



DTMR Code

SN

The information on the tear off page must be read before completing this form.

TMR use only
STIMS:

Complete your application online to process your application faster

https://www.qld.gov.au/transport/public/school/school-transport-assistance/apply-for-school-transport-assistance

Section A - to be completed by parent/guardian

1. Parent/guardian details - Application must be in the name of the concession card holder\*

\*Where the student has a card in their own name, the parent/guardian should apply as the applicant but the person whose signature appears on the card must sign the cardholder certification at section 5.

Only the parent/guardian shown here will be able to alter or amend details for students listed in this application.

Title Family name Given name/s

Your principal place of residence (include property name and rural number if applicable)
Postcode

Please also provide your registered plan and lot number. This information is needed to assess eligibility.

Lot number Registered plan/Survey plan number Note: The above information is needed to assess eligibility for assistance. If you do not provide all information it may delay approval for transport assistance. Your registered plan and lot number can be found on your rates notice. Alternatively, you can phone your local council and ask for this information.

Postal address Please tick if the same as above

Home telephone number Work telephone number Mobile telephone number

Email address

Important: For fast processing, these details should be the same as those held by the student's school.

2. Reason for making this application

New application
Change of school
Change of address
Change of government assistance
Other

It is important to advise of any change of address. If you don't it may affect your assistance.

3. Distance to nearest school by the shortest trafficable route

Please tick (✓) what type of school/s the student/s attend and complete the appropriate section/s below

State primary
Non-state primary
State secondary
Non-state secondary

**Bus Travel Assistance Safety-Net Application continued...**

Section	Type of school	Name of nearest school to your house	Distance (one way)
A	Nearest state primary		km
B	Nearest non-state primary*		km
C	Nearest state secondary		km
D	Nearest non-state secondary*		km

\* of the type attended

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Verification		Date	Initials
Map Info	On road		
km	km	/ /	
km	km	/ /	
km	km	/ /	
km	km	/ /	

**4. Names of students applying for bus travel assistance**

Important: Student details must match records held by the school attended.

Family name	Given name (as shown on card)	Other initials	Male/Female (M/F)	Year (grade)	Date of birth	Name of school attended	Distance to this school*
1.					/ /		km
2.					/ /		km
3.					/ /		km
4.					/ /		km

\*Refer to point 4 under Eligibility section on tear off page for details on measuring.

**5. Government assistance details**

Please provide details of the assistance type held by the applicant. Each student’s individual reference number must be provided as well as the applicant’s card number. If the student has a card in their own name and the parent/guardian has a card that also lists that student, please submit that application under the parent/guardian’s concession card.

You **must** supply a photocopy of current documentary evidence with your application. This copy must show the CRN of each student applying for assistance. If you don’t it may delay approval of your assistance. (refer section C)

**Assistance type\*** HCC Health Care Card PCC - Pensioner Concession Card  
VA - Veterans’ Affairs Pensioner Concession Card CPO - Child Protection Order

Cardholder’s name (as shown on card)	Assistance type* (please tick ✓)	CRN/Entitlement number (not needed for Child Protection Order)	Expiry date
	HCC <input type="checkbox"/> PCC <input type="checkbox"/> VA <input type="checkbox"/> CPO <input type="checkbox"/>		

Student’s name (as shown on card)	Assistance type* (please tick ✓)	CRN/Entitlement number (not needed for Child Protection Order)	Expiry date
1.	HCC <input type="checkbox"/> PCC <input type="checkbox"/> VA <input type="checkbox"/> CPO <input type="checkbox"/>		
2.	HCC <input type="checkbox"/> PCC <input type="checkbox"/> VA <input type="checkbox"/> CPO <input type="checkbox"/>		
3.	HCC <input type="checkbox"/> PCC <input type="checkbox"/> VA <input type="checkbox"/> CPO <input type="checkbox"/>		
4.	HCC <input type="checkbox"/> PCC <input type="checkbox"/> VA <input type="checkbox"/> CPO <input type="checkbox"/>		

**Cardholder Certification** - must be signed by the cardholder

I authorise:

- the Department of Transport and Main Roads (TMR) to use the Centrelink Confirmation eServices to perform a Centrelink/ Department of Veteran Affairs’ (DVA) enquiry of my Centrelink/DVA customer details, concession card status and/or original date of grant in order to enable TMR to determine if I qualify for the School Transport Assistance Scheme
- the Australian Government Department of Services Australia to provide the results of that enquiry to TMR.

