

# Frequently Asked Questions

## **How do I reserve/book my student on your bus service?**

We are a public transport service provider for Department of Transport & Main Roads. It is not possible to reserve/book a seat for individual students, and we do not keep registers/lists of student passengers.

Students can use any CDC school service by hailing the bus as it approaches the bus stop.

We recommend that students aim to arrive at their bus stop at least 5 minutes prior to the scheduled departure time.

All students are expected to show a STAS bus pass to the driver or tap a TransLink go card upon boarding.

## **How do I pay or apply for a STAS bus pass?**

All students are expected to show a STAS bus pass to the driver or tap a TransLink go card upon boarding.

Cash, debit/credit card and contactless payments are not accepted currently.

To understand STAS eligibility and apply for a STAS school bus pass please visit: <https://cdcqueensland.com.au/school-services/school-transport-assistance-scheme/>

If your student is ineligible for a STAS bus pass you will need to purchase and regularly top up a TransLink go card. For go card information please visit <https://translink.com.au/tickets-and-fares/go-card>

go card fares are currently 50c per journey.

For STAS bus pass enquiries please contact the Department of Transport & Main Roads School Transport Office 50 Wisers Road, Buderim Qld 4556 Phone: 07 5452 1800 Email: [maroochydore.st@translink.com.au](mailto:maroochydore.st@translink.com.au)

For go card enquiries please contact TransLink [13 12 30](https://translink.com.au).

### **How long does my students STAS bus pass application take to process?**

Typically, you can expect your application to be processed within a few weeks however this may take longer during peak demand periods, such as the start of the school year.

It's a great idea to get your application in early - we suggest lodging at the end of the prior school year if you'd like to avoid delays with the start of year rush.

### **How do I receive the bus pass?**

Once we have processed your application, the Department of Transport and Main Roads will send you a letter advising you of your success, or otherwise. We receive a report once a week and print the bus passes for approved applications.

Bus passes for the new school year are sent to their school for distribution within the first few weeks of school term.

At any other time of the year, your students bus pass can be collected in person from our depot at [11 Page Street, Kunda Park QLD 4556](#).

### **We've applied for a bus pass but have not yet received it, can my student travel?**

At the beginning of every school year, we are extremely busy processing late bus pass applications and delivering school bus passes to schools for distribution to the students. During this time, we have a **"grace period"** where students can board our buses without showing their bus pass.

At any other time of the year, students can board our buses using a go card whilst their bus pass application is processed.

## **Our student had a bus pass last year; do we need to reapply each school year?**

If your student is living at the same address, and attending the same school/campus you do not need to reapply for a bus pass, with the following exceptions:

- All students moving into Year 7 will need a new bus pass application.
- All students moving into Year 9 at Noosa District State High School will need a new bus pass application due to the change of campus.

[Safety Net STAS](#) Bus Passes are printed for the following year based on a report received from the Department of Transport & Main Roads.

## **Where can I view the timetables and bus stops?**

Please visit <https://cdcqueensland.com.au/school-services/sunshine-coast-schools/> and select your students school.


All available routes and suburbs serviced will be provided on the school dedicated page on our website.

Identify the routes that travel through the preferred suburb and click on **“View Timetable”** of each route. You will be redirected to the Translink website where you can view the timetable of the travel day and time.

**TOP TIP!** Make sure that the timetable date is set to a school day and the time set to 6AM to view both inbound and outbound timetables. See example below - Tues 27 January 2026 is the first day of Term 1 2026

[Home](#) / [Plan your journey](#) / [Timetables](#) / [Route 5701](#)

### **Route 5701**

 This is a school service, please contact [CDC Queensland \(Sunshine Coast\)](#) for info. For eligibility and concession ticketing info, please see our [student travel cards and assistance page](#).

Date	<input type="text" value="Tue, 27 Jan"/>	<input type="text" value="6 am"/>	<input type="button" value="Update"/>
<input type="button" value="Inbound"/>		<input checked="" type="button" value="Outbound"/>	

To view the entire bus route, click on **“Show Map”**

## Route 5701

Print

This is a school service, please contact CDC Queensland (Sunshine Coast) for info. For eligibility and concession ticketing info, please see our [student travel cards and assistance page](#).

