

Overview of the Application Process

Stage 1

Parent/carer/young person completes a Travel Assistance Application Form.

Stage 2

Personalised Travel Plan Coordinators receives the application. On receipt of the application an assessment of eligibility will be undertaken.

At this stage the application will either progress to Stage 3 or be declined. The parent/carer/young person will be informed of the outcome within 20 working days of receiving the application.

If the application form does not contain enough information to complete the initial evaluation it will be returned to the parent/carer. The 20 day consultation period will commence on the receipt of the updated application.

Stage 3

Once the application has been approved the Personalised Travel Plan Coordinator will contact the parent/carer/young person and make arrangements to meet them to discuss travel options.

Stage 4

The Personalised Travel Plan Coordinator and Travel Assistance Commissioner will determine a travel solution in consultation with the Passenger Transport Team.

Parent/carers/young person should allow up to 20 working days from the date the application was received to the start of any approved travel support to access education and training.

If the application appears likely to take longer due to specific circumstances beyond the control of the Council, the parent/carer/young person will be notified by the Council and an estimate of the actual time needed to process the application will be given.