

## PARENT FACT SHEET #2

### Starting Transport

Parents are key partners in the safe transport of children with disability to and from school.

#### Welcome to the Assisted School Travel Program (ASTP)

This fact sheet provides essential information for families accessing ASTP.

The program provides a transport service to over 10,500 eligible students with disability across government and non-government schools in NSW.

The success of this program depends upon the active cooperation of all parties concerned; parents, school, contractors/drivers and ASTP, to ensure the best possible service for students.

All travel staff (drivers and Assisted Travel Support Officers) meet child protection requirements and are screened prior to employment. Vehicles must meet safety standards set by law and quality standards as mandated by ASTP.

#### How does transport work?

- ASTP will send you a letter with details about travel arrangements
- The contractor/driver will contact you with a pick-up and drop-off time/place prior to transport starting.
- You may wish to prepare your child with social stories/rehearsal for travel
- Make sure you have the necessary equipment for safe travel such as a child booster seat
- Be ready for transport and wait outside the house at a safe spot for pick up and drop off.
- Place your child in the vehicle with the seat belt fastened



#### What supports are available on transport?

Sometimes children with behavioural and/or medical concerns require additional supports to travel safely. In these cases schools may work with you to provide plans and travel aids such as books, soft toys, pictures, tablets or music players to make the journey to and from school calm and safe.

In some circumstances schools may assess the concerns and apply for an Assisted Travel Support Officer (ATSO) to provide additional supervision.

If an ATSO is required the school develops a travel support plan for the student. Travel cannot commence until an ATSO is engaged.

ATSOs require additional training to administer emergency medications or perform complex health procedures on transport. This is the responsibility of the school.

### What are my parent responsibilities?

- Be ready 15 minutes before the pickup and drop off time.
- Wait at the agreed spot outside of your home.
- Help your child get into the vehicle, ensure your child is safely seated with seat belts done up according to the road rules.
- Provide an Australian approved child restraint or booster seat where appropriate (AS/NZS 1754).
- Provide additional equipment if required for safe travel such as seat belt buckle covers, specialised transport harnesses and any medical equipment
- Assist travel staff in loading and securing your child and their mobility equipment such as wheelchairs and walkers.
- Communicate any additional needs your child might have on transport to the school and travel staff.
- Be present at the drop off point to meet the vehicle.
- Call the driver and school if your child is going to be absent from school
- Contact the school if your details or circumstances change such as work commitments, address or phone numbers.
- Speak with the school if your child's health needs change

### What other things do I need to know?

- Transport services may be temporarily withdrawn if:
  - There is no parent or authorised adult available to meet transport each morning and afternoon.
  - The behaviour of your child causes a safety risk to themselves or other students on transport.

The school will work with you to provide additional strategies and plans for safe travel as needed.

If damage occurs to a vehicle because of your child's behaviour then you are responsible for

reimbursing the cost of any damages to the contractor.

Please note drivers are not authorised to administer any medication.

- Drivers cannot transport students to an alternate address or make changes without prior approval from ASTP.
- Requests for transport to respite services can only be accommodated if there is an existing run available and where this change has minimal impact on the distance and time travelled by other students on that run.
- Food and drink is not allowed in the vehicle unless this is listed in a travel support plan.
- A driver is not permitted to drop a student at home without the authorised adult being present. If this occurs drivers will be instructed to deliver your child to one of the following locations:
  - Back to school
  - The Department of Community Services
  - The nearest police station
- If you have concerns about the identity of a driver or ASTO please ask to see photo identification or call ASTP.

### Where can I find further information?

If you have any questions or concerns about your child's transport please contact the school.

Alternatively call ASTP for assistance Monday to Friday 8:00am – 5:00pm on 1300 338 278 or email ASTP at [parents.astp@det.nsw.edu.au](mailto:parents.astp@det.nsw.edu.au)

Information can also be found on the ASTP website at

<https://education.nsw.gov.au/astp>

For more information contact

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[generalenquiries.astp@det.nsw.edu.au](mailto:generalenquiries.astp@det.nsw.edu.au)

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