



Sydenham to Bankstown

Making way for Sydney Metro



Southwest Link
Train replacement buses

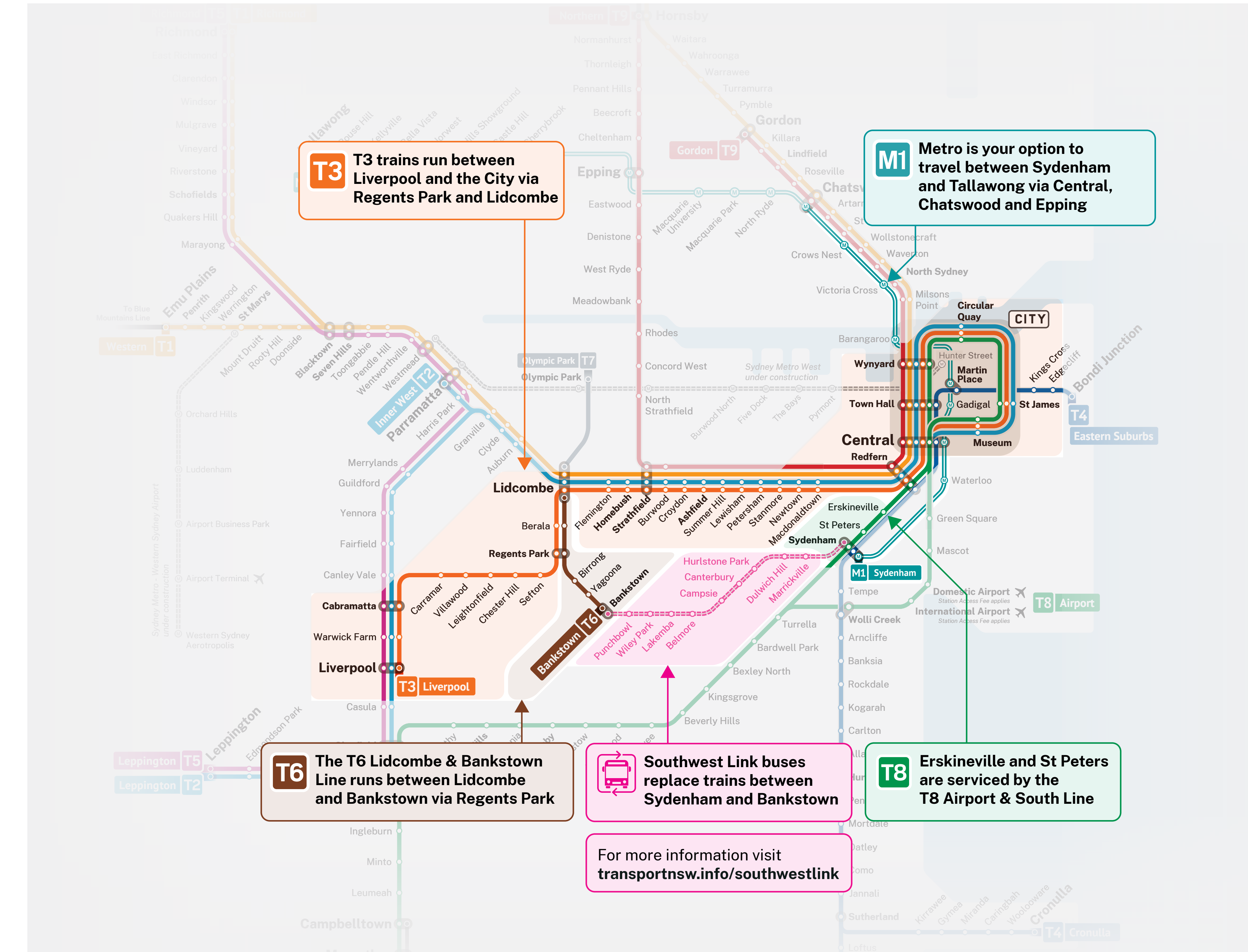


Changes to your trip from 30 September 2024



From Monday 30 September, stations between Sydenham and Bankstown were closed to make way for Sydney Metro.

Network changes from 30 September 2024



Station specific guides

We have created individual station guides for each station from Bankstown to Sydenham to help you at your station.

To view these station guides, visit: transportnsw.info/southwestlink

Station guides have been prepared for the following stations:

- Bankstown
- Punchbowl
- Wiley Park
- Lakemba
- Belmore
- Campsie
- Canterbury
- Hurlstone Park
- Dulwich Hill
- Marrickville
- Sydenham

The image displays a grid of 14 station-specific guide cards. Each card is titled with a station name and includes the following sections:

- Plan your trip at transportnsw.info**: A header with a sub-note 'Allow extra travel time'.
- Local travel options**: A map showing various transport routes and stops around the station.
- Southwest Link bus services and frequencies**: A section detailing bus routes, frequencies, and how to use the service.
- Discover more ways to walk or ride**: A section providing information on walking and cycling options.