Date: Tue, 27 Jan 6 am Update

Show map

Inbound Outbound

Change date

Stop	Trip Details
Sunshine Cove Way near Sunrise Dr hall 'n' ride, Maroochydore	7:25 am
Maroochy Bvd at Sunrise Drive, Maroochydore	7:28 am
Plaza Pde at Southern Drive, Maroochydore	7:31 am

Route notes

- This is a school service only.
- Check [SEQ fare information](#)

Printable timetables

Search printable timetables

To view the bus stop location, click on the bus stop name on the timetable, and on the resultant information page click **“Show Map”**.

## It’s my students first time using the school bus, what do they need to know?

Our top tips for school travel for students are:

- Plan your journey and arrive at your stop at least 5 minutes early.
- Stand where the driver can see you and hail your bus early so the driver has time to stop safely.
- Have your go card or bus pass ready.
- Identify which stop to get off at and when to ring the bell or tell the driver “Next stop please!”.

Our top tips for parents and guardians are:

- Plan the journey in advance to confirm route and stop location. Check for service updates before your child travels.
- Make sure your student has a bus pass or go card and is carrying student ID.
- Provide your child with a way to contact you, should they need to.
- Other Useful Resources
  - [School travel | Translink](#)
  - [Guide for parents and guardians | Translink](#)
  - [School travel tips | Translink](#)

## **I've seen students standing on the bus is this allowed?**

As a public transport delivery partner for Department of Transport & Main Roads, we are allowed to have standees on our vehicles, and we comply with standee allowances. We monitor standee reports and if there are more than an acceptable number of standees on our vehicles our driver will report this to our Operations Control Centre and await further instruction.

All student passengers are expected to sit properly on the bus (if a seat is available), and to stay seated for their entire journey. If required to stand, they are expected to remain in the area designated by the driver, face the front of the bus and hold the rail firmly.

If you have concerns, please complete our [Feedback & Enquiries Form](#)

## **Why is my student's bus late?**

The first 2-3 weeks of any school year are notoriously disruptive given the heavy traffic congestion around schools and are not indicative of the whole school year.

We anticipate traffic to ease after 2-3 weeks after which we expect the on time running and arrival times to/from school to improve.

If you have concerns, please complete our [Feedback & Enquiries Form](#)

## **My student missed the bus, what do I do?**

If your child didn't board their service, or the service didn't stop for your child, and you know their current location on the network, call Translink on [13 12 30](tel:131230) to make a report and they will investigate urgently.

For more information, please visit <https://translink.com.au/travel-with-us/school-travel/safe-school-travel>

## **We cannot find a suitable route on your website, what other options do we have?**

Other public transport options may be available, including urban bus routes. Please use the [Translink Journey Planner](#) or the [Translink School Service Finder](#) online tool to view available options.

**IMPORTANT!** Please refer to our [website](#) for official transfer locations, where our bus routes are designed to stop and wait for each other to transfer students. We do not recommend that students rely on unofficial transfer locations that may be presented as an available option.

School bus routes are primarily focused on providing transport for students residing in the school catchment area. To view your school's catchment area please visit [EdMap - Queensland school catchment maps](#).

CDC Sunshine Coast is contracted by Department of Transport & Main Roads to service a specific geographical area of the Sunshine Coast.

The following residential areas are generally outside of our contract service area: Beerwah, Landsborough, Bald Knob, Balmoral Ridge, Montville, Flaxton, Mapleton, Dulong, Towen Mountain, Coes Creek, Perwillowen, Highworth, Image Flat, Parklands, Kulangour, Yandina, Ninderry, Valdora, Maroochy River, North Arm, Eumundi, Verrierdale, Peregian Springs, Peregian Breeze, Cooroy, Lake Macdonald and Cootharaba.

If you reside in your students school catchment area and within our contract area and would like a school bus service to be considered please complete our [Feedback & Enquiries Form](#).

### **My student has left their property on the bus, what do I do?**

Please complete our [Lost Property Form](#) and we will contact you if the item is found.

### **I am concerned about student behaviour on the bus, what can I do?**

All student passengers are expected to behave in a safe and responsible manner whilst travelling on the bus. Any confirmed issues/incidents are managed in line with the Translink Code of Conduct for School Students Travelling on Buses. For more information, please visit [Code of conduct | Translink](#).

To report a student behaviour issue or incident please complete our [Feedback & Enquiries Form](#) providing as much detail as possible.

**I would like to provide feedback or log a formal complaint, where can I do this?**

Please complete our [Feedback & Enquiries Form](#) and we will respond within 48 hours. Alternatively, please contact Translink [13 12 30](#) (open 24 hours per day).