

Pokapū Waka Kura

Change of information request for a SESTA student User guide

Te Kāwanatanga o **Aotearoa** New Zealand Government

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Introduction

The School Transport Hub | Pokapū Waka Kura is a secure online portal that schools use to submit school transport assistance information and applications to the Ministry of Education and to view their school transport payments.

This user guide is designed to support you, as a school user, to complete and submit change of information request via the School Transport Hub | Pokapū Waka Kura.

Audience

School user

How to get access to the School Transport Hub|Pokapū Waka Kura portal

Prerequisites

- Education Sector Login (ESL) account.
- Pokapū Waka Kura School User role added to your ESL account.
- Google Chrome browser.
- Logged into Pokapū Waka Kura school portal.

Steps

- Each school has a Delegated Authoriser (DA) for ESL who can add certain roles to your ESL account. Locate your school's DA for ESL. If you are unsure who your school's DA is, contact the Ministry of Education Service Desk on 0800 422 599 or email <u>service.desk@education.govt.nz</u>.
- 2. Ask your DA to add the 'Pokapū Waka Kura School User' role to your ESL account.
- 3. Once they have done this, wait 10 minutes before you attempt to log into Pokapū Waka Kura.

How to access a Change of Information request for a SESTA student

1. Navigate to 'My School's Applications' and click on 'Change of Information Request'.



- 2. Two list views will appear:
 - a. Active SESTA Services
 - b. Active Conveyance Allowance Services

Acti	ve SESTA Services (21)				Q Sear	ch this list	T
	Service Name \lor	Student First Name \uparrow \lor	Student Last Name \lor	Date of Birth	~	Type of Assistance	~
1	SD-00013019		100			Vehicle	
2	SD-00013020					Vehicle	
3	SD-00013045			1000		Vehicle & Conveyance Al	llow
4	SD-00013032	-	-	1000		Conveyance allowance	
5	SD-00013017					Vehicle & Conveyance Al	llow.
6	SD-00013014	-				Vehicle	
7	SD-00013030	-	10000			Vehicle	
8	SD-00013097	100	100	1000		Vehicle	
9	SD-00013038	10				Vehicle	
10	SD-00013016		dist.	1000		Vehicle & Conveyance Al	llow.
		< Previous Sh	owing Page 1 of 3 View All	Next >			
Acti	ve Conveyance Allowance	Services (4)			Q Sear	ch this list	Ŧ
	Service Name \lor	Student First Name \uparrow \checkmark	Student Last Name \lor	Date of Birth	~	Type of Assistance	~
1	SD-00013011		141			Conveyance allowance	
2	SD-00013103		init.	A 100		Conveyance allowance	
3	SD-00013102	-		-		Conveyance allowance	
	50-00013028					Conveyance allowance	

How to complete a Change of Information request for a SESTA student (non-shared custody)

1. Navigate to the 'Active SESTA Services' list.

Act	ive SESTA Services (101)	Q, Sear	rch this list			
	Service Name	Student First Name ↑ ✓	Student Last Name $~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~$	Date of Birth	~	Type of Assistance $\qquad \lor$
1						Vehicle & Conveyance Allow
2						Vehicle
3						Vehicle
4						Conveyance allowance

2. You can sort the list by clicking on a column heading or by entering the student's first name or last name or both into 'Search this list' field.

Acti	ve SESTA Services (10	Q Sear	ch this list				
	Service Name	\sim	Student First Name \uparrow \checkmark	Student Last Name	Date of Birth	~	Type of Assistance \checkmark
1							Vehicle & Conveyance Allow
2							Vehicle
3							Vehicle
4							Conveyance allowance

For example, when you enter 'Mary' into the 'Search this list' field, the list will display all students who have 'Mary' in their first name or last name.

Acti	Active SESTA Services (1)						Q Mar	h	Ţ	
	Service Name	\sim	Student First Name ↑	\sim	Student Last Name	~	Date of Birth	~	Type of Assistance	~
1			Mary						Vehicle	

3. You can also search for students by using the Filter button.

Act	ive SESTA Services (Search this list				
	Service Name $\qquad \qquad \lor$	Student First \uparrow \vee	Student Last Na 🗸	Date of Birth \vee	Type of Assistance $ \smallsetminus $	Field
1					Vehicle & Conveyanc	Select an Option 🔻
2					Vehicle	Operator Select an Option
3					Vehicle	Value
4					Conveyance allowan	
5					Vehicle	Apply Filter Clear Filters

For example, to find a student whose last name is 'Rober':

- select 'Student Last Name' in the 'Field' dropdown
- select the option 'Contains' in the 'Operator' field
- enter 'Rober' in the 'Value' field

Acti	ive SESTA Services (Search this list				
	Service Name $\qquad \lor$	Student First \uparrow \vee	Student Last Na 🗸	Date of Birth \lor	Type of Assistance \vee	Field
1						Student Last Name 🔻
2						Operator Contains
3						Value
4						rober
5						Apply Filter Clear Filters
6						

4. Click the 'Apply Filter' button and the list will display with any students who have 'Rober' in their last name.

Acti	ve SESTA Services (Search this list				
	Service Name \lor	Student First $\uparrow \lor$	Student Last Na $$	Date of Birth \checkmark	Type of Assistance \vee	Field
1						Student Last Name 🔻
2						Operator Contains
3						Value
4						rober
5						Apply Filter Clear Filters
6						

5. Click on the blue hyperlink against the student's name in the 'Service Name' column.

Act	Active SESTA Services (2)							Q robe	T
	Service Name	∽ St	tudent First Name 🕆	\sim	Student Last Name	\sim	Date of Birth	\sim	Type of Assistance $~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~$
1	SD-00017007								Vehicle & Conveyance Allow
2	SD-00016829								Vehicle

6. The Change of Information request introduction page will display.



7. Click on the 'Start' button and the Change of Information request will open.

Service Type

- 1. The 'Service type' section will display your student's current 'Type of assistance requested'.
- 2. To request a change to the type of assistance, click on the 'Edit' button and select from the dropdown arrow.

Change of Information request	
School	
For changes to student's address(es) and/or attended site(s), you may also need to update Itinerary information.	
✓ Service type	
Service type	🖌 Edit
Type of assistance requested	
Vehicle & Conveyance Allowance	

3. Click on 'Done' to save the request and continue completing the form.

Student information

1. Click on the down arrow next to 'Student information'. Select the 'Edit' button to make changes to the student's information.

✓ Student information			
Student details			🖌 Edit
First name(s)	Middle name	Last name	
Date of birth	Gender		
School year of student Year 4	National student number (NSN)		
Address details			
Is this student in a shared custody arrangement? i.e., No	they has more than one residential address?		
Primary Residential Address			
Respite Address 1			
Respite Address 2			

Note:

- If you change the answer to the question 'Is this student in a shared custody arrangement? to 'Yes', then please move to '<u>How to complete Change of</u> Information request for a SESTA student (Shared custody)'.
- If the student's Date of Birth is recorded incorrectly, you'll need to <u>school.transport@education.govt.nz</u> with the correct date of birth.
- Student addresses are 'tied' to Caregiver addresses e.g. if you update a student's primary residential address, this will automatically change the Caregiver's primary residential address in Pokapū Waka Kura.
- 2. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Enrolling school details

- 1. Your student's 'Enrolling school' cannot be updated through a Change of Information request. A change to Enrolling school requires a new application to be completed.
- 2. The Regional Ministry of Education office information is automatically populated based on the school's location except for Enrolling schools in the Auckland region. Where your student's Enrolling school is in the Auckland region, select the 'Edit' button and select the correct regional office from the dropdown.

✓ Enrolling school details	
Enrolling school School	🖌 Edit
Regional Ministry of Education office	
Does the student attend a different site to the enrolling school? e.g. a satellite location	
Yes	
Select the attended site	
Will the student require transport to another attended site?	
No	
✓ Enrolling school details	
Enrolling school	
School	
Regional Ministry of Education office	
Select an Option v	
Auckland Batany	
Addination	
Auckland: Albany sit ?	
The second	

× Cancel

✓ Done

- 3. If your student is attending a different site to the Enrolling school, select 'Yes' and enter the attended site. Otherwise, select 'No'.
- 4. If service type is 'Vehicle' or 'Vehicle & Conveyance allowance', you need to answer the question, 'will the student require transport to another attended site?' (a second attended site) select 'Yes' and enter the attended site. Otherwise, select 'No'.

✓ Enrolling school details	
Enrolling school	
School	
Regional Ministry of Education office	
Does the student attend a different site to the enrolling	school? e.g. a satellite location
Yes v	
	7
Select the attended site	
Q	
Will the student require transport to another attended s	sito?
Yes 🔻	
Select the second attended site	
٩.	

5. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Assistance needs

Note: The 'Assistance needs' section will not display where the type of assistance requested is a Conveyance Allowance.

1. Click on the down arrow next to 'Assistance needs'. Select the 'Edit' button to make changes and select the appropriate answer.

