

# Guidelines for Intensive English Unit Student Transport

<b>Document title</b>	Guidelines for Intensive English Unit Student Transport
<b>Contact details</b>	Passenger Transport Branch Department of Infrastructure, Planning and Logistics (DIPL) Northern Territory Government
<b>Approved by</b>	Bernie Ingram, Director of Passenger Transport, DIPL
<b>Date approved</b>	23 February 2023
<b>Document review</b>	3 yearly
<b>TRM number</b>	2017/1239

Version	Date	Author	Changes made
1	January 2009	Passenger Transport	<ul style="list-style-type: none"> <li>Initial document release.</li> </ul>
2	May 2009	Passenger Transport	<ul style="list-style-type: none"> <li>Minor edit.</li> </ul>
3	July 2017	Passenger Transport	<ul style="list-style-type: none"> <li>Formalisation of approval structure and implementation of application form.</li> </ul>
4	August 2018	Passenger Transport	<ul style="list-style-type: none"> <li>Updated links.</li> </ul>
5	November 2019	Passenger Transport	<ul style="list-style-type: none"> <li>Minor edits.</li> </ul>
6	February 2023	Passenger Transport	<ul style="list-style-type: none"> <li>Included definitions.</li> <li>Removed reference to carers as under the <i>Education Act 2015 (NT)</i> a parent is a child's father, mother or any other person who has parental responsibility for the child.</li> <li>Updated transport period from 12 months to 24 months in line with Department of Education Intensive English Unit Policy.</li> <li>Updates to Eligibility Criteria section 3.1.</li> <li>Merged sections 7, 8 and 9 under frequently asked questions.</li> <li>Updated contact details.</li> <li>Included section 10 related documents.</li> </ul>

Acronyms	Full form
DIPL	Department of Infrastructure, Planning and Logistics
DoE	Department of Education
IEU	Intensive English Unit
NTG	Northern Territory Government

# Contents

<b>1. About the service .....</b>	<b>4</b>
<b>2. Definitions.....</b>	<b>4</b>
<b>3. Applying for transport.....</b>	<b>4</b>
3.1. Eligibility criteria.....	4
3.2. Approval process.....	4
3.3. Continuing request .....	5
<b>4. Roles and responsibilities: Application process.....</b>	<b>5</b>
4.1. Parent .....	5
4.2. School .....	5
4.3. Department of Infrastructure, Planning and Logistics.....	5
4.4. Department of Education.....	6
4.5. Transport service provider .....	6
<b>5. Roles and responsibilities: Provision of transport service .....</b>	<b>6</b>
5.1. Parent .....	6
5.2. School .....	6
5.3. Transport Service Provider.....	7
5.4. Department of Infrastructure, Planning and Logistics.....	8
<b>6. Forms .....</b>	<b>8</b>
6.1 Change requests.....	8
6.1. Processing time.....	8
<b>7. Commencement of service .....</b>	<b>9</b>
<b>8. Frequently asked questions .....</b>	<b>9</b>
8.1. What happens if students do not comply with the Code of Conduct for School Bus Travel?.....	9
8.2. What happens if a student is missing from the bus and/or is not dropped off to the designated bus stop / shelter?.....	9
8.3. What happens when a parent does not meet the bus for transition or less competent students? .....	9
<b>9. Contacts.....</b>	<b>10</b>
9.1. Transport Service Provider.....	10
9.2. Department of Infrastructure, Planning and Logistics.....	10
9.3. Department of Education.....	10
9.4. Primary and Middle IEU Schools.....	10
<b>10. Related documents.....</b>	<b>10</b>

## 1. About the service

The Northern Territory Government (NTG) provides transport assistance to and from school for eligible primary (including transition) and middle school students that attend Intensive English Units (IEU) schools – see 3.1 for eligibility criteria.

Student IEU status is determined by the Department of Education (DoE) through each school with an IEU program. The transport service is managed by the Department of Infrastructure, Planning and Logistics (DIPL) and transport service provider(s) and is subject to their internal policies and procedures.

Service availability is dependent upon capacity, bus stop/shelter accessibility and timing considerations. If a service is not immediately available, students may be placed on a waitlist or be encouraged to use available public and school bus services.

Eligible students will be provided with the transport service for up to 24 months from the date of approval.

The safety of students using the transport service is a priority that requires the collaborative effort of parents, schools, DoE, transport service providers, school bus drivers and DIPL.

