



**Te Tāhuhu o
te Mātauranga**
Ministry of Education

Pokapū Waka Kura

Conveyance Allowance
– change of information request
User guide

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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 a change of information request for Conveyance Allowance 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

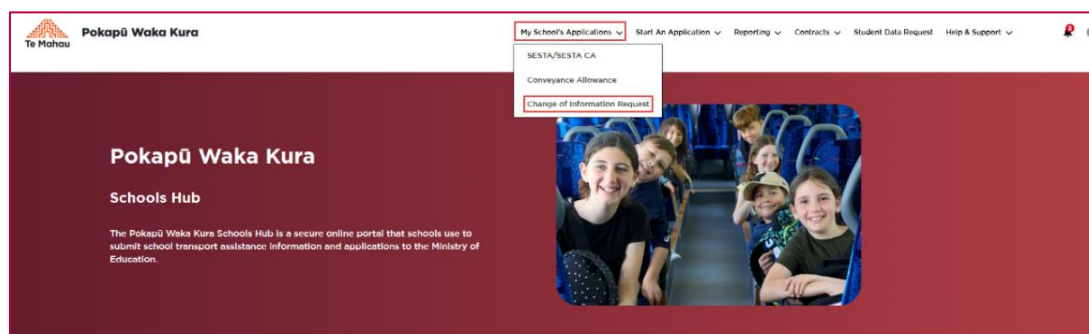
- Education Sector Login (ESL) account.
- Pokapū Waka Kura School User role added to your ESL account.
- Google Chrome browser.
- Logged into Pokapū Waka Kura school portal.

Steps

1. 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 service.desk@education.govt.nz.
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 Conveyance Allowance 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

Active SESTA Services (21)					
Q Search this list...					
Service Name	Student First Name	Student Last Name	Date of Birth	Type of Assistance	
1 SD-00013019				Vehicle	
2 SD-00013020				Vehicle	
3 SD-00013045				Vehicle & Conveyance Allow...	
4 SD-00013032				Conveyance allowance	
5 SD-00013017				Vehicle & Conveyance Allow...	
6 SD-00013014				Vehicle	
7 SD-00013030				Vehicle	
8 SD-00013097				Vehicle	
9 SD-00013038				Vehicle	
10 SD-00013016				Vehicle & Conveyance Allow...	
< Previous Showing Page 1 of 3 View All Next >					

Active Conveyance Allowance Services (4)					
Q Search this list...					
Service Name	Student First Name	Student Last Name	Date of Birth	Type of Assistance	
1 SD-00013011				Conveyance allowance	
2 SD-00013103				Conveyance allowance	
3 SD-00013102				Conveyance allowance	
4 SD-00013028				Conveyance allowance	

How to complete a Conveyance Allowance Change of Information request (non-shared custody)

1. Navigate to the 'Active Conveyance Allowance Services' list.

Active Conveyance Allowance Services (30)					Q Search this list...	
Service Name	Student First Name	Student Last Name	Date of Birth	Type of Assistance		
1				Conveyance allowance		
2				Conveyance allowance		
3				Conveyance allowance		
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.

Active Conveyance Allowance Services (4)					Q Search this list...	
Service Name	Student First Name	Student Last Name	Date of Birth	Type of Assistance		
1				Conveyance allowance		
2				Conveyance allowance		
3				Conveyance allowance		
4				Conveyance allowance		

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

Active Conveyance Allowance Services (1)					Q CA	
Service Name	Student First Name	Student Last Name	Date of Birth	Type of Assistance		
1	CA			Conveyance allowance		

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

The screenshot shows the 'Active Conveyance Allowance Services (30)' interface. On the right side, there are filter options for 'Field', 'Operator', and 'Value'. The 'Field' dropdown is set to 'Student Last Name', the 'Operator' dropdown is set to 'Contains', and the 'Value' text box contains 'Whit'. The 'Apply Filter' button is highlighted with a red box.

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

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

The screenshot shows the 'Active Conveyance Allowance Services (30)' interface. On the right side, there are filter options for 'Field', 'Operator', and 'Value'. The 'Field' dropdown is set to 'Student Last Name', the 'Operator' dropdown is set to 'Contains', and the 'Value' text box contains 'Whit'. The 'Apply Filter' button is highlighted with a red box.

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

The screenshot shows the 'Active Conveyance Allowance Services (2)' interface. The list now displays only two students whose last names contain 'Whit'. The 'Apply Filter' button is highlighted with a red box.

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

The screenshot shows the 'Active Conveyance Allowance Services (1)' interface. The list now displays only one student whose last name contains 'Whit'. The blue hyperlink next to the student's name in the 'Service Name' column is highlighted with a red box.

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

Change of Information request

School

When should this form be completed?

This form needs to be completed as early as possible for changes in the student's information. This includes, for example, changes to residential address, changes to caregiver information, changes to bank account information etc.

When should this form **not be completed?**

- Change to enrolling school - this requires a new application to be completed

Reminder

Before completing this form, you'll need to know:

- 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 assistance with your Change of Information request, please contact School Transport:
0800 287 272 or school.transport@education.govt.nz

Start

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

Student information

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

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

▼ Student information

Student details

First name(s) Middle name Last name

Date of birth Gender

School year of student National student number (NSN)

Year 3

Address details

Is this student in a shared custody arrangement? i.e., they have more than one residential address?

No

Primary Residential Address

Edit

Note:

- If you change the answer to the question 'Is this student in a shared custody arrangement?' to 'Yes', then please move to [How to complete a Conveyance Allowance Change of Information request \(shared custody\)](#).
 - 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.
 - 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.

The screenshot displays a web form titled "Change of Information request" with a "School" tab selected. A message states: "For changes to student's address(es), you may also need to update Itinerary information." The form contains several expandable sections: "Student information", "Enrolling school details" (highlighted with a red box), "Caregiver information", "Payment information", "Itinerary information", and "Upload documents". The "Enrolling school details" section shows a field for "Enrolling school" with a greyed-out input area. At the bottom, there are three buttons: "Save for later", "Previous", and "Review".

Caregiver information

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

The screenshot shows a web form titled "Change of Information request" for a school. It contains several expandable sections: "Student information", "Enrolling school details", "Caregiver information" (which is expanded), "Payment information", "Itinerary information", and "Upload documents". The "Caregiver information" section is titled "Primary caregiver details" and includes fields for First name, Middle name, Last name, Relationship to student, Mobile phone, Home phone, Work phone, Primary residential address, and Email address. A blue "Edit" button with a pencil icon is located to the right of the "Primary caregiver details" header. At the bottom of the form are buttons for "Save for later", "Previous", and "Review".

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.

The screenshot shows an alert box titled "Caregiver details change Alert". The text inside reads: "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." At the bottom of the alert box is a blue "OK" button.

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

Payment information

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

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

> Student information

> Enrolling school details

> Caregiver information

▼ Payment information

Edit

> Itinerary information

> Upload documents

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?

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 4 students.





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?

☒ Yes
☐ No

Student name	School name	
<input type="text"/>	<input type="text"/>	
Student name	School name	
<input type="text"/>	<input type="text"/>	
Student name	School name	
<input type="text"/>	<input type="text"/>	
Student name	School name	
<input type="text"/>	<input type="text"/>	

[Add More Students](#)

Who will be receiving the payment?