I understand that:

- TMR will use the information I have provided to confirm the eligibility for the School Transport Assistance Scheme
- Services Australia will disclose to TMR personal information including my name, address, concession card type, original date of grant and status
- this consent, once signed, remains valid while I am a customer of TMR unless I withdraw it by contacting TMR or Services Australia
- I can obtain proof of my circumstances/details from Services Australia and provide it to TMR so that my eligibility for the School Transport Assistance Scheme can be determined
- if I withdraw my consent and do not provide proof of my concession/details I may not be eligible for the School Transport Assistance Scheme provided by TMR.

Signed

Date

### 6. On what days will the service be used?

(Please tick (✓) the days specifying am/pm - actual times are not needed)

Student's given name (as shown above)	First date of travel on this bus this year	Monday		Tuesday		Wednesday		Thursday		Friday		Total number of days (am)	Total number of days (pm)	Is more than one service used to get to school?
		am	pm	am	pm	am	pm	am	pm	am	pm			
1.	/ /													
2.	/ /													
3.	/ /													
4.	/ /													

### 7. Names of other students already receiving or applying for transport assistance

(including rail travel assistance, bus travel assistance and conveyance allowance). **Note:** Do not include students listed at section 4.

Family name	Given name	Other initials	Date of birth	Name of school attended	Type of assistance received for this student or type applied for
1.			/ /		
2.			/ /		

### 8. Certification by parent/guardian

I certify that the above information provided is true and correct and I have read and agree to the conditions of travel as listed on the attachment of this application. I understand that I am required to complete a new application within seven days should there be any change in the information contained in this application. It is further understood that TMR reserves the right to withdraw travel assistance and recover monies paid, if investigations show the student/s to be ineligible. I understand that persons who intentionally provide false information to obtain a benefit may be liable to a fine under Section 149(3) of the *Transport Operations (Passenger Transport) Act 1994*. In order to assess an applicant's ongoing entitlement to assistance, TMR will verify the student's personal details with the school attended and schools will disclose to TMR updated information for that purpose. By signing the certification below I am authorising this exchange of information between TMR and schools.

Signature

Date

Ensure that the certification at section 5 has also been signed by the cardholder.

**Privacy statement:** TMR collects the information on this form as authorised under the Transport Operations (Passenger Transport) Act to assess eligibility to bus safety-net assistance. These details are accessible by authorised TMR staff and may also be provided to the bus operator, local conveyance committee and Department of Education staff as required. Details on this form may also be given to Services Australia, Child Safety Services as required. Your and the student's personal details will not be disclosed by TMR to any other third party without your consent unless required to do so by the law or for the purpose of *Information Privacy Act 2009*. Some of the student's personal information including name, school and current year level may appear on a bus pass created and issued at the request and discretion of the relevant bus operator.

**Please forward this completed form to the operator providing the transport within seven days**

### Section B - to be completed by the bus operator

Operator's name

Route number

**Fares-based service operators to complete** Note - Excess fares are to be paid directly to the operator.

Student name	Fare for journey travelled		TransLink Top Up Code		Notes
	Single	Weekly	Level	Application ID	
1.					
2.					
3.					
4.					

### Operator's certification

I certify that the information provided in section B of this form is true and correct. I also certify that subject to the above student/s meeting the eligibility criteria for safety-net, they qualify for assistance on my services in accordance with the School Transport Assistance Scheme. I understand that persons who intentionally provide false information to obtain a benefit may be liable to a fine under Section 149 (3) of the Transport Operations (Passenger Transport) Act.

Signed

Date

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Student's name	Data entry details	Initials	Approval		Notes
			Yes	No	
1.					
2.					
3.					
4.					

**Approving officer's certification**

I have assessed this application in accordance with the approved school transport policies and procedures and certify that the student/s is/are entitled to the level of assistance granted.

Officer's signature

Date

 /  / 

**Input officer's certification**

I have reviewed travel details on this application with details recorded in STIMS and confirm the student/s is/are not receiving assistance for the same journey/s approved on this application. Appropriate details have been accurately recorded in accordance with the STIMS user manual.

Officer's signature

Date

 /  / 

**Section C - What supporting documentation do I need to supply?**

**Note:** A copy of supporting documentary evidence must accompany this application. Please ensure that the copy provided lists the CRN of each student applying for assistance. If you do not supply current documentary evidence, processing of this application will be delayed.  
If the student has a card in their own name and the parent/guardian has a card that also lists that student, please submit the application under the parent/guardian's concession card.

