

Who can I contact about school transport?

This fact sheet contains information about where you can find more information on school transport assistance, and who you can contact about school transport matters. This information is current as at June 2010.

Overview

For general information about school transport, try the Ministry of Education's web site at www.minedu.govt.nz/schooltransport. The school's bus controller or principal can provide more specific information, and you should send most questions or complaints to them in the first instance. If you have any direct, serious or urgent complaints please contact the Ministry's service agent, New Zealand Transport Agency, or the New Zealand Police.

What if I need information about school transport assistance and how to apply?

Refer to the other fact sheets in this series, and the Ministry's web site. The bus controller or principal can give you application forms and discuss the criteria with you. If necessary, they can obtain further information from the service agent contracted by the Ministry of Education to manage school transport assistance in the region.

What if I'm not satisfied with a decision about assistance for my child?

In the first instance, you should discuss the reasons for the decision with the school bus controller. If you are still convinced there has been a mistake, contact the service agent or ask the school bus controller to do so.

For students with special education needs, there is a process for reviewing applications. Contact the principal of the school or the Group Special Education Manager (MOE), who will liaise with you about the final decision.

What if I'm concerned about school bus or driver safety matters?

Contact the school bus controller or principal, who will refer any issues to the service agent (see flow chart over the page). If possible, make the complaint in writing, including as much relevant information as you can. If the complaint is serious or urgent, contact New Zealand Transport Agency (about serious safety defects) or the New Zealand Police (if you consider that a breach of law is posing an immediate safety risk – for example, drink driving).

School Transport: What you need to know

The following fact sheets about school transport are available:

1. Who is eligible for school transport assistance?
2. What if a student doesn't attend the nearest school?
3. What if the nearest school doesn't offer education in the desired language?
4. What types of assistance can a student get?
5. How is transport assistance provided for students with special needs?
6. What should I know about school bus services?
7. Student behaviour on buses: What is expected?
8. What is good practice for school bus safety?
9. Who has a responsibility for school bus safety?
10. What is a Conveyance Allowance and who can receive it?
11. Who can I contact about school transport?
12. How are bus routes designed?

For more information visit our website at:

www.minedu.govt.nz/schooltransport

What if I'm concerned about the location of a bus stop?

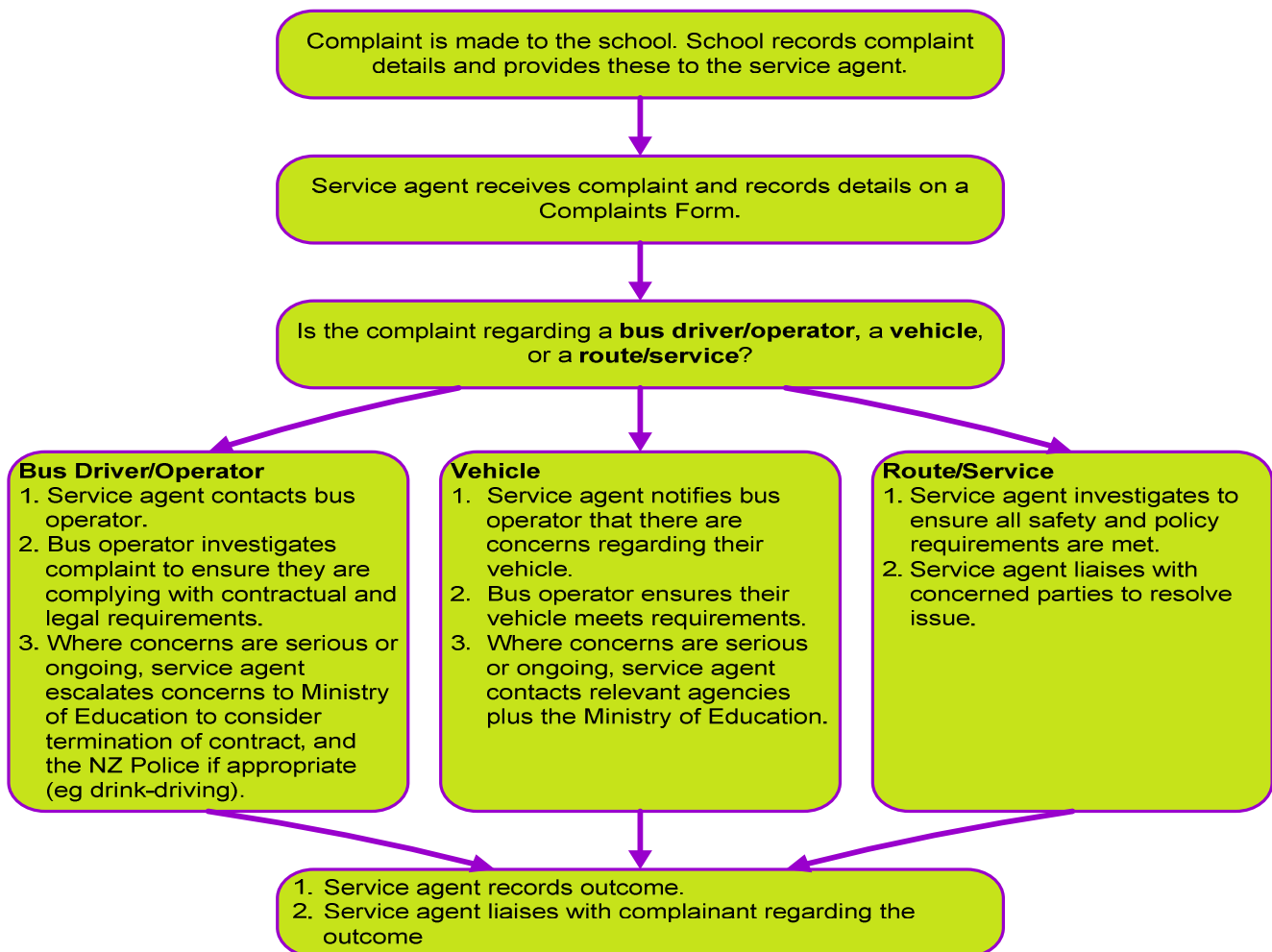
School bus stops are decided on with safety as the main consideration. If you have concerns about the safety of a bus stop, contact your school bus controller or school principal, preferably in writing. If there has been a specific incident try to include appropriate details. The bus controller will work with the service agent and bus operator to resolve the issue.

What if I want a bus route changed or extended?

Contact the school bus controller. Service agents survey all routes every two years, but can adjust them at other times if student numbers and locations change. A caregiver can pay to have a route extended beyond policy as long as there is no disadvantage to eligible students using the bus and there is no safety risk.

What is the general process for resolving complaints?

When you raise a complaint with your school, the school will report the complaint to your local service agent, who will then work towards resolving the issue. In most cases a reasonable approach and good communication will solve any problem that may exist. Complaints are generally dealt with as follows:



Can I contact the Ministry if I'm not happy with how my complaint is dealt with?

In most cases, where the service agent requires guidance to resolve a complaint they will contact the Ministry of Education to seek advice. However, if you are unhappy with the way your complaint has been dealt with by your local service agent and want to contact the Ministry of Education for further advice, you can email resourcing@minedu.govt.nz or telephone the Ministry's Resourcing Division Contact Centre on (04) 463 8383.