☐ Caregiver(s)
☐ School
☐ Other recipient

[Cancel](#) [Done](#)

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

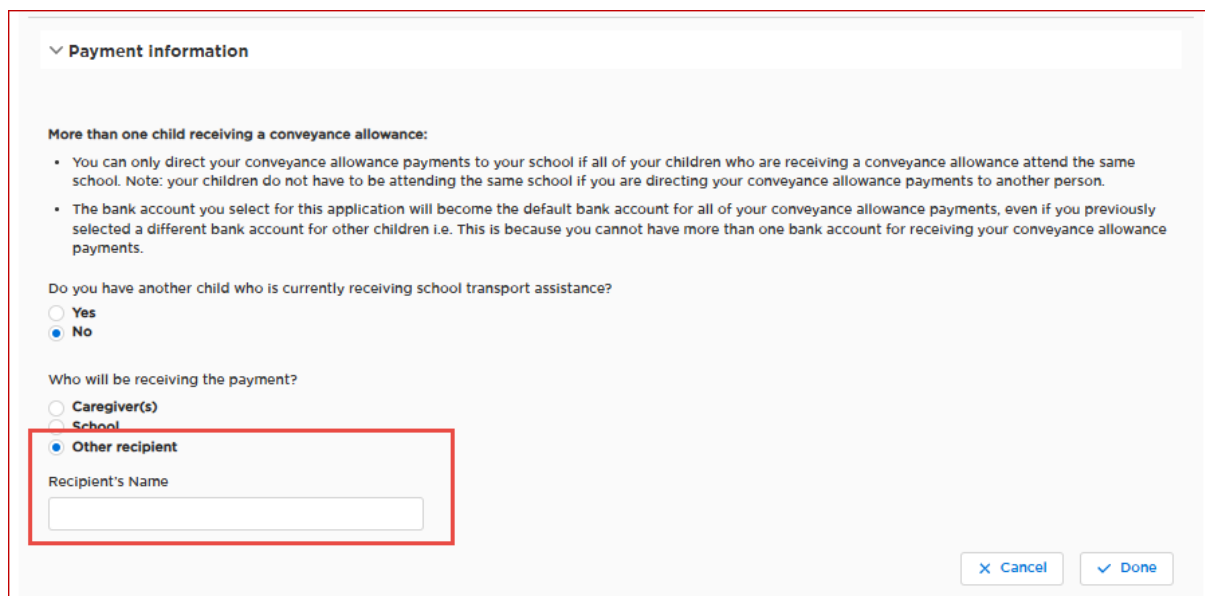
Do you have another child who is currently receiving school transport assistance?

☒ Yes
☐ No

Student name	School name	
<input type="text"/>	<input type="text"/>	
Student name	School name	
<input type="text"/>	<input type="text"/>	
Student name	School name	
<input type="text"/>	<input type="text"/>	
Student name	School name	
<input type="text"/>	<input type="text"/>	

[Add More Students](#)

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



The screenshot shows a web form titled 'Payment information' with a dropdown arrow. Below the title, there is a section 'More than one child receiving a conveyance allowance:' with two bullet points. The first bullet point states: '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 second bullet point states: '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.'

Below the bullet points, there is a question: 'Do you have another child who is currently receiving school transport assistance?' with two radio button options: 'Yes' and 'No'. The 'No' option is selected.

Below the question, there is another question: 'Who will be receiving the payment?' with three radio button options: 'Caregiver(s)', 'School', and 'Other recipient'. The 'Other recipient' option is selected.

Below the 'Other recipient' option, there is a text input field labeled 'Recipient's Name'. The input field is empty.

At the bottom right of the form, there are two buttons: 'Cancel' and 'Done'.

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

Itinerary information

1. If the student is not in a shared custody arrangement, you are not required to provide an itinerary.

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

Student information

Student details

First name(s)

Middle name

Last name

Date of birth

Gender

School year of student

National student number (NSN)

Year 2

Edit

Address details

Is this student in a shared custody arrangement? I.e., they have more than one residential address?

No

Primary Residential Address

Enrolling school details

Caregiver information

Payment information

Itinerary information

No Itineraries to display

Upload documents

Save for later

Previous

Review

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Upload documents

1. Click on the down arrow next to 'Upload documents'. Click on the 'Upload Files' button.

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

> Student information

> Enrolling school details

> Caregiver information

> Payment information

> Itinerary information

▼ Upload documents

Bank account information upload

Bank account proof must be one of the following (not all or several):

- A bank statement showing the account holder's name, bank account number and at least one deposit or one withdrawal transaction with its corresponding date.
- A pre-printed deposit slip which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An ATM printout which shows the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's full name.
- Bank teller account confirmation dated and stamped by the bank. Which shows the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An internet printout which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name and the web address along the top or bottom of the page.
- If this is a shared custody application, you'll need to upload the bank information for all caregivers.

Please note that regardless of what bank account proof is provided:
The bank account proof should not be more than 6 months old.
The supplier's name must match the bank account name or provide supporting documents to establish the identity link (e.g. marriage certificate).

Upload Files

Or drop files

Cancel

Done

Save for later

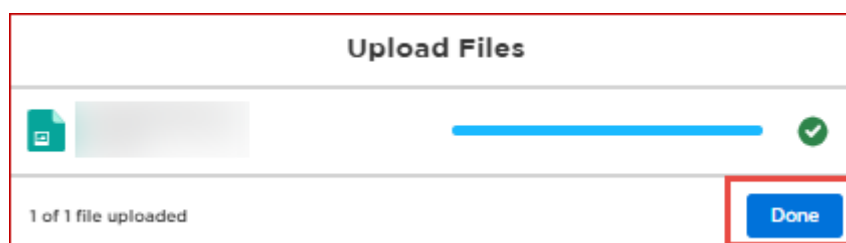
Previous

Review

June 2025

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2. Select the file that you want to upload. Once it has uploaded click 'Done'.



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

A screenshot of a web form titled "Change of Information request" for a "School". The form contains several sections: "Student information", "Enrolling school details", "Caregiver information", "Payment information", and "Itinerary information". The "Upload documents" section is expanded, showing "Bank account information upload" instructions. Below the instructions, there is a file upload area with a red box highlighting two uploaded files: a ".pdf" file and a ".jpg" file. At the bottom of the file list are "Cancel" and "Done" buttons. At the very bottom of the form are "Save for later", "Previous", and "Review" buttons.

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

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

> Student information

> Enrolling school details

> Caregiver information

> Payment information

> Itinerary information

> Upload documents

Bank account information upload

Bank account proof must be one of the following (not all or several):

- A bank statement showing the account holder's name, bank account number and at least one deposit or one withdrawal transaction with its corresponding date.
- A pre-printed deposit slip which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An ATM printout which shows the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's full name.
- Bank teller account confirmation dated and stamped by the bank. Which shows the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An internet printout which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name and the web address along the top or bottom of the page.
- If this is a shared custody application, you'll need to upload the bank information for all caregivers.

Please note that regardless of what bank account proof is provided:
The bank account proof should not be more than 6 months old.
The supplier's name must match the bank account name or provide supporting documents to establish the identity link (e.g. marriage certificate).

