**School Transport Assistance Program**

**for Students with Disability**

**Transport Appeal** **FAQ’s**

The information below is based on the procedure located at:  
  
<https://ppr.qed.qld.gov.au/pp/school-transport-assistance-program-for-students-with-disability-procedure>

***Who can make a submission?***

* Parents/carers of the student named in the *Approved or Not Approved for Transport* letter may make a submission appealing the decision of the Principal Advisor, Education Services (PAES) or delegate.
* The purpose of the submission is to provide the PAES’s supervisor, the Assistant Regional Director (ARD) with information to assist in their review of the original decision as stated in the *Approved or Not Approved for Transport*. A new decision will be made by the ARD.
* This new decision may either support or change the original decision by the PAES or delegate. The ARD decision is FINAL.

***How can I make a submission?***

* The submission is to be made in writing, however if it is more appropriate for you to make an oral submission, this can be arranged at an appointed time.
* In the case of an oral submission, an independent third person would be available to take notes and provide an agreed record to all parties present.
* You are able to have assistance in preparing the submission from others or have it prepared for you.

***When can I make a submission?***

* A submission must be received at the relevant Regional Office **no later than 10 working days** after the date stated on the *Approved or Not Approved for Transport* letter.

***What should I include?***

* You should state the reason you question the decision about the form of transport assistance or transport eligibility and provide facts that support your case. The reasons should be based on the information in the *reasons transport assistance was not approved* as stated in the *Not Approved for Transport* letter and in particular why any information is incorrect or which you believe has been misinterpreted.
* In your submission you should comment on any additional information or documents provided to you by the Principal Advisor or delegate.
* Provide copies of any documents which you consider is relevant to supporting your case.

***What happens with the information I provide?***

* Any information you provide in this submission will be used by the ARD to review the decision of the PAES or delegate on the transport assistance for your child.
* Except as above, the information will not be disclosed to any other department, agency or person unless you consent to the disclosure.

**When will a decision be made?**

The ARD will make a decision **within 10 working days** of receiving your submission. You will then receive correspondence shortly after stating the outcome.