

Established in 1971, the Isolated Children's Parents' Association (ICPA) is a national organisation representing rural students and their families at all stages of education and has a large network of branches throughout Australia.

ICPA WA works within the community to provide support and assistance to rural and regional families across Western Australia. We advocate and lobby to assist families to access appropriate education for their children.

Media Release 19th March 2020

On-demand Transport, Department of Transport, announce ability to change existing flights to return students home

The Isolated Children's Parents Association of Western Australia (ICPA WA) welcomes news from On-demand Transport, Department of Transport, that families will be able to change their pre-existing flights if students need to return home due to their educational institution or boarding facility closing.

"Families that live within the Defined Remote Area (DRA) of Western Australia, that are eligible to receive the Student Travel Subsidy Scheme Fares Allowance, are required to submit their travel arrangements at least one month in advance to qualify for a travel voucher. Consequently, many families have already made travel arrangements for the end of Term 1 on 9th April. Member families expressed concern to ICPA(WA) that they had received information that these vouchers had to be used on the specified date and travel on an alternative date would be borne by the individual." State President, Sally Brindal said.

ICPA (WA) have since contacted the Department of Education and Training, and the Department of Transport requesting cooperation and flexibility on this issue as the effects of COVID-19 are startling and moving at a very fast rate.

Ms Brindal is pleased to relay back to their members that On-demand Transport have contacted affected families and informed them that –

"From now until 30 April 2020, families will be able change their existing flights if students need to return home due to their educational institution or boarding facilities closing. The Department of Transport will cover the cost of changing flights (i.e. if there is a difference in flight costs), however discretionary expenses will still be borne by parents (i.e. extra baggage, seat allocation etc.). The amended booking must be in the same fare category as the existing booking".

These arrangements apply to CTM bookings, bookings made through regional travel agents and direct with airlines.

CTM can be contacted by emailing WAGOV@travelctm.com or telephone 1800 572 150 between 8am and 5pm Monday and Friday (excluding public holidays).

As the current situation is evolving, ODT have said they will review this supports post 30th April 2020 as required. Please feel free to email us on OdTCustomerService@transport.wa.gov.au or phone 1300 660 147 if you have any queries or concerns about your child's travel arrangements.

ICPA (WA) thank On-demand Transport for their understanding that normal travel plans may be disrupted and for working with families to support them in adjusting their travel requirements through these unprecedented times.

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For further information and comments, please contact:

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