

Ritchies School Bus Passenger Management Procedures 19/2/2019

When an incident or a demonstration of unacceptable behaviour occurs the driver's, task is to follow the guidelines set out in RTH's Drivers Manual: Manage the scene, seek assistance from the depot when required, transport the passengers safely to their destination and report to the Depot on the completion of the run.

The Depot Managers task is document and administer the process keeping School/s, and Ministry of Education local office informed.

- Drivers complete an Incident Report for every unsafe or unacceptable behaviour event.
- When Incidents of poor behaviour are identified, the Depot will consult with the School over the agreed change of behaviour process. Should the Passenger fail to meet the required standard of behaviour during this period then the Depot will contact the School and suspend transport.
- Any resulting transport ban or period of stand down
 - Must be enacted by the Manager or a Delegated Supervisor
 - Is administered by the school usually after discussion between the Depot Manager and Principal and between Principal and parent.
 - The Stand Down will remain in place until the School, Depot and caregivers agree on a return to service.
 - When a serious event occurs, the Depot will confirm with the School or when required with the parent, an immediate Transport Suspension (for an agreed period, this can be permanent).
- Schools are responsible for;
 - Administering the Code of Behaviour or Travel Plan process.
 - Ensuring passenger or caregivers receives a copy of the Code of behaviour or Travel Plan and confirming its jointly signed return.
 - Raising the behavioural concerns with the passenger in accordance with School Policy.