General questions

1. **When will the online application form for the School Student Transport Scheme (SSTS) become available to customers?**
   The updated online application is available from 12 May 2016 for all students at www.transportnsw.info/school-students

2. **Has there been any change to SSTS policy?**
   No. There has been no change to SSTS policy.

3. **Do applicants need to re-apply every year?**
   Parents, guardians and students should apply for an SSTS travel pass if the student is travelling between home and school and meets the SSTS eligibility criteria and:
   - has not had a travel pass before
   - is moving from Year 2 to Year 3
   - is moving from Year 6 to Year 7
   - is changing school or campus
   - is changing address
   - as a result of a new shared parental responsibility situation.

Applications

4. **Will the paper form (blue form) still exist?**
   The Application Form for Subsidised Travel and Update Student Details (also known as the blue form) is being replaced by the online application form. The SSTS form can be downloaded and printed at www.transportnsw.info/school-students

   We understand that some applications will be submitted on the old blue forms. If this occurs, or you currently have any applications completed on a blue form, please endorse them and send them to:
   Transport for NSW
   Parramatta Office
   Locked Bag 5085
   Parramatta NSW 2124
5. **What if applicants do not have access to the internet or a printer?**

   Applicants can call **131 500** for assistance.

6. **Should students 16 years and over submit the application themselves?**

   Students 16 years and over must complete and sign the application forms themselves. They should read the School Pass Terms and Conditions including the Code of Conduct. The form includes a box to tick to confirm they agree.

7. **How are shared parental responsibility situations managed?**

   In a shared parental responsibility situation, such as joint custody, a student is eligible for subsidised travel from both addresses, subject to meeting the normal eligibility criteria. A separate SSTS application should be made for each address.

   In the first instance you do not need to provide a court order or statutory declaration to Transport for NSW for shared parental responsibility situations. However, Transport for NSW reserves the right to request these or further evidence documents if required to determine eligibility for subsidised travel from both addresses.

8. **How does the new application process impact schools?**

   Schools and TAFEs will receive a printed version of the completed online applications, from parents, guardians and students. Schools and TAFEs need to endorse these forms. Do not send forms to operators; all forms are now sent to Transport for NSW:

   Transport for NSW
   Parramatta Office
   Locked Bag 5085
   Parramatta NSW 2124

9. **Does the online application form cater for rural & regional address types?**

   Yes. The application form will recognise Lot and DP address types.

10. **Can multiple modes or operators be selected on the same online application?**

    Customers should only nominate operators that are required for their journey between home and school, as stated in the current SSTS policy. Most rural and regional areas will only have buses as an option.

11. **Report a lost, stolen or damaged rural & regional school travel pass.**

    To report a lost, stolen or damaged rural and regional school travel pass, contact the relevant transport operator to find out the replacement procedure.

### Processing Applications

12. **How long does it take for Transport for NSW to process applications?**

    Typically, validated applications are processed by Transport for NSW within two to three business days.
13. **Who is responsible for contacting customers regarding the outcome of their application?**
   Transport for NSW will be responsible for contacting customers about the outcome of their application.

14. **What happens if the application is unsuccessful based on distance?**
   Where the system determines the customer is not eligible based on the distance eligibility checks, the customer will be provided with a map showing the walking distance calculated. If the customer believes this is not accurate they are able to request a review of the decision.

### Choosing a Bus Operator

15. **How will schools, TAFEs, parents and guardians find out the different services offered by operators?**
   Parents, guardians and students are encouraged to contact bus operators directly to plan their journey. Schools may also provide assistance and information.

16. **How do you select an operator?**
   Applicants will select their preferred operator(s) from a drop down list within the online application. Transport for NSW maintains the ability to move students between operators to maximise the efficiency of the existing network.

17. **How will an operator’s name appear on the application form when customers are selecting operators?**
   The bus operator trading name will appear as the operator name on the online application form.

18. **What is the process for customers that need to update their bus operator?**
   Customers can use the 'Update your details' function online to update their nominated bus operator. [www.transportnsw.info/school-students](http://www.transportnsw.info/school-students)

19. **How do students travel while waiting for their application to be processed?**
   Students should always travel with a valid ticket. Please refer parents, guardians and students to their local operator for more information.

20. **How is the bus operator shortlist determined?**
   These operators will be geographically relevant based on the student’s home address and the school they attend. Transport for NSW will utilise its GIS (Geographical Information System) platform to determine the operators on the short-list.
Role of bus operators

21. **Who is responsible for providing eligible customers with a travel pass?**
   Bus operators are responsible for issuing travel passes. Travel passes are issued at the operators’ discretion.

22. **Are bus operators obliged to issue a travel pass to eligible customers?**
   There is no obligation for Rural & Regional bus operators to issue a travel pass. Travel passes are issued at the operators’ discretion.

23. **Can bus operators issue term bus passes for students not eligible under SSTS?**
   Yes, if available. Bus operators should manage normal operations as per their existing business processes.

24. **Do bus operators receive a copy of the application form from schools?**
   Schools will forward all validated SSTS application forms directly to Transport for NSW. Operators will receive an email alert of new applications and any changes.

25. **What customer information will be provided to bus operators?**
   Student full name, student home address, postal address, school, turning 12 flag, joint custody flag, parent/guardian full name and phone number (if provided).

26. **How will operators find out who is eligible to use their services?**
   A full set of currently eligible students allocated to the operator will be available to search and export using the same login details as used for the incremental/annual data uploads. Reports of changes will be available weekly.

For more information go to [www.transportnsw.info/school-students](http://www.transportnsw.info/school-students) or call 131500