

Transport Liaison Officer

STATEMENT OF DUTIES

OCTOBER 2025

Number	Generic
Portfolio	Schools and Early Years
Branch	Student Support
Section/Unit/School	N/A
Supervisor	Relevant Supervisor
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 5
Employment Conditions	Fixed-term, Full-time/Part-time Up to 73.50 hours per fortnight, 52 weeks per year including 4 weeks annual leave. The occupant may be required to work outside of the ordinary hours of work. Transport Liaison Officers are covered by prescribed award arrangements and all other provisions including TOIL prevail.
Location	Statewide

Context

The Department is dedicated to delivering high-quality, inclusive education that ensures every student can access and engage with the Australian Curriculum in ways that meet their individual needs. All students have the right to feel safe, supported, included and engaged in learning. Schools work with families of students with disability to make sure they have the support they need to learn and participate in all parts of school life.

Primary Purpose

Within this context the Transport Liaison Officer will coordinate the day-to-day operations, planning and rostering of Bus Attendants for students with disability across DECYP schools, to ensure safe, reliable, and equitable access to educational opportunities for students eligible for support. This role is required to liaise with key stakeholders including, families, schools, transport providers, DECYP business units. and the Department of State Growth to understand and address transport needs and resolve challenges.

Level of Responsibility/Direction and Supervision

The occupant will be responsible for the integration and application of DECYP transport policies and procedures to ensure compliance with regulatory requirements while supporting students' rights and safety.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

Primary Duties

1. Oversee the continuity of service and daily operations of transport for eligible students via the Transport Assistant Program including the recruitment of new staff and the provision of on-call support, relief, advice and instruction for Bus Attendants.
2. Coordinate the training and induction of new employees, ensuring that staff have undertaken all relevant training courses including first aid, and effectively manage and monitor performance, staff well-being, address concerns and provide constructive feedback.
3. Ensuring student planning documentation is available and informs day-to-day operational requirements for eligible students accessing student transport;

effectively convey medical and behavioural action plans to Bus Attendants; together with maintenance of incident reports related to transport.

4. Serve as the primary point of contact for Wellbeing and Support for Diverse Learners, State Growth, families, schools, and transport operators to address transport-related issues and provide timely, transparent communication, and ensure transport arrangements are tailored, safe, and meet individual student requirements.
5. Collaborate with all relevant stakeholders to develop and distribute resources to families, schools, and transport providers to enhance understanding of transport support processes, expectations, and safety protocols.
6. Review and refine transport arrangements, and respond promptly to incidents or complaints, ensuring timely follow-up, reporting, and resolution which may require developing and updating seating plans in collaboration with Bus Drivers and Bus Attendants.
7. Work collaboratively with stakeholders to ensure relevant and appropriate student and transport-specific support response plans are in place and maintained to ensure the safe operation of transport services.
8. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
9. In accordance with the Work Health and Safety Act 2012 the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. A sound understanding of the relevant policies and procedures in relation to transport and regulatory requirements which support the safety of students.
2. High-level of interpersonal and communication skills both written and verbal, with the ability to clearly articulate policies and processes to staff and members of the public.
3. Demonstrated experience in the management of human resources, with the capacity to provide constructive feedback, and support the effective provision of service.
4. Proven capacity to exercise initiative, judgement and critical thinking to resolve complex issues, and provide advice to staff.

5. Demonstrated knowledge of, or the ability to quickly acquire a knowledge of the needs of children and youth with complex needs, including a knowledge of complex behaviour management.
6. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

Desirable

- Experience working with children and young people who have complex needs

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a

smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY PSS DELEGATE: 520040, SA 10/25

Request:

Date Duties and Selection Criteria Last Reviewed: SW 10/25