## 2. Definitions

**Child(ren)** – refers to persons under the age of 18.

**Parent** – refers to a child’s father, mother or any other person who has parental responsibility for the child, including a person who is regarded as a parent of the child under Aboriginal customary law or Aboriginal tradition.

**Student** – refers to a child of compulsory school age enrolled at a school.

**Transport services** – refers to transport provided by DIPL under this Guideline.

## 3. Applying for transport

### 3.1. Eligibility criteria

Students must:

- a) be enrolled in the IEU program;
- b) live at least 500 metres from their IEU school; and
- c) have no reasonable means of accessing a normal school bus service.

### 3.2. Approval process

- The school Principal must endorse the application form then submit it to [public.transport@nt.gov.au](mailto:public.transport@nt.gov.au) for processing.
- DIPL will review the application, in consultation with DoE where required, then contact the transport service provider to determine service availability.
- DIPL will advise the school of the outcome.
- The school will then advise the student and parent of the outcome.

For a copy of the [IEU Transport Assistance Request form](#), please visit [nt.gov.au/ieu](http://nt.gov.au/ieu).  
For assistance in completing the form, please contact your school.

### 3.3. Continuing request

IEU students who wish to use the service for a period longer than 24 months are required to submit a new application form for a continuing request including justification and endorsement from the school Principal.

The continuing request must clearly outline the need for further assistance for more than 24 months and will only be approved by DIPL in extenuating circumstances.

The School must also provide a list to DIPL each year confirming which existing students will continue their service by the last Friday in November, regardless of when their transport service will expire.

## 4. Roles and responsibilities: Application process

The following section explains the responsibilities of all parties involved in the application for, and provision of IEU transport.

### 4.1. Parent

- Provide relevant information and a completed IEU Transport Assistance Request Form to school.
- Read and understand the “Transport for Students to Intensive English Unit Guidelines” and “Code of Conduct for School Bus Travel” (the Code). Copies are available from the school or can be downloaded from the DIPL website.
- Seek assistance from their school or other people, in reading and understanding the Guidelines and Code and completing the IEU Form.
- Be aware that the transport service is subject to availability.
- Be aware that the school is the first point of contact by the parent for any changes to travel arrangements.
- Understand that applications may take up to five working days to process.

### 4.2. School

- Ensure the IEU Transport Assistance Request form is completed, endorsed and forwarded to DIPL. School to make sure criteria 3 is met before sending the form to DIPL.
- Be aware that the school is the single point of contact and coordination for DIPL and students.
- Advise parents that the school is the first point of contact for any queries.
- Provide copies of the “Transport for Students to Intensive English Unit Guidelines” and “Code of Conduct for School Bus Travel” to the parent, and explain the responsibilities of all parties involved.
- Advise parents when the service will be commencing.
- Explain where the student will be picked-up and dropped-off including the dedicated bus stop / shelter.
- Advise parents and students to tell the driver if his/her parent is not at the dedicated bus stop / shelter to meet them or the student does not feel comfortable getting off at an un-familiar bus stop / shelter. Refer to section 8.3 for further information.
- Explain that requests for transport may take up to five working days to process.

### 4.3. Department of Infrastructure, Planning and Logistics

- Process applications with the transport service provider.
- Record and manage a database of transport arrangements.
- Advise the school of the outcome of transport requests and when services will be commencing.

- Manage transport service delivery including resolving issues where required.
- First point of contact for the schools and transport service provider.

#### 4.4. Department of Education

- Provide advice and assist in resolving issues where required.
- Inform DIPL of any changes to their IEU enrolment or policy that may impact the transportation services.

#### 4.5. Transport service provider

- Assess service availability and route timing on receipt of the transport request.
- Advise DIPL of service availability, including pick-up and drop off times.
- Report any violations to the Code of Conduct of travel on the bus.

### 5. Roles and responsibilities: Provision of transport service

This section explains the duties and responsibilities of parties once travel is approved.

#### 5.1. Parent

- Ensure the student is ready for pick-up from the designated bus stop / shelter before the bus is scheduled to arrive. If the student is not at the designated bus stop / shelter, the driver will continue on the scheduled bus route.
- Ensure the student is competent to be dropped-off at the designated bus stop / shelter. It is the parent responsibility to ensure their child is able to get home in a safe manner after the student gets off a bus.
- If the student attends transition, or if the parent and school deem a student in a higher schooling level is not competent to catch a bus by himself or herself, a parent must accompany the student to the dedicated bus stop / shelter until the bus arrives. On the return journey, the parent must be at the dedicated bus stop / shelter to collect the student.
- Ensure the student understands that they are to tell the driver if his/her parent is not at the dedicated bus stop / shelter to meet them, or the student does not feel comfortable getting off at an unfamiliar bus stop / shelter. The driver will deliver the child back to school at the end of the route of travel. Refer to section 8.3 for more information.
- Advise the school immediately if circumstances change, including if the transport service is no longer required or by submitting a new form for a "Changed Address" if a student's home address has changed.