✓ Assistance needs	
	🖌 Edit
Type of vehicle needed Total Mobility Vehicle (TMV wheelchair accessible)	
If a wheelchair is to be transported, please provide height, weight and width specifications (noting whether foldable or powered). helght, welght and width	
Please specify if the wheelchair has any of the below features.	
Is specialist vehicle equipment required? E.g. safety harness. Yes	
Does the student's behaviour pose a risk to themselves or others while on a vehicle service? No	
Does the student have a medical or physical condition that may require assistance while on a vehicle service? E.g. epilepsy Yes	
Does the student require solo transport? Yes	

- 2. You will be required to review or complete a Safe travel plan if you have answered 'Yes' to any of the following four questions:
 - Is specialist vehicle equipment required? E.g. safety harness?
 - Does the student's behaviour pose a risk to themselves or others while on a vehicle service?
 - Does the student have a medical or physical condition that may require assistance while on a vehicle service? E.g. epilepsy
 - Does the student require solo transport?
- 3. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Safety and Mobility needs

- 1. You are required to complete either Safety Needs, Mobility Needs, or both.
- 2. Click on the down arrow next to 'Safety and Mobility needs'. Select the 'Edit' button to make changes.

✓ Safety and Mobility needs	
Please complete either the safety or mobility need for the student.	🖌 Edit
Safety needs	
Mobility needs	

3. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Safe travel plan

Note: A Safe Travel Plan is not required where the type of assistance requested is a Conveyance Allowance.

- 1. If you have already provided the Ministry with a 'Safe travel plan' the information will be displayed in the section. You'll need to review it and, if required, update it.
- 2. Click on the down arrow next to 'Safe travel plan'. Select the 'Edit' button to make changes.
- 3. If you have not provided a 'Safe travel plan' to the Ministry for the student and you have answered 'Yes' to any of the following four questions in the 'Assistance needs' section, you will need to fill in this section:
 - Is specialist vehicle equipment required? E.g. safety harness?
 - Does the student's behaviour pose a risk to themselves or others while on a vehicle service?
 - Does the student have a medical or physical condition that may require assistance while on a vehicle service? E.g. epilepsy
 - Does the student require solo transport?

Note: you can add any additional documents that support this 'Safe travel plan' in the 'Upload documents' section.

∨ Safe travel plan
Student name
Guidance
Providing a full account of all required information will ensure we can provide the right level of support for the student's travel. If there is information we are not made aware of, the service will need to be reviewed which may result in the withdrawal of the type of service provided. Please note that drivers are not allowed to touch any student, except in the cases of a serious and unexpected emergency requiring immediate action. Emergencies may include:
Difficulty breathing e.g. due to anaphylactic shock, diabetic coma Dest pain Dest pain
Becoming unconscious Uncontrolled bleeding
5. There's been a car crash and people are injured
o. Sudient has a seizure and requires a response to ensure salety You can find more information on our website.
Neurodiversity, Disability-medical Please provide information regarding the student's medical condition (e.g. if the student is prone to seizures, a heart defect, breathing issues, allergies, etc). If the student is prove to seizure: it is important to know the type of seizure that may occur.
student is prove to secures, it is important to know the type of secure that may occur.
What resources might this student need access to (e.g. any medication the student takes, insulin shot, seizure plan, breathing apparatus, feeding tube?) 🕘
Does the student display any signs that indicate a medical or safety event is about to occur?
Rehardow table that the shudget page withit
Deneroon data sink the sudent integretations of the students' behavioural needs.
Soils soits or exhibits other "biological" behaviours
Provide debia
Removing clothing
Runs away when given the opportunity to do so
Is physically or verbally aggressive towards others or themselves (including self-harm)
Sexualised behaviour (including whether this is directed at others)

4. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Caregiver information

1. Click on the down arrow next to 'Caregiver information'. Select the 'Edit' button to make changes.

✓ Caregiver information			
Primary caregiver details			💉 Edit
First name	Middle name	Last name Caregiver	
Relationship to student			
Mobile phone	Home phone	Work phone	
Primary residential address			
Email address			
Emergency contact			
First name	Middle name	Last name	
Relationship to student			
Mobile phone	Home phone	Work phone	
Email address			

Note: Caregiver addresses are 'tied' to student addresses e.g. if you update a caregiver's primary residential address, this will automatically change the student's primary residential address in Pokapū Waka Kura.

2. If you have edited the 'Primary Residential Address' for the caregiver and saved the changes, you will receive the following alert message. You'll need to review the 'Student Information' section and complete the 'Itinerary Information' section.

Caregiver details change Alert
You have updated the caregiver's address. This has automatically updated the student's address and cleared any itinerary records. You must: a. review the "Student information" section and save the changes. b. complete the "Itinerary information" section and save the changes.
ок

3. Click the 'OK' button to exit the alert.

Payment information

Note: Payment information is not required where the type of assistance requested is a Vehicle.

1. Click on the down arrow next to Payment information'. Select the 'Edit' button to make changes.

✓ Service type		
Service type		🖌 Edit
Type of assistance requested		
Vehicle & Conveyance Allowance		
> Student information		
> Enrolling school details		
> Assistance needs		
> Safety and Mobility needs		
> Safe travel plan		
> Caregiver information		
✓ Payment information		
		🖌 Edit
More than one child receiving a con	veyance allowance:	llowance attend the same
school. Note: your children do n	ot have to be attending the same school if you are directing your conveyance allowance payment	nts to another person.
 The bank account you select for selected a different bank accour payments. 	this application will become the default bank account for all of your conveyance allowance pay at for other children i.e. This is because you cannot have more than one bank account for receiving the second seco	ments, even if you previously ng your conveyance allowance
Do you have another child who is co	rrently receiving school transport assistance?	
Who will be receiving the payment?	,	
> Itinerary information		
> Upload documents		

2. If you answer, 'Yes' to the question 'Do you have another child who is currently receiving school transport assistance', enter the student's name and the school at which they are enrolled. You can add up to a maximum of four students.

More than one child receiving a co	nveyance allowance:	
You can only direct your conve school. Note: your children do	vance allowance payments to your school if all of your children who are rec	ceiving a conveyance allowance attend the same
 The bank account you select for selected a different bank account payments. 	r this application will become the default bank account for all of your conveya nt for other children i.e. This is because you cannot have more than one ba	veyance allowance payments to another person. veyance allowance payments, even if you previously ank account for receiving your conveyance allowance
o you have another child who is	urrently receiving school transport assistance?	
Yes No		
itudent name	School name	⇒ Romove
itudent name	School name	÷ Pomovo
		Renove
student name	School name	= Pornovo
		Renove
itudent name	School name	T Permour
		. Kenove
Add More Students		
Who will be receiving the paymen	2	
School		
Other recipient		

3. You can remove a student by selecting the 'Remove' button next to their name.

Student name	School name	a Remove
Student name	School name	⇒ Remove
Student name	School name	🚖 Remove
Student name	School name	⇒ Remove

4. If you select 'Other recipient' to be paid, you will need to provide the recipient's name.

✓ Payment information		
More than one child receiving a conveyance allowance	4	
 You can only direct your conveyance allowance pa school. Note: your children do not have to be atter 	yments to your school if all of your children who are receiving a conveyance allowance attend the sam Iding the same school if you are directing your conveyance allowance payments to another person.	ie
 The bank account you select for this application w selected a different bank account for other children payments. 	Il become the default bank account for all of your conveyance allowance payments, even if you previo n i.e. This is because you cannot have more than one bank account for receiving your conveyance allow	ously wance
Do you have another child who is currently receiving	chool transport assistance?	
Yes No		
Who will be receiving the payment?		
Caregiver(s)		
Other recipient		
Recipient's Name		
	M. Concel	Dono

5. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Itinerary information

1. Click the down arrow next to 'Itinerary Information' to see the existing itinerary.

✓ Itinerary inform	nation				
					🖌 Edit
Travel is generally to provided in situation:	and from school but may inclu s approved by the Ministry.	de routine travel to differe	nt home addresses, respite	or after-school care. Tr	avel to respite care can only be
Please enter departu	re and arrival locations and est	timated arrival/pick up time	es on applicable days in the	e table below.	
∽ Monday					
To School	Assistance Type	Caregiver Name N/A	Leaving From	Going To	Arrival Time 07:30 am
To Home	Assistance Type	Caregiver Name N/A	Leaving From	Going To	Departure Time OI:30 pm
> Tuesday					
> Wednesday					
> Thursday					
> Friday					

2. Select the 'Edit' button to make changes to the student's itinerary.

Note: If you have made changes to either a student's residential address and associated Caregiver residential address, or to a Caregiver's name, then the student's itinerary will be cleared, and you will need to enter a new Itinerary for the student.

You will receive the following alert message:

'You have selected to update one or more of the student's addresses. This has automatically updated the caregiver addresses and cleared any itinerary records. You must: a. review the "Caregiver information" section and save the changes.

b. complete the "Itinerary information" section and save the changes.'

