



SCHOOL BUS INFORMATION GUIDE

for Parents, Guardians and Students

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Transdev John Holland Buses 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.

Where do I find information on available bus services?

All regular route and school bus information can be accessed via transportnsw.info.

You may utilise the Trip Planner function to identify which route services will take your child where they need to go (remember to toggle the 'School Bus' mode option under the 'Refine' menu) or download route maps and timetables for both regular route services and school bus services.

In addition, your school has been provided with your School Bus Timetable, which provides you with the current timetable of all your allocated school services.

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 the [School Student Transport Scheme](https://www.transportnsw.info/school-student-transport-scheme) website or phone 131 500.

If a student isn't eligible for a School Opal card, they must use a valid Child/Youth Opal card.

Please note: Transdev John Holland Buses has no involvement in this process and any queries on this matter should be directed to Transport for NSW.

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 behaviour do we expect on board our services?

Students must follow regulations when using public transport. All students must act in a manner that ensures both their comfort and safety and that of other passengers.

Transport for NSW has developed a set of Guidelines for Managing School Student Behaviour and associated Student Code of Conduct. The aim is to ensure the safety and well-being of school children, other bus passengers, road users and bus drivers alike.

Further information and the full Student Code of Conduct can be read [here](#).

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 of each year. Apply for a School Opal card or school travel pass [here](#).

Encourage your child to have their card ready when boarding and to tap on and off every time they use a public bus service and follow the Student Code of Conduct.

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

Visit the Transport for NSW [Lost Property webpage](#) 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.

How do I discuss my child's 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 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, complete the web form at transportnsw.info or phone 131 500. Your feedback will be processed and we will respond to you as soon as possible.



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