

INTRODUCTION

On 12 October 2009, the Public Transport Authority of Western Australia will launch a new website exclusively for School Bus Services (SBS).

The website has been developed to provide families and other stakeholders with a more streamlined way to conduct their business with SBS. The website also contains information on policies and procedures.

The website has been designed to make it easier for parents to lodge and track applications for Transport Assistance, lodge claims for Conveyance Allowance and make changes to their address or contact information.

Once the website has been launched, schools will have a reduced involvement in the day to day management of Transport Assistance and school bus issues in general.

The Department of Education and Training, Catholic Education Office and the Independent Schools Association have given a commitment for schools to provide families access to computer resources, where a family does not have internet access. In some instances, schools may provide additional assistance at the time students are enrolled by assisting families in applying for Transport Assistance.

Whilst the website is largely self-guiding, there will be a comprehensive help section, including a 'How to Apply' section that will provide assistance when completing forms.



For more information
contact:

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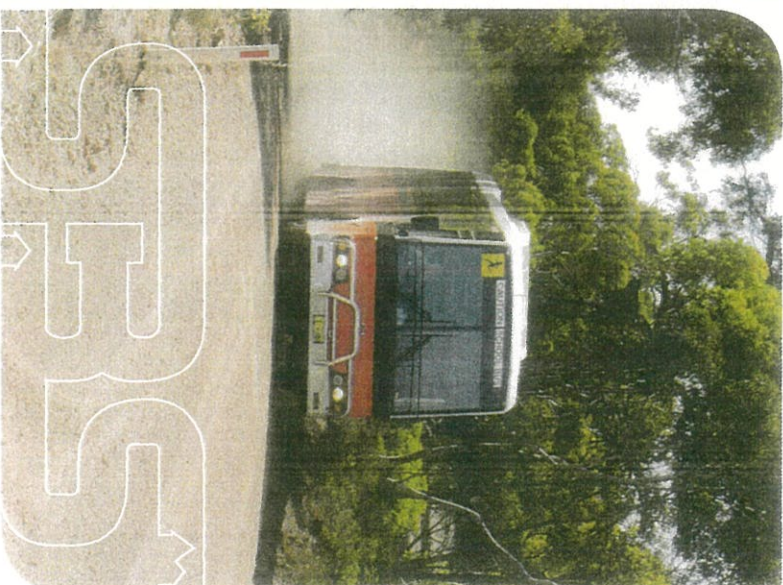


Public Transport
Authority

SBS SchoolBus
Services

Log on before you hop on.

Parent Information



www.schoolbuses.wa.gov.au



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NEW ONLINE FORMS

Follow the prompts from the 'Parents' section to access the following functions:

Application for Transport Assistance:

Parents/Carers will now need to apply for Transport Assistance for their children online.

The status of applications can be tracked online, from lodgement through to completion of the approval stage. This will provide families with reassurance that their application is being progressed.

Parents can download a simple instruction sheet from the 'How to Apply' section that provides a list of personal information required to complete the application form online. It is essential that this information is gathered prior to completing the form as the form cannot be saved part way through. This was done for security reasons, as it removes the ability for individuals to access private information.

Conveyance Claim:

Once you have been approved for Transport Assistance and issued with your Family ID number (see information in this flyer for more details), you will be able to log in and lodge your claim online. To do this, you must have kept a diary of the number of trips taken throughout the term. You will need to have this information with you when you complete the form. To assist you in keeping the travel data throughout the term, a printable record form will be available on the website.

Change of Circumstances:

The Change of Circumstances section of the website will give families and individual students the opportunity to advise SBS of any changes to their details including:

Changes to Family Details:

- Banking Details
- Contact Details
- Emergency Contacts, particularly important for students with a medical condition.

Changes to Individual Student Details:

- Address;
- School;
- Attendance (trips taken); and
- Medical Information / Condition.

Please note when Individual Student Details change it may affect a child's eligibility and/or entitlement for Transport Assistance.

FAMILY IDENTIFICATION NUMBER

Each family will be issued with a unique Family Identification Number (Family ID number). This number identifies a particular family and all of the children associated with that family. This number will remain with the family throughout the entire time their children travel on a school bus or receive a conveyance allowance.

Parents will need to use this number when lodging conveyance claims and updating information.

Individual Family IDs will be mailed out over the course of the next few months.



EXISTING INFORMATION

Where discrepancies have been identified, SBS has written to families to confirm family and student information. However, it may be possible all errors have not been detected.

To assist SBS in creating an accurate student database, once you have received your Family ID number we request that you go online to verify family and student details and make any necessary changes.

SBS