



# Let's get Bus Ready!

**NSW Schools' Bus Information Guide for  
Parents and Carers**

School orientation day resource



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# 1 Introduction

Busways is the bus operator that runs your school’s bus services, safely transporting students between home and school each school day.

Starting at a new school is exciting, nerve-wracking and includes a lot of change – to make it easier Busways has a School Bus Information Guide to help parents prepare their child to confidently catch the bus to school

This year Busways will provide face-to-face presentations, School Bus Ready brochures and a pre-recorded PowerPoint presentation.

In addition, Busways has created the School Bus Ready Information Guide. Information can be shared digitally by primary or secondary schools to inform and educate new students and their parents or carers about school bus services.

# 2 How schools can use the Information Guide

To assist schools unable to