Welcome to the School Bus Program

The School Bus Program assists students in regional and rural Victoria get to their nearest government or appropriate denominational school.

Your school’s bus network is participating in a pilot to improve the administration of the program, through the introduction of the School Bus Management System (SBMS).

Although the administrative process has changed, there has been no change to the School Bus Program policy.

This guide explains how your family can use the School Bus Program through the online School Bus Management System. It will help you with each step in this process.

Improving administration of the School Bus Program

Administration and applications for the School Bus Program are going online and will be managed by Public Transport Victoria (PTV). This means you will be able to:

- check online which school bus services are available in the area you live and the school or schools you are considering for your child;
- apply online for your child to access a school bus service;
- receive and accept a bus travel offer online;
- pay bus fares (if applicable) online; and
- receive a bus pass and updates about the bus service your child uses.

These changes are intended to make it easier for you to use school buses provided in regional Victoria. The changes will also reduce the administration burden on your child’s school and help to ensure the School Bus Program rules are applied fairly and consistently for all Victorians.

Existing applicants/travellers

If you are an existing applicant/traveller on the School Bus Program, your travel details will be transferred across from your school to the new online system.

You will not be required to register a new account, as your account has already been created. You simply login to the School Bus Management System with the details provided to you by PTV and reset your password.

Initially, existing applicants/travellers will not be required to do anything. However, there are differences to the way you will apply.

- If your travel status is eligible, you will be required to reapply prior to the start of each new school year for bus access.
- If your travel status is conditional or ineligible, you will be required to reapply prior to the start of each new school term for bus access.

You will be notified by the School Bus Management System of your travel status and required frequency of application.

For details on the existing School Bus Program policy, go to www.education.vic.gov.au/school/principals/management/Pages/schoolbus.aspx

How do I access the School Bus Management System?

In this user guide you will find easy to read, step by step instructions on how to:

- Perform a Pre-Application Check;
- Reset your Password;
- Register / Login ;
- Add Travellers;
- Create and Renew Applications; and
- Manage Offers.
Six Simple Steps to the School Bus Management System

1. **Pre–Application Check**—No login or registration required. Provides preliminary eligibility assessment.
2. **Register New Applicant**—An applicant is generally the parent or the guardian in most instances.
3. **Manage your Account**—Update your personal details including address, emergency contact details, etc.
4. **Add Traveller**—A traveller is generally a student. However in some School Bus Networks a traveller may also be a teacher or a member of the public.
5. **New Application**—Create a travel application for each individual traveller
6. **Manager Offer**—Receive email with your travel assessment details. At this point you may choose to accept or decline the offer and make fare payment [if applicable]

School Bus Management System—Flow Chart

The flow chart shown below, provides applicants with a high level process to follow when using the School Bus Management.

Hyperlinks have been included in the flow chart to allow easy navigation to relevant detailed tasks. When the reader clicks the hyperlink in the flow chart, they are taken to the relevant section in the User Guide. Detailed information is provided to the reader to enable them to follow the steps to complete the task.
How to find the online School Bus Management System

In your internet browser, enter schoolbusapplication.ptv.vic.gov.au

Pre–Application Check

The Pre-Application Check allows you to obtain a preliminary eligibility assessment and to determine the availability of bus services, to the school chosen by the traveller.

**NOTE**: The eligibility status and availability of school bus services will be confirmed upon full completion of an application.

1. To perform a Pre-Application Check, you are not required to register or login into the School Bus Management System.

   1. Select **Pre-Application Check**
   2. Enter your residential home address
   3. Enter traveller’s year level of education. If not a student traveller [e.g. Teacher], select ‘Other’
   4. Enter code displayed in above image
   5. Click **Next** to display details

2. The screen shown displays the nearest schools available to your home address. To view eligibility status, distance and timetables, select the school of choice.

   6. To view details, select a school from the list
   
   Displays the traveller’s eligibility status. ‘Yes’ indicates the traveller **may** be entitled to free travel. ‘No’ indicates the traveller **may** be required to pay a fare
   
   Displays distance from home to school via the shortest practicable route
Reset Password—Existing Travellers

If you are an existing applicant/traveller on the School Bus Program, you will have received an email detailing your username and password. If you are a new applicant/traveller, skip to Register an Applicant on page 5. Upon first entry into the School Bus Management System, PTV recommends all existing applicants/travellers reset their password. To reset your password, you must login to the School Bus Management System using the details emailed to you.

To login and reset your password:

1. Select the Login button at the top left side of the screen

2. Enter the Username and Password you have been given

3. Enter current and new password in the screen below

Note: Your new password must be seven characters in length and include letters, symbol and a number

4. To save your changes, click Save
How to Register to use the School Bus Management System

First time applicants on the School Bus Program will need to register to apply for school bus travel on the School Bus Management System.

To register:

1. In your internet browser, enter schoolbusapplication.ptv.vic.gov.au

2. Select the Register button at the top left side of the screen

3. Enter your details in the screen below

PTV recommends you read the Terms & Conditions prior to creating your new account. Ticking the box is the same as signing the form. It is a requirement of travel that you agree to the Terms & Conditions prior to creating your account.