#### 5.2. School

- Work closely with DoE, DIPL and transport service providers, school bus drivers and parents to ensure students transport needs are met as per the agreed policy.
- In consultation with the parent, assess if students are competent to catch the bus by themselves and do not require the parent to accompany them to and from the bus stop / shelter.
- Assist with the smooth operation of the service by ensuring there is supervision at the school during drop-off and pick-up times.
- Provide suitable areas for buses to drop-off and pick-up students. These areas are to be kept free from obstruction.
- Count each student as they board the bus for the afternoon bus run to ensure that every student is on the bus. Advise the bus driver that all students have boarded the bus.

- Ensure the bus driver has the relevant information on the pick-up and drop-off points for all students.
- Introduce new students to the bus driver.
- Notify DIPL of any changes to a student's travel arrangement as soon as possible including notification when a student no longer requires the transport service, or forward a completed "Changed Address" form for processing.
- Maintain open communication with parents, DoE, DIPL and, if necessary, the transport service provider and advise of any changes to services, personal details or other relevant information.
- Provide DIPL with a list of students wishing to continue using transport the following year and include the request forms. The list of all students must be provided to DIPL by the last Friday of November each year, regardless of when their transport service will expire.

### 5.3. Transport Service Provider

- Ensure that management and staff are familiar with these guidelines and the conditions of contract for the services.
- Ensure vehicles are in roadworthy condition and are always cleanly presented.
- Only employ fully licensed drivers that hold a NTG issued Ochre Card.
- Ensure telephone numbers are available for the people who should be contacted in an emergency (i.e. school, DIPL).
- Ensure bus drivers are familiar with all pick-up and drop-off points for all students and are aware which students will be met by a parent at drop-off points.
- Have in place contingency plans for dealing with vehicle failures and other emergencies.
- Have in place a procedure for the reporting of incidents and recurrent problems to schools, such as difficulties at pick-up and drop-off points and student misbehaviour.
- Provide the following year's bus timetables to DIPL before the first week of Term 1 each year.
- Ensure that all services are operated according to the agreed route and schedule.

#### Ensure drivers:

- Are fully aware of the requirements of the role as determined by the employer.
- Remain in the driver's seat when the bus is running and students are on the bus.
- Wait for confirmation from the school that all students have boarded the bus, before starting on the scheduled afternoon route.
- Keep the door closed until the vehicle is at a complete standstill. Do not allow students to open or close the doors of the vehicle.
- Always check that doors are properly closed and that nothing is trapped in them.
- Do not drive-off until all students are seated on the bus.
- When setting down, ensure that all students are well clear of the vehicle before moving off.
- Have been introduced to new students by the school.
- Are familiar with all pick-up and drop-off points for all students.
- Drive vehicles in a safe and competent manner and adhere to all road rules.
- Check to ensure no students are left on the bus at the end of the run.
- In the event of a breakdown or accident, contact the employer immediately. Make every effort to stay with the vehicle and students.
- In the event that it is not safe for students to remain on board, evacuate the vehicle in a calm, orderly manner and take the students to a safe place away from the vehicle.
- Ensure any misconduct is reported to the school.
- Complete all safety and security checks before and after trips.
- Make sure students are not exposed to any safety or security hazards / risks.
- Handle any found / lost belongings according to the bus operator's policy.
- Ensure pick up and drop off points are in safe zones.

Contact the employer if a child's parent is not at the dedicated bus stop / shelter to meet them or if the student does not feel comfortable getting off at an unfamiliar bus stop / shelter and follow their instructions.

## 5.4. Department of Infrastructure, Planning and Logistics

- Process transport applications and manage the IEU transport Guideline.
- Liaise with IEU schools and transport service providers to ensure the smooth running of the service.
- Contract the necessary resources and supervise the contract.
- Maintain an updated database of IEU students using the transport service.
- Provide the transport service provider with a list of students wishing to continue using transport the following year by the last Friday in November, regardless of when their transport service will expire.
- Provide the following year's bus timetable to the schools before Term 1 starts.