Caregiver details change Alert
You have selected to update one or more of the caregivers' addresses. This has automatically updated the student's addresses and cleared any itinerary records. You must: a. review the "Student information" section and save the changes. b. complete the "Itinerary information" section and save the changes.
СК

3. Click the dropdown arrow beside the name of each weekday to expand the itinerary for that day.

✓ Itinerary information	1					
Enter the name of the Careg afternoon.	jiver who will be transporti	ng the student in the morn	ing and the name of the Car	egiver who will be	transpor	ting the student in the
Week 1 At least one itinerary is require	ed to proceed					
Travel is generally to and fro provided in situations appro	om school but may include wed by the Ministry.	routine travel to different h	nome addresses, respite or a	fter-school care. T	ravel to re	espite care can only be
Please enter departure and a	arrival locations and estima	ated arrival/pick up times o	n applicable days in the tab	le below.		
Monday						
To School	Assistance Type	Caregiver Name	Leaving From	Going To		Arrival Time
	· · · · · · · · · · · · · · · · · · ·	N/A			Ŧ	08:45 am 👻
To Home	Assistance Type	Caregiver Name	Leaving From	Going To		Departure Time
	•	N/A	٣		Ŧ	02:45 pm 🔻
					Apply	to the rest of the week
> Tuesday						
> Wednesday						
> Thursday						
> Friday						
Select if week 2 is differ	rent to week 1					
						Cancel Done

4. You can make changes to the 'To School' and 'To Home' fields by selecting the relevant option in each field.

Itinerary inform	nation						
ter the name of the ernoon.	Caregiver who will be transpor	ting the student in the m	orning and the name of the	Caregiver who will	be transpo	rting the student ir	1 the
ek 1 east one itinerary is	required to proceed						
vel is generally to a vided in situations	and from school but may include approved by the Ministry.	e routine travel to differe	nt home addresses, respite	or after-school care	. Travel to i	respite care can on	ly be
ase enter departur	e and arrival locations and estin	nated arrival/pick up time	es on applicable days in the	e table below.			
Monday							
To School	Assistance Type	Caregiver Name	Leaving From	Going To		Arrival Time	
io School	· · · · · · · · · · · · · · · · · · ·	N/A			Ŧ	08:45 am	Ŧ
To Home	Assistance Type	Caregiver Name	Leaving From	Going To		Departure Time	
	•	N/A		•	Ŧ	02:45 pm	Ŧ
					Apply	to the rest of the	week
> Tuesday							
> Wednesday							
> Thursday							
> Friday							
Select if week 2 is	s different to week 1						
						Cancel	Done

- 5. Where 'Type of Assistance Requested' = 'Vehicle' in the Service Type section of this form, either:
 - Select either 'Vehicle', or 'TMV' as the 'Assistance Type' and add the required information in the remaining fields, or
 - Select 'No Assistance Required', and the remaining fields will not display for completion.

Note: Caregiver Name is not required.

ter the name of the ernoon.	Caregiver who will be transportin	ng the student in the m	orning and the name of the (Caregiver who will	be transpor	ting the student in the
eek 1 least one itinerary is	required to proceed					
ivel is generally to a ovided in situations	and from school but may include r approved by the Ministry.	outine travel to differe	nt home addresses, respite o	or after-school can	e. Travel to r	espite care can only be
ase enter departur	e and arrival locations and estima	ted arrival/pick up time	es on applicable days in the	table below.		
✓ Monday						
To School	Assistance Type TMV v	Caregiver Name	Leaving From	Going To	¥	Arrival Time 08:45 am v
To Home	No Assistance Required	aregiver Name	Leaving From	Going To		Departure Time
	Vehicle	INVA			Apply	to the rest of the week
	VIMV					
> luesday						
Thursday						
> Friday						
rinauy						

- 6. Where 'Type of Assistance Requested' = 'Conveyance allowance' in the Service Type section of this form either:
 - Select 'Conveyance allowance' as the 'Assistance Type' and add the required information in the remaining fields, or
 - Select 'No Assistance Required', and the remaining fields will not display for completion.

Note: Caregiver Name is not required.

∼ Itinerary informatio	'n				
Enter the name of the Care afternoon. Week 1 At least one itinerary is requi	igiver who will be transporting red to proceed	g the student in the mornir	ng and the name of the Care	egiver who will be transpor	ting the student in the
Travel is generally to and fi provided in situations appr	rom school but may include ro roved by the Ministry.	outine travel to different ho	ome addresses, respite or a	fter-school care. Travel to re	espite care can only be
Please enter departure and	l arrival locations and estimat	ed arrival/pick up times or	n applicable days in the tabl	le below.	
∼ Monday					
To School To Home	Assistance Type Select an Option V No Assistance Required Conveyance allowance	Caregiver Name N/A aregiver Name N/A	Leaving From Leaving From	Going To Going To Apply	Arrival Time 12:15 am Departure Time 12:00 am to the rest of the week
> Tuesday					
> Wednesday					
> Thursday					
> Friday					
Select if week 2 is diff	erent to week 1				
					Cancel Done

- 7. Where 'Type of Assistance Requested' = 'Vehicle & Conveyance Allowance' in the Service Type section of this form, either:
 - Select either "Vehicle', 'TMV' or 'Conveyance allowance' as the 'Assistance Type and add the required information in the remaining fields, or
 - Select 'No Assistance Required', and the remaining fields will not display for completion.

Note: Caregiver Name is not required.

\sim Itinerary information	n						
Enter the name of the Care <u>o</u> afternoon.	giver who will be transporting	g the student in the morni	ing and the name of the Car	egiver who will be	transpor	ting the student in	1 the
Week 1 At least one itinerary is require	ed to proceed						
Travel is generally to and fro provided in situations appro	om school but may include ro oved by the Ministry.	outine travel to different h	ome addresses, respite or a	fter-school care. 1	ravel to r	espite care can on	ly be
Please enter departure and	arrival locations and estimat	ed arrival/pick up times o	n applicable days in the tab	le below.			
∽ Monday							
To School	Assistance Type	Caregiver Name	Leaving From	Going To		Arrival Time	
	Select an Option 🔻	N/A	,		۲	12:30 am	•
To Home	No Assistance Required	aregiver Name	Leaving From	Going To		Departure Time	
	Vehicle	• N/A	•		•	01:30 am	•
	тму				Apply	to the rest of the	week
> Tuesday	Conveyance allowance						
> Wednesday		1					
> Thursday							
> Friday							
Select if week 2 is diffe	rent to week 1						
						Cancel	Done

8. If you want to apply the same itinerary to the rest of the week, select the 'Apply to the rest of the week' button.

✓ Itinerary information					
Enter the name of the Caregi afternoon.	iver who will be transportir	ng the student in the morn	ing and the name of the Ca	regiver who will be tr	ransporting the student in the
Week 1 At least one itinerary is require	d to proceed				
Travel is generally to and from provided in situations approv	m school but may include r ved by the Ministry.	outine travel to different l	nome addresses, respite or	after-school care. Tra	vel to respite care can only be
Please enter departure and a	arrival locations and estima	ted arrival/pick up times o	on applicable days in the ta	ble below.	
∼ Monday					
To School	Assistance Type TMV v	Caregiver Name	Leaving From	Going To	Arrival Time None w
To Home	Assistance Type	Caregiver Name	Leaving From	Going To	Departure Time
	TMV 👻	N/A			02:45 pm 🔻
					Apply to the rest of the week
> Tuesday					
> Wednesday					
> Thursday					
> Friday					
Select if week 2 is differ	ent to week 1				
					Cancel Done

9. Tick the checkbox 'Select if Week 2 is different to week 1' if the Week 2 itinerary is different to Week 1.

✓ Itinerary informatio	n
Enter the name of the Care afternoon.	giver who will be transporting the student in the morning and the name of the Caregiver who will be transporting the student in the
Week 1 At least one itinerary is requir	red to proceed
Travel is generally to and fr provided in situations appr	om school but may include routine travel to different home addresses, respite or after-school care. Travel to respite care can only be oved by the Ministry.
Please enter departure and	arrival locations and estimated arrival/pick up times on applicable days in the table below.
∽ Monday	
To School	Assistance Type No Assistance v
To Home	Assistance Type No Assistance v
	Apply to the rest of the week
> Tuesday	
> Wednesday	
> Thursday	
> Friday	
Select if week 2 is diffe	erent to week 1
> Monday	
> Tuesday	
> Wednesday	
> Thursday	
> Friday	
	Cancel Done

10. Complete the 'Week 2' itinerary information.

11. Select 'Done' to save your changes.

Upload documents

1. Click the down arrow next to 'Upload documents' such as 'Safe travel plan' and 'Bank account information' and then click the 'Upload Files' button.

