



# The Shores Temporary Bus Service

## Conditions of Travel

The Shores Temporary Bus Service is a free service provided during the Ridgevale Drive bridge closure. Operated by Kinetic, the service will help residents stay connected to key local destinations, including Helensvale Station, Helensvale Park shopping complex, Helensvale State School and Helensvale State High School.

These *Conditions of Travel* apply to everyone using the service. By boarding, passengers agree to follow these conditions and all lawful and reasonable directions given by the driver. These conditions support safe, respectful and accessible travel and operate alongside applicable laws and operator requirements, including the *Transport Operations (Passenger Transport) Act 1994*.

### Service information

- **Cost:** The service is free. No ticket or 'go card' are required.
- **Route:** The service operates as a continuous loop from the temporary bus stop at The Shores, Helensvale, near Schneider Family Park, stopping at Helensvale station, Ridgevale Drive near Mildura Drive, Helensvale State School and Helensvale State High School before returning to The Shores.
- **Timetable:** Passengers should check [the current published timetable](#) and arrive at least five minutes before departure.
- **Temporary service:** The service is planned to operate for the duration of the pedestrian access changes. Patronage will be reviewed and arrangements may be adjusted. Residents will be advised of changes.

The published timetable is a guide. Services may be delayed, changed or cancelled because of traffic, weather, road incidents, vehicle availability or other unforeseen circumstances. Boarding is subject to available capacity.

### Respectful behaviour

- Treat the driver and other passengers with courtesy and respect.
- Do not use threatening, abusive, discriminatory, harassing or offensive language or behaviour.
- Allow passengers to leave the bus before boarding.
- Offer priority seating to people with disability or reduced mobility, older people, pregnant passengers and people travelling with young children.
- Use earphones and keep the volume of personal devices low enough that it does not disturb others.

### Safe travel

- Follow all lawful and reasonable directions given by the driver.
- Do not distract or obstruct the driver while the bus is moving, except to report an urgent safety concern.
- Remain seated where a seat is available.
- Keep doorways and walkways clear of bags and other items. Store bags safely under a seat, on your lap or in an available luggage area.
- Do not interfere with the vehicle, controls, doors, emergency exits or safety equipment.



- Do not throw objects inside or from the bus, damage property, spit, or place feet or belongings on seats.

## Clean and comfortable travel

- Smoking and vaping are not permitted on the bus or near public transport infrastructure such as bus stops or terminals
- Food and drink must not be consumed.
- Take all rubbish and belongings with you when leaving the bus.
- Do not play instruments or use sound equipment at a level likely to disturb other passengers.

## Accessibility, prams and assistance animals

- The service includes allocated space for wheelchairs and mobility scooters. Mobility devices must be suitable for the vehicle and meet applicable size, weight and manoeuvrability requirements. More information is available on the Department of Transport and Main Roads website: [Travelling with a wheelchair or mobility scooter](#)
- Priority areas must be made available to passengers who need them. Boarding remains subject to safe available space.
- Fold prams and strollers away during peak travel times or when advised by the bus driver. Please ensure the child is secured in the pram or stroller harness and hold on to the pram or put the brake on during travel.
- Appropriately trained and accredited guide, hearing and assistance animals and animals with a [Translink Assistance Animal Pass](#) or an interstate assistance animal accreditation are permitted. Other animals are not permitted.
- Bicycles and personal mobility devices, including e-scooters are not permitted on this temporary bus service.

## Children and school travel

Parents and guardians are responsible for deciding whether a child is responsible, confident and equipped to travel to and from school on the temporary bus service. Before the child travels, parents and guardians should ensure the child understands the route, stops, timetable, expected behaviour and what to do if the service is delayed, missed or the child gets off at the wrong stop. Parents and guardians should familiarise themselves with the temporary bus schedule and child's school roster.

### Responsibilities of parents and guardians:

- Parents/guardians are responsible for transporting their child/ren to and from authorised bus stops and their safety at the stop while waiting for the bus.
- when meeting a child at a bus stop, wait on the same side of the road as the bus wherever practicable to prevent accidents.
- It is understood that bus travel is provided and accepted on these conditions.

### Children and students should:

- arrive at the stop at least five minutes before departure and wait away from the road
- wait until the bus has stopped before approaching, and board and leave in an orderly way
- follow the driver's instructions, remain seated where possible and keep belongings safely stored
- tell the driver promptly if they feel unsafe, are unsure of their stop or believe they are on the wrong service



- after leaving the bus, wait until it has moved away and only cross the road when it is safe. Not to play on the road at the bus stop or to try and get on the bus before it has come to a complete stop
- Get on and off the bus quietly and in an orderly manner
- If seated, remain in your seat whilst the bus is moving
- Place bags and other belongings in allocated storage areas, under your seat or on your lap
- Battery operated scooters are not permitted on any buses in Queensland
- Listen to the bus driver's instructions. They are responsible for driving the bus safely and also have the authority to report any vandalism or misbehaviour
- Not distract drivers with screaming, shouting or unruly behaviour
- Not use offensive language or call out to others onboard or to passing traffic or people
- Not to eat, drink (other than sipping from water bottle) or smoke/vape on the school bus
- Not throw anything from a bus window or at a bus window whether inside or outside of the bus
- No dangerous or flammable goods are allowed on the bus i.e. aerosol cans, lighters, fireworks
- When getting off the bus only cross the road when the bus has left and it is safe to do so.

Child safety and wellbeing have been embedded into everyday bus operations, training and decision-making, to prevent harm, respond to concerns, and support children through procedures and practices. A child who needs help should speak to the driver.

For more information about child safety, or to raise a concern or provide feedback visit the Kinetic website: [wearekinetic.com/child-safety-wellbeing](https://wearekinetic.com/child-safety-wellbeing).

## Contact, feedback and lost property

For complaints, accessibility enquiries or lost property, contact Kinetic on:

- **Phone:** 07 5552 2700, 9 am to 5 pm, Monday to Friday
- **Email:** [info@wearekinetic.com](mailto:info@wearekinetic.com)
- **Website:** [wearekinetic.com/au/goldcoast](https://wearekinetic.com/au/goldcoast)

For general enquiries and feedback about the service, timetable or route contact Fulton Hogan Hull McIlwain Joint Venture (FHHMJV) on:

- **Phone:** 1800 568 978 (select option 2)
- **Email:** [coomeraconnector@fhmjbv.com.au](mailto:coomeraconnector@fhmjbv.com.au)