



**TO ALL DRIVERS,**

We wish to thank you for your service in looking our wonderful clients throughout the year. We have an excellent reputation as a company and this is in large part due to the way our drivers conduct themselves during their school run.

Below are some reminders that we do need to advise you of so everyone is always up to date with the rules set by the ASTP.

**RUN ORDER**

The ASTP Drivers App is in order of pick up and drop off. You should be starting at the top and working your way down.  
**REMINDER: The run card is rarely written in the order of student pick up and drop off.**  
**ALWAYS FOLLOW THE ORDER ONDRIVER'S APP**

**STUDENT DROP OFF.**

Drivers **MUST MAKE VISUAL CONTACT** with a parent or carer over 18 before you let a student alight from the vehicle. There is absolutely no exception to this rule. If there is no nominated adult present you **MUST** contact the ASTP as per instructions. **THIS INCLUDES SCHOOLS. A school staff member must be at least sighted before drop off.**

**ROAD ACCIDENTS**

If you are involved in an accident, however minor it is, you need to **contact your area manager immediately**. Contractors are obligated to inform the ASTP as soon as possible.

**STUDENT MISBEHAVIOUR/INCIDENTS**

Drivers are not able to refuse transport to any student, except in the case of student behaviour that means you can not proceed with your run safely. If you are experiencing an issue or emergency please contact your supervisor or the ASTP on 1300338278 and dial the number for emergencies to receive advice on transporting the student.

**BULLYING AND HARASSMENT**

Any kind of bullying or harassment by, or toward a driver will not be tolerated. We take any reported claims seriously. If you feel you have been bullied or harassed by a work colleague, please talk to your supervisor, or someone in the management team to whom you feel you can confide.

**FOOD AND DRINK**

There should be no food or drink in the vehicle on any school run, unless it is authorised on the run card. We have come across several vehicles that have evidence of food or drink. This will be followed up on and disciplinary action taken.

**VEHICLE CLEANLINESS**

Please ensure you are keeping your vehicle clean and tidy. Fleet often pick up vehicles that are quite dirty, with the response 'Oh I was going to clean that today'. Your vehicle should never be in a condition that is noticeably dirty or unkempt.

**EMAILS**

Please include your **RUN NUMBER** when sending emails. There are multiple people who may be actioning emails, and having the run number ensures a quick response.

**ASTP DRIVER APP**

Please do not report incidents via the drivers app. All incidents should be reported to your supervisor and we will inform the ASTP and the school. Only app issues should be reported by drivers to [productdelivery.astp@det.nsw.edu.au](mailto:productdelivery.astp@det.nsw.edu.au)

**SAFE DRIVING**

Please remember that when you are driving you are carrying children in your vehicle. Take extra care with speed, harsh stopping and cornering, and parking. Safety is the priority for all of our drivers, students and ATSOs, so please drive to conditions and the road rules

**FORM A/CLAIM FORM**

Claim forms must be filled in correctly every day. There have been an exceptional amount of forms with errors over this term, and it is apparent that drivers are guessing. **PLEASE MAKE SURE YOU FILL IN YOUR FORM AT THE END OF EVERY TRIP, SO IT IS ACCURATE AND YOU ARE NOT TRYING TO REMEMBER FACTS AT A LATER TIME.**

All claim forms must be submitted within 24 hours after your last run of the month, by email to your manager.

**ONE FINAL REMINDER:**

If you are concerned or unsure about something regarding your school run, please refer to your manual. If you are still unsure, contact your supervisor before taking any action for confirmation.

Thank you for your time and commitment to reading the newsletter.  
Please refer any questions to your area manager by email, or if urgent, by phone.

