# Transport Special Case Consideration

Information Sheet

## What is Transport Special Case Consideration?

Should a request for transport assistance or modification to a bus service be denied due to not meeting the Department’s School Bus Program policy, the Student Transport Unit (STU) provides a mechanism to appeal the decision through Transport Special Case Consideration. For example, bus fare exemptions and conveyance allowance when not attending the nearest school or bus route extensions that fall outside of the policy.

## How to apply

The [Application for Transport Special Case Consideration](https://www.education.vic.gov.au/PAL/application-transport-special-case-consideration.docx) must be submitted by the school on behalf of the parent/guardian.

**Special case applications will only be considered by the Student Transport Unit (STU) if the application demonstrates complex and/or compelling circumstances**.

Where possible, supporting evidence must be submitted with the application. For example, letters from health professionals, social workers and/or the school, behaviour support plans or court orders and written quotes for increased conveyance allowance for private taxi.

Special case applications for a new school bus service or route variation or extension must also include all related forms and supporting documents for the new or modified service (e.g. *Form 9: Application for Variation or Extension of an Existing Route* for the School Bus Program or *Form X: Application for Extension or Variation of an Existing Route* for the Students with Disabilities Transport Program).

Government schools must seek endorsement of the application from their Department of Education (DE) regional office (e.g. a SEIL or Area Executive Director). Catholic and Independent schools do not require DE regional office endorsement.

Applications, including all supporting documents, must be submitted by the school to the Student Transport Unit: [student.transport@education.vic.gov.au](mailto:student.transport@education.vic.gov.au)

## Transport Special Case Consideration Panel

Requests for special case approval are reviewed by an independent panel known as the Transport Special Case Consideration Panel, which is convened by DE’s Chief Finance Officer. Representation on the panel includes members from the STU, practising principals, representatives from DE’s Inclusion, Access and Participation Branch and the Department of Transport and Planning. The panel meets every month during Term 1 and once per term thereafter. Transport assistance will not be available to a student until the panel meets and considers their application.

All recommendations of the panel will be forwarded to the Department’s Deputy Secretary, Financial Policy and Information Services Group, for approval. It may take up to three weeks for schools to be informed of the case outcome.

The following applies to special case approval:

* Special case approval is limited to the student and transport service involved in the application. Sibling rights do not apply.
* Special case approval will cease if the family circumstances change such as changing residential address, school or transport mode.
* Special case approval is not automatic. Each case will be considered on merit with reference to the transport infrastructure in the area and precedents established.