✓ Upload documents	
Safe Travel Plan File upload Please submit any additional relevant documentation alongside this safe travel plan (seizure plan, doctors note, etc)	
	X Cancel V Done

2. Select the file you want to upload. Once the upload is complete, click Done.

	Upload Files	
Test 1.pdf		o
1 of 1 file uploaded		Done

3. You can view each file you have uploaded in the document list.

/ Upload documents	
afe Travel Plan File upload	
lease submit any additional relevant documentation alongside this safe travel plan (seizure plan, doctors note,	etc)
Upload Files Or drop files	
	<u>ث</u>

4. To delete a file, click on the 'Delete' button next to the file name.

∨ Upload docun	nents					
Safe Travel Plan File Please submit any a	upload	ocumentation alongsi	de this safe travel pla	n (seizure plan, docto	rs note. etc)	
♪ Upload Files	Or drop files					
						â
						â
						X Cancel V Done

5. Click 'Done' to save your changes.

Save for later

1. You can click the 'Save for Later' button at any stage while completing this form, prior to selecting the 'Review' button.

Change of Information request School
For changes to student's address(es) and/or attended site(s), you may also need to update Itinerary information.
> Service type
> Student information
> Enrolling school details
> Assistance needs
> Safety and Mobility needs
> Safe travel plan
> Caregiver information
> Payment information
> Itinerary information
> Upload documents
Save for later Previous Review

2. The following message will display.



3. If you have made no changes in the form, you will receive the following alert message. Select 'OK'.



4. To access your draft Change of Information request, go to 'My School's Applications' and click on 'SESTA/SESTA CA'.



5. The 'Draft Change of Information Applications' section will appear. Click on the blue 'Resume' link of the request you would like to complete.

O Application submitted	School completes declaration	Regional office processing *(if student is not attending the clasest school)	School Transport processing	e TSP Acceptanc	Cor	O
Draft SESTA	Applications (14)			Q Sea	rch this list	
Transport A	✓ Student Firs ✓ St	tudent Last V S1 Enrolling V	Created by V Created	iD↓∨ Statu	۰ ×	
1					Resur	ne
2					Resur	ne
3					Resur	ne
4					Resur	ne
5					Resur	ne
6					Resur	ne
7					Resur	ne
8					Resur	ne
9					Resur	ne
10					Recut	
		Previous Showing Page 1 of	2 View All Next >]		
Draft Chang	e of Information Applic	cations (9)		Q Sea	ch this list	
Transport A	✓ Student Fi ↑ ✓ St	tudent Last \vee 51 Enrolling \vee	Created by \vee Created	d Date 🗸 Statu	• ~	
1					Resur	ne
2					Resur	ne
					Resur	ne
2						

Reviewing your Change of Information request

1. Once you have finished making changes, click on the 'Review' button.

Change of Information request School
For changes to student's address(es) and/or attended site(s), you may also need to update Itinerary information.
> Service type
> Student information
> Enrolling school details
> Assistance needs
> Safety and Mobility needs
> Safe travel plan
> Caregiver information
> Payment information
> Itinerary information
> Upload documents
Save for later Previous Review

2. If you have made no changes in the Change of Information request and you select the 'Review' button, you will receive the following alert message and you will not be able to proceed to the 'Review' page. Select 'OK' to exit the message.

	Alert			
No changes have been made to the Change of Information Req				
	ок			

3. A review page will appear, displaying all the information for the student.

C	hange of Information request	
Review Changes		
Please review the information change to the	student before clicking 'Submit'.	
Service Type		
Type of assistance requested		
Vehicle & Conveyance Allowance		
Student information.		
Student details		
Pircl name(s)	Noble name Last name	
Date of lighth 28/05/2014	Annalas	
Rebust was of studied	National studiest marker/NIN1	
Year 4		
Address details		
Is this clustered in a chareed custody arrangement? i.e., If	ney has more than one residential address?	
~		
Printing residential address		
Respire Ashiress 1		
Respile Address 2		
Enrolling School details		
Enrolling school		
Regional Hinkley of Education office		
Does the clusteri attend a different site to the enviting	g school? e.g. a satellite location	
Kimi Gra School		
will the student require transport to another attended	siler	
No		
No		
Is this a special school?		
No		
Assistance needs		
Type of which mended g		
If a wheelshair is to be transported, please provide het	ght, weight and width specifications (noting whether lubilities or powered).	
Please specify if the wheelchair has any of the larters h	ndare.0	
Prever chair		
In specialist vehicle equipment required? E.g. safety for Yes	steps.	
Dues the clusters's behaviour pase a risk to Dereselve	s or others while on a vehicle service?	
Yes		
Dues the clustent have a medical or physical condition Yes	that may require associance while on a vehicle cervice? E.g. spitepoy	
Dues the student require solo transport?		
Yes		
Safety and Nobility needs		
Safety needs		
Mobility needs		

- 4. If you need to make any further changes, click on the 'Previous' button. Make your changes and then select 'Review' to review the changes.
- 5. Select 'Next' when you are happy with the changes you have made.

Caregiver declaration

1. You'll need to complete the 'Caregiver Declaration' on behalf of the Caregiver.

Change of Information request		
School		
Caregiver Declaration		
I declare the information entered on this form is true and correct		
I understand that all addresses listed in the application is for a person or organisation authorised to act as a caregiver for the student		
I will abide by the conditions of carriage of the SESTA transport provider		
I understand that security cameras are fitted in SESTA vehicles		
Date assistance is requested from?		
Select an Option v		
	Previous	Submit

2. Once the declaration is complete, click the 'Submit' button.

Change of Information request		
School		
Caregiver Declaration		
I declare the information entered on this form is true and correct		
I understand that all addresses listed in the application is for a person or organisation authorised to act as a caregiver for the student		
I will abide by the conditions of carriage of the SESTA transport provider		
I understand that security cameras are fitted in SESTA vehicles		
Date assistance is requested from?		
苗		
While we will do our best to provide the SESTA service from the requested date, we cannot guarantee that this will occur.		
Caregiver name		
Ψ		
	Previous	Submit

3. The following message will display.

Submit Confirmation							
Are you sure you want to submit the Change of Information Request?							
	Cancel	Yes, submit					

4. Click on the 'Yes, submit' button to submit the Change of Information Request, or click 'Cancel' to return to the previous page.



5. Once you click on 'Yes, submit', your Change of Information Request will be sent to the Ministry for processing. Click 'Done' to exit.

Change of Information Request
Thank you for submitting a Change of Information Request for
We aim to process changes to student information within 20 working days.
For any questions about the Change of Information Request,
please contact school transport: 0800 287 272
or school.transport@education.govt.nz
Done

How to complete a Change of Information request for a SESTA student (shared custody)

1. Navigate to the 'Active SESTA Services' list.

Act	ive SESTA Services (101)	Q, Sear	rch this list			
	Service Name $\qquad \lor$	Student First Name $\uparrow \qquad \lor$	Student Last Name	Date of Birth	~	Type of Assistance \checkmark
1						Vehicle & Conveyance Allow
2						Vehicle
3						Vehicle
4						Conveyance allowance

2. You can sort the list by clicking on a column heading or by entering the student's first name or last name or both into 'Search this list' field.

Acti	ve SESTA Services (101)	Q Sear	ch this list			
	Service Name	Student First Name \uparrow \checkmark	Student Last Name \vee	Date of Birth	~	Type of Assistance \checkmark
1						Vehicle & Conveyance Allow
2						Vehicle
3						Vehicle
4						Conveyance allowance

For example, when you enter 'Mary' into the 'Search this list' field, the list will display all students who have 'Mary' in their first name and last name.

Acti	ve SESTA Services (1))						Q Mary	И	•
	Service Name	\sim	Student First Name ↑	\sim	Student Last Name	~	Date of Birth	~	Type of Assistance	~
1			Mary						Vehicle	
3. You can also search for students by using the Filter button.

