

Good Afternoon,

My name is [REDACTED] and I live in Hopeland which is in your electorate. Recently, I saw a video of you, on a local Serpentine FB page, speaking about the Jarrahdale School Bus Services as well as generally. I believe you mentioned on your page that anyone with input on this subject could contact you.

I have been very frustrated with the system having seen my son relegated to 'complementary' status twice now (once for Primary School and more recently High School). Complementary status means that if the bus is full, the student cannot get on and there is no deviation of the route for ease of boarding.<sup>1</sup>

In the first instance, my son attended Serpentine Primary School because our street is in the catchment area for the school. When I applied for him to catch a school bus, I was told that he was closer to Baldivis Primary School and he had to go there if he were to get the bus. We live on River road, Hopeland which is on the boundary of both Rockingham and Serpentine shires. They said we could be a complementary passenger but we would have to catch the bus on Yangedi road which is pretty much half way to school so after a few times, we just drove in. The sticking point here is that the school zones and the Transport zones are not the same - Baldivis Primary School were not taking 'out of boundary student's, so even if we wanted to uproot our son from his school, we couldn't go there anyway.

When my son was in Year 5 at Serpentine, I applied for him to attend Kolbe Catholic College in Rockingham. As you are no doubt aware, you don't just apply to these schools at the last minute and expect to get in, so we paid a non refundable deposit of \$800 to attend what was at the time the closest Catholic school to us. We anticipated, after checking with the transport dept, that we would be able to get a school bus when the time came. In the intervening two years, Mother Teresa Catholic Primary School added a high school and so we were turned down for a bus because we were not attending the nearest Catholic College to us. I tried to reason that we could not just change at the last minute and that at the time of enrolment , Kolbe was the closest. However, there is no negotiating with the extremely rude staff at the school bus dept. We ended up complementary again, and were told that we would have to catch the bus on Young road in some remote location, and my son would no longer have a bus at all once the last Kolbe student on the bus left school. We do not have access to public transport in our vicinity.

I then took it up with your predecessor along with another parent who was having a worse time of it than me. Her daughter, who also attended Serpentine Primary, was enrolled at her catchment High School in Byford but because she was closer to Baldivis Secondary College, she was told that she had to go there to get a bus and that she couldn't even get on as a complementary passenger because the Byford buses were full. The Byford bus passed her farm gate! Neither school accepted out of boundary students! She also had a performing arts scholarship to her catchment school. Suffice to say, we had no joy and nothing changed. We were told that we could go to the press but neither of us were keen on that - it seems there are far more pressing matters to be bothered with even complaining to you.

I would just like to say that at the very least, the school boundaries should be the same between the two departments. I know that the Transport dept would like to get rid of the orange buses and I know that those of us in these no man's land areas are few in number but our kids deserve to have a way to get to school safely when there are no other alternatives.

Good luck, I hope you can have some success in fixing the system - I know there are many stories like mine in our area alone. The bus drivers, I must add, have been wonderful and so accommodating and caring, it's a pity that the Department cannot be the same.

Thankyou for your time  
Yours Sincerely,

[REDACTED]  
[REDACTED]