

Student Fare Increase

Information Pack for Operators

Questions you may be asked

Why is the student fare changing?

Government policy is to increase the student cash fare by 10 cents every second year, where supported by movements in the Hobart Consumer Price Index (CPI). A corresponding increase applies to discounted multi-trip and smartcard tickets.

Who is eligible for the student fare?

Students travelling on a fare paying bus service who do not have a current student bus pass for free travel in 2024 will be required to pay a fare.

The following passengers are entitled to the student fare:

- a person aged between five and 16 inclusive, traveling at any time
- a person aged four who is traveling to or from school
- a person aged from 16 and until the end of the calendar year in which they turn 18, who is a full-time student attending an education facility that is either:
 - a State School
 - a school registered by the Tasmanian Non-Government Schools Registration Board
 - TasTAFE
 - the Tasmanian College of English, or
 - the University of Tasmania
 - and who presents appropriate student identification
- an adult student presenting a special circumstance student bus pass issued by the Commissioner for Transport in the passenger's name, for travel between the hours of 6:00 am and 7:00 pm on school days. Further identification may be required to identify the holder of the card.

Who is eligible for free travel?

Students who present a current Student Bus Pass for free travel issued by the Commissioner for Transport are eligible for free travel between home and school.

Students may be eligible for free travel on some or all of their journey if they:

- are listed on a Health Care or Pensioner Card
- travel wholly within the rural area where there is only a fare charging service
- must use more than one bus between home and school and/or school and home
- are under a Care and Protection Order.

Eligible students should apply for a new or replacement pass as early as possible. Student Bus Passes are coordinated by the Department of State Growth, and more information is available at www.transport.tas.gov.au/student

Questions you may have

When will State Growth publish information about the change?

In November 2023 the Department of State Growth will

- Publish advice about the change at www.transport.tas.gov.au/student
- Send a letter and resources for distribution to schools to:
 - the Department for Children, Education and Young People
 - Catholic Education Tasmania
 - Independent Schools Tasmania
 - the Tasmanian Association of State School Organisations.

State Growth will also advise the following Peak Bodies of the change:

- Tasmanian Bus Association
- Tasmanian Council of Social Service Inc
- Youth Network of Tasmania
- Families and Children Tasmania

In late January 2024, State Growth will correspond with the above education stakeholders to remind them about the change before Term One commences.

What happens with tickets purchased in 2023?

10-trip tickets purchased by students in 2023 will still be valid for use in 2024. Please take steps to limit the number of 10-trip tickets you sell for the remainder of the 2023 school year.

What do I do if students are not aware of the change?

Some students may be unaware of the fare change and not have the correct money. Please allow them to board and let them know of the correct fare to pay next time.

What else do I need to do?

Please ensure you are prepared for the fare increase.

- Ensure your drivers are aware of the changes and prepared to answer any questions.
 - You may wish to share this information pack with them.
 - For many school children, their bus driver is the most effective channel for public transport-related news, so their support in preparing students for the change will be important.
- Consider displaying the poster provided by State Growth to inform students of the upcoming change.
- Consider sharing information on your website and social media (if you have them). A template of information is provided for your convenience at the end of this pack.
- Update your ticketing system to ensure you are charging the correct fare from 1 January 2024.
- Update any ticketing signage displayed in your bus, depot/s or on your website/social media.

Are there any changes to how I report fare revenue and patronage?

The Schedule of Rates in the Operator Portal will be updated in late January to reflect the student fare increase. This will be updated before you need to submit your January 2024 Monthly Services Report at the start of February 2024.

Where can I direct customers to find more information?

You should assist customers to prepare for this change, however more information is available from:

- www.transport.tas.gov.au/student
- ptfeedback@stategrowth.tas.gov.au
- 03 6166 3343 (9am to 5pm weekdays).

Where can I find more information?

You can contact the Passenger Transport Branch at:

- ptscontracts@stategrowth.tas.gov.au
- 03 6166 3343 (9am to 5pm weekdays).

Templates and Key Messaging

Key Messages

The key messaging below may assist you and your employees to respond to any queries.

You can edit the highlighted sections to reflect what's relevant for your business.

- From 1 January 2024 the full student fare will increase by 10 cents to \$2.00.
- Using a smartcard or 10-trip ticket makes the fare 20 per cent cheaper: \$1.60.
- A 10-trip ticket costs \$16.00 and can be purchased **[insert locations where passengers can purchase 10-trip tickets here]**.
- Some students are eligible for free travel using a Student Bus Pass. Students can check or renew their eligibility by visiting www.transport.tas.gov.au/student or by calling 1300 135 513.
- For more information visit www.transport.tas.gov.au/student or call 6166 3343 (9am to 5pm weekdays).

Website or Newsletter Article

The below text may assist you if you want to publish information about the change on your website and/or customer newsletters if you have one.

You will need to edit the template to reflect what's relevant for your business. In the highlighted sections, edit or delete the text that isn't relevant to you.

The full student fare will increase by 10 cents on 1 January 2024.

If you use cash for a single trip ticket, the new fare will be \$2.00.

*If you use a **[smartcard or purchase a 10-trip ticket]**, the new fare will be \$1.60.*

Smartcards like Greencard and Transportme can be topped up online. You can buy a 10-trip ticket for \$16.00 from the bus driver.

It costs the same on every trip – it doesn't matter how far, where, or when you go.

Some students can travel or transfer between buses for free. You may be eligible for a Student Bus Pass for Free Travel if you are:

- *listed on a Health Care or Pensioner Card*
- *travel wholly within the rural area where there is only a fare charging service*
- *must use more than one bus between home and school and/or school and home*
- *are under a Care and Protection Order.*

The student fare last increased in 2022. This fare increase is set by government policy.

For more information about the fare increase talk to your bus driver, visit www.transport.tas.gov.au/student or call 6166 3343 (9am to 5pm weekdays).

Social Media Post

The template text below may assist you if you want to publish information about the change on social media.

You will need to edit the template to reflect what's relevant for your business. In the highlighted sections, edit or delete the text that isn't relevant to you.

The full student fare will increase by 10 cents on 1 January 2024.

If you use cash for a single trip ticket, the new fare will be \$2.00. If you use a [smartcard or purchase a 10-trip ticket], the new fare will be \$1.60.

Some students are eligible for free travel.

For more information talk to your bus driver, visit www.transport.tas.gov.au/student or call 1300 135 513 (9am to 5pm weekdays).

Poster

A poster to print and display on buses has been provided.