



## 2023 College Bus Services - Introducing Willunga Charter and Parent App

The College partners with Willunga Charter to provide our bus services on the Blackwood, Mt Compass and Seacliff routes. The Aldinga and Kangarilla routes will continue to be serviced by the College vehicles.

Willunga Charter is a South Australian family-owned and operated company, which has grown from small beginnings to being one of the state's leading bus companies, whose focus is student transportation. Established in 1977, they have grown from providing a single bus route, to today, servicing a broad range of public and private education providers in South Australia via their large fleet of modern buses.

### Bus Passes and Willunga Charter Parent App

Our partnership with Willunga Charter includes a parent app available to our families for all bus routes. As a result, the College operates a 'Tap On - Tap Off' Smartcard system that allows the College and our families to monitor students bus usage.

The current cost structure will remain unchanged, and for new families to the college a cost per trip for your child will be determined at the time of issuing the Smartcard. The standard trip cost is determined based on the distance being travelled to, and from the college. It will be either a \$2.00, \$3.00 or \$4.00 charge per trip dependant on distance.

The overall management, including payment for travelling on the school bus, will be retained in house by the College and all bus enquiries must be directed to the Main Administration. The Willunga Charter App will enable families to receive real-time notifications of their child/ren's travel. Please access either the Apple AppStore or Google Play to download the app to your device. Search "Willunga Charter".

The new app is available on all mobile devices.

- Please be sure to allow notifications "always" when installing.
- Once downloaded you can register with your email address(s) on file with the college and the system will automatically link your account with your child/ren.
- Boarding/deboarding notifications can then be configured to be automatically sent to you, along with being able to track your bus.
- We recommend saving your child's route as a favourite (click the star on the route/s) this way we will be able to notify you of any important messages for that route via push notification.
- Within the app you will also be able to view your child/ren's travel history, plus submit lost property requests and feedback directly to Willunga Charter.

To enable the system to work effectively, students must have their bus pass with them each day before boarding their bus.





### **What To Do Now**

1. Each student who will be travelling on a school bus will need to attend the Main Administration Office to collect their Smartcard prior to utilising the service. Cards will not be able to be shared between siblings.
2. Any student who currently has a “punch style” bus pass must present them at the Main Administration to have the credit value of unused trips applied to their new Smartcard.
3. Top up your Smartcard credit prior to travel.
4. Once the Smartcard has been issued, parents are encouraged to download the Willunga Charter App as per the instructions provided above. Please ensure that you use your HOME email address(s) you have supplied the college to create your account.

If there is an issue in accessing the App, please contact the Main Administration Office for assistance.

### **Topping Up Your Smartcard**

To ensure uninterrupted travel on the college buses, parents will be required to ensure that an appropriate credit balance is maintained on their child’s card to cover their expected level of travel. Card balances are accessible via the App and low balance warnings will be messaged to parents once a card reaches a certain low value threshold

Topping up your card must be actioned via the College Accounts Department, by purchasing travel credit starting at a minimum value of \$50.00. Larger amounts of credit can be purchased to cover those students who are frequent travellers and those who are charged higher value per trip costs.

As per the current bus pass arrangements, travel credit will be charged to your account and payment is required when it appears on your next account statement.

If a Smartcard has been lost or no longer works, a new card will need to be purchased from the College Finance Office at a cost of \$5.50 each. Please note that the initial card issued to a student will be complimentary.

We are confident that families will appreciate and benefit from the changes being made to the college bus services and the introduction of the Willunga Charter App. We ask that parents please be patient during the transition and with any teething issues that may arise.

### **For Your Information**

All College bus routes and stops are available for viewing on the Willunga Charter website:  
<https://willungacharter.com.au/school/woodcroft-college/>

Code of Conduct is available on the Woodcroft College website:  
[www.woodcroft.sa.edu.au/enrolment/school-services/#bus-service](http://www.woodcroft.sa.edu.au/enrolment/school-services/#bus-service)

Should you have any queries regarding the college bus service, or the new smartcard system, please don’t hesitate to contact the Main Administration Office on 8322 2333.

