



Bus Services FAQ

What areas/suburbs do your buses cover?

We have 6 buses that go via the school in the mornings and afternoons:

- A public bus service between the Tindals Road campus and Nunawading Station, stopping along Springvale Road. 1 bus in the mornings, and 2 in the afternoons.
- 5 private chartered buses going to Box Hill, Croydon North, Diamond Creek, Templestowe, and Wonga Park areas.

How do I register my child/ren?

There is no need to pre-register your child/ren for the bus service. Students must use their Student ID Card to tap on and off each time so we can track and bill families accordingly.

Who can use the buses?

Prep students must be accompanied by a family member that is also a current student at DCC, otherwise anyone is free to use the bus.

Year 9 students coming from Hall Road can also use the chartered and public bus services.

The Nunawading Bus is a public service so there may (however unlikely) be members of the public on board; the other 5 routes are private for students only.

How much does it cost?

We run on a Zone system, with 3 zones depending on how close/far from the school you are:

- Zone 1: \$4.15
- Zone 2: \$4.45
- Zone 3: \$4.90



If your child uses the bus without their ID card, you will be charged a flat rate of \$5 for that trip instead of the normal zone fee.

Fees are charged per trip, per child, where 1 way is 1 trip. *(For example: if your child is catching the bus in Zone 2 in the morning to school and then home again in the afternoon, you would be charged for \$8.90 that day).*

How do I pay for the bus?

Families are billed at the end of each term, based off when their child/ren used the bus service.

There is no pre-paid option, and you don't need to load any money on the ID cards to use the bus.

Are there any discounts?

For students that use the bus regularly we offer 2 discounts:

- If you average 5 trips a week throughout a term you save 5%
- if you average 8 trips a week throughout a term you save 20%.

What if we don't need to use the bus every day?

The service is quite flexible, so you only get charged for when your child/ren use the service, and you aren't locked in to paying for days of non-usage.

How do I get a student ID card for my child/ren?

All Secondary students should already have ID cards at the start of each year or rolling over from the previous year, and new Secondary students should receive one when they collect their laptop. Cards from previous years will still work, even with the old year and school photo on them. New stickers are printed once school photos are finalised sometime during Term 1 or 2.

All Year 5 and 6 students receive cards at the start of each year. Other Primary students can ask for a card from Reception.

For replacement cards, Primary students can ask at Reception, or directly at IT, and Secondary students can get a new one printed directly from IT for no extra charge.



My child has lost/forgotten their ID card, can they still use the bus?

Yes, they can. They will just need to tell the bus driver their name so they can be signed on and off manually, instead of tapping their card.

If your child uses the bus without their ID card, you will be charged a flat rate of \$5 for that trip instead of the normal zone fee.

How do I check the bus routes and full timetable?

On Schoolbox, under Bus Information -> Chartered Bus Routes you can see the full chartered bus timetables with all routes and stops. Or you can click [here](#) to take you to our bus homepage.

If your child/ren are catching the bus in the morning, we recommend getting to your stop at least 5 minutes before the scheduled time.

The Nunawading bus times are as follows:

- o *AM: Leaves Nunawading Station (Station Street) at 8 am.*
- o *PM: Leaves the school at 3:25 pm and 3:35 pm.*

More information about the Nunawading bus can be found at the following website:

<https://www.wearekinetic.com/au/melbourne/schools/donvale-christian-school>

Where does my child catch the bus from school in the afternoons?

The bus bays at Tindals road are located at Gates 2 and 3, behind the Primary playground and FOD/OSH space. This is also where buses leave for camps and excursions.

There are 3 teachers on duty each afternoon available to direct students and provide assistance as needed.

When does the bus run during the year?

The chartered buses do not run during school holidays, or on pre-start days. Only during regular term time.

The Nunawading bus does continue to run as it is a public service.



Who do I speak to about lost property on the bus?

If your child/ren has lost something on one of the 5 chartered bus routes they can email the Bus Coordinator, Allison Talty (Buses.Donvale@donvale.vic.edu.au) to liaise with the bus company on your behalf.

For the Nunawading bus lost property, parents or students can call their direct number 9492 2200 and select the option for lost property.

How do I use the Nunawading bus?

Students will need a current Myki card, with money on it, to use the Nunawading bus. Students can apply for a student pass for cheaper travel (please see the PTV website for more information: <https://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/children-and-students/school-students/>).

Other Myki fees and charges can be found at the following website: <https://www.ptv.vic.gov.au/tickets/fares/metropolitan-fares/>.

Is there a separate bus service between Tindals Road and Hall Road for Year 9 students?

The school provides a free of charge shuttle service between both campuses in the morning and afternoon for Year 9 students.

The morning shuttles leave Tindals Road at 8:20 am and 8:30 am.

The afternoon shuttles leave Hall Road at 3:10 pm and 3:20 pm.

What happens if my child/ren misses their bus?

If students miss their buses, the onus is on parents to get them to school.

Year 9 students missing the shuttle to their campus will need to contact parents to come back to drive them across to Hall Road. Similarly, if they're being dropped off at school by a friend's parents, please ensure they have arrived in time to catch the shuttle before leaving school, otherwise you will be contacted to pick them up and drive them to Hall Road.



If students miss their bus, and will subsequently be late, please contact Attendance by one of the following means to advise the school:

- Submit a notification through the School App, making sure the Absence/Late Arrival Reason and comments are detailed.
- Call the School on 9844 2471, Option 1 for Attendance, and leave a message if needed.
- Email attendance.donvale@donvale.vic.edu.au

What happens if the buses are delayed?

Hall Road Shuttles:

- The chartered buses can be held back at Tindals Road if any of the shuttles are delayed so Year 9 students needing a connecting bus are able make it.

Chartered Bus Routes:

- We can hold the chartered buses at Tindals Road if there are any delays (EG- other buses coming back late from an excursion, sport, etc), so any students on the late buses won't miss their connections.

We are unable to hold the Nunawading bus as it is a public service.