Upload Files

 Or drop files

pdf

.jpg

Cancel

Done

Save for later

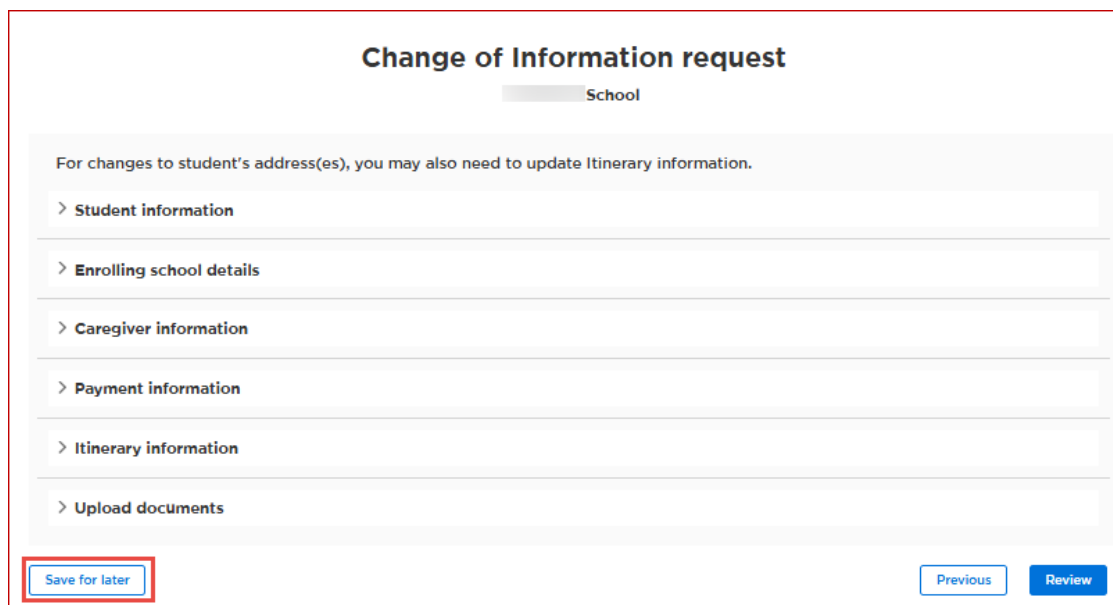
Previous

Review

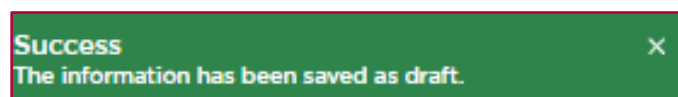
5. Click 'Done' to save your changes.

Save for later

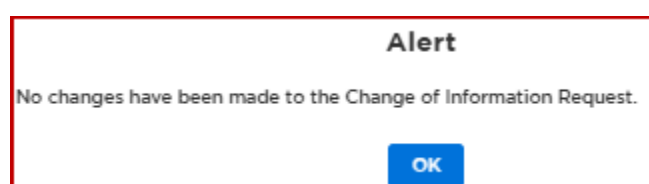
1. You can click the 'Save for Later' button at any stage while completing this form, prior to selecting the 'Review' button.



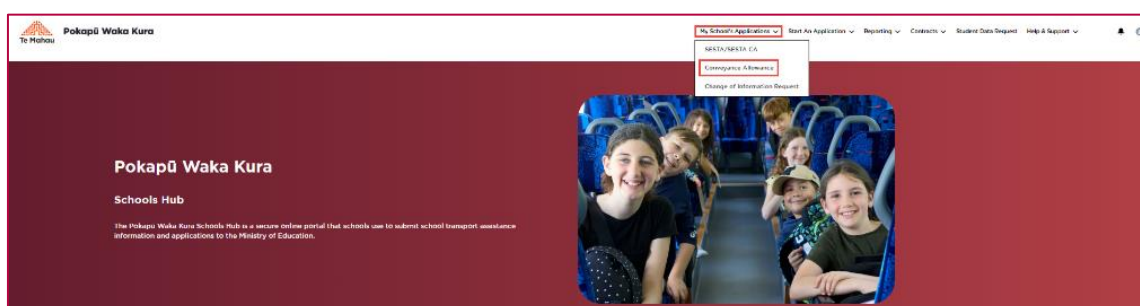
2. The following message will display.



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 'Conveyance Allowance'.



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

Application assessment pathway

Application submitted School completes declaration School Transport processing Completed

Draft Conveyance Allowance Applications (3)

3 items • Sorted by date created

	Transport A...	Student Firs...	Student Last...	S1 Enrolling ...	Created by ...	Created D...	Status	
1								Resume
2								Resume
3								Resume

Draft Change of Information Applications (3)

3 items • Sorted by Student First Name

	Transport A...	Student FI...	Student Last...	S1 Enrolling ...	Created by ...	Created Date	Status	
1								Resume
2								Resume
3								Resume

In Progress Conveyance Allowance Applications (151)

151 items • Sorted by date created

	Transport A...	Change of Infor...	Students Fir...	Students La...	S1 Enrolling ...	Created By ...	Created D...	Status
1								Assessed

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), you may also need to update Itinerary information.

Student information

Student details

First name(s)

Middle name

Last name

Date of birth

Gender

School year of student

National student number (NSN)

Male

Year 3

Address details

Is this student in a shared custody arrangement? i.e., they have more than one residential address?

No

Primary Residential Address

Enrolling school details

Caregiver information

Payment information

Itinerary information

Upload documents

Save for later

Previous

Review

Note: 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 Request.

OK

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

Change of Information request

[] School

Review Changes

Please review the information change to the student before clicking 'Submit'.

Service type

Type of assistance requested
Conveyance allowance

Student information

Student details

First name(s) []	Middle name []	Last name White
Date of birth []	Gender []	
School year of student Year 2	National student number(NSN)	

Address details

Is this student in a shared custody arrangement? i.e., they has more than one residential address?
No

Primary residential address
[]

Enrolling School details

Enrolling school
[]

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 []		

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?
No

Who will be receiving the payment?
[]

Itinerary information

Upload documents

Bank account information upload

Bank account proof must be one of the following (not all or several):

- A bank statement showing the account holder's name, bank account number and at least one deposit or one withdrawal transaction with its corresponding date.
- A printed deposit slip which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An ATM printout which shows the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's full name.
- Bank teller account confirmation dated and stamped by the bank. Which shows the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An internet printout which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name and the web address along the top or bottom of the page.
- If this is a shared custody application, you'll need to upload the bank information for all caregivers.

Please note that regardless of what bank account proof is provided:
The bank account proof should not be more than 6 months old.
The supplier's name must match the bank account name or provide supporting documents to establish the identity link (e.g. marriage certificate).

[] []

Return for later
Previous
Next

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Caregiver declaration

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

The screenshot shows the 'Change of Information request' form for a school. The title 'Change of Information request' is at the top, followed by a school name placeholder. Below this is the 'Caregiver Declaration' section with two unchecked checkboxes: 'I declare the information entered on this form is true and correct' and 'I will notify the school and Ministry's School Transport team of any changes to the information I have provided'. There is a date field labeled 'Date assistance is requested from?' and a dropdown menu for 'Caregiver name'. At the bottom right are 'Previous' and 'Submit' buttons.

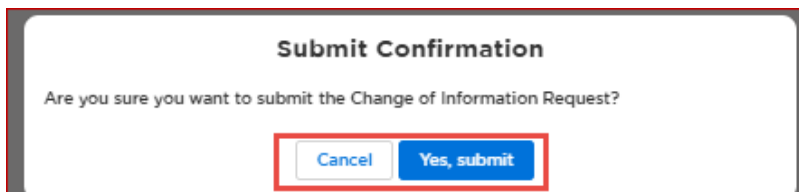
2. Once the declaration is complete, click the 'Submit' button.

This screenshot shows the same form as the previous one, but the two checkboxes in the 'Caregiver Declaration' section are now checked. The 'Submit' button is highlighted in blue, indicating it is the next step.

3. The following message will display.

The screenshot shows a 'Submit Confirmation' dialog box with the question 'Are you sure you want to submit the Change of Information Request?'. At the bottom are 'Cancel' and 'Yes, submit' buttons.