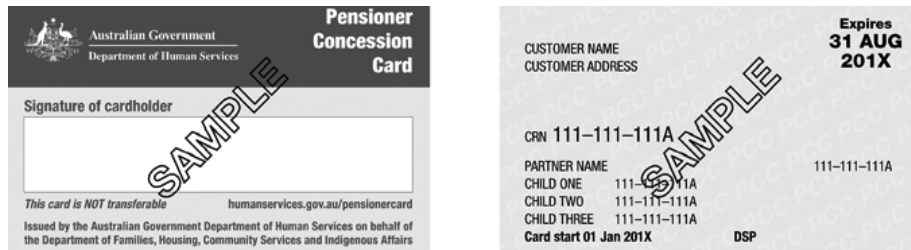
**Health Care Card**

You are required to supply your CRN and the CRN of each dependant you are wanting assistance for. This information is obtained from your Health Care Card (issued by Services Australia).



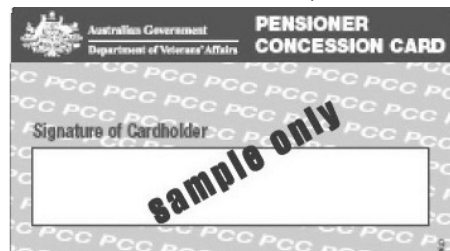
**Pensioner Concession Card**

You are required to supply your CRN and the CRN of each dependant you are wanting assistance for. This information is obtained from your Pensioner Concession Card (issued by Services Australia).



**Veterans' Affairs Pensioner Concession Card**

You are required to supply your entitlement number and the entitlement number of each dependant you are wanting assistance for. This information is obtained from your Veterans' Affairs Card.



**Child Protection Order**

You are required to supply a copy of the 'Authority to Care For a Child' document issued by Child Safety Services. No additional supporting documentation will be required.



The instructions must be read before completing this form.  
Please remove this page and keep it for your records.

**Applying for safety-net assistance**

It is recommended to apply online for faster application processing <https://www.qld.gov.au/transport/public/school/school-transport-assistance/apply-for-school-transport-assistance>

Complete this form if you wish to apply for safety-net bus travel assistance.

Fill in all sections on the form and attach your documentary evidence. If you do not it may delay the processing of your form.

Return the completed form to your local bus operator. This must be done within seven days of the student starting to travel on the bus.

Parents/guardians will be required to pay the full cost of travel until approval is granted by the Department of Transport and Main Roads (TMR). These fares are not refundable.

You will be advised of the outcome of your application in writing.

Applications can only be accepted for the current school year.

If the student changes school or address during the year, or if the government assistance you receive changes, you will need to re-apply for assistance within seven days of the change occurring. You must also tell TMR if the number of times the student catches the bus each week changes.

**Eligibility** This is a summary and is subject to change. Full and current details are available at [www.translink.com.au/schooltransport](http://www.translink.com.au/schooltransport)

To be eligible for safety-net assistance the student must be listed as a dependant on the applicant's:

- Health Care Card (issued by Services Australia)
- Pensioner Concession Card (issued by Services Australia)
- Department of Veterans' Affairs Pensioner Concession Card.

Students who have a card issued in their own name, as well as students under a Child Protection Order issued by Child Safety Services may also qualify for safety-net assistance.

The following conditions also apply:

1. The student must not be in receipt of any other assistance from the School Transport Assistance Scheme.
2. Primary school students (years prep-6) must live 3.2 kilometres or less by the shortest trafficable route from the nearest state primary school or the nearest non-state school of the type attended.
3. Secondary school students (years 7-12) must live 4.8 kilometres or less by the shortest trafficable route from the nearest state secondary school or the nearest non-state school of the type attended.
4. Measuring: A Geographical Information System is used to identify and measure the shortest trafficable route between the residential property and the nearest state school. Measurements are taken over roads open for public use.
5. Students must be enrolled at an approved school.
6. School transport assistance is available from only one address. This address must be the principle place of residence of the student's parent or guardian. For students under shared guardianship, parents must decide from which address they will apply for assistance.
7. Students from overseas, interstate or on student exchange programs are not eligible to receive travel assistance.
8. Students attending TAFE colleges are not eligible to receive transport assistance.
9. Students are only eligible to receive assistance on the designated bus service for their area. Students living in an area serviced by a kilometre-based school bus service are not eligible for assistance on fares-based services.
10. Travel assistance is not available for travel to alternative addresses or for travel to more than one school facility.

The Department of Education is responsible for transport assistance for students with a disability. Please discuss eligibility requirements and assistance types for these students with the school attended.