Act	Active SESTA Services (101)					Search this list
	Service Name \lor	Student First \uparrow \vee	Student Last Na $$	Date of Birth \vee	Type of Assistance $ \smallsetminus $	Field
1					Vehicle & Conveyanc	Select an Option 👻
2					Vehicle	Operator Select an Option
3					Vehicle	Value
4					Conveyance allowan	
5					Vehicle	Apply Filter Clear Filters

For example, to find a student whose last name is 'Rober':

- select 'Student Last Name' in the 'Field' dropdown
- select the option 'Contains' in the 'Operator' field
- enter 'Rober' in the 'Value' field

Acti	Active SESTA Services (102)					Search this list
	Service Name $\qquad \lor$	Student First \uparrow \vee	Student Last Na $$	Date of Birth \sim	Type of Assistance \vee	Field
1						Student Last Name 🔻
2						Operator Contains
3						Value
4						rober
5						Apply Filter Clear Filters
6						

4. Click the 'Apply Filter' button and the list will display with any students who have 'Rober' in their last name.

Acti	Active SESTA Services (102)					
	Service Name V	Student First $\uparrow \lor$	Student Last Na $$	Date of Birth \sim	Type of Assistance \vee	Field
1						Student Last Name 🔻
2						Operator Contains
3						Value
4						rober
5						Apply Filter Clear Filters
6						

5. Click on the blue hyperlink against the student's name in the 'Service Name' column.

Active SESTA Services (2	Q rober	T			
Service Name	✓ Student First Name ↑	✓ Student Last Name	∨ Date of Birth	✓ Type of Assistance	~
1 SD-00017007				Vehicle & Conveyance A	llow
2 SD-00016829				Vehicle	

6. The Change of Information request introduction page will display.

	Change of Information request
	School
When sl	hould this form be completed?
This form ne needs, chan	eeds to be completed as early as possible for any changes in the circumstances of the student. This includes, for example, changes in safety or mobility iges to caregiver information, changes in bank account information etc.
When sl	hould this form not be completed?
Chang	ge to enrolling school - this requires a new application to be completed
Reque	est to suspend a SESTA service - email these requests directly to school.transport@education.govt.nz
Rei	minder
Bef	ore completing this form, you'll need to know:
	the school location(s) that the student is attending.
•	the student's itinerary. The itinerary information listed for the student is their existing itinerary, you'll need to update this as required.
We	aim to process changes to student's information within 20 working days.
For 080	assistance with your Change of Information request, please contact School Transport: 00 287 272 or school.transport@education.govt.nz
	Sta

7. Click on the 'Start' button and the Change of Information request will open.

Service Type

- 1. The 'Service type' section will display your student's current 'Type of assistance requested'.
- 2. To request a change to the type of assistance, click on the 'Edit' button and select from the dropdown arrow.

Change of Information request	
School	
For changes to student's address(es) and/or attended site(s), you may also need to update Itinerary information.	
✓ Service type	
Service type	🖌 Edit
Type of assistance requested	
Vehicle & Conveyance Allowance	

3. Click on 'Done' to save the request and continue completing the form.

Student information

1. Click on the down arrow next to 'Student information'. Select the 'Edit' button to make changes to the student's information.

✓ Student information			
Student details			🕜 Edit
First name(s)	Middle name	Last name	
Date of birth	Gender		
School year of student Year 4	National student number (NSN)		
Address details			
Is this student in a shared custody arrangement? i.e Yes	, they has more than one residential address?		
Primary Residential Address			
Secondary Residential Address			
Third Residential Address			
Respite Address 1			
Respite Address 2			

Note:

- If your student is no longer in a shared custody arrangement, you need to change the answer to the question in the Student Information' section 'Is this student in a shared custody arrangement?' to 'No'. Please move to '<u>How to complete Change of</u> <u>Information request for SESTA student (non-shared custody)</u>'.
- If the student's Date of Birth is recorded incorrectly, you'll need to email school.transport@education.govt.nz with the correct date of birth.

2. You will be required to enter a Secondary Residential Address for the student and, if required, a Third Residential Address.

Note:

- Student addresses are 'tied' to Caregiver addresses e.g. if you update a student's residential address, this will automatically change the associated Caregiver's residential address in the Change of Request form.
- If you delete the 'Secondary Residential Address' and/or the 'Third Residential address' an error message will appear below the field.

✓ Student information		
Student details		
First name(s)	Middle name	Last name
Date of birth	Gender	
	· · · · · · · · · · · · · · · · · · ·	
School year of student	National student number (NSN)	
Year 4 💌		
Address details		
Note: If your residential address does not appear in t Address field.	he Residential Address field dropdown for you to select	, please type your address into the Residential
Is this student in a shared custody arrangement? i.e.,	they has more than one residential address?	
Yes		
Please note: To complete this request you will be rec payment details. Primary Residential Address	uired to submit the details for all the caregivers for this	student, including residential addresses and caregiver
	×	
Secondary Residential Address		
٩	0	
Secondary Residential Address required		
Third Residential Address		
4		
Respite Address 1	~ 0	
	~ ~	
Respite Address 2		
ų	•	
		X Cancel V Done

3. Click the 'Done' button to save your changes.

4. If you have edited the student's primary address or shared custody arrangement and saved the changes, you will see the following alert message:



5. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Enrolling school details

- 1. Your student's 'Enrolling school' cannot be updated through a Change of Information request. A change to Enrolling school requires a new application to be completed.
- 2. The Regional Ministry of Education office information is automatically populated based on the school's location except for Enrolling schools in the Auckland region. Where your student's Enrolling school is in the Auckland region, select the 'Edit' button and select the correct regional office from the dropdown.

Enrolling school	🖌 Edit
Regional Ministry of Education office	
Does the student attend a different site to the enrolling school? e.g. a satellite location	
Select the attended site	
Will the student require transport to another attended site?	
✓ Enrolling school details	
Enrolling school	
School	
Regional Ministry of Education office	
Select an Option	
Auckland:Henderson g school? e.g. a satellite location	
Auckland:Botany	
Auckland:Albany site?	
v l	

× Cancel

V Don

- 3. If your student is attending a different site to the Enrolling school, select 'Yes' and enter the attended site. Otherwise, select 'No'.
- 4. If service type is 'Vehicle' or 'Vehicle & Conveyance allowance', you need to answer the question, 'will the student require transport to another attended site?' (a second attended site) select 'Yes' and enter the attended site. Otherwise, select 'No'.

✓ Enrolling school details				
Enrolling school				
School				
Regional Ministry of Education office				
Does the student attend a different site to the enrolling school? e.g. a satellite location				
Yes v				
Select the attended site Q				
Will the student require transport to another attended site?				
Win the statistic transport to another attended site.				
Yes v				
Select the second attended site				
٩				

5. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Assistance needs

Note: The 'Assistance needs' section will not display where the type of assistance requested is a Conveyance Allowance.

1. Click on the down arrow next to 'Assistance needs'. Select the 'Edit' button to make changes and select the appropriate answer.

✓ Assistance needs	
	🖌 Edit
Type of vehicle needed Total Mobility Vehicle (TMV wheelchair accessible)	
If a wheelchair is to be transported, please provide height, weight and width specifications (noting whether foldable or powered). helght, welght and width	
Please specify if the wheelchair has any of the below features.	
Is specialist vehicle equipment required? E.g. safety harness. Yes	
Does the student's behaviour pose a risk to themselves or others while on a vehicle service? No	
Does the student have a medical or physical condition that may require assistance while on a vehicle service? E.g. epilepsy Yes	
Does the student require solo transport? Yes	

- 2. You will be required to review or complete a Safe travel plan' if you answer 'Yes' to any of the following four questions:
 - Is specialist vehicle equipment required? E.g. safety harness?
 - Does the student's behaviour pose a risk to themselves or others while on a vehicle service?
 - Does the student have a medical or physical condition that may require assistance while on a vehicle service? E.g. epilepsy
 - Does the student require solo transport?
- 3. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Safety and Mobility needs

- 1. You are required to complete either Safety Needs, Mobility Needs, or both.
- 2. Click on the down arrow next to 'Safety and Mobility needs'. Select the 'Edit' button to make changes.

✓ Safety and Mobility needs	
Please complete either the safety or mobility need for the student.	🖌 Edit
Safety needs	
Mobility needs	

3. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Safe travel plan

- Note: A Safe Travel Plan is not required where the type of assistance requested is a Conveyance Allowance.
- 1. If you have already provided School Transport with a 'Safe travel plan' the information will be displayed here. You should review it and, if required, update it.
- 2. Click on the down arrow next to 'Safe travel plan'. Select the 'Edit' button to make changes.
- 3. If you have not provided a 'Safe travel plan' to the Ministry for the student and you have answered 'Yes' to any of the following four questions in the 'Assistance needs' section, you will need to fill in this section:
 - Is specialist vehicle equipment required? E.g. safety harness?
 - Does the student's behaviour pose a risk to themselves or others while on a vehicle service?
 - Does the student have a medical or physical condition that may require assistance while on a vehicle service? E.g. epilepsy
 - Does the student require solo transport?

Note: you can add any additional documents that support the safe travel plan in the 'Upload documents' section.