The cards are for the following stations: Campsie, Canterbury, Hurlstone Park, Dulwich Hill, Marrickville, and Sydenham. Each card also features the NSW Transport and Southwest Link logos.

Train and bus changes

Transport is committed to providing high quality services for passengers, while supporting the introduction of major infrastructure, by making it easy to switch between different modes of transport.

Adjustments are continuously made across the public transport network to improve our services. We encourage passengers to check Transport's Trip Planner at: transportnsw.info/trip before they travel. For detailed information on the changes visit: transportnsw.info



Frequently asked questions

Why is the T3 Bankstown Line between Sydenham to Bankstown being upgraded?

The T3 Bankstown Line between Sydenham and Bankstown is being upgraded to metro standards to enable rapid metro passenger services. This includes station upgrades to ensure full accessibility, with lifts and level access between platforms and trains

Sydney Metro will operate as a turn-up-and-go service, with trains running every four minutes during peak hours – that’s 15 trains per hour.

Why did the T3 Bankstown Line between Sydenham and Bankstown need to close?

The T3 Bankstown Line between Sydenham and Bankstown is being upgraded to metro standards to enable rapid metro passenger services.

Final upgrade work can only begin once Sydney Trains services stop running. This includes works to separate Sydney Trains and metro services at Bankstown Station, complete station upgrades, install platform screen doors, overhead wiring, final track alignment work, train testing and commissioning activities.

What is Southwest Link?

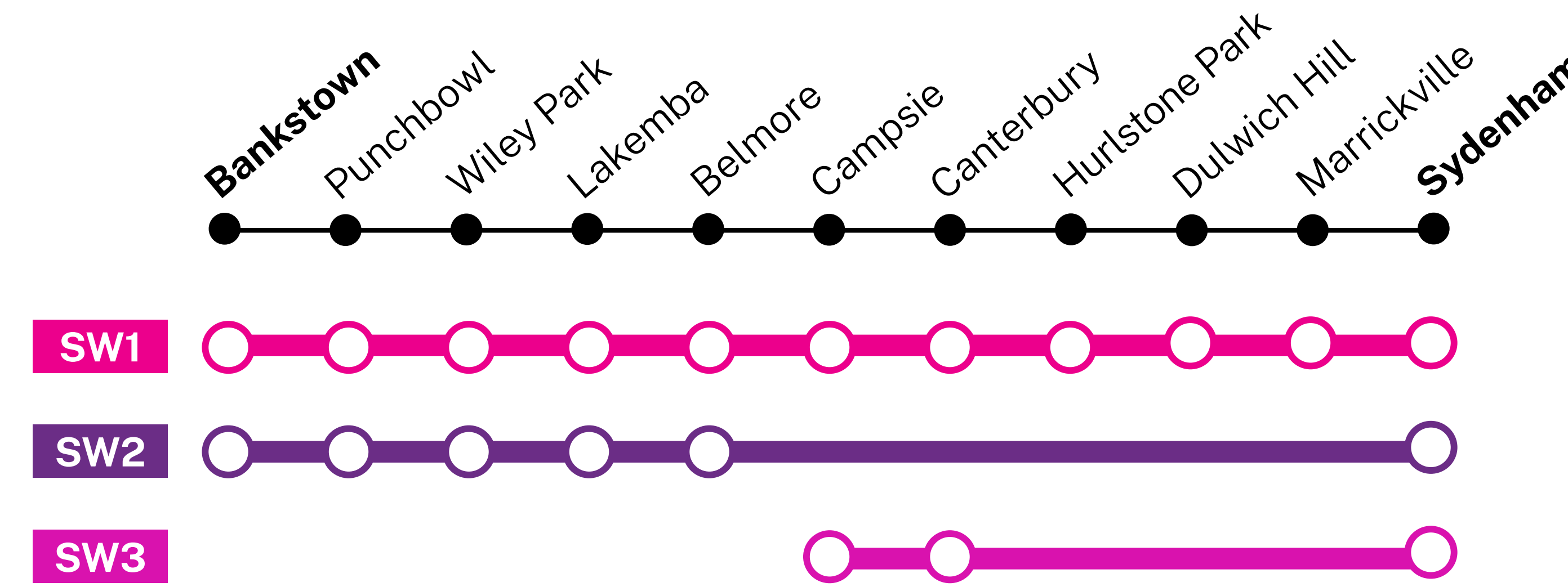
Southwest Link is a dedicated, high-frequency bus service between Sydenham and Bankstown stations –ensuring passengers can continue to travel during the final conversion period of the T3 Bankstown Line.

When did Southwest Link start and how long will it operate?

