



Regional A-Z of school bus travel

Introduction

If you're a secondary student, parent or carer, this guide will help make the school bus ride a safe, reliable and familiar part of your daily routine.

Learn how to plan the route, travel safely and confidently, and understand passes and ticketing rules.

Planning your trip

You can find bus routes, explore active and public transport trip options and track buses in real time using the Trip Planner at **transportnsw.info**.

Follow these steps to plan your trip to school:

- Click 'Plan a trip' and enter your location, such as your home address or local stop.
- Enter the destination such as the school name.
- Set the date and time of travel, e.g. arrive by 9.00am.
- To see only school bus services, click Refine and untick the checkboxes for the other transport modes.



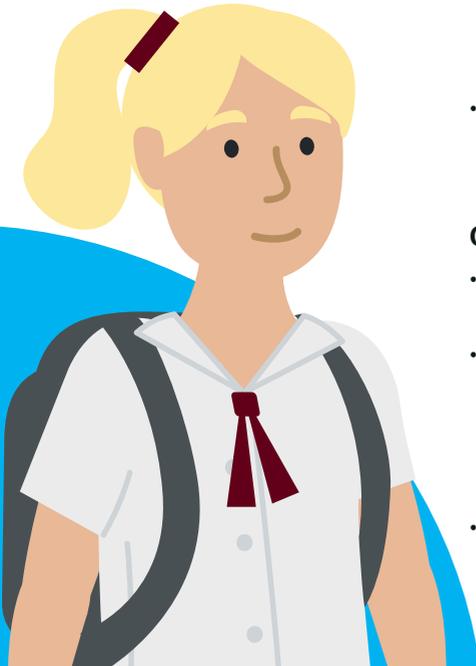
Plan your trip at
transportnsw.info

You can also plan your trip to school using the Opal Travel app, which provides notifications and travel alerts if there are any delays.

Some routes may not appear on the Trip Planner or Opal Travel app. To learn more, contact your local bus operator directly using the contact details at **[transportnsw.info/operators](https://transport.nsw.gov.au/operators)**. You can also ask your school if they have local transport maps or other useful information.

Real-time updates

All public buses across NSW now have real-time information available. Use the Trip Planner, Opal Travel app or other transport apps to stay informed about whether services are running on time for peace of mind.



Travelling safely to school and back on the bus

Getting to the bus stop

Parents or carers are responsible for getting children to and from the bus stop safely. Until your child is at least 8 years old, hold their hand when out walking. Then up until they are at least 10 years old, supervise your child closely and hold their hand when crossing the road.

At the bus stop

- Know the stop location, especially at larger interchanges.
- Have the school travel pass ready.
- Stay alert and stand back from the kerb.
- Keep an eye out for the bus by checking the route number and destination on the display panel above the windscreen.
- When the correct bus arrives, signal clearly and board only after it has stopped.

On the bus

- Show the school travel pass or valid ticket.
- Encourage your child to take a seat quickly and wear a seatbelt if the bus is fitted with them. If standing, hold on firmly and stay alert.
- Keep aisles, floor space and seats clear of bags and other items.

- Follow driver instructions, be courteous and keep noise to a reasonable level,
- Priority seating is for those who need it most, including people with disability or injury, older people, and those who are pregnant.

Getting off the bus

- Meet your child on the same side of the road as the bus. Never wait on the opposite side of the road and call them across
- Talk with your child about what to do if you're delayed, they catch the wrong bus or get off at the wrong st.
- Remind your child to press the stop button ahead of their stop, if available.
- Stay seated until the bus stops completely.
- Cross the road only when it's safe. Wait until the bus has left and then use a safe place to cross, such as pedestrian 'zebra' crossing or traffic lights. If these aren't available, cross the road at a location which has a good line of sight in both directions and look left and right continuously as you cross.

Our bus drivers

While bus drivers need a Working with Children Check, there are no specific requirements for a driver to offer duty of care outside of taking reasonable precautions to avoid harm.