∨ Safe travel plan	
Student name	Z Edit
Guidance	ا من المراجع ال
made aware of, the service w touch any student, except in	I required information will ensure we can provide the right level of support for the student's travel, in there is information we are not fill need to be reviewed which may result in the withdrawal of the type of service provided. Please note that drivers are not allowed t the cases of a serious and unexpected emergency requiring immediate action. Emergencies may include:
1. Difficulty breathing e.g. d	lue to anaphylactic shock, diabetic coma
 Cnest pain Becoming unconscious 	
4. Uncontrolled bleeding	and people are injured
 Student has a seizure and 	I requires a response to ensure safety
You can find more information	n on our website.
Neurodiversity/Disability-me	dical
Please provide information re student is prone to seizures,	agarding the student's medical condition (e.g. if the student is prone to seizures, a heart defect, breathing issues, allergies, etc). If the it is important to know the type of seizure that may occur.
what resources might this st	udent need access to (e.g. any medication the student takes, insulin shot, seizure plan, breathing apparatus, reeding tube?)
Does the student display any	signs that indicate a medical or safety event is about to occur?
Behaviour traits that the stud	Jent may exhibit
We require this information,	so our providers understand the students' behavioural needs.
Soils, spits or exhibits other	"biological" behaviours
Removing clothing	
Runs away when given the o	pportunity to do so
Is physically or verbally agor	essive towards others or themselves (including self-harm)
, ,, , , , , ,	· · · · · · · · · · · · · · · · · · ·
Sevualised behaviour (includ	ing whether this is directed at others)
	ing miletiner tina is directed at outers/

4. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Caregiver information

1. Click on the down arrow next to 'Caregiver information' Select the 'Edit' button to make changes.

✓ Caregiver information			
Primary caregiver details			🖌 Edit
First name	Middle name	Last name	
Relationship to student			
Mobile phone	Home phone	Work phone	
Primary residential address			
Email address			
Secondary caregiver details			
First name	Middle name	Last name	
Relationship to student			
Mobile phone	Home phone	Work phone	
Secondary residential address			
Email address			
Email duries			
Third caregiver details			
First name	Middle name	Last name	
Relationship to student			
Mobile phone	Home phone	Work phone	
Third residential address			
Email address			
Emergency contact			
First name	Middle name	Last name	
Relationship to student			
Mobile phone	Home phone	Work phone	
Email address			

- 2. Where a student has two caregivers, enter:
 - the student's Primary Residential Address in the caregiver's 'Primary Residential Address' field, and
 - the student's 'Secondary Residential Address' into the caregiver's 'Secondary Residential Address' field.
- 3. If a student has three caregivers, enter the student's Third Residential Address into the caregiver's 'Third Residential Address' field.

✓ Caregiver information		
Primary caregiver details		
First name	Middle name	Last name
Relationship to student		
Mobile phone	Home phone	Work phone
Primary residential address		
Email address	1	
-		
Secondary caregiver details		× Remove
First name	Middle name	Last name
Relationship to student		
Mobile abana	Homo chono	Work phone
]	
Secondary residential address		
Email adoress		
Email Socress		
Email sources		N Barran
Email address		× Remove
Email address Third caregiver details First name	Middle name	X Remove
Email address Third caregiver details First name	Middle name	X Remove
Email address Third caregiver details First name Relationship to student	Middle name	X Remove
Email sooress Third caregiver details First name Relationship to student	Middle name	X Remove
Email address Email address Third caregiver details First name Relationship to student Mobile phone	Middle name	X Remove
Email address Third caregiver details First name Relationship to student Mobile phone	Middle name Home phone	X Remove
Email 3ddress Third caregiver details First name Relationship to student Mobile phone Third residential address	Middle name	X Remove
Email address Third caregiver details First name Relationship to student Mobile phone Third residential address X	Middle name	X Remove
Email address Third caregiver details First name Relationship to student Mobile phone Third residential address K Email address	Middle name Home phone	X Remove
Email address Third caregiver details First name Relationship to student Mobile phone Third residential address K Email address	Middle name Home phone	X Remove
Email address Email address K Email address	Middle name Home phone	X Remove
Email address Emergency contact	Middle name	Remove Last name Work phone
Email address Emergency contact First name Emergency contact First name	Middle name	Remove Last name Work phone
Email address Emergency contact First name Emergency contact First name Emergency contact First name	Middle name Home phone Middle name	Remove Last name Last name
Email address	Middle name	Remove Last name Last name
Email address	Middle name	Remove Last name Last name
Email address First name Relationship to student Mobile phone Third residential address X Email address X Emargency contact First name Relationship to student Mobile phone Emargency contact First name Relationship to student Mobile phone	Middle name Home phone Middle name Home phone	X Remove Last name Vork phone Last name Vork chone
Email address First name Relationship to student Mobile phone Third residential address K Email address Emargency contact First name Relationship to student Mobile phone Emargency contact First name Relationship to student Mobile phone	Middle name Home phone Middle name Home phone	X Remove Last name Work phone Last name Work phone
Email address	Middle name Home phone Home phone Home phone	K Remove Last name Work phone Last name Work phone

- 4. If you delete the second residential address but keep the third residential address in the caregiver details and click the 'Done' button, then:
 - The third residential address will be removed automatically from both the 'Caregiver Information' and the 'Student information' section.
 - You will receive the following alert message:

'You have updated the caregiver's address. This has automatically updated the student's address. You must:

- a. review the 'Student information' section and save the changes.
- b. complete the "Itinerary information" section and save the changes.'

Caregiver details change Alert
You have selected to update one or more of the caregivers' addresses. This has automatically updated the student's addresses and cleared any itinerary records. You must:
 a. review the "Student information" section and save the changes. b. complete the "Itinerary information" section and save the changes.
OK

5. Click the 'Done' button to save your changes.

Payment information

- Note: Payment information is not required where the type of assistance requested is a vehicle.
- 1. Click on the down arrow next to Payment information'. Select the 'Edit' button to make changes.

✓ Service type
Service type
Type of assistance requested Vehicle & Conveyance Allowance
> Student information
> Enrolling school details
> Assistance needs
> Safety and Mobility needs
> Safe travel plan
> Caregiver information
✓ Payment information
More than one child receiving a conveyance allowance:
 You can only direct your conveyance allowance payments to your school if all of your children who are receiving a conveyance allowance attend the same school. Note: your children do not have to be attending the same school if you are directing your conveyance allowance payments to another person.
 The bank account you select for this application will become the default bank account for all of your conveyance allowance payments, even if you previously selected a different bank account for other children i.e. This is because you cannot have more than one bank account for receiving your conveyance allowance payments.
Do you have another child who is currently receiving school transport assistance?
Who will be receiving the payment?
> Itinerary information
> Upload documents
Save for later Previous Review

2. If you answer, 'Yes' to the question 'Do you have another child who is currently receiving school transport assistance', enter the student's name and the school at which they are enrolled. You can add up to a maximum of four students.

More than one child receiving a co	nveyance allowance:	
You can only direct your conve school. Note: your children do	vance allowance payments to your school if all of your children who are rec	ceiving a conveyance allowance attend the same
 The bank account you select for selected a different bank account payments. 	r this application will become the default bank account for all of your conveya nt for other children i.e. This is because you cannot have more than one ba	veyance allowance payments to another person. veyance allowance payments, even if you previously ank account for receiving your conveyance allowance
o you have another child who is	urrently receiving school transport assistance?	
Yes No		
itudent name	School name	⇒ Romove
itudent name	School name	÷ Pomovo
		Renove
student name	School name	= Pomovo
		Renove
itudent name	School name	T Permour
		. Kenove
Add More Students		
Who will be receiving the paymen	2	
School		
Other recipient		

3. You can remove a student by selecting the 'Remove' button next to their name.

Do you have another child who is cu Yes No	rrently receiving school transport assistance?	
Student name	School name	💼 Remove
Student name	School name	💼 Remove
Student name	School name	â Remove
Student name	School name	
		â Remove

4. If you select 'Other recipient' to be paid, you will need to provide the recipient's name.

✓ Payment information	
More than one child receiving a conveyance allow	ance:
 You can only direct your conveyance allowand school. Note: your children do not have to be 	a payments to your school if all of your children who are receiving a conveyance allowance attend the same attending the same school if you are directing your conveyance allowance payments to another person.
 The bank account you select for this applicati selected a different bank account for other ch payments. 	In will become the default bank account for all of your conveyance allowance payments, even if you previously Idren i.e. This is because you cannot have more than one bank account for receiving your conveyance allowance
Do you have another child who is currently receiv	ing school transport assistance?
Yes No	
Who will be receiving the payment?	
Caregiver(s)	
Other recipient	
Recipient's Name	

5. You can cancel any changes by clicking the 'Cancel' button. If you have already clicked the 'Done' button and want to revisit your changes, click the 'Edit' button, make your changes, and then click the 'Done' button.

Itinerary information

1. Click the down arrow next to 'Itinerary Information' to see the existing itinerary.

✓ Itinerary inform	nation				
					🖍 Edit
Travel is generally to a provided in situations	and from school but may inclu approved by the Ministry.	ude routine travel to differe	nt home addresses, respite	e or after-school care. Trav	el to respite care can only be
Please enter departur	e and arrival locations and est	timated arrival/pick up time	es on applicable days in th	e table below.	
∽ Monday					
To School	Assistance Type	Caregiver Name N/A	Leaving From	Going To	Arrival Time 06:15 am
To Home	Assistance Type	Caregiver Name N/A	Leaving From	Going To	Departure Time 03:00 pm
> Tuesday					
> Wednesday					
> Thursday					
> Friday					

2. Select the 'Edit' button to make changes to the student's itinerary.

Note: If you have made changes to either a student's residential address and associated Caregiver residential address, or to a Caregiver's name, then the student's itinerary will be cleared, and you will need to enter a new Itinerary for the student.