Southwest Link buses started between Sydenham and Bankstown on 30 September 2024 and will continue to operate until the new Southwest Metro opens.

What are the Southwest Link routes?

There are three dedicated bus routes, with frequent services every day from early in the morning until late at night. The routes are shown in the image below. Southwest Link forms part of an integrated transport plan.



How often do the buses turn up?

Southwest Link buses will run seven days a week.

Every 2 to 4 minutes during peak periods

At least every 10 minutes across most of the day

At least every 15 minutes late at night

How can I recognise the Southwest Link buses and find the correct route?

Southwest Link buses are pink with route numbers (**SW1**, **SW2**, or **SW3**) clearly shown on the front of each bus to make it easier for students and passengers to understand which bus to catch.

How can I find my Southwest Link bus stop?

Bus stops are located at the same locations as previous train replacement buses near the train stations along the route. Simple directional signs around each station, will clearly show you how to get to the Southwest Link bus stops.

Where are the Southwest Link bus stops located?

Southwest Link bus stops are located outside each station and will be clearly identified by signage.

Bus stop locations		
Station	Sydenham to Bankstown services	Bankstown to Sydenham services
Sydenham	Railway Parade	Railway Parade
Marrickville	Illawarra Road	Illawarra Road
Dulwich Hill	Ewart Street	Ewart Street
Hurlstone Park	Crinan Street	Crinan Street
Canterbury	Canterbury Station	Canterbury Road
Campsie	Beamish Street	Beamish Street
Campsie (SW3) towards Sydenham	Beamish Street	South Parade
Belmore	Bridge Road	Bridge Road
Lakemba	The Boulevarde	The Boulevarde
Wiley Park	The Boulevarde	The Boulevarde
Punchbowl	The Boulevarde	The Boulevarde
Bankstown	Bankstown Station interchange	Bankstown Station interchange

Are there bus marshals at train replacement bus stops?

Yes.

Bus marshals are located at selected stations throughout the conversion, these stations are Sydenham, Campsie and Bankstown.

Is there a dedicated Southwest Link bus for school students?

No.

Southwest Link has enough capacity to accommodate the needs of students and other passengers.

Transport monitors the demand on bus services and deploys standby buses during peak times and in response to temporary surges in demand.

Will my journey time increase during the upgrade?

Yes.

It’s important to plan ahead and allow extra travel time to complete your journey between Sydenham and Bankstown during the upgrade. You’ll be able to plan Southwest Link bus trips, as well as explore alternate transport options.

Is Southwest Link accessible?

All Southwest Link routes are serviced by low-floor accessible buses. As Southwest Link bus stops are located on nearby roads outside each station, passengers with accessibility needs should plan ahead to determine the best path of travel to their bus stop.

Can I take my bike on Southwest Link buses?

No.

Bicycles cannot be taken on Southwest Link buses because they are difficult to stow without inconveniencing or potentially endangering other passengers.

Will there be changes to school services?

There are no changes to dedicated school services as part of Southwest Link. However, there may be some changes to the location of some bus stops that students use to get to and from school. Students should check signage at stops.

Do I need my student Opal card to use Southwest Link buses?

Southwest Link is free for all passengers throughout the duration of the final T3 Metro conversion.

The fare free travel period started on day one of Southwest Link services, Monday 30 September, and ends when these services cease.

Opal readers will be turned off and passengers using Southwest Link bus services do not need to tap on or off.

Where can I get a school Opal card?

School travel passes can be used for free travel to and from school. Depending on where a student is travelling, they may be eligible to receive a free school travel pass, Student Opal card or both.

For more information on who is eligible for a Student Opal card or a school travel pass and how to apply, visit: transportnsw.info/school-travel-apply

Do I have to pay more to use the train replacement bus?

Southwest Link is free for all passengers throughout the duration of the final T3 Metro conversion. Opal benefits including the multi-modal discount and weekly travel cap will still apply.

Fares will still apply for all travel on regular train, bus, ferry, and light rail services.



How can I plan my new Southwest Link trips?

You can now plan your new Southwest Link trip by visiting: transportnsw.info/trip

The Southwest Link web page will also be kept up to date with new information and travel options. Make sure to check back regularly and register for our dedicated Southwest Link email updates to: transportnsw.info/southwest-link

Will there be changes to school services?

Minor changes will be made to some dedicated school services as a result of other bus service changes and to improve reliability. Most dedicated school services will however remain the same.

There may also be changes to regular bus route services that students catch to and from school.

Transport, and our bus operators are working closely with schools that may be impacted by these changes, to ensure students and their communities are aware of the changes, and how they need to adjust their journey.

What happens during exam periods?

When exams occur during the conversion period, Southwest Link buses will continue to operate.

Students should plan ahead at transportnsw.info/trip and allow extra travel time to ensure they arrive on time for their exams.

