

Frequently asked questions

Transport for students with special needs

Who do we talk to about special needs transport?

Your school is best placed to provide advice on whether your child meets the eligibility criteria for access to transport services. Special needs transport services request forms are available from your school. Information on the eligibility criteria is provided in the Transport for students with special needs policy and guidelines available [here](#) (hyperlink).

How long does it take to organise transport services?

All transport service requests are subject to a seven (7) day processing period. Your school principal will advise you of the outcome within five (5) working days of receiving feedback from either the Department of Infrastructure, Planning and Logistics or the Department of Education.

Do we need to re-apply for transport services every year?

Yes, current year approval does not guarantee re-approval for transport services for the following school year. You will be provided with a continuing request form at the start of Term 4. Completed forms must be submitted to the school by close of business on the first Friday in November. Continuing request forms submitted after this time will result in a delay of transport services for the following year.

How far is our child able to travel on transport services?

Your child must live within the identified catchment area and more than 500 m from their school. The location should be no more than 60 minutes of travel time one way or up to 80 minutes of travel where your child is required to transfer to another bus and your child is not on either bus for any longer than 60 minutes.

Can we have transport services take our child to school and pick them up instead of us having to do it?

The service supports those children with special needs who have limited or no other viable transport options to continue to receive an education.

What happens if we applied for transport services but have been told that the buses are full?

Special needs transport services resources are limited and while your child may meet the eligibility criteria, transport services may not be available immediately and your child may be referred to a waitlist.

Can we tell the service provider what time to pick up/drop off my child?

All services are designed to be the most direct, efficient and economical. Transport services must also meet each school's earliest drop off and pick up times. Requests for particular pick up and/or drop off times is managed on a case by case basis and will be advised by your school principal/school delegate if possible.

Can transport services pick up and drop off our child even though we live in a small cul-de-sac?

All transport services requests will depend on accessibility. If your address is not suitable for bus access, another designated pick up/drop off location close to where you live may be advised.

What are designated pick up locations?

Your child will be picked up and/or dropped off door to door where possible. In some cases, your child may need to be picked up and/or dropped off at a designated group location as identified by the Public Transport Unit.

Who do we contact to cancel transport if our child is sick?

You can notify your transport service provider through the Roscar Parents Portal. Refer to Appendix 1 to set up an account and create a new absentee record. Alternatively, contact your transport service provider.

What do we need to do to suspend our child's transport service while we are away on a holiday?

You will need to contact your child's school and advise them of the dates you will be away. Your child's school will advise the transport service provider. For extended periods of absence (5 or more consecutive days), you must complete a Change Request form and submit it to your child's school who will provide to DIPL for assessment. Please note that transport services are subject to availability and your child may be placed on a waitlist if away for an extended period of time.

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

You must include details of any disabilities, allergies or medical conditions your child has on the transport request form. This information is important for your child's safety.

You may be required to work with your child's school to develop a behaviour and/or health management plan that provides information on the triggers or warning signs for each of your child's conditions and the actions that need to be taken before the transport service commences.

Will our child be able to take their doll with them on the bus?

All children are encouraged to take comfort items with them when travelling to and from school. Please keep in mind that transport service providers are not responsible for any loss or damage of personal items.

Is it acceptable for no one to be home when the bus picks up or drops off our child?

It is a condition of service that there is a nominated responsible person present at both pick up and drop off times. Your child's nominated responsible person is the person/s you have listed on the transport request form.

Who do we contact if the bus is late for pick up or drop off?

Contact your transport service provider if the bus your child is travelling on has not arrived within 15 minutes of the scheduled pick up or drop off times.

Can we just let my child's bus driver know our new address when we move?

For safety and scheduling reasons you must submit a change request form notifying the change of address to your child's school. Please remember that any variation may affect your child's eligibility for transport services.

Who do we inform when we no longer require transport services for our child?

Advise your child's school immediately.

Can the bus drop our child off at swimming lessons after school?

Special needs transport services provides transport for your child to travel to school independently and safely. The service does not provide transport to and from work placements, VET programs or other activities.

Appendix 1



Electronic Student Manifest Parent Portal

URL

To Login to the Roscar Parents Portal, please go to: parents.roscartechnology.com.au

A screenshot of the "Parent Log in" web form. The form has a dark blue header with the text "Parent Log in". Below the header is a section titled "Details" with a dark blue background. This section contains two input fields: "Email" and "Password". Below the input fields are three buttons: "Log in", "Register as a new user", and "Forgot password?".

Log in

Existing user

If you have an existing login, please enter the email address and password and select Log in.

Register as a new user

To register as a new user for the Parent Portal, complete the fields below and press Log in.

The email address entered below must match the email address on your child's original bus travel application.

You will be sent a verification email with a link to verify the account.

Open your email and click on the verification link and you will be automatically logged in.

Forgot password?

If you have forgotten your password, select the “Forgot Password?” option and enter your email address on the following form.

If you are a registered user, the system will generate an email to reset the password.

Parent Menu

Student Tracker

This function displays a list of your one or more children listed under your email address.

Select your child from the list and the system will display a history of your child’s bus check in and check outs.


If your child is checked-in on the bus, the “Live Tracking” button displays.



This will now display a map with the current location of the bus.

Absentees

Presents a listing of your child’s absentees.

Use the  button to create a new absentee record and the driver(s) will be notified.

Add Absentee

Student*

Date*

Until

Contact*

Phone*

Reason

Complete the form above and press Submit.