You will receive the following alert message:

'You have selected to update one or more of the student's addresses. This has automatically updated the caregiver addresses and cleared any itinerary records. You must:

- a. review the "Caregiver information" section and save the changes.
- b. complete the "Itinerary information" section and save the changes.'

Caregiver details change Alert
You have selected to update one or more of the caregivers' addresses. This has automatically updated the student's addresses and cleared any itinerary records. You must: a. review the "Student information" section and save the changes. b. complete the "thinerary information" section and save the changes.
OK

3. Click the dropdown arrow beside the name of each weekday to expand the itinerary for that day.

ter the name of the ernoon.	Caregiver who will be transport	ing the student in the m	orning and the name of the	e Caregiver who will	be transpor	ting the student in	the
ek 1 east one itinerary is	required to proceed						
vel is generally to a vided in situations	and from school but may include approved by the Ministry.	routine travel to differe	nt home addresses, respite	e or after-school care	. Travel to r	espite care can onl	y be
ase enter departur	e and arrival locations and estim	ated arrival/pick up time	es on applicable days in th	e table below.			
Monday							
To School	Assistance Type	Caregiver Name	Leaving From	Going To		Arrival Time	
	•	N/A			Ŧ	08:45 am	Ŧ
To Home	Assistance Type	Caregiver Name	Leaving From	Going To		Departure Time	
	· · · · ·	N/A		*	Ŧ	02:45 pm	Ŧ
					Apply	to the rest of the v	veek
Tuesday							
Wednesday							
Thursday							
> Friday							
Select if week 2 i	s different to week 1						

4. You can make changes to the 'To School' and 'To Home' fields by selecting the relevant option in each field.

-							
er the name of the (rnoon. ek 1	Caregiver who will be transport	ting the student in the m	orning and the name of the	e Caregiver who will	be transpo	rting the student in	the
ast one itinerary is re	equired to proceed						
el is generally to ar	nd from school but may include	e routine travel to differe	nt home addresses, respite	or after-school care	e. Travel to i	respite care can on	ly be
ided in situations a	approved by the Ministry.						
se enter departure	and arrival locations and estin	nated arrival/pick up time	es on applicable days in the	e table below.			
Monday							
o School	Assistance Type	Caregiver Name	Leaving From	Going To		Arrival Time	
	•	N/A			٣	08:45 am	Ŧ
o Home	Assistance Type	Caregiver Name	Leaving From	Going To		Departure Time	
	¥	N/A		•	Ŧ	02:45 pm	Ŧ
					Apply	to the rest of the	week
Tuesday							
Wednesday							
Thursday							
Friday							
Friday	different to week 1						

- 5. Where 'Type of Assistance Requested' = 'Vehicle' in the Service Type section of this form, either:
 - Select either 'Vehicle', or 'TMV' as the 'Assistance Type and add the required information in the remaining fields, or
 - Select 'No Assistance Required', and the remaining fields will not display for completion.

Note: Caregiver Name is not required to be entered.

∼ Itinerary inform	ation				
Enter the name of the afternoon.	Caregiver who will be transportin	g the student in the m	orning and the name of the	Caregiver who will be	transporting the student in the
Week 1 At least one itinerary is r	required to proceed				
ravel is generally to a provided in situations	nd from school but may include re approved by the Ministry.	outine travel to differe	nt home addresses, respite o	or after-school care. Tr	ravel to respite care can only be
lease enter departure	and arrival locations and estimat	ed arrival/pick up time	es on applicable days in the	table below.	
∼ Monday					
To School	Assistance Type TMV v	Caregiver Name	Leaving From	Going To	Arrival Time • 08:45 am •
To Home	No Assistance Required	Caregiver Name	Leaving From	Going To	Departure Time
	Vehicle				Apply to the rest of the week
> Tuesday					
> Wednesday					
> Thursday					
> Friday					
Select if week 2 is	different to week 1				
					Cancel Done

- 6. Where 'Type of Assistance Requested' = 'Conveyance allowance' in the Service Type section of this form either:
 - Select 'Conveyance allowance' as the 'Assistance Type and add the required information in the remaining fields, or
 - Select 'No Assistance Required', and the remaining fields will not display for completion.

Note: You'll need to select the Caregiver who is transporting the child on that day.

✓ Itinerary information	ation
Enter the name of the afternoon.	Caregiver who will be transporting the student in the morning and the name of the Caregiver who will be transporting the student in the
Week 1 At least one itinerary is r	required to proceed
Travel is generally to a provided in situations a	nd from school but may include routine travel to different home addresses, respite or after-school care. Travel to respite care can only be approved by the Ministry.
Please enter departure	and arrival locations and estimated arrival/pick up times on applicable days in the table below.
✓ Monday	
To School	Assistance Type Caregiver Name Leaving From Going To Arrival Time Select an Option ▼ ▼ ▼ ▼ 01:15 am ▼
To Home	No Assistance Required Conveyance allowance Apply to the rest of the week
Tuosday	
> Wednesday	
> Thursday	
> Friday	
Select if week 2 is	different to week 1
	Cancel Done

- 7. Where 'Type of Assistance Requested' = 'Vehicle & Conveyance Allowance' in the Service Type section of this form, either:
 - Select either "Vehicle', 'TMV' or 'Conveyance allowance' as the 'Assistance Type and add the required information in the remaining fields, or
 - Select 'No Assistance Required', and the remaining fields will not display for completion.

Note: You'll need to Select the Caregiver who is transporting child on that day.

✓ Itinerary informatio	on				
Enter the name of the Care afternoon.	egiver who will be transporting	g the student in the mornir	ng and the name of the Car	egiver who will be tran	sporting the student in the
Week 1 At least one itinerary is requi	red to proceed				
Travel is generally to and fi provided in situations appr	rom school but may include ro roved by the Ministry.	outine travel to different ho	ome addresses, respite or a	fter-school care. Travel	to respite care can only be
Please enter departure and	arrival locations and estimat	ed arrival/pick up times or	applicable days in the tab	le below.	
∽ Monday					
To School	Assistance Type Select an Option 💌	Caregiver Name	Leaving From	Going To	Arrival Time ▼ 01:30 arm ▼
To Home	No Assistance Required				
	Vehicle				
	TMV			A	pply to the rest of the week
> Tuesday	Conveyance allowance				
> Wednesday					
> Thursday					
> Friday					
Select if week 2 is diff	erent to week 1				
					Cancel Done

8. If you want to apply the same itinerary to the rest of the week, select the 'Apply to the rest of the week' button.

$^{\vee}$ Itinerary information					
Enter the name of the Caregi afternoon.	iver who will be transportin	ng the student in the morni	ing and the name of the Car	egiver who will be transpo	rting the student in the
Week 1 At least one itinerary is required	d to proceed				
Travel is generally to and from provided in situations approv	m school but may include r ved by the Ministry.	outine travel to different h	ome addresses, respite or a	fter-school care. Travel to	respite care can only be
Please enter departure and a	arrival locations and estima	ted arrival/pick up times o	n applicable days in the tab	le below.	
∽ Monday					
To School	Assistance Type	Caregiver Name	Leaving From	Going To	Arrival Time
	TMV 💌	N/A		·	None 🔻
To Home	Assistance Type	Caregiver Name	Leaving From	Going To	Departure Time
	TMV 💌	N/A			02:45 pm 🔍
				Apply	y to the rest of the week
> Tuesday					
> Wednesday					
> Thursday					
> Friday					
Select if week 2 is differ	ent to week 1				
					Cancel Done

9. Tick the checkbox 'Select if Week 2 is different to week 1' if the Week 2 itinerary is different to Week 1.

✓ Itinerary informatio	n	
Enter the name of the Care afternoon.	giver who will be transporting the student in the morning and the name of the Caregiver who will b	e transporting the student in the
Week 1 At least one itinerary is requir	ed to proceed	
Travel is generally to and fr provided in situations appr	om school but may include routine travel to different home addresses, respite or after-school care. oved by the Ministry.	Travel to respite care can only be
Please enter departure and	arrival locations and estimated arrival/pick up times on applicable days in the table below.	
∽ Monday		
To School	Assistance Type No Assistance v	
To Home	Assistance Type No Assistance	
		Apply to the rest of the week
> Tuesday		
> Wednesday		
> Thursday		
> Friday		
Select if week 2 is diffe	erent to week 1	
> Monday		
> Tuesday		
> Wednesday		
> Thursday		
> Friday		
		Cancel Done

- 10. Complete the 'Week 2' itinerary information.
- 11. Select 'Done' to save your changes.

Upload documents

1. Click the down arrow next to 'Upload documents' such as 'Safe travel plan' and 'Bank account information' and then click the 'Upload Files' button.