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

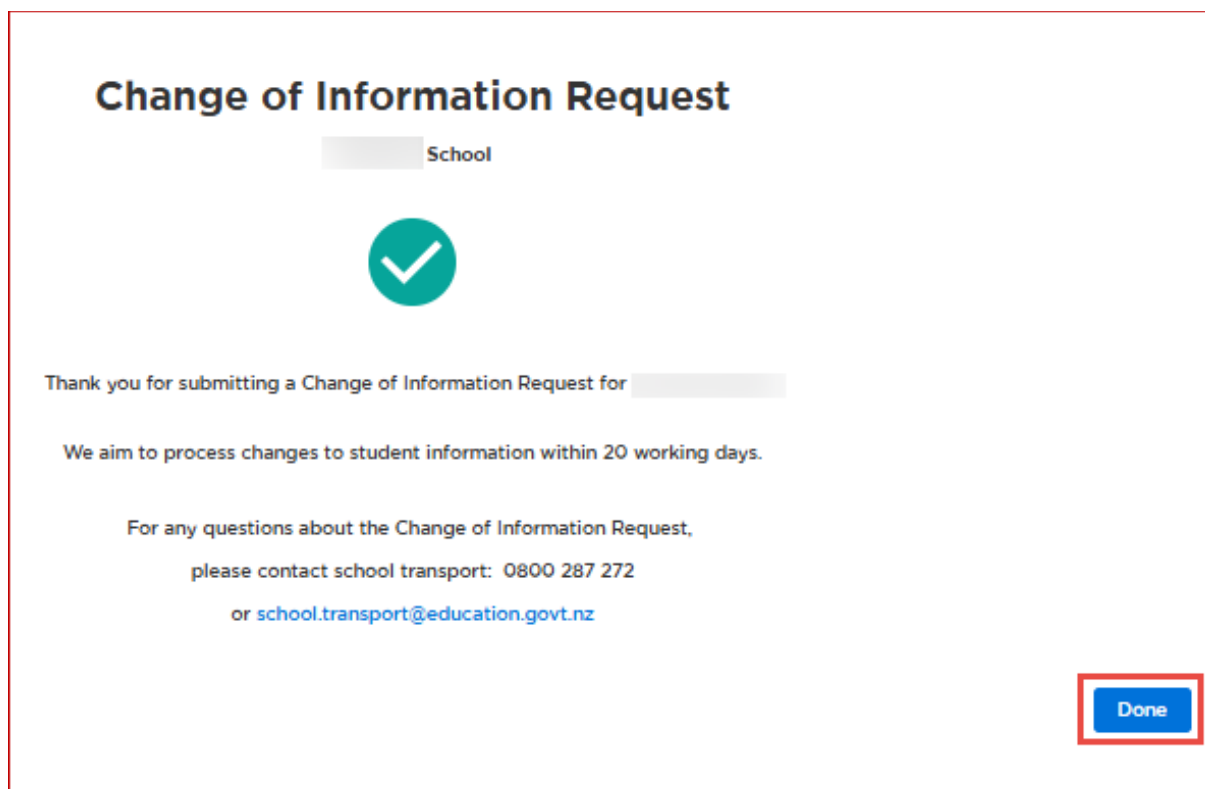
A modal dialog box titled "Submit Confirmation" with a light gray background and a thin gray border. It contains the text "Are you sure you want to submit the Change of Information Request?" and two buttons at the bottom: "Cancel" (white with a blue border) and "Yes, submit" (solid blue). Both buttons are highlighted with a red rectangular border.

Submit Confirmation

Are you sure you want to submit the Change of Information Request?


[Cancel](#) [Yes, submit](#)

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

A confirmation page titled "Change of Information Request" with a light gray background. It features a teal circle with a white checkmark in the center. Below the checkmark, it says "Thank you for submitting a Change of Information Request for [School Name]". It then states "We aim to process changes to student information within 20 working days." and provides contact information: "For any questions about the Change of Information Request, please contact school transport: 0800 287 272 or school.transport@education.govt.nz". A blue "Done" button is located in the bottom right corner, highlighted with a red rectangular border.

Change of Information Request

[School Name] School



Thank you for submitting a Change of Information Request for [School Name]

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 Conveyance Allowance Change of Information request (shared custody)

1. Navigate to the 'Active Conveyance Allowance Services' list.

Active Conveyance Allowance Services (30)					Q Search this list...	▼
Service Name	Student First Name	Student Last Name	Date of Birth	Type of Assistance		
1				Conveyance allowance		
2				Conveyance allowance		
3				Conveyance allowance		
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.

Active Conveyance Allowance Services (4)					Q Search this list...	▼
Service Name	Student First Name	Student Last Name	Date of Birth	Type of Assistance		
1				Conveyance allowance		
2				Conveyance allowance		
3				Conveyance allowance		
4				Conveyance allowance		

For example, when you enter 'CA' into the 'Search this list' field, The list will display all students who have 'CA' in their first name and last name. Click on the blue hyperlink against the student's name in the 'Service Name' column.

Active Conveyance Allowance Services (1)					Q CA	▼
Service Name	Student First Name	Student Last Name	Date of Birth	Type of Assistance		
1	CA			Conveyance allowance		

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

The screenshot shows the 'Active Conveyance Allowance Services (30)' interface. It features a table with columns: Service Name, Student First Name, Student Last Name, Date of Birth, and Type of Assistance. The table lists 10 services, all of which are 'Conveyance allowan...'. To the right of the table is a filter sidebar. A red box highlights the filter sidebar, which includes a search bar, a 'Field' dropdown menu, an 'Operator' dropdown menu, a 'Value' text input field, and 'Apply Filter' and 'Clear Filters' buttons.

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

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

This screenshot shows the same interface as the previous one, but with filters applied. The filter sidebar, highlighted with a red box, shows 'Student Last Name' selected in the 'Field' dropdown, 'Contains' selected in the 'Operator' dropdown, and 'Whit' entered in the 'Value' text input field. The 'Apply Filter' button is highlighted in blue. The table below the sidebar shows the results of the filter, with the first two rows highlighted in blue.

- Click the 'Apply Filter' button and the list will display with any students who has 'Whit' in their Last Name.

Active Conveyance Allowance Services (2)

Search this list...

Service Name	Student First ...	Student Last Na...	Date of Birth	Type of Assistance
1		White		Conveyance allowan...
2		White		Conveyance allowan...

Field: Student Last Name

Operator: Contains

Value: Whit

Apply Filter Clear Filters

- Select the student from the 'Active Conveyance Allowance Services' list, by clicking the blue hyperlink against the student's name in the Service Name column.

Active Conveyance Allowance Services (30)

Search this list...

Service Name	Student First Name	Student Last Name	Date of Birth	Type of Assistance
1 SD-00016759				Conveyance allowance
2 SD-00016902				Conveyance allowance
3 SD-00016911				Conveyance allowance
4 SD-00016642				Conveyance allowance

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

Change of Information request

School

When should this form be completed?

This form needs to be completed as early as possible for changes in the student's information. This includes, for example, changes to residential address, changes to caregiver information, changes to bank account information etc.

When should this form **not be completed?**

- Change to enrolling school – this requires a new application to be completed

Reminder

Before completing this form, you'll need to know:

- 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 assistance with your Change of Information request, please contact School Transport:
[0800 287 272](tel:0800287272) or orschool.transport@education.govt.nz

Start

7. Click on the 'Start' button to begin completing the report.

Student information

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

The screenshot shows a web form titled "Change of Information request" for a specific school. Below the title, a message states: "For changes to student's address(es), you may also need to update Itinerary information." A dropdown menu labeled "Student information" is expanded, revealing a section titled "Student details". This section contains several input fields: "First name(s)", "Middle name", "Last name", "Date of birth", "Gender", "School year of student" (with "Year 3" selected), and "National student number (NSN)". To the right of the "Student details" section, an "Edit" button with a pencil icon is highlighted with a red box. Below the "Student details" section is another section titled "Address details", which includes a question: "Is this student in a shared custody arrangement? i.e., they have more than one residential address?" with a "Yes" radio button selected. Below this question are three input fields for "Primary Residential Address", "Secondary Residential Address", and "Third Residential Address".