Password must be a minimum of seven characters in length and include letters, symbol and a number

* = Mandatory fields must be completed before moving on to the next screen
Managing your account

Each account consists of an applicant [e.g. parent/guardian] applying on behalf of traveller/s [e.g. students using bus services]. Once applicants and their travellers have been created, then applications for travel can be entered for each traveller.

Before adding travellers to the School Bus Management System, you will need to enter your personal details including your:

- residential address;
- postal address [if postal address differs from residential address]; and
- emergency contact details.

Entering this information prior to adding travellers avoids the need to enter duplicate information. The School Bus Management System will use the information you enter and automatically update this into each traveller you create.

1. To enter your personal details:

   1. Select **My Account**
   2. Select **Edit Account**
   3. Select **Change Profile**
2. Enter your residential details in the screen as shown.

3. If the School Bus Management System finds your property’s correct location, go to step 5.
If it does not, proceed to step 4.

4. If the School Bus Management System does not point to your property’s correct location, you can select Find My Address as shown below.

**NOTE:** It is important to find your correct address location to ensure you are allocated to the correct bus service and bus stop.
5. If your postal address differs from your residential address, enter your details as shown.

6. Add two emergency contacts as shown below and save your details.
Add Travellers

Before you can apply for access to the School Bus Program, travellers need to be added to your account on the School Bus Management System. To add travellers, follow steps 1—4 in the images shown below.

1. Select Home
2. Click Add Traveller
3. Enter all traveller details in this section [e.g. First Name, Surname, DOB]
4. Select Save

To add more travellers, click on Add Traveller and repeat steps 3 and 4 as shown above.
New Applications

Once all traveller details have been entered into the School Bus Management System, you can then enter applications for each traveller.

To create a new application, follow steps 1—13 as shown.

If you believe you have a circumstance that is outside the eligibility criteria, then the Department of Education and Training School Bus Program policy allows for certain exceptions and/or exemptions.

For exception and exemption types and supporting documentation required to complete your application, please refer to the School Bus Program policy and procedures at:


NOTE: You will require supporting documentation relevant to an exception or exemption prior to creating an application for travel.

Address and emergency contact details are automatically populated from your applicant profile. If required, you may change address and emergency contact details for each traveller at this point.

NOTE: Part time travellers are still required to pay the full term fare
9. If you have selected an exception, attach supporting documentation here

10. If you have selected an exemption, attach supporting documentation here

11. Select Next

12. Click on Terms & Conditions to open and read. Then check the I Agree to Terms & Conditions box

By agreeing, you declare that your details are true and accurate to the best of your knowledge at the time of application

13. Select Submit your Application

Confirmation that your application is complete

Click Return to my list of applications to manage your other applications
Manage Offer

After submitting your application to travel, you will receive a travel offer by email or by post if you do not have an email address.

For current term applications you will receive an offer the next day.

For next term and next year's applications you will receive an offer three weeks prior to the end of the current term.

The offer letter will inform you of the eligibility determination, travel status, offer expiry date, fare [if applicable] and period of travel for each traveller. If you have received a travel offer, the next step is to manage your offer/s as shown below and pay a fare [if applicable].

To manage or accept your offer follow the steps as shown.

Once the search is complete, a list of current offers will appear.

Applicants can choose from Options one or two:

- Option 1: Manage Offer; or
- Option 2: Accept Offer.

By choosing Accept Offer means you are happy to proceed. If you wish to check the offer made, choose Manage Offer. Choosing this option provides the applicant with all travel offer information relevant to each traveller and the ability to either accept or decline the offer made.

If you have selected Option 1 Manage Offer above, review your offer details. At this point there are two options.

1. Select Accept Offer
2. Select Decline Offer

If you choose to accept the offer, you must respond to PTV before the expiry date as listed in the offer letter.

If you fail to respond by the expiry date, the travel offer will be revoked. If you let this happen, your seat may be lost. You will then be required to reapply by selecting Renew Offer or New Application.
Once you accept the travel offer, you will be directed to the Checkout screen.

Please confirm your postal address. Your Bus Pass will be posted to this address.

If you are eligible for free travel, the amount shown will be $0.00AUD and payment will NOT be required to complete this step.

If your travel offer requires the payment of a fare, you have two payment options:

1. Credit Card; or
2. BPAY.

Choose your preferred payment method and continue.

If you choose BPAY as your preferred payment method, an order total, biller code and reference number will be generated. You will need to complete the payment transaction through your personal banking site.

NOTE: Once PTV has received full payment, you may commence travelling on the School Bus Program.
Once you have completed the Checkout process, follow steps 1 to 5 below to review your payment status

1. Select Home
2. Select Orders
3. Select search criteria
4. Click Search
5. Click View Order

Renew Application

You may only renew an application to travel, if your circumstances have not changed. If your circumstances have changed [eg change of address, change of school], you need to create a new application.

To renew your application for next year or next terms travel:
3. Tick Confirm Residential Address

4. Select term or year of travel

5. Tick if medical conditions exist

6. Select year level at time of travel

7. Tick Confirm Traveller Details

8. Click on Terms & Conditions to open and read. Then check the I Agree to Terms & Conditions box.
   By agreeing, you declare that your details are true and accurate to the best of your knowledge at the time of application

9. Select Submit Renewal