour incidents and the action which has been taken.
- To treat students fairly and with respect.

Bus drivers' expected behaviours

- To respect passengers and their property.
- To drive professionally and safely at all times.
- To behave and communicate professionally and courteously at all times.
- To be fair and consistent in dealing with passengers.
- To follow the Code's procedures and the operator's bus rules promptly, consistently and impartially.

Important things for bus drivers to remember in managing student misconduct:

- Maintain ongoing communication with your bus operator in relation to behaviour issues so that the operator can direct you on the course of action you are to follow in addressing issues of misconduct.
- Take action in relation to student misconduct as close to the time of the incident as possible. This can often help to effectively address instances of misconduct and assist in resolving the issue.
- In response to student misconduct, take immediate action according to the seriousness of the situation – as outlined in the Driver Procedures table on the following page.
- The final determination of the category of specific bus misconduct is made by the bus operator.

Information a driver needs to include in any Incident Report of bus misconduct:

It is important you provide a clear, accurate written report to the operator when reporting incidents of misconduct. These reports should accurately describe the incident in an objective way (See Incident Report Guidelines). The report should include:

- a clear description of the incident, including details of who, what, when, where, how
- if there were any witnesses
- any witness statements
- if any harm or damage occurred
- if there is CCTV footage of the incident
- actions taken by the driver
- if the Police, Emergency Services, etc were contacted.

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Driver Procedures when responding to incidents of misconduct:

Situation/behaviour	Driver's immediate actions
The situation is immediately **life threatening** or the behaviour is extremely **dangerous** or **destructive** and highly likely to cause immediate significant harm	1. **Stop the bus** when safe to do so and **instruct behaviour** to stop 2. **Implement** Incident Management Plan procedures and/or **contact** Operator/Emergency Services (as appropriate) • **Follow** Operator/Emergency Services instructions 3. **Record incident** at end of journey, using documentation required by Operator

The behaviour/situation is **unsafe** – the behaviour does or could cause harm to property and/or others	1. **Instruct behaviour to stop** and **warn** student of consequences.
	  • **Use behaviour management strategies** as appropriate (e.g. student sits at front of bus, student is last to get off bus)
	2. **Identify** student and school, if possible
	3. If behaviour continues – **redirect behaviour to stop**
	  • **Advise student** incident will be reported to Operator
	4. **Contact Operator**
	  • **Follow** Operator instructions
	5. **Record incident** at the end of the journey, using documentation required by Operator

The behaviour is **irresponsible,** but not likely to cause harm	1. **Instruct behaviour to stop**
	  • **Use behaviour management strategies** as appropriate (e.g. student sits at front of bus, student is last to get off bus)
	2. If behaviour continues – **redirect behaviour to stop**
	  • **Warn** student of consequences if behaviour continues
	3. If behaviour continues further – **redirect behaviour to stop**
	  • **Identify** student and school, if possible
	  • **Advise student** incident will be reported to Operator
	4. **Contact Operator**
	  • **Follow** Operator's instructions.
	5. **Record incident** at end of journey, using documentation required by Operator