

# Bus Service FAQ



## 1. Can anyone use the School Bus Service?

The St Michael's Bus Service is available to all students, in P-12. Our Bus Service allows students to travel safely to School each day with their peers.

## 2. How many bus routes are there and where do they run?

St Michael's operates six bus routes travelling from the North, East, South and West of Melbourne, to and from the School every day. Our Bus Service, operated by Driver Bus Lines, allows St Michael's students to travel safely with their peers. The bus routes are:

Cheltenham/Brighton	Glen Iris/Caulfield
Keilor East	Port Melbourne
Williamstown	Yarraville/Seddon/Kinsville

You can find more details about the bus routes at: <https://www.stmichaels.vic.edu.au/discover/transport/>

## 3. How much does the Service cost?

A one-way fare is \$3.50.

## 4. How do I register my child to use the Bus Service?

You can email [rollcall@stmichaels.vic.edu.au](mailto:rollcall@stmichaels.vic.edu.au) and you will then receive an email inviting you to activate your account. Once your account is activated, you can book and pay for your child's travel. Without an account, your child cannot receive a 'StMYKI' bus fob (Students in P-3) or use their Student ID card (Years 4-12), which must be scanned on and off for each trip.

Note: Our Student ID cards are also connected to the PTV network and can be used as a concession card.

## 5. What do I do when I receive my welcome email?

Once you receive your welcome email, you should register for RollCall within the week. If you do not register within the week your access will expire, and you will need to request a new welcome email. Your child cannot use the Bus Service unless you are registered.

## 6. How do I pay for my child's travel?

Once your account is activated, you can load credit through the online portal. Payment can be made via PAYPAL or credit card. Please ensure your account is topped up regularly to ensure no interruption to your child's travel. A reminder email will be issued if accounts require a payment top-up.

## 7. Where does my child obtain a StMYKI' bus fob (Students in P-3)?

StMYKIs can only be issued once an account is activated and topped up. Students can collect their StMYKIs bus fob from Marilton Reception. StMYKIs will be available the day after you have activated your account. Students will use this bus fob to swipe on and off the bus.

## 8. Where does my child obtain a St Michael's Student ID card (Years 4-12)?

St Michael's Student ID cards will be issued at the start of the year to students in Years 4, 7 and 10.

The St Michael's Student ID card is valid for three years. New students to the School will be issued their St Michael's Student ID card when they start at the School. Students who need a replacement card can do this by visiting the IT HelpDesk in the Gipson Commons.

## 9. Can I use my smartphone to access all the features of RollCall?

No. RollCall works best by using the RollCall App or your laptop/computer/iPad. For details on how to download the App, click here: <https://rollcall.com.au/parents/>

## 10. The RollCall App asks for St Michael's school code. What is it?

The school code to use the App is: stmichaelsgrammar

## 11. What are the benefits of using RollCall?

Once you have booked for the Bus Service, you will have access to real-time bus movements. Once a child scans on to their bus, parents or guardians are instantly notified and can track their child's journey in real-time. Parents or guardians book their child onto a specific route and stop, ensuring the safe journey to and from school.

## 12. What do I do if my child no longer needs to use the bus?

Register any absences (such as due to illness) and cancel any bookings up to a week in advance via the RollCall App. For substantial changes to your booking schedule, contact [rollcall@stmichaels.vic.edu.au](mailto:rollcall@stmichaels.vic.edu.au) and a member of the team will be able to assist.

## 13. Who do I contact if I have questions about using the Bus Service or RollCall?

You can contact [rollcall@stmichaels.vic.edu.au](mailto:rollcall@stmichaels.vic.edu.au)