



BRISBANE GIRLS GRAMMAR SCHOOL

Grammar Bus Pilot FAQs

- What happens if my daughter is unwell and not going to School that day?

There is no action necessary if your daughter is unwell and not attending school. As the pilot operates on a casual basis (no weekly/term bookings at this stage), students can access whenever required. There is no need to register for each particular day.

- What happens if my daughter leaves their bag/musical instrument on the bus?

If your daughter leaves an item on the bus, please ask her to advise Student Reception. Belbaker will also inform the School of any lost property in need of collection.

- Is there room for my daughter to bring their musical instrument on the bus?

Yes, this is fine.

- What happens if my daughter accidentally taps on the wrong terminal when entering the bus?

If your daughter taps the BGS terminal, she will receive an error message. The terminals will be signed clearly with each school's name for ease of identification.

- What happens if my daughter misses the bus?

If your daughter misses the bus, she will need to wait for the next collection time (if applicable) or seek an alternate route to school. No child will be left behind at a collection point if they are there when the bus arrives.

- I live outside of Ashgrove/Clayfield, can I still drop my daughter at one of the bus stops for them to get the bus to School?

Yes, of course. Parents are welcome to drop off their daughters at any of the bus stops, and students are welcome to exit at any departure point in the afternoons.

- How is BGGGS going to monitor for, and deal with, any bad behaviour on the bus?

Students are expected to behave in an exemplary manner and in alignment with the *Student Code of Conduct*. Belbaker will report any inappropriate behaviour to the School, and this will be managed per normal processes through the Student Care team.

- Can my daughter enter/depart at different stops on different days or does it always have to be the same stop?

As with other forms of public transport, your daughter can enter/depart the bus at any nominated stop.

- What happens if there are not enough funds on my daughter's Flexischools account to pay for the bus?

In this instance, Belbaker will ask your daughter to provide her name/Year level/House Group. They will then share this information with the School to follow-up with you.

- What happens if the bus is delayed/cancelled?

If there is a significant delay, or for some reason cancelled, BGGGS will inform families via the App/email. This is why it is essential that families register for the service.

- What happens if the bus is involved in an accident?

In the event of any accident, or other issue with the bus service, BGGGS will contact families.

- If my daughter arrives at School on the early bus, how does she contact a member of staff if she needs help or assistance?

Students should use the phone system in the Heads of House Waiting Room to call the staff member on duty. There will be instructions beside the phone for the student to follow.

- Who should I contact, if I have any questions?

Please email communications@bggs.qld.edu.au.