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 [How to complete a Conveyance Allowance Change of Information request \(non-shared custody\)](#).
- 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.

- 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.

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

Student information

Student details

First name(s)

Middle name

Last name

Date of birth
11/05/2016

Gender

School year of student
Year 3

National student number (NSN)

Address details

Note: If your residential address does not appear in the Residential Address field dropdown for you to select, please type your address into the Residential Address field.

Is this student in a shared custody arrangement? i.e., they have more than one residential address?

Yes

Please note: To complete this request you will be required to submit the details for all the caregivers for this student, including residential addresses and caregiver payment details.

Primary Residential Address

Secondary Residential Address

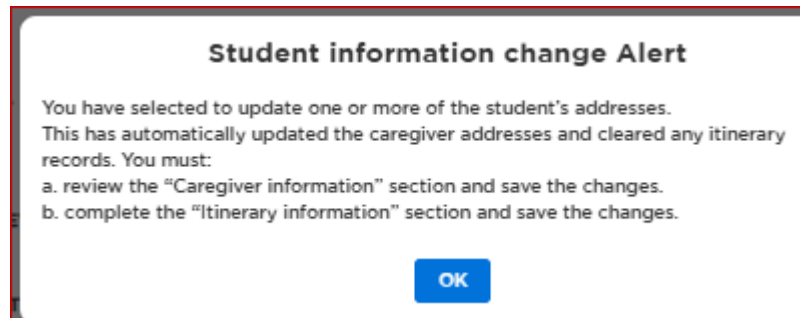
Third Residential Address

Secondary Residential Address required

Cancel Done

- 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.

The screenshot displays a web form titled "Change of Information request" with a "School" label. Below the title, a note states: "For changes to student's address(es), you may also need to update Itinerary information." The form is organized into several sections, each with a right-pointing chevron icon: "Student information", "Enrolling school details", "Caregiver information", "Payment information", "Itinerary information", and "Upload documents". The "Enrolling school details" section is highlighted with a red rectangular box. Within this section, the text "Enrolling school" is visible above a greyed-out input field. At the bottom of the form, there are three buttons: "Save for later" (outlined), "Previous" (outlined), and "Review" (solid blue).

Caregiver information

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

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

> Student information

> Enrolling school details

> Caregiver information

Primary caregiver details

Edit

First name	Middle name	Last name
Relationship to student family		
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		

Third caregiver details

First name	Middle name	Last name
Relationship to student		
Mobile phone	Home phone	Work phone
Third residential address		
Email address		

> Payment information

> Itinerary information

> Upload documents

Save for later

Previous

Review

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

Secondary caregiver details

First name

Middle name

Last name

Relationship to student

Mobile phone

Home phone

Work phone

Secondary residential address

Email address

✕ Remove

Third caregiver details

First name

Middle name

Last name

Relationship to student

Mobile phone

Home phone

Work phone

Third residential address

Email address

✕ Remove

✕ Cancel

✓ Done

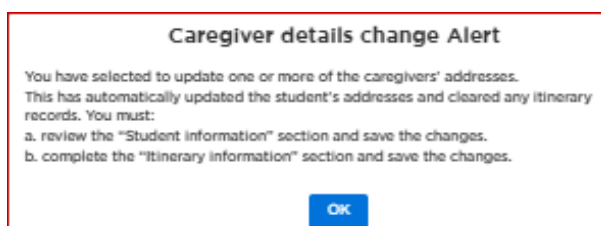
4. If you delete the second residential address but keep the third residential address in the caregiver details and click the 'Done' button, then:

- 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.'*



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

Payment information

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

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

> Student information

> Enrolling school details

> Caregiver information

▼ Payment information

Edit

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.

▼ 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?

☒ Yes

☐ No

Student name	School name	Remove
<input type="text"/>	<input type="text"/>	
Student name	School name	Remove
<input type="text"/>	<input type="text"/>	
Student name	School name	Remove
<input type="text"/>	<input type="text"/>	
Student name	School name	Remove
<input type="text"/>	<input type="text"/>	

Add More Students

Who will be receiving the payment?

☐ Caregiver(s)

☐ School

☐ Other recipient

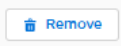
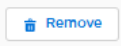
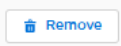
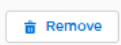
✕ Cancel

✓ Done

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

Do you have another child who is currently receiving school transport assistance?

☒ Yes
☐ No

Student name	School name	
<input type="text"/>	<input type="text"/>	
Student name	School name	
<input type="text"/>	<input type="text"/>	
Student name	School name	
<input type="text"/>	<input type="text"/>	
Student name	School name	
<input type="text"/>	<input type="text"/>	

[Add More Students](#)

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:

- 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?

☐ Yes
☒ No

Who will be receiving the payment?

☐ Caregiver(s)
☐ School
☒ Other recipient

Recipient's Name

[Cancel](#) [Done](#)

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

Itinerary information

1. Click on the down arrow next to 'Itinerary information'. If a student is in a shared custody arrangement, the student's existing itinerary will be displayed in the 'Itinerary information' section.

Itinerary information

Enter the name of the Caregiver who will be transporting the student in the morning and the name of the Caregiver who will be transporting the student in the afternoon.

Week 1
At least one itinerary is required to proceed

Monday

To School Assistance Type
No Assistance ...

To Home Assistance Type Caregiver Name Leaving From Going To Departure Time
Conveyance all... 12:00 am

Apply to the rest of the week

> Tuesday
> Wednesday
> Thursday
> Friday

☐ Select if week 2 is different to week 1

Cancel Done

2. 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.

OK

3. Select the 'Edit' button to make changes to the student's itinerary.
4. Click the dropdown arrow beside the name of each weekday to expand the itinerary for that day.

▼ Itinerary information

Enter the name of the Caregiver who will be transporting the student in the morning and the name of the Caregiver who will be transporting the student in the afternoon.

Week 1
At least one itinerary is required to proceed

▼ Monday

To School Assistance Type
No Assistance ... ▼

To Home Assistance Type Caregiver Name Leaving From Going To Departure Time
Conveyance all... ▼ 12:00 am ▼

Apply to the rest of the week

> Tuesday
> Wednesday
> Thursday
> Friday

☐ Select if week 2 is different to week 1

Cancel Done

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

▼ Itinerary information

Enter the name of the Caregiver who will be transporting the student in the morning and the name of the Caregiver who will be transporting the student in the afternoon.

Week 1
At least one itinerary is required to proceed

▼ Monday

To School Assistance Type
No Assistance ... ▼

To Home Assistance Type Caregiver Name Leaving From Going To Departure Time
Conveyance all... ▼ 12:00 am ▼

Apply to the rest of the week

> Tuesday
> Wednesday
> Thursday
> Friday

☐ Select if week 2 is different to week 1

Cancel Done

6. Select either 'No Assistance Required' or 'Conveyance Allowance' as the 'Assistance Type'.

The screenshot shows a web form titled 'Itinerary information'. At the top, it says 'Enter the name of the Caregiver who will be transporting the student in the morning and the name of the Caregiver who will be transporting the student in the afternoon.' Below this, it says 'Week 1' and 'At least one itinerary is required to proceed'. The form is divided into sections for each day of the week. The 'Monday' section is expanded, showing two rows: 'To School' and 'To Home'. In the 'To School' row, the 'Assistance Type' dropdown menu is open, showing three options: 'No Assistance ...' (selected), 'No Assistance Required', and 'Conveyance allowance'. To the right of the dropdown are fields for 'Caregiver Name', 'Leaving From', 'Going To', and 'Departure Time'. The 'Departure Time' field shows '12:00 am'. There is an 'Apply to the rest of the week' button. Below the 'Monday' section are sections for 'Tuesday', 'Wednesday', 'Thursday', and 'Friday', each with a right-pointing arrow. At the bottom, there is a checkbox labeled 'Select if week 2 is different to week 1'. At the very bottom right are 'Cancel' and 'Done' buttons.

