



MINISTRY OF EDUCATION

Te Tāhuhu o te Mātauranga

Special Education School Transport Assistance (SESTA)



New Zealand Government

Welcome to the Special Education School Transport Assistance (SESTA) service

The Ministry of Education's SESTA service is designed to help students with special education needs travel safely to and from school.

The level of assistance is determined by assessing the needs of the student and the nearest school or educational setting that is able to meet the student's special education needs.

What does SESTA cover?

Caregivers have the prime responsibility for transporting students to and from school. The Government provides some assistance through the SESTA service to eligible students. SESTA only covers the journey between the student's home and school. It is not provided to transport students to or from medical appointments, therapy sessions, counselling, etc.

Limited transport assistance from school to an alternative address may be arranged (eg. a respite care facility). We encourage you to speak with your service agent for more information about the criteria.

How long will an eligible student receive assistance?

Assistance will continue to be provided unless there is a specified end date or the student's circumstances or needs change.

If a student's circumstances or needs change, a new application form must be completed. This allows the service agent to determine if the student continues to be eligible for assistance and if the type of assistance provided remains appropriate.

Managing concerns with the SESTA service

The Ministry of Education aims to provide a safe and efficient transport service for all students who are eligible for SESTA.

If you have concerns about the service or the level of assistance provided, you can raise your concerns by phone, email, letter, or face-to-face with your transport provider, service agent, or school.

Please follow the steps below to raise a concern about the service:

- 1** Contact your school and raise your concern. Alternatively, you can raise your concern directly with your transport provider.
- 2** The transport provider will ensure that your concern is noted and will respond to you within 24 hours. The transport provider will work towards resolving the issue immediately.
- 3** If you think that your concern has not been adequately addressed you can then contact the service agent who manages all school transport providers in your area.
- 4** The service agent will ensure that you receive a response within 24hrs from the time your concern was raised. A solution may be provided by the service agent at this time.
- 5** If you are not happy with how your concern has been dealt with, you can contact the Ministry of Education for further advice.



Issues with vehicles

Issues with contracted vehicles raised with the service agent will be managed as follows:

- 1 Service agent notifies the transport provider
- 2 Transport provider ensures the vehicles meet requirements.

Issues with the route or service

Issues with the route or service raised with the service agent will be managed as follows:

- 1 Service agent investigates to ensure all safety and policy requirements are met.
- 2 Service agent liaises with concerned parties to resolve issue.

Serious and ongoing issues

Where concerns are serious or ongoing, the service agent will contact relevant agencies and the Ministry of Education.

The service agent records all outcomes of the discussion and will contact you about the outcome.

The Ministry of Education will work with the service agent to ensure a timely and appropriate resolution is reached.

Further advice

If you believe your concerns have not been appropriately managed by the transport provider or service agent, the Ministry of Education can provide further advice on issues related to the SESTA service. Please email us on school.transport@minedu.govt.nz

Who is eligible?

To be eligible for SESTA a student must:

- be aged between 5 and 21;
- meet the mobility criteria and/or safety criteria;
- be enrolled at a state or state integrated school;
- be attending the nearest appropriate school or educational setting that is able to meet their special education needs.

For further information about the service and student eligibility, please visit www.minedu.govt.nz/sesta

What assistance is available?

SESTA provides three types of assistance to eligible students in one or a combination of the following:

- 1 a place on a school bus; or
- 2 a place on a contracted special education school transport service (may include a sedan, minibus or total mobility vehicle); or
- 3 a conveyance allowance.

If the student can safely access a school bus service, this option will be offered first.

If a place on a school bus service is not available or cannot be safely accessed by a student, alternative transport options will be considered.

This will be determined by assessing the special educational needs of the student, the school or educational setting they attend, and the availability of places on existing transport routes.



Contact us

Transport provider

Contracted by the Ministry of Education to provide transport assistance to eligible SESTA students. If you have any questions about your scheduled service, please contact your transport provider.

Please contact your service agent to find out who your transport provider is.

North Island

Company: Multiserve

Email: enquiries@multiserve.co.nz

Phone: 09 638 4808

Postal address:

PO Box 92617
Symonds Street
Auckland 1150

South Island

Company: School Support

Email: shirley.b@schoolsupport.co.nz

Phone: 03 435 0600

Postal address:

PO Box 115
Twizel 7944

