

What we do if a child remains on the bus

Catching the bus to and from school is a large part of a child's growing independence. We support and encourage this, and we take our responsibility to school children using our services seriously.

On the rare occasion that a child misses their stop or stays on the bus, we have a process in place to ensure their safety.

Steps taken

- ▶ If a child misses their designated bus stop, the driver is to find a safe place to legally park and immediately call U-Go Mobility's Operational Control Centre (OCC) via the digital radio
- ▶ The driver is to obtain the child's full name and what school they are from and provide the details to the OCC
- ▶ The OCC will contact the child's school through the school's nominated emergency contact
- ▶ Once the school is reached, the OCC will continue to liaise with the school about informing the parents/guardians
- ▶ The bus will continue its journey until the child can be collected either by a parent or guardian at the approved designated bus stop
- ▶ If the school cannot be reached, we will ask the child if they know their parent or guardian's contact number and U-Go Mobility will contact
- ▶ If the child's parent or guardian or school cannot be reached, then U-Go Mobility will notify the police
- ▶ The child will sit in the chair behind the driver as this is in direct view of the bus's CCTV

Please be aware

- ▶ All our drivers are required to have valid working with children and police checks prior to driving our buses
- ▶ When an incident like this occurs, U-Go Mobility is required to report this to Transport for NSW
- ▶ We will liaise with the school the next school day to check in and obtain any further information we need for our report