


Operator	Contact	Opening hours
Bribie Island Coaches	07 3408 2562	Monday to Friday 8am – 5pm
Brisbane Bus Lines	07 3354 3633	Monday to Friday 6am – 6pm
Brisbane City Council	07 3403 8888	Monday to Sunday 24 hours
Caboolture Bus Lines	07 5495 4744	Monday to Friday 8.30am – 5pm
Clarks Logan City Bus Service	07 3200 6754	Monday to Friday 8.30am – 4.30pm
Hornibrook Bus Lines	07 3284 1622	Monday to Friday 8am – 4.30pm
Kangaroo Bus Lines	1300 287 525	Monday to Friday 7.30am – 5pm
Mackay Transit	07 4957 3330	Monday to Friday 8am – 5pm
Mt Gravatt Bus Service	07 3808 7800	Monday to Friday 8am – 5pm
Sunbus Sunshine Coast	07 5450 7888	Monday to Friday 8.30am – 4.30pm
Sunbus Cairns	07 4057 7411	Monday to Friday 7am – 7pm
Surfside Bus Lines	07 5552 2700	Monday to Friday 8.15am – 4.15pm
Thompson Bus Service	07 3882 1200	Monday to Friday 8am – 5pm
Transdev Queensland	07 3248 6100	Monday to Friday 8am – 5pm

Process script where Call Centre can contact BCC, Clarks or Surfside

Only where there is no alternative journey available

If an alternative journey is...	then...
available	<ol style="list-style-type: none">1. provide the journey2. close the call3. end of this procedure.
not available	continue.

5. Read the script:

 **R** *There aren't any alternative journeys available. Are you able to provide alternative transport for the child?*


6. Choose the next step:

If the caller says...	then...
yes	<ol style="list-style-type: none">1. Close the call2. end of this procedure.
no	go to task 4, Warm transfer the call.


Released under RTI - DTMR

Warm transfer the call

1. Choose the next step:

If the operator is...	then...
<ul style="list-style-type: none"> Brisbane City Council Clarks Logan City Rule▲ Surfside 	continue.
<ul style="list-style-type: none"> Clarks Logan City outside of the operating hours.▲ any other operator 	<ol style="list-style-type: none"> read the script:  R <i>I apologise, the service provider is unable to dispatch another service to collect the child.</i> close the call end of this procedure.

2. Read the script:

 **R** *Thanks for your patience. I will transfer you to the service provider to organise an alternative bus to pick the child up.*

3. Choose the next step: **Rule**▲

If the operator is...	then...
Brisbane City Council	<ol style="list-style-type: none"> warm transfer to 07 3292 6048 continue.
Clarks Logan City	<ol style="list-style-type: none"> warm transfer to 07 3200 9608 continue.
Surfside	<ol style="list-style-type: none"> warm transfer to 07 5552 2728 continue.

4. Go to task 5, **Complete the transfer**.