7. If you select 'No Assistance Required' the remaining fields will not display.
8. If you select 'Conveyance Allowance' as the 'Assistance Type', select the correct information from each dropdown, in both the 'To School' and 'To Home' sections for:
 - 'Caregiver Name'
 - 'Leaving From'
 - 'Going To'
 - 'Arrival Time'
 - "Departure Time"

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

The screenshot shows the 'Itinerary information' section of a form. It includes instructions to enter caregiver names for morning and afternoon transport. Below this, it specifies 'Week 1' and states 'At least one itinerary is required to proceed'. The 'Monday' section is expanded, showing fields for 'To School' (Assistance Type: No Assistance ...) and 'To Home' (Assistance Type: Conveyance all..., Caregiver Name, Leaving From, Going To, and Departure Time: 12:00 am). A red box highlights the 'Apply to the rest of the week' button. Below the 'Monday' section are expandable sections for Tuesday, Wednesday, Thursday, and Friday. At the bottom, there is a checkbox labeled 'Select if week 2 is different to week 1' and 'Cancel'/'Done' buttons.

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

This screenshot shows the same 'Itinerary information' form, but with the 'Select if week 2 is different to week 1' checkbox checked. A red box highlights this checkbox. The 'Monday' section is collapsed, and the expandable sections for Tuesday through Friday are visible. The 'Cancel' and 'Done' buttons remain at the bottom right.

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

Upload documents

1. Click on the down arrow next to 'Upload documents'. Select the 'Upload Files' button to upload documents.

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

> Student information

> Enrolling school details

> Caregiver information

> Payment information

> Itinerary information

▼ Upload documents

Bank account information upload

Bank account proof must be one of the following (not all or several):

- A bank statement showing the account holder's name, bank account number and at least one deposit or one withdrawal transaction with its corresponding date.
- A pre-printed deposit slip which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An ATM printout which shows the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's full name.
- Bank teller account confirmation dated and stamped by the bank. Which shows the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An internet printout which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name and the web address along the top or bottom of the page.
- If this is a shared custody application, you'll need to upload the bank information for all caregivers.

Please note that regardless of what bank account proof is provided:
The bank account proof should not be more than 6 months old.
The supplier's name must match the bank account name or provide supporting documents to establish the identity link (e.g. marriage certificate).

📎 Upload Files

Or drop files

✕ Cancel

✓ Done

Save for later

Previous

Review

Note:

If this is a shared custody application, you'll need to upload the bank information for all caregivers.

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

> Student information

> Enrolling school details

> Caregiver information

> Payment information

> Itinerary information

∨ Upload documents

Bank account information upload

Bank account proof must be one of the following (not all or several):

- A bank statement showing the account holder's name, bank account number and at least one deposit or one withdrawal transaction with its corresponding date.
- A pre-printed deposit slip which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An ATM printout which shows the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's full name.
- Bank teller account confirmation dated and stamped by the bank. Which shows the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An internet printout which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name and the web address along the top or bottom of the page.
- If this is a shared custody application, you'll need to upload the bank information for all caregivers.

Please note that regardless of what bank account proof is provided:
The bank account proof should not be more than 6 months old.
The supplier's name must match the bank account name or provide supporting documents to establish the identity link (e.g. marriage certificate).

Upload Files

Or drop files

Cancel

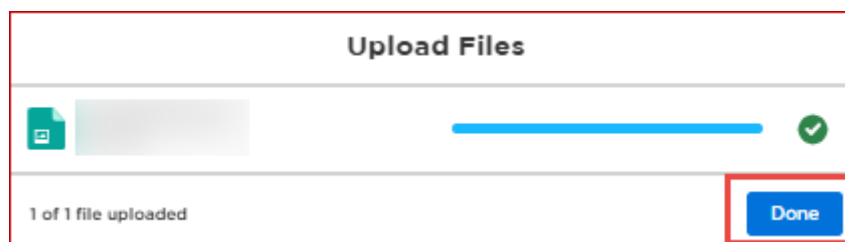
Done

Save for later

Previous

Review

2. Select the file that you want to upload and when it has uploaded click 'Done'.



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

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

> Student information

> Enrolling school details

> Caregiver information

> Payment information

> Itinerary information

▼ Upload documents

Bank account information upload

Bank account proof must be one of the following (not all or several):

- A bank statement showing the account holder's name, bank account number and at least one deposit or one withdrawal transaction with its corresponding date.
- A pre-printed deposit slip which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An ATM printout which shows the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's full name.
- Bank teller account confirmation dated and stamped by the bank. Which shows the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An internet printout which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name and the web address along the top or bottom of the page.
- If this is a shared custody application, you'll need to upload the bank information for all caregivers.

Please note that regardless of what bank account proof is provided:
The bank account proof should not be more than 6 months old.
The supplier's name must match the bank account name or provide supporting documents to establish the identity link (e.g. marriage certificate).

Upload Files Or drop files

.pdf

.jpg

Cancel Done

Save for later Previous Review

4. Click the 'Delete' button if you need to delete any uploaded document.

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

> Student information

> Enrolling school details

> Caregiver information

> Payment information

> Itinerary information

< Upload documents

Bank account information upload

Bank account proof must be one of the following (not all or several):

- A bank statement showing the account holder's name, bank account number and at least one deposit or one withdrawal transaction with its corresponding date.
- A pre-printed deposit slip which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An ATM printout which shows the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's full name.
- Bank teller account confirmation dated and stamped by the bank. Which shows the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An internet printout which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name and the web address along the top or bottom of the page.
- If this is a shared custody application, you'll need to upload the bank information for all caregivers.

Please note that regardless of what bank account proof is provided:
The bank account proof should not be more than 6 months old.
The supplier's name must match the bank account name or provide supporting documents to establish the identity link (e.g. marriage certificate).

