

## HOW TO DISCUSS YOUR SCHOOL SERVICES OR REQUEST CHANGES:

The best way to resolve any issues that you or your child/children are experiencing with our services is to discuss it directly with your school in the first instance.

We encourage direct communication between the school and Transdev NSW and we will do our best to resolve any issues as quickly as possible. We are also more than happy to visit the school and meet with school staff, when necessary.

If you wish to lodge a complaint or feedback, please direct it via phone to 131500 or [transportnsw.info](https://transportnsw.info) to ensure it is lodged correctly. We will then be able to process it and respond to you as soon as possible.

We undertake an annual review of all school services, to help plan the timetables for the following school year. Schools may also request changes throughout the year.

While we carefully consider all requests, please keep in mind, that many of our school services are utilised by more than one school and are often linked with normal route services either before or after the school run operates. This means that some changes may not be possible in the short term, but will be considered as part of future network reviews.



## USEFUL INFORMATION

### YOUR SCHOOL SERVICES:

Your 'school advice sheet' provides you with the current timetable of all your allocated school services.

This document is publicly available via our website and can be downloaded.

If normal route services also operate at or nearby your school or home, you can access their timetables on our website or via <https://transportnsw.info/>

If you have any questions about your school services or any of our other route services, please contact us directly on 02 8700 0555.

### LOST PROPERTY:

If your child has lost an item on one of our buses, we will do our utmost to get it back to them if we find it.

Parents or students, can submit an enquiry online directly via <https://transportnsw.info> and our Customer Care Team will be notified and contact you if we receive a match for your item.

Please note: For safety reasons we may not be able to immediately contact our driver if they are on the road. However, we will contact them as soon as it's safe to do so.

[sydney.transdev.com.au](https://sydney.transdev.com.au)  
(02) 8700 0555



## SCHOOL BUS INFORMATION GUIDE FOR PARENTS & STUDENTS

This information guide gives you everything you need to know about our services and how to get assistance when you need it.



# SCHOOL STUDENT TRANSPORT SCHEME

Transdev NSW supplies your school with school bus services for eligible students. Parents or students over 16 years of age, must apply for a School Opal or Child/Youth Opal card from [www.opal.com.au](http://www.opal.com.au) before starting school. Please note that Transdev NSW has no involvement in this process.

## THE IMPORTANCE OF TAPPING ON AND OFF - WHY DO STUDENTS NEED TO?

It's essential for all school students to travel with a valid School Opal Card or Child/Youth Opal Card so that we can understand customer travel patterns and can adjust the services provided if necessary.

Every time a student TAPS ON and OFF, they are counted on our service - when they don't, they are invisible.

Transport for NSW watch our school service patronage closely to monitor the need for services and those seen with low patronage may be withdrawn.

Together with our drivers, Customer Experience Ambassadors and other Transdev NSW staff, we ask that you encourage your children to have their Opal cards ready and TAP ON and OFF every single time they board our services.

The better data we have, the better we can service your school adequately. This is especially true if you or your school believe that you have capacity issues with your current services.

Please also see our 'Code of Conduct' document for students on buses, published by Transport for NSW.

## WHAT CAN PARENTS DO TO HELP?

We ask that all parents ensure that their children have a valid Opal card for travelling to and from school each day and encourage them to TAP ON and OFF.

To apply for a School Opal card, you will need to live a minimum distance from your school to be eligible:

- Years K-2 (Infants) - No minimum distance.
- Years 3-6 (Primary) - 1.6km straight line distance or 2.3km walking or further.
- Years 7-12 (Secondary) - 2km straight line distance or 2.9km walking or further.

If you do not meet this criteria, your child/children will need to carry a Child/Youth Opal card with funds loaded onto it.

It's important to remember that the School Opal card is only for travel to and from school on school days and doesn't cover travel to After School Care, school excursions, sport and other activities away from school,



so it's a good idea to get a Child/Youth Opal card for personal travel.

## WHAT ELSE ARE WE DOING?

We are working closely with schools to improve Opal compliance and encourage students to TAP ON and OFF every time.

Where possible, we are encouraging schools to implement priority boarding for students with Opal cards and those without a card to board last.

Please note that our drivers are expected to ask students to TAP ON and OFF as part of their duties.

We will also be conducting random visits to schools to reinforce this message to students. Please encourage your child/children to TAP ON and OFF every time they ride.

We believe that a consistent and unified message from our drivers, schools and parents will help to change student behaviour.