The driver's responsibility is to operate the bus in a safe manner, including ensuring the door is closed before the vehicle moves.

To report general concerns with bus services, contact the bus operator or fill out the form on the feedback webpage at feedback.transportnsw.info

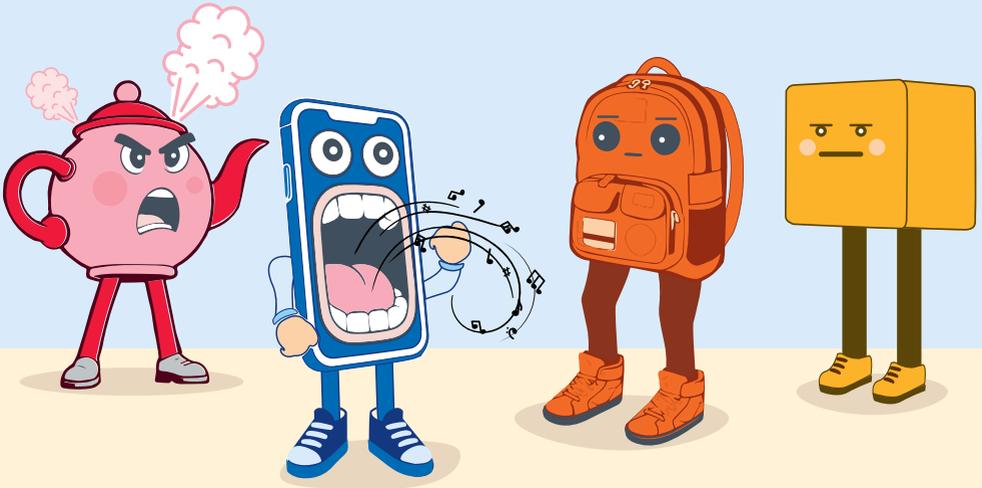


STOP! One step back from the kerb

LOOK! Continuously both ways

LISTEN! For the sounds of approaching traffic

THINK! Whether it's safe to cross



Behaviour on the bus

Public transport is a shared space. Everyone deserves a safe and comfortable journey. We all play a role in making bus travel a positive experience. That means showing respect, following instructions and looking out for one another.

The Creatures of Transport help remind us of what not to do:

The Space Hog

This creature forgets that seats are for people, not bags. Don't be a Space Hog. Keep your bag on your lap or the floor and leave seats free.

The Noise Machine

This creature talks loudly and blasts music. Don't be a Noise Machine. Keep your voice down and use headphones.

The Blocker

This one stands at the front of the bus or blocks the aisle. Don't be a Blocker. Move down the aisle and keep the doorway clear.

The Hot Head

Quick to anger, this creature takes frustration out on others. Don't be a Hot Head. Stay calm and patient.

Types of travel passes

School travel passes and School Term Bus Passes

A school travel pass allows free travel on school days between home and school for eligible students.

Some operators in rural and regional areas may choose not to issue passes to students. Please contact the operator directly to find out if a pass will be issued.

Eligibility

To be eligible for a school travel pass, the student must be a resident of NSW or an overseas student eligible for free government education. They must be aged 4 years and 6 months or older. Eligibility also changes depending on how far the student lives from their school:

- Years K–2 (Infants):
No minimum distance
- Years 3–6 (Primary):
More than 1.6km straight line distance or at least 2.3km walking
- Years 7–12 (Secondary):
More than 2.0km straight line distance or at least 2.9km walking
- Pre-school children are not eligible.

How to apply

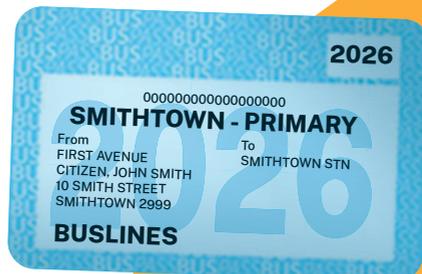
Applications open at the start of Term 4 for the following year. Visit [transport.nsw.info/school-students](https://transport.nsw.gov.au/school-students) to apply.