Upload Files

 Or drop files

.pdf

.jpg

Cancel

Done

Save for later

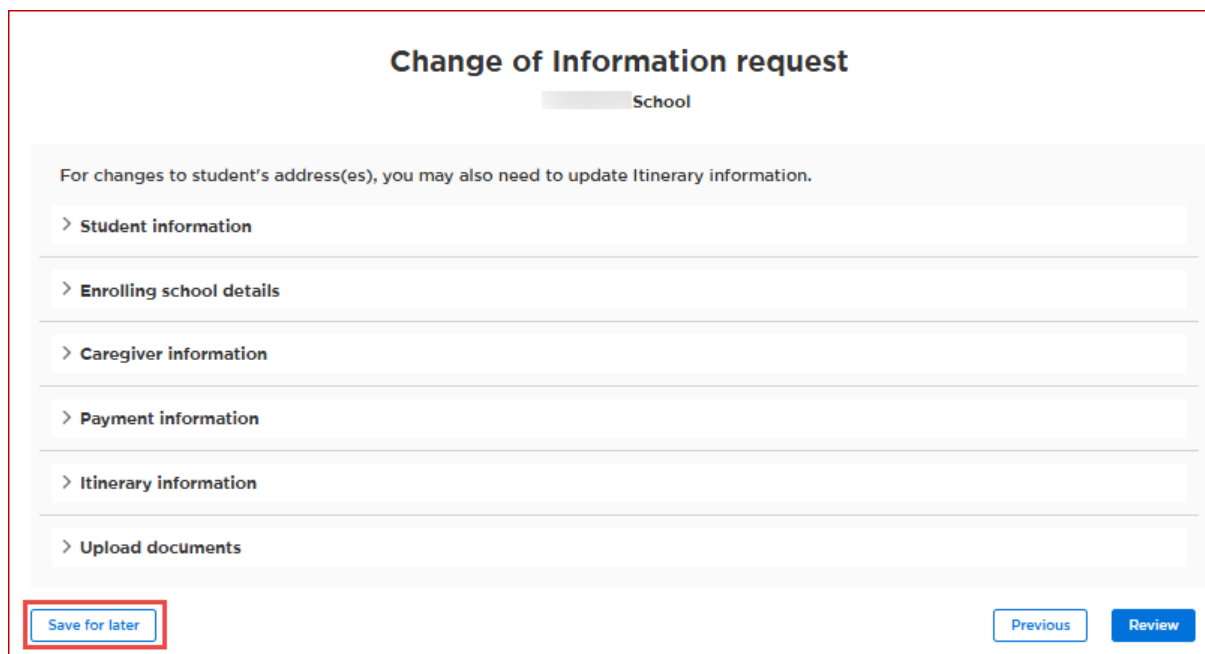
Previous

Review

5. Click 'Done' to save your changes.

Save for later

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



Change of Information request

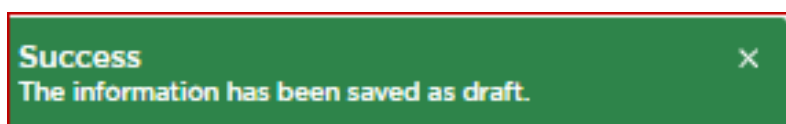
School

For changes to student's address(es), you may also need to update Itinerary information.

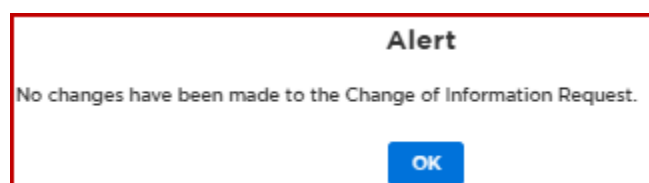
- > Student information
- > Enrolling school details
- > Caregiver information
- > Payment information
- > Itinerary information
- > Upload documents

Save for later Previous Review

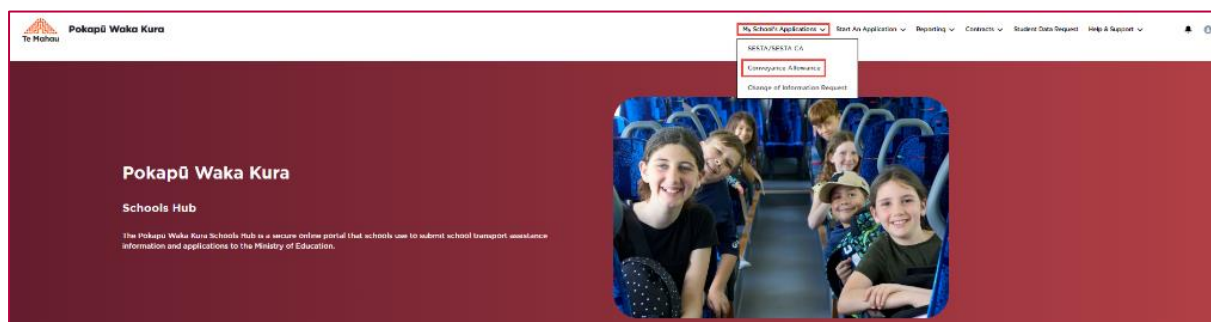
2. The following message will display.



3. If you have made no changes, you will receive an alert message. Select 'OK'.



- To access your draft Change of Information Request, go to 'My School's Applications' and click on 'Conveyance Allowance'.



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

Application assessment pathway

Application submitted → School completes declaration → School Transport processing → Completed

Draft Conveyance Allowance Applications (3)

3 Items • Sorted by date created

Transport A...	Student Fir...	Student Last...	S1 Enrolling ...	Created by ...	Created D...	Status	
1							Resume
2							Resume
3							Resume

Draft Change of Information Applications (3)

3 Items • Sorted by Student First Name

Transport A...	Student FI...	Student Last...	S1 Enrolling ...	Created by ...	Created Date	Status	
1							Resume
2							Resume
3							Resume

In Progress Conveyance Allowance Applications (151)

151 Items • Sorted by date created

Transport A...	Change of Infor...	Students Fir...	Students La...	S1 Enrolling ...	Created By ...	Created D...	Status
1							Assessed

Reviewing your Change of Information request

1. Once you have finished editing this form, click the 'Review' button.

Change of Information request

School

For changes to student's address(es), you may also need to update Itinerary information.

▼ Student information

Student details [Edit](#)

First name(s) Middle name Last name

Date of birth Gender

School year of student National student number (NSN)

Year 3

Address details

Is this student in a shared custody arrangement? i.e., they have more than one residential address?

Yes

Primary Residential Address

Secondary Residential Address

Third Residential Address

> Enrolling school details

> 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 Request.

[OK](#)

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

Change of Information request

to School

Review Changes

Please review the information change to the student before clicking 'Submit'.

Service type

Type of assistance requested
 Conveyance allowance

Student information

Student details

First name(s)	Middle name	Last name
		White

Date of birth

Gender

School year of student
 Year 3

National student number(NSN)

Address details

Is this student in a shared custody arrangement? i.e., they has more than one residential address?

No

Primary residential address

Enrolling School details

Enrolling school

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

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?

No

Who will be receiving the payment?

Itinerary information

Upload documents

Bank account information upload

Bank account proof must be one of the following (not all or several):

- A bank statement showing the account holder's name, bank account number and at least one deposit or one withdrawal transaction with its corresponding date.
- A pre-printed deposit slip which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An ATM journal which shows the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's full name.
- Bank letter/account confirmation dated and stamped by the bank. Which shows the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An internet printout which includes the full bank account number (bank, branch, account number and suffix) and the account holder's name and the web address along the top or bottom of the page.
- If this is a shared custody application, you'll need to upload the bank information for all caregivers.

Please note that regardless of what bank account proof is provided:
 The bank account proof should not be more than 6 months old.
 The supplier's name must match the bank account name or provide supporting documents to establish the identity link (e.g. marriage certificate).

[Back for later](#) [Previous](#) [Next](#)

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Caregiver declaration

1. Complete the Caregiver Declaration on behalf of the caregiver(s).

Change of Information request

School

Caregiver Declaration

☐ I declare the information entered on this form is true and correct

☐ I will notify the school and Ministry's School Transport team of any changes to the information I have provided

☐ The caregivers listed on this application are aware that I have provided their information (including bank details) to the Ministry, and the outcome of this application could result in a financial benefit

Date assistance is requested from? ⓘ

Caregiver name

[Previous](#) [Submit](#)

2. Once the declaration is completed, click on the 'Submit' button.

Change of Information request

School

Caregiver Declaration

☒ I declare the information entered on this form is true and correct

☒ I will notify the school and Ministry's School Transport team of any changes to the information I have provided

☒ The caregivers listed on this application are aware that I have provided their information (including bank details) to the Ministry, and the outcome of this application could result in a financial benefit

Date assistance is requested from? ⓘ

Caregiver name

[Previous](#) [Submit](#)

3. Once you click on the 'Submit' button, the following message will be displayed:


Submit Confirmation

Are you sure you want to submit the Change of Information Request?

