

2023 School Bus Information Guide for Parents, Guardians and Students

Transdev NSW are proud to operate a range of school bus services on behalf of the NSW Government. This guide provides information about our services and how to get assistance if you need it.

How do I apply for a School Opal card/school travel pass?

All school students must travel with a valid School Opal card or Child/Youth Opal card. Students may be eligible for free or subsidised travel to and from school or TAFE under the *School Student Travel Scheme*. School Opal cards/school travel passes are issued to eligible students by Transport for NSW. For details, visit <https://transportnsw.info/school-travel-apply> (School Student Transport Scheme website) or phone 131 500. If a student isn't eligible for a School Opal card, they must carry a valid Child/Youth Opal card.

Why is it important for students to tap on and off?

It is a condition of use that all students tap on and off with a valid Opal card each time they travel. This helps to ensure accurate patronage data is available, which is monitored by Transport for NSW. The more accurate data we have on patronage, the more we can ensure adequate services that meet the needs of your school community.



What can parents or guardians do to help?

Please ensure that your child has a valid Opal card for travelling to and from school, ready for when school returns in Term 1, 2023. Apply for a School Opal card or school travel pass at <https://transportnsw.info/school-travel-apply>. Encourage your child to have their card ready when boarding and to tap on and off every time they use a public bus service.

How can I provide feedback?

Please speak directly with your school in the first instance. We actively encourage direct communication with schools and will do our very best to resolve any matters as quickly as possible, working with your school in doing so. If you wish to lodge feedback, visit <https://transportnsw.info/contact-us/feedback> or phone 131 500. Your feedback will be processed and we will respond to you as soon as possible.

Where can I find my school's timetable?

Your school has access to current timetables with your allocated school services. Visit www.transdev.com.au/sydney-school-bus-timetables/ and simply enter your school name to download a relevant timetable. If regular route services operate nearby your school or home, you can access a timetable via <https://transportnsw.info/routes/bus> or plan your complete trip at <https://transportnsw.info/trip#/trip> - you can refine your search to add additional modes or a school route.

What if my child has lost property on a school service?

Visit <https://transportnsw.info/contact-us/report-lost-property#/what-have-you-lost> to report a missing item. Our drivers regularly check our buses for lost property. All lost property is logged and our Customer Experience Team will contact you directly if your missing item has been located and let you know where you can pick it up from.

What if I need to contact Transdev NSW directly?

You can contact us directly on 02 8700 0555.

