

Kalaya Children's Centre Policies and Procedures

Bus Guidelines

Kalaya Children's Centre addresses the need to access preschool services for families experiencing transport difficulties. We provide a free courtesy bus service. In accordance with the Education Departments Guidelines and the Priority of Access Guidelines, priority is given to Aboriginal and/or Torres Strait Islander families. With a licenced and accredited driver, we provide a professional bus service whilst ensuring the utmost safety of children and staff. The bus service has clearly defined geographical boundaries which are reviewed annually by the management committee.

Guidelines:

- Collection:
An authorised person over 18 years of age must be home to meet the bus and sign for children.
The director will use their discretion if the authorised person is under 18 years of age in recognising Aboriginal family practises where siblings are also responsible for raising of a young child in many instances. This person must be known to centre staff.
This is acknowledged by DECD Licensing Department. If the person is not known to staff, staff may contact the authorised parent to seek verbal authorisation. Staff can also request identification (e.g. driver's licence).
- Phone / Text:
If your child is not attending the centre or does not require the bus, you must phone or text on **0411 134 690** or **8447 6519** to advise the centre.
This prevents the bus driving around unnecessarily and most importantly does not leave other children sitting on the bus longer than necessary.
- The bus route:
The bus will collect children and deliver children to and from that same address. There are set routes which, if changed means other children are collected / dropped off too early or later than arranged.
- Persons on the bus:
All persons are not to bring pets or smoke within close proximity of the bus. If so, the bus driver is not obliged to open the doors until the pet is secured or the cigarette is extinguished. No persons are to get on the bus, who are not employees of Kalaya Children's Centre.

- Failure to respond to the bus:

When collecting and dropping children off the bus, the bus driver will beep the horn 3 times at the front of your house.

Persons with collection authority noted are expected to bring and collect their children from the door of the bus.

If you have not responded to the Kalaya bus within 2 minutes, the bus will leave your property.

- No Response Stage 1

You will be given a friendly warning with the time we were there (printed on yellow paper) reminding you to contact the centre to let us know what is going on.

- No Response Stage 2

You will be issued with a contact warning (printed on green paper) letting you know the bus came to your house for a second time but was greeted with no response. You are required to call Kalaya Children's Centre before the bus will restart pick up and drop off. You will be reminded that the next time this happens your child's spot on the bus may be forfeited.

- No Response Stage 3:

If 'no response' become a regular occurrence, you will be issued with a Bus Cancellation notification letting you know that your child no longer has a spot on the bus due to continued absences on your part. This is at the discretion of the director (printed on a red piece of paper).

If you are not home at the designated time that your child is dropped off at your house your child will be brought back to the centre where you will be responsible for their collection. If you arrive after 4pm you will be charged child care fees for each child and after 6pm you will be charged an additional \$1 per minute for each child.

We really care about our families and will continue to provide the bus service to those families who need it and continue to communicate this with us.

Please contact the centre if you have any queries.