✓ Upload documents	
Sare Travel Plan File upload Please submit any additional relevant documentation alongside this safe travel plan (seizure plan, doctors note, etc)	
Upload Files Or drop files	
	X Cancel 🗸 Done

2. Select the file you want to upload. Once the upload is complete, click 'Done'.

	Upload Files
Test 1.pdf	o
1 of 1 file uploaded	Done

3. You can view each file you have uploaded in the document list.

rs note, etc)
â

4. To delete a file, click on the 'Delete' button next to the file name.

✓ Upload documents	
Safe Travel Plan File upload	
Upload Files Or drop files	
	a
	X Cancel 🗸 Done

5. Click 'Done' to save your changes.

Save for later

1. You can click the 'Save for Later' button at any stage while completing this form, prior to selecting the 'Review' button.

Change of Information request School
For changes to student's address(es) and/or attended site(s), you may also need to update Itinerary information.
> Service type
> Student information
> Enrolling school details
> Assistance needs
> Safety and Mobility needs
> Safe travel plan
> Caregiver information
> Payment information
> Itinerary information
> Upload documents
Save for later Previous Review

2. The following message will display.



3. If you have made no changes in the form, you will receive the following alert message. Select 'OK'.



4. To access your draft Change of Information request, go to 'My School's Applications' and click on 'SESTA/SESTA CA'.



5. The 'Draft Change of Information Applications' section will appear. Click on the blue 'Resume' link of the request you would like to complete.

Complexition School completes Regional office processing '(if student is not attending the closest school) Complexity Compl	tes Regional office processing School Transport processing TSP Acceptance Completed *(if student is not ottending the closest school) Q, Search this list. N Student Last St Enrolling Created by Created D \$ Status Student Last St Enrolling Created by Created D \$ Status Resume Resume Resume Resume Resume Resume Resume Resume Resume Resume Resume Resume Resume Resume Resume Resume Provices Showing Page 1 of 2 View All Next > Next > Resume Student Last St Enrolling Created by Created Date Status				-	-	-
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2 Resume	Resume	1					Resume
	Resume	2					Resume
3 Becume							

Reviewing your Change of Information request

1. Once you have finished making changes, click on the 'Review' button.

Change of Information request School
For changes to student's address(es) and/or attended site(s), you may also need to update Itinerary information.
> Service type
> Student information
> Enrolling school details
> Assistance needs
> Safety and Mobility needs
> Safe travel plan
> Caregiver information
> Payment information
> Itinerary information
> Upload documents
Save for later Previous Review

2. If you have made no changes in the Change of Information request and you select the 'Review' button, you will receive the following alert message and you will not be able to proceed to the 'Review' page. Select 'OK' to exit the message.

	Alert
No changes have been mad	e to the Change of Information Request.
	ок

3. A review page will appear, displaying all the information for the student.

C	hange of Information request	
Review Changes		
Please review the information change to the	student before clicking 'Submit'.	
Service Type		
Type of assistance requested		
Vehicle & Conveyance Allowance		
Student information.		
Student details		
Pircl name(s)	Noble name Last name	
Date of lighth 28/05/2014	Annalas	
Rebust was of studied	National studiest marker/NIN1	
Year 4		
Address details		
Is this clustered in a chareed custody arrangement? i.e., If	ney has more than one residential address?	
~		
Primary residential address		
Respire Ashiress 1		
Respile Address 2		
Enrolling School details		
Enrolling school		
Regional Hinkley of Education office		
Does the clusteri attend a different site to the enviting	g school? e.g. a satellite location	
Kimi Gra School		
will the student require transport to another attended	siler	
No		
No		
Is this a special school?		
No		
Assistance needs		
Type of which mended g		
If a wheelshair is to be transported, please provide het	ght, weight and width specifications (noting whether lubilities or powered).	
Please specify if the wheelchair has any of the larters h	ndare.0	
Prever chair		
In specialist vehicle equipment required? E.g. safety for Yes	steps.	
Dues the clusters's behaviour pase a risk to Dereselve	s or others while on a vehicle service?	
Yes		
Dues the clustent have a medical or physical condition Yes	that may require associance while on a vehicle cervice? E.g. spitepoy	
Dues the student require solo transport?		
Yes		
Safety and Nobility needs		
Safety needs		
Mobility needs		

- 4. If you need to make any further changes, click on the 'Previous' button. Make your changes and then select 'Review' to review the changes.
- 5. Select 'Next' when you are happy with the changes you have made.

Caregiver declaration

1. You'll need to complete the 'Caregiver Declaration' on behalf of the Caregiver.

	Change of Information request
	School
Caregiver Declaration	
I declare the information	entered on this form is true and correct
I understand that all addr	esses listed in the application is for a person or organisation authorised to act as a caregiver for the student
I will abide by the condition	ons of carriage of the SESTA transport provider
The caregivers listed on t could result in a financial ber	his application are aware that I have provided their information (including bank details) to the Ministry, and the outcome of this applicati nefit
I understand that security	/ cameras are fitted in SESTA vehicles
Date assistance is requested f	rom2⊜
While we will do our best to p	rovide the SESTA service from the requested date, we cannot guarantee that this will occur.
Caregiver name	
Select an Option	v
	Previous

2. Once the declaration is complete, click the 'Submit' button.

	Change of Information request
	> School
Caregiver Declaration	
I declare the inform	ation entered on this form is true and correct
I understand that all	I addresses listed in the application is for a person or organisation authorised to act as a caregiver for the student
I will abide by the c	conditions of carriage of the SESTA transport provider
The caregivers liste could result in a financi	d on this application are aware that I have provided their information (including bank details) to the Ministry, and the outcome of this applicatio ial benefit
I understand that see	ecurity cameras are fitted in SESTA vehicles
Date assistance is reque While we will do our be Caregiver name	sted from?

3. The following message will display.



4. Click on the 'Yes, submit' button to submit the Change of Information Request, or click 'Cancel' to return to the previous page.



5. Once you click on 'Yes, submit', your Change of Information Request will be sent to the Ministry for processing. Click 'Done' to exit.

Change of Information Request
Thank you for submitting a Change of Information Request for
We aim to process changes to student information within 20 working days.
For any questions about the Change of Information Request,
please contact school transport: 0800 287 272
or school.transport@education.govt.nz
Done

How to view your completed SESTA Change of Information request

Note: When a 'Change of Information request' is submitted, it becomes a Transport Application.

1. Navigate to 'My School's Applications' and click on 'SESTA/SESTA CA' in the dropdown.



2. The submitted 'Change of Information request' will display in the list 'In Progress SESTA Applications'. It will have a status of 'Waiting for School Transport Approval'. It can be identified by a tick in the 'Change of Information' column.

2 iter	Draft SESTA App		Y						
	Transport A \vee	Student Firs \vee	Student Last \vee	S1 Enrolling \vee	Created by \vee	Created D $\downarrow \lor$	Status 🗸	~	
1						22/05/2025, 11:	Draft	Resume	
2						15/05/2025, 3:3	Draft	Resume	
2 iter	Draft Change of	Information App First Name	plications (2)					Ţ	
	Transport A 🗸	Student Fi $\uparrow \lor$	Student Last \vee	S1 Enrolling \vee	Created by $ \lor $	Created Date \lor	Status 🗸	~	
1							Draft	Resume	
2							Draft	Resume	
1 438 i	In Progress SESTA Applications (438) Q. Search this list								
	Transport A 🗸	Change of Infor	Students Fir \vee	Students La \vee	S1 Enrolling \vee	Created By \vee	Created D $\downarrow \lor$	Status 🗸	
1		~						Waiting for Sch	
2		~						Error Calculatin	
3								Waiting for Sch	

3. An approved 'Change of Information request' will be displayed in the 'Completed SESTA Applications' section.

	Completed SES	Applications	(34)				Q Search this list	
	Transport A V	Change of Infor	Students Fir \vee	Students La 🗸	S1 Enrolling 🗸	Created By 🗸	Created D $\downarrow \lor$	Status
1							-	Approved
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-								American

4. When you open an 'In Progress SESTA Application', the application details and related information will be displayed as read only for you to view.

Note:

• The 'Status' of the application tells the Ministry what action they need to take. No action is required from you.

438	In Progress SESTA Applications (438) Q. Search this list									
	Transport A 🗸	Chan	Studen 🕇 🗸	Students La $ \lor $	S1 Enrolling $ \smallsetminus $	Created By \vee	Created D 👃 🗸	Y Status V		
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2		\checkmark						Error Calculating Eligibility		
3								. Waiting for School Transport		
4								Waiting for School Transport		
5. When you open a 'Completed SESTA Application', the application details and related information will be displayed.

Transport Application	
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Haran Plane	Nucl. Plane.
Cale student started at this salward	Are there solver students in your household applying for or already reacting Conveyance
	Yes
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No.	beat 13101
Campton Midde Name	Pondy Name Test 1 (2002
Residential Address. 11 Residential Principal Table Bay Statistics with a second state	Carengiore Relationship in Child
Email Address	Canguer Molde Phone
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Transport Applica	ation				
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Application Informatio	Related Information				
SESTA Safe Tr	avel Plans (0)				
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He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga We shape an education system that delivers equitable and excellent outcomes