Once endorsed by the school, please contact the operator directly to find out if a pass will be issued, and how.

You'll only need to apply if you're:

- Applying for a school travel pass for the first time.
- Changing name, school and/or address.
- Requesting an additional residence as a result of a new shared parental responsibility situation.

Note: In shared parental situations, only one pass is issued and the additional residence is added to the current pass. The second address still needs to meet the required eligibility criteria.



What if my child isn't eligible for free travel?

If your child isn't eligible, you may be able to buy a School Term Bus Pass. Contact your local bus operator to see if a School Term Bus pass is available.

Using a travel pass

- Valid for travel from 6:30am –7:00pm on school days between home and school.
- Cards are personal and can't be shared.
- Students must show their pass or tap on and tap off, depending on the region.

Replacing a lost or damaged card

To replace a lost, stolen or damaged school travel pass, please contact your local bus operator.

Assistance for students with a disability

Students unable to travel under the School Student Transport Scheme may be eligible for assistance under the Department of Education Assisted School Travel Program (ASTP). Check eligibility at education.nsw.gov.au

Student Code of Conduct

There is a clear Student Code of Conduct for public transport. This is a condition of using a School Opal card or school travel pass.

Talk to your child about these expectations.

On the bus

- Use polite language. No swearing or offensive words.
- No fighting, spitting, bullying or throwing objects.
- Keep feet off seats and avoid loud music.
- Offer seats to those in need
- Follow driver instructions.
- Keep aisles clear and stay seated when possible.
- Wear seatbelts if available
- Respect the bus and its equipment. Vandalism is a crime.
- No eating or drinking, except for water or for medical reasons.



At the stop / boarding

- Wait quietly and safely away from the road.
- Board in a single line after others have exited.
- Cross the road only when safe and use crossings where possible.

Disobeying these rules may result in the withdrawal of travel passes, a ban from public transport or police involvement. Parents or carers will also be contacted and can request a review of any decision.

Fare compliance

Even if travel is free, students must apply for and show their school travel pass.

This helps Transport monitor demand, prevent overcrowding and avoid service reductions due to underreported use.

Students must be able to show a valid school travel pass, ticket or proof of concession at all times. Penalties or refused travel may apply if a student doesn't have a valid ticket.

Full-time school students aged 16+ must carry and present a valid Transport Concession Entitlement Card when using concession fares. Contact your school to apply.

Lost property

Visit transportnsw.info/lost-property to report lost items. Include a clear description of the item, and information about when and where the item was lost. You can also contact your bus operator as the lost item may have returned to the depot.

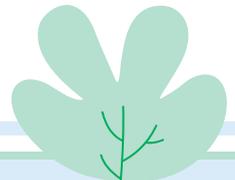
When reporting lost property, you'll receive a tracking number. If the item isn't located within 28 days, the case will be closed.



Active transport

Walking and bike riding, known as active transport, are the most sustainable ways to travel, benefitting communities by reducing car usage and traffic congestion and promoting better health.

Active transport can be a convenient way to connect with the public transport network. You can use the Trip Planner or Opal Travel app to see how you can walk or cycle to your nearest public transport stop.



Key contacts and resources

Check eligibility, apply for a pass or find out more about school travel: **transportnsw.info/school-students**

Find a local bus operator: **transportnsw.info/operators**

Report lost property: **transportnsw.info/lost-property** or call **131 500**

Report an emergency situation: call **000** in an emergency

School road safety guidelines: Visit **transport.nsw.gov.au/roadsafety/community/schools**

Bus safety around schools: Visit **transport.nsw.gov.au/roadsafety/road-users/drivers/be-bus-aware**

Report a hazard or road incident: call **131 700**

Provide feedback: **feedback.transportnsw.info**



Plan your trip at
transportnsw.info