

FREQUENTLY ASKED QUESTIONS

TRANSPORT FOR STUDENTS WITH SPECIAL NEEDS

Who do I talk to about transport assistance?

Your school is best placed to provide advice on whether your child meets the eligibility criteria for access to special needs transport. Transport request forms also are available from the school. Information on the eligibility criteria can be found within the [Transport for Students with Special Needs policy and guideline](#) documents.

How long will it take to organise transport assistance?

All transport requests are subject to a 7 day processing period.

Do you need to re-apply for transport assistance every year?

Yes, a Transport Request Form will be sent home from the school at the beginning of Term 4 and must be returned to the school by the end of week 7. Any transport requests received after week 7 will result in a delay in the student receiving transport the following year.

What is the eligible distance from the student's residence to their school?

Transport will only be provided to students living within the identified catchment areas. The minimum distance between the student's home and the school is 500 metres (radial distance).

I am applying for transport but have been told the buses are full?

Special needs transport resources are limited and whilst students may meet the eligibility criteria, transport may not be available immediately and students may be referred to a wait list.

Can I tell the bus what time to pickup/drop off my child?

No. All bus runs are designed to be the most direct, efficient and economical and to meet requirements of schools earliest drop off times. Individual requests for pick up and drop off times cannot be accommodated.

I live in a small cul-de-sac, can the bus still pickup my child?

All travel requests will depend on accessibility. If the student's address is not suitable for bus access another pickup/drop off location close to the student's address may be advised.

What are designated pickup locations?

Students are picked up and/or dropped off door to door where possible. In some circumstances students may be required to be picked up and/or dropped off at designated group locations nominated by Public Transport Division.

My child is sick in the morning, who do I contact to cancel transport?

Contact the service provider directly.

I am going on holidays in three weeks time, who do I contact about the transport arrangements?

Contact the school with the dates you will be away and they will advise the service provider.

Do I need to tell anyone about my child's disabilities, allergies and medical conditions?

In order for the transport provider to transport your child safely, details regarding any medical conditions, allergies and disabilities that affect your child must be provided. This information is to be provided in the Transport Request Form.

In some instances a behaviour and/or health management plan will need to be developed. The plan must include information on triggers or warning signs of each condition and describe the actions to be taken.

My child likes to take a baby doll with her on the bus, will this be allowed?

Students are encouraged to take comforting items with them whilst travelling however the contractors will not be responsible for the loss or damage of personal items.

Nobody will be home when the bus drops my child off, is this OK?

No. For your child's safety, a condition of travel is that there is a Nominated Responsible person, listed on the transport application, at the pickup and drop off location.

Who do I contact if the bus is late for the pickup or drop off?

Contact the service provider if the schedule service does not arrive within 15 minutes of the nominated time.

I am moving house. Can I just tell the bus driver my new address?

No. All variations to transport arrangements will require a Change Request Form to be completed by the parent/carer and are subject to a 7 day processing period.

I no longer need transport assistance. Who do I tell?

Advise the school immediately if transport assistance is no longer required.

My child needs to go to swimming lessons after school. Can the bus drop her off?

No. Special needs transport services cannot be created for the purposes of transporting students to and from respite care services, work placements, VET programs or other activities.