

What is the criteria to determine eligibility for mainstream travel on a school bus or conveyance allowance?

The eligibility criteria requires a student to meet all of the below criteria:

- Be enrolled in their nearest appropriate school
- Be enrolled in a pre-compulsory or compulsory education period
- Regularly attend their school and use the orange school bus approved for that student i.e. more than six trips per week
- Reside more than 4.5km from their school
- Reside outside a designated Public Transport area.

Please find the [online application here](#).

Is my child able to travel if they don't meet all the criteria for transport assistance?

Yes. Students who are not eligible for Transport Assistance may be allowed to travel as Complimentary Passengers subject to the following conditions:

- Students may travel as Complimentary Passengers with the approval of the PTA;
- There must be a seat available on the school bus the student wishes to travel on, i.e. no Eligible student who is entitled to travel on the bus will be denied travel because of the presence of Complimentary Passengers; and
- The bus stop for the student must be on the approved route. The provision of transport to Complimentary Passengers should not result in any additional cost to the PTA

Is my child eligible if they attend an education support facility?

Yes. The eligibility criteria requires students attending education support facilities and language development centres to meet all of the below criteria:

- Be enrolled at the closest Government or Non-Government Education Support Facility or Language Development Centre
- Be under 19 years of age
- Regularly use the school bus for a least six trips per week
- Be incapable of making their own way to school safely

Please find the [online application here](#).

Can I still apply if my child has a medical condition, physical mobility issue or impairment?

Yes. If a student has a medical condition, physical mobility issue or impairment, you will be required to provide details whilst completing the Application for Transport Assistance. Further to this, if your child is approved to travel on the school bus, an 'Integrated Care Plan' is required to be completed and provided to the bus contractor of the service allocated. Please contact the Contractor for this form.

What if there is no bus available in my area?

In some areas, where it is neither practical nor cost effective to provide a dedicated school bus service, we may offer eligible students a Conveyance Allowance as a form of Transport Assistance.



A Conveyance Allowance is an amount paid on a per kilometre basis to a parent/carer to help meet the cost of transporting a student to and from school. This allowance is intended to assist with the running cost of a vehicle. To apply for a Conveyance Allowance, please specify in the 'comment box' of the [Application for Transport Assistance here](#).

Where can I lodge my Conveyance Claim?

You can lodge your [Conveyance Claim here](#). Please ensure you have updated your bank account details prior so we can process payments correctly. You can [update your details here](#).

What if my details have changed since I last applied for the school bus?

If you are already registered with School Bus Services and need to modify your details, you can access the '[Change of Details](#)' form to modify the following information only:

- Contact telephone number
- Email address
- Alternative or Emergency Contract details
- Bank account details

Please note, if you are required to modify any of the following:

- Residential address
- School (including when your child is moving from Primary School to High School)
- Custodial Issues
- Shared Custody Arrangements
- Medical Conditions

a new Application for Transport Assistance is required. School Bus Services will assess the application to determine if the change in circumstances has altered your entitlement, and what affect this may have on your travel assistance.

What if I don't have access to the internet?

If you don't have access to the internet at home, you may be able to access resources at any of the following places:

- Your local Tele-centre
- Your local library
- Your local school.

How do I apply online?

Please find the Application for Transport Assistance here (link) and ensure you take note of the reference number.

Where can I find the Student Transport Assistance Policy and Operational Guidelines?

The Student Transport Assistance Policy and Operational Guidelines can be [found here](#).