4. Click 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

School



Thank you for submitting a Change of Information Request for

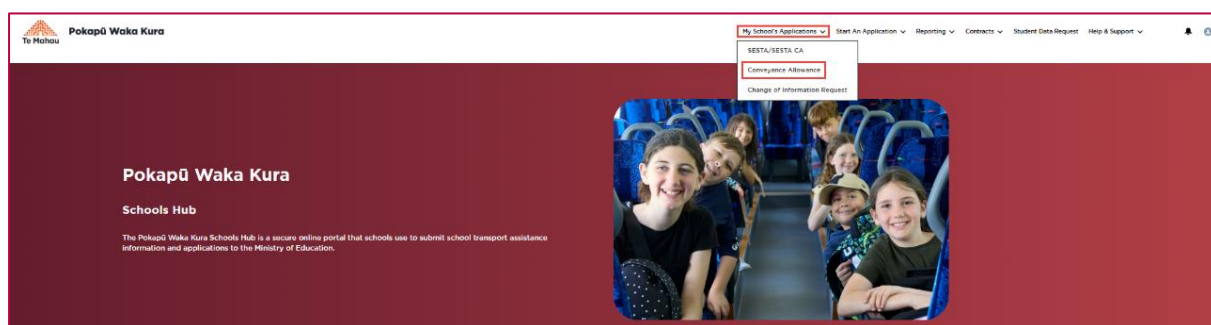
We aim to process changes to student information within 20 working days.

For any questions about the Change of Information Request,
please contact school transport: 0800 287 272
or school.transport@education.govt.nz

How to view your completed Conveyance Allowance 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 'Conveyance Allowance' in the dropdown.



2. The submitted 'Change of Information request' will display in the list 'In Progress Conveyance Allowance 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.

Draft Conveyance Allowance Applications (3)							
3 items • Sorted by date created							
Transport A...	Student Firs...	Student Last...	S1 Enrolling ...	Created by ...	Created D...	Status	
1						Draft	Resume
2						Draft	Resume
3						Draft	Resume

Draft Change of Information Applications (3)							
3 items • Sorted by Student First Name							
Transport A...	Student FL...	Student Last...	S1 Enrolling ...	Created by ...	Created Date	Status	
1						Draft	Resume
2						Draft	Resume
3						Draft	Resume

In Progress Conveyance Allowance Applications (151)							
151 items • Sorted by date created							
Transport A...	Change of Infor...	Students Fir...	Students La...	S1 Enrolling ...	Created By ...	Created D...	Status
1						6/06/2025, 12:1...	Assessed
2						6/06/2025, 12:0...	Assessed
3						5/06/2025, 11:2...	Assessed
4						5/06/2025, 10:1...	Assessed
5						4/06/2025, 5:17...	Assessed
6						3/06/2025, 12:3...	Assessed
7						30/05/2025, 11:...	Assessed
8						29/05/2025, 10:...	Assessed

- An approved 'Change of Information request' will be displayed in the 'Completed Conveyance Allowance Applications' section.

Completed Conveyance Allowance Applications (5)

5 items • Sorted by date created

Transport A...

Change of Infor...

Students Fir...

Students Fa...

S1 Enrolling ...

Created By ...

Created D... ↓

Status

1

✓

1/03/2025, 12:3...

Approved

2

11/02/2025, 8:2...

Approved

3

11/02/2025, 8:17...

Approved

4

16/01/2025, 3:51...

Approved

5

16/12/2024, 9:17...

Approved

- When you open an 'In Progress Conveyance Allowance Application', the application details and related information will be displayed.


Transport Application

Students First Name

Students Last Name

S1 Enrolling School Name

Status
Assessed

Application Information

Related Information

Processing

CA Application Name

Distance to the enrolling school

Stage

In Progress

Comments

Owner

Conveyance Amount

Status

Assessed

Date entered into STMAS

Application Type

Has student previously received Conveyance Allowance?

Type of assistance requested

Caregiver currently receiving conveyance allowance

If Yes, provide reason for this application

Date the service is required to start

Student Details

Student Given Name(s)

Student Family Name

Gender

Enrolled school year level

Enrolling School Name

Enrolling School Suburb

Is the student attending their closest school?

Student Middle Name

Date of Birth

NSN

Rural Address /Property Identification (RA/PID)

Enrolling School Street Address

Enrolling School Town/City

Date assistance is requested from

Residential Address

(R1) Primary Full Address

(R1) Primary Residential Suburb

(R1) Primary Residential Post Code

(R1) Longitude

(R1) Primary Residential Street Address

(R1) Primary Residential Town/City

(R1) Latitude

R2 Residential Address

(R2) Full Address

(R2) Residential Suburb

(R2) Residential Postcode

(R2) Residential Street Address

(R2) Residential Town/City

R3 Residential Address

(R3) Full Address

(R3) Residential Suburb

(R3) Residential Postcode

(R3) Residential Street Address

(R3) Residential Town/City

Caregiver Details

Title

Given Name(s)

Transport Application

Students First Name

Students Last Name

S1 Enrolling School Name

Status
Assessed

Application Information

Related Information

SESTA Safe Travel Plans (0)

New

Transport Application History (3)

3 items • Sorted by Date • Updated 5 minutes ago

Date

Field

User

Original Value

New Value

1			Waiting for ArcGIS Resp...	Assessed
2			Waiting for ArcGIS Resp...	
3				

View All

Itineraries (5)

5 items • Updated 5 minutes ago

Itinerary Name

Weekday

From Location

To Location

School start/finish time

1				
2				
3				
4				
5				

View All

Files (1)

Add Files

Incident Notification - TSP IC...

6/06/2025 • 204KB • png

View All

Note:

- The Transport Application will have a status of 'Assessed'.
- No action is required from you. All necessary action will be carried out by the Ministry.

- When you open a 'Completed Conveyance Allowance Application', the application details and related information will be displayed.


Transport Application

Students First Name
Students Last Name
S1 Enrolling School Name
Status
Approved

Application Information
Related Information

Processing

CA Application Name
Distance to the enrolling school
Stage
Completed
Comments
Owner
Conveyance Amount
Status
Approved
Date entered into S1HAS

Application Type

Has student previously received Conveyance Allowance?
Type of assistance requested
Conveyance allowance
Caregiver currently receiving conveyance allowance
Yes
If Yes, provide reason for this application
Date the service is required to start

Student Details

Student Given Name(s)
Student Family Name
Gender
Enrolled school year level
Enrolling School Name
Enrolling School Suburb
Is the student attending their closest school?
Date assistance is requested from
Student Middle Name
Date of Birth
NSN
Rural Address Property Identification (RA/PID)
Enrolling School Street Address
Enrolling School Town/City
If the student is not enrolling at their geographically closest school, what is the reason?

Residential Address

(R1) Primary Full Address
(R1) Primary Residential Suburb
(R1) Primary Residential Post Code
(R1) Longitude
(R1) Primary Residential Street Address
(R1) Primary Residential Town/City
(R1) Latitude

R2 Residential Address

(R2) Full Address
(R2) Residential Suburb
(R2) Residential Postcode
(R2) Residential Street Address
(R2) Residential Town/City

R3 Residential Address

(R3) Full Address
(R3) Residential Suburb
(R3) Residential Postcode
(R3) Residential Street Address
(R3) Residential Town/City

Transport Application

Students First Name

Students Last Name

S1 Enrolling School Name

Status
Approved

Application Information

Related information

SESTA Safe Travel Plans (0)

Now

Transport Application History (9)

9 items • Sorted by Date • Updated a few seconds ago

Date	Field	User	Original Value	New Value
1				
2				
3				
4				
5				
6				
7				
8				
9				

View All

Itineraries (10)

10 items • Updated a few seconds ago

Now

Itinerary Name	Weekday	From Location	To Location	School sta...
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

View All



**Te Tāhuhu o
te Mātauranga**
Ministry of Education

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