**Level of assistance**

TMR will pay a maximum amount for eligible students direct to bus operators. Parents/guardians are responsible for the payment of any excess fares that apply above this amount.

\*\*Please read and remove this tear off page (not to be returned with this application)\*\*

## Bus passes

1. Where bus companies issue bus passes, the pass must be produced to the driver upon request.
2. Passes are not transferable.
3. Parents will be required to pay a replacement fee for lost passes.
4. Damaged passes will be replaced at a nominal fee provided the damaged pass is produced and identifiable.
5. When students cease using the bus service passes must be returned to the bus company immediately.
6. Excess fares are to be paid directly to the transport operator.

## Code of conduct for school bus travel

TMR has in place a Code of Conduct for School Students Travelling on Buses. The Code applies to all students attending primary and secondary school in Queensland who use buses either to travel to and from school or for other school-related activities such as excursions.

The Code sets out prescribed standards of behaviour and examples of how your child can meet these standards.

Brochures outlining the Code of Conduct and detailing students and parents' responsibilities are available from your local bus operator or nearest TMR office as listed below.

## Change of circumstances

A new application form needs to be completed within seven days when a student changes school, address or government assistance.

Parents must notify the bus company and TMR within seven days when a student no longer uses a particular service.

TMR reserves the right to withdraw travel assistance and recover monies paid if investigations show the student to be ineligible. Persons who intentionally provide false information to obtain a benefit may be liable to a fine under Section 149(3) of the *Transport Operations (Passenger Transport) Act 1994*.

## TMR offices

Please contact your nearest office for further information on the School Transport Assistance Scheme or log onto [www.translink.com.au/schooltransport](http://www.translink.com.au/schooltransport)

### TransLink SEQ

#### Southport

PO Box 10420  
SOUTHPORT BC QLD 4215  
Phone: (07) 5585 1857  
Fax: (07) 2139 5081  
Email: [stgoldcoast@translink.com.au](mailto:stgoldcoast@translink.com.au)

#### Ipswich

PO Box 630  
BOOVAL FAIR QLD 4304  
Phone: (07) 3813 8613  
Fax: (07) 2139 5082  
Email: [stipswich@translink.com.au](mailto:stipswich@translink.com.au)

#### Carseldine

GPO Box 1412  
BRISBANE QLD 4001  
Phone: (07) 3863 9849  
Fax: (07) 2139 5057  
Email: [carseldine.st@translink.com.au](mailto:carseldine.st@translink.com.au)

### TransLink Southern

#### Toowoomba (Darling Downs)

PO Box 629  
TOOWOOMBA QLD 4360  
Phone: (07) 4639 0727  
Fax: (07) 2139 5072  
Email: [toowoomba@translink.com.au](mailto:toowoomba@translink.com.au)

#### Roma (South West)

PO Box 126  
ROMA QLD 4455  
Phone: (07) 4622 9509  
Fax: (07) 2139 5116  
Email: [roma@translink.com.au](mailto:roma@translink.com.au)

### TransLink Sunshine Coast/Wide Bay

#### Maryborough (Wide Bay Burnett)

PO Box 371  
MARYBOROUGH QLD 4650  
Phone: (07) 4122 6115  
Fax: (07) 2139 5064  
Email: [maryborough@translink.com.au](mailto:maryborough@translink.com.au)

#### Maroochydore

PO Box 111  
MOOLOOLABA QLD 4557  
Phone: (07) 5452 1800  
Fax: (07) 2139 5076  
Email: [maroochydore.st@translink.com.au](mailto:maroochydore.st@translink.com.au)

### TransLink Central

#### Mackay

PO Box 62  
MACKAY QLD 4740  
Phone: (07) 4951 8673  
Fax: (07) 2139 5073  
Email: [mackay@translink.com.au](mailto:mackay@translink.com.au)

#### Rockhampton

PO Box 5096  
Red Hill  
ROCKHAMPTON QLD 4701  
Phone: (07) 4931 1539  
Fax: (07) 2139 5062  
Email: [rockhampton@translink.com.au](mailto:rockhampton@translink.com.au)

### TransLink Northern

#### Cairns

PO Box 6542  
CAIRNS QLD 4870  
Phone: (07) 4045 7099  
Fax: (07) 2139 5042  
Email: [cairns@translink.com.au](mailto:cairns@translink.com.au)

#### Townsville

PO Box 7466  
GARbutt BC QLD 4814  
Phone: (07) 4758 7544  
Fax: (07) 2139 5050  
Email: [pttownsville@translink.com.au](mailto:pttownsville@translink.com.au)

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