Schools are encouraged to reach out to the Southwest Link engagement team for advice on how we can support you during the closure. southwestlink@transport.nsw.gov.au

What has changed for train stations west of Bankstown?

An adjusted timetable has been introduced to ensure passengers west of Bankstown continue to have access to train services.

T3 Liverpool & Inner West Line

Train services that operated between Liverpool and the City Circle via Bankstown now run via Regents Park and Lidcombe on the new T3 Liverpool & Inner West Line. This maintains a direct service to the Sydney CBD from Berala, Regents Park, Carramar, Villawood, Leightonfield, Chester Hill and Sefton.

T6 Lidcombe & Bankstown Line

The T6 Line now runs between Lidcombe and Bankstown, stopping at Berala, Regents Park, Birrong and Yagoona.

Regents Park is the main interchange for passengers travelling between Bankstown and Liverpool.

Lidcombe is the main interchange for passengers travelling between Bankstown and the City, Redfern or Parramatta.

Change at Bankstown for Southwest Link buses to stations between Sydenham and Bankstown.

What has changed for Erskineville and St Peters passengers?

Erskineville and St Peters will continue to receive direct train services to and from the Sydney CBD on the T8 Airport & South Line.

What other travel options are available during the T3 upgrade?

An integrated transport plan has been developed and includes alternate transport options to help get people where they need to go during the T3 Bankstown Line upgrade.

Passengers can choose from:

- Southwest Link buses
- turn-up-and-go metro services at Sydenham
- local buses
- trains
- light rail
- cycling and walking routes

How can I help ensure safe and comfortable travel on Southwest Link services and at bus stops?

There are many ways you can contribute to a safe and comfortable experience when using public transport services, including Southwest Link buses.

Below are tips to help ensure your journey, and the journey for those around you, is safe and comfortable, especially at peak travel periods when services may be busy.

Before travel and at the bus stop

- When using public transport, stay alert and don't be distracted by your mobile phone.
- Keep the footpath clear to allow others to walk past the bus stop safely.
- Allow passengers to get off before you get on.
- Watch your step when getting on and off the bus and use the handrail when boarding.
- Please do not board the bus if you're not feeling well at the stop. We will be able to get help to you much quicker at the bus stop.

While on board

- If seated, offer your seat to someone who needs it more than you. This includes people who are older, who have a disability or impaired mobility, who are pregnant or travelling with children.
- If no seats are available, move to the back of the bus and hold onto the hand rails and straps.
- If standing, do not stand in the safety area around the doors.
- Ensure luggage, bags and personal items are stowed correctly and are not blocking the aisle.

Getting off the bus

- As the bus approaches your stop, remain seated but start preparing to get off.
- Give the driver plenty of time when you ring the bell before your stop to allow the bus to pull into the stop safely and smoothly.
- When getting off the bus, use the doors that are most convenient. If you do require assistance, use the front doors.
- Do not forget to tap off your Opal card or contactless payment before getting off the bus.
- Watch your step and mind the gutter when getting off the bus. Use the handrail as support.

How can I stay informed?

Staff, students, parents and carers can stay informed and receive timely updates on transport options by registering for updates at: transportnsw.info/southwest-link/subscribe

How do I provide feedback about Southwest Link or other bus services?

To provide feedback on any transport services, please visit: transportnsw.info/contact-us/feedback/bus-feedback

Plan ahead

The Transport for NSW Trip Planner is regularly updated with changes to services. We encourage school communities to plan their journeys using the Trip Planner at: transportnsw.info/trip

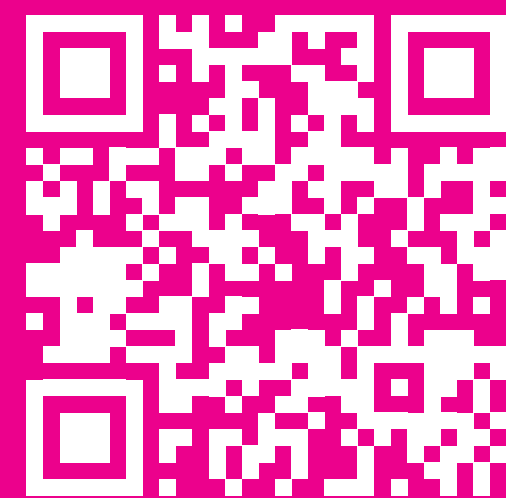
To ensure dedicated school services appear as a travel option for students, click refine and select the school bus option as services may continue to change at short notice. Students are reminded to tap on and off on all trips other than Southwest Link, as this helps us plan where services are needed most.

Further questions and enquiries

If you need further information regarding Southwest Link, please email: southwestlink@transport.nsw.gov.au



To learn about the latest changes
or for more information visit
transportnsw.info/southwestlink



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