

Monday, November 26, 2018

## FREQUENTLY ASKED QUESTIONS

### **Where do I get an application form?**

- Application forms are available for Safety-Net Travel Assistance and Distance-based Travel Assistance on <https://translink.com.au/tickets-and-fares/concessions/school-students/school-transport-assistance> Print the form out and when complete, mail the application to Surfside Buslines, Queensland Schools, PO Box 3036, Robina QLD 4230. Given the number of applications being processed please allow time after you receive your approval letter from Queensland Transport for us to print the pass and send it to your school for collection.

### **Am I eligible for Safety-net bus travel assistance?**

- The following is a summary of eligibility and should be used as a guide only. Please refer to the School Transport Assistance Scheme for full details or contact your nearest Department of Transport and Main Roads office. Safety-net bus travel assistance is available for financially disadvantaged students who live close to their nearest school. It is available to students travelling on either kilometre-based or fares-based school bus services. To be eligible for safety-net assistance, students must meet the distance criteria, as well as the safety-net eligibility criteria as stated below.

The student must be listed as a dependant on one of the following cards:

- Health Care card (issued by Centrelink)
- Pensioner Concession card (issued by Centrelink)
- Veteran Affairs Pension Concession card.
- Students who have a card issued in their own name, as well as students under a Care and Protection Order, issued by Department of Communities (Child Safety), may also qualify for safety-net assistance.

### **Distance criteria:**

- Prep students are entitled to transport assistance in their prep year
- Primary school students (1 – 6) must live 3.2 km or less, from the nearest state primary school
- Secondary school students (7 – 12) must live 4.8 km or less from the nearest state secondary school
- Non-state school students must live less than the required distances from both the nearest state & non-state school (of type attended).
- Students with special needs. Students enrolled in a special school or a special unit within a school will be considered irrespective of distance. Please note

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A decorative graphic in the bottom right corner consisting of several diagonal lines of blue and yellow dots of varying sizes, creating a sense of movement and energy.

that the Department of Education and Training provides transport assistance for students with disabilities.

### **Am I eligible for distance-based travel assistance?**

- The following is a summary of eligibility and should be used as a guide only. Please refer to the School Transport Assistance Scheme for full details or contact your nearest Department of Transport and Main Roads office. To be eligible for distance-based assistance, students must meet the distance criteria relevant to their circumstances, as well as satisfy the general conditions of the scheme.

To be eligible:

- Prep students are eligible for transport assistance in their prep year
- Primary school students (Prep – 6) must live more than 3.2 km<sup>†</sup> from the nearest state primary school
- Secondary school students (7 – 12) must live more than 4.8 km<sup>†</sup> from the nearest state secondary school
- Non-state school students must live more than the required distances from both the nearest state & non-state school (of type attended).
- Students with special needs. Students enrolled in a special school or a special unit within a school will be considered irrespective of distance. Please note that the Department of Education and Training provides transport assistance for students with disabilities.

Visit <http://www.tmr.qld.gov.au/students> or contact School Administration for more information.

### **When do I renew my application?**

Your child will need to apply for a new bus pass if they are:

- Entering Grade 7 OR repeating a grade
- If your child has changed home address and/or school, you must notify your school immediately and arrange for a new application form to be completed and your old bus pass returned. This new form will be submitted to Surfside Buslines for assessment.

### **How do I replace a lost or stolen bus pass?**

- Providing the student has not moved schools or home, a replacement bus pass can be purchased from your bus driver for \$16.25 payable in cash only. Please complete the APPLICATION FOR REPLACEMENT BUS PASS FORM and hand to your bus driver with the \$16.25. The driver will issue a receipt for the \$16.25. The receipt is to be used as a temporary bus pass until the replacement pass has been issued. The replacement bus pass will be sent to your School Administration for collection as soon as practicable.

QLD General Information: If the student in your care does not have a current bus pass they must pay a full student fare, or use a go card, to travel on a school bus. Visit <http://translink.com.au/tickets-and-fares/fares/current-fares> for information on concession fares.

Please visit <http://www.tmr.qld.gov.au/buscode> for a complete copy of the Code of Conduct document.

At the end of each school year, please ensure that the current pass is retained to be used in the new school year until the new pass is issued.

\*Students with an existing bus pass need only re-apply if their home address has changed, or they are going to a different school in the new year (this includes moving from Primary to High School).

Some useful links to follow:

Surfside Buslines Website:

<http://www.surfside.com.au/school-services/queensland-school-services/#application-information>

Translink website (Distance based application information):

<https://translink.com.au/travel-with-us/school-travel/school-travel-info>

Translink Website (Safety Net application information):

<https://translink.com.au/tickets-and-fares/concessions/school-students/school-transport-assistance>

TMR website:

<https://www.tmr.qld.gov.au/Travel-and-transport/School-transport>