



A guide to travelling on the bus network



Information and tips for planning your travel and paying your fare, to help you get from A to B stress free.



New to catching the bus? Or maybe it's been a while? The transport network and the way you plan and pay for travel may have changed a bit since your last bus trip. Now's a good time for a refresher on all the bus basics so you're ready to hop on board.

Planning your trip

Use Trip Planner on transportnsw.info or in the Opal Travel app to find bus stops, view routes and departure times, see where your bus is in real time, and more. Just enter where you're leaving from and where you're headed to, to find the best trip option for you.

Tap to pay for travel

Paper tickets are no longer sold on buses. To pay your fare, 'tap on' and 'tap off' at Opal readers using:

- an Opal card, or
- a credit or debit card, or
- a phone or smart watch with a digital wallet.

When you tap with a credit or debit card, or a device, you will be charged an Adult fare. To access concession fares apply online for an Opal card.

Remember

- Always tap on and tap off with the same card or device for all your trips to get the correct fare and earn travel benefits
- Keep payment cards and devices separated so your preferred one is charged



Where to get Opal cards

Adult and Child/Youth Opal cards are available online and over the counter at most convenience stores and supermarkets.

Concession and Senior/Pensioner Opal cards must be ordered online with proof of entitlement. School Opal cards provide free travel between home and school/TAFE for eligible students. Students aged 16+, and parents or guardians of younger students can apply online for School Opal cards.

Tips for a smooth bus trip

1. Plan your trip and top up in advance

If you use an Opal card, check your balance so you have time to top up before you travel.

Before you leave, use Trip Planner to find the best bus to catch, locate your nearest bus stop, view bus times, and check for any delays or changes to services.

2. Arrive at your bus stop early

Be at your stop about 5 minutes before the bus is due.

At larger interchanges, check the stand number on the information screens.

Have your Opal card, credit or debit card, or device ready before the bus arrives.

3. Signal to the bus driver

Check the route number and destination on the display panel above the windscreen.

When your bus is close, raise your hand to signal to the driver that you want to board.

4. Board safely

Tap on at the Opal readers at the front of the bus as you step on board.

Take a seat if one is free, or stand in the aisle and hold on while the bus is moving.

Priority seats at the front are for passengers with disability, older people and parents with prams.

5. Get off the bus safely

Press the stop button shortly before your stop.

Check you have all your belongings.

Stay seated until the bus has stopped, then tap off before you step off the bus.

A little planning makes every trip easier

Allow extra time



If you're travelling somewhere new, give yourself extra time, arriving a little early so you can find your way without the worry.

Prepare for bad weather



Check the forecast before you leave and, if severe weather is on the way, adjust your plans or choose a safer route.

Ensure your journey is accessible



Check locations of lifts, ramps, hearing loops and other accessibility features if you need these help you get around.

Check for disruptions



On the day you travel, use Trip Planner for real-time updates about delays and other changes that could affect your trip.



Need help?

Download the Opal Travel app

Ask staff at major stops and interchanges

Visit transportnsw.info

Call 131 500