

## **School Bus Operator Notice to Parents/Guardians of School Bus Travellers, July 2022**

Dear Parent/Guardian,

We operate a school bus that services your child's school, and we have always made your child's safety and wellbeing our highest priority when providing our school bus services.

We have operated under the 2016 Victorian Child Safe Standards since they came into force. We wish to advise that this year Victoria revised the Standards with effect from 1 July 2022, and we have updated our policies and procedures to reflect the revised Standards.

### Policies

We have a new Child Safety and Wellbeing Policy that states that all children have a right to be and feel safe. The welfare of the children we convey will always be our priority and we do not tolerate child abuse and harm. We aim to create an environment where children are safe and feel safe being transported in our fleet.

We also have a new Code of Conduct that sets out the behaviour expected of all our staff and relevant contractors who engage with children in regard to keeping children safe. These two documents have been provided to your school and by email from [jacobsonbus@gmail.com](mailto:jacobsonbus@gmail.com)

### Does your child feel safe?

We encourage children to tell someone – you, a teacher, or their bus driver – if they have any concerns that make them feel unsafe. We also encourage you to be alert to any concerns that your child may express about feeling safe, and to let the school know of these concerns.

### Complaints Process

Our written Complaints Handling Policy is available by email from [jacobsonbus@gmail.com](mailto:jacobsonbus@gmail.com)

Your child's safety will be the priority in our handling of any complaints or concerns. If you have any questions about this notice, please call us on 03 58203700

Regards,

Jacobson Bus Lines

Mooroopna Passenger Service Pty Ltd, Nosboc Nominees Pty Ltd, John Grieve Nominees Pty Ltd, Fred Hall Bus Lines Pty Ltd & Adderley Holdings Pty Ltd