

Appeals process for declined applications or variations for student transport



Parent discusses the ASTP's decision to decline transport assistance with their child's school.

Parent chooses to appeal the decision and complete the **appeals form**. This form should include **new information** to support a review of the decision to decline transport.

The form must be submitted within **10 business days of the date of the letter** advising the outcome. Any forms received outside of this timeframe will not progress to the Appeals Panel. Upon submission of the appeal via email, parent will receive an auto reply confirmation email.



Pre-panel assessment

The ASTP reviews the additional information provided by the parents in support of the appeal. If additional information is required to support the appeal an ASTP officer will contact the parent directly.

Pre-panel assessment determines that the information provided needs to be reviewed by the ASTP Appeals Panel.

Pre-panel assessment determines the new information provided supports the student's application as per the eligibility criteria.

The panel considers all information provided and makes a recommendation.



Transport approved.

Director ASTP meets with the panel convenor and reviews:

- recommendations from the panel
- logistical requirements
- risk assessment
- other additional information available



Director ASTP decision is final. Parent/carer receives advice about the outcome of appeal within 10 business days of the panel date.



Visit the ASTP website to view [key dates](#) for when the Appeals Panel meets.