## 6. Forms

All forms must be completed in full. Incomplete forms will not be processed and will be returned to the school, which may result in forms not being approved.

New continuing request forms are required for students who wish to use the service for longer than 24 months, including justification and endorsement from the school Principal.

The school will provide a list to DIPL each year confirming which existing students will continue their service by the last Friday in November, regardless of when their transport service will expire.

### 6.1 Change requests

If a student has changed address or IEU school and wishes to continue using the IEU transport service, the parent must advise the school.

The school may submit an application on behalf of the parent where the parent is unable to submit an application. It is the responsibility of the school to ensure the parent is fully aware of their responsibilities. The school will review and then forward the completed form to DIPL for further processing.

This process should be undertaken prior to moving so that transport availability can be confirmed.

### 6.1. Processing time

As with any change, it takes time to process new and changed requests. Applications should be submitted as soon as possible to allow time for appropriate solutions to be explored.

Processing time can take up to five working days from receipt of application by DIPL for reply back to the IEU schools.

This also applies to changes of address or school.

The principal or school delegate will notify parents of the assessment outcome as soon as possible.

## 7. Commencement of service

It may not be possible to accommodate new students on transport services immediately at the beginning of Term 1. If major changes to routes are required, students may be required to wait up to two weeks to commence on the transport service. This applies to Term 1 only.

New students will be kept informed and notified of their commencement date as soon as possible.

## 8. Frequently asked questions

### 8.1. What happens if students do not comply with the Code of Conduct for School Bus Travel?

Students behave appropriately most of the time. However, inappropriate behaviour by some students can make travel unpleasant for other students, distract the driver, and result in damage to vehicles or, in extreme cases, put bus occupants and other road users at serious risk.

To help ensure that school students behave sensibly and safely on the buses, DIPL together with DoE, transport service providers, schools and Police, have developed the [Code of Conduct for School Bus Travel](#) for students, schools, school bus drivers, transport service providers and parents.

The [Code of Conduct for School Bus Travel](#) is a set of guidelines for students and parents to follow. It forms the basis for the specific rules to manage behaviour on school buses and at bus interchanges.

It also includes procedures for transport service providers, school bus drivers and schools to follow and should be read in conjunction with this guideline. To view the [Code of Conduct for School Bus Travel](#) visit [nt.gov.au](http://nt.gov.au) and search 'school travel rules'.

### 8.2. What happens if a student is missing from the bus and/or is not dropped off to the designated bus stop / shelter?

Once it is determined that a student is missing, the following steps are to be followed:

- The bus driver is to radio into the transport service provider's depot.
- The transport service provider is to contact the school and DIPL.
- If the bus is on route, the bus driver is to continue on route and drop-off the other students at their designated bus stops / shelters. This ensures that other students and parents are not inconvenienced.
- The school is to make contact with the parent.
- The school is to contact the transport service provider advising of the outcome after discussions are had with the parent.
- The transport service provider is to contact the bus driver and issue instructions in line with advice received by the school and internal procedures.
- The transport service provider will brief DIPL throughout the process.
- DIPL will provide updates and a report to DoE.

### 8.3. What happens when a parent does not meet the bus for transition or less competent students?

It is a parent's responsibility to collect their child at the designated bus stop / shelter.

If a parent is not at the designated bus stop / shelter to collect their child and the child feels uncomfortable or asks the driver to stay on the bus, the driver will:

- radio the bus depot and advise of the situation;
- continue along the normal route of travel; and
- deliver the child back to school at the end of the route of travel.

While the child is on the bus, the transport service provider will advise the school that the student is returning to school. The school will then contact the parent to arrange a pickup of the student from school.

## 9. Contacts

### 9.1. Transport Service Provider

CDC Northern Territory (ComfortDelGro)      8944 2444

### 9.2. Department of Infrastructure, Planning and Logistics

Public Transport      8924 7843

[public.transport@nt.gov.au](mailto:public.transport@nt.gov.au)

### 9.3. Department of Education

International Services      8901 1336

[internationalservice@education.nt.gov.au](mailto:internationalservice@education.nt.gov.au)

### 9.4. Primary and Middle IEU Schools

Anula Primary School      8997 7500

Moil Primary School      8983 7510

Sanderson Middle School      8927 8899

## 10. Related documents

- [Intensive English Unit transport assistance request form](#)
- [Department of Education Intensive English Unit Policy](#)
- [Code of Conduct for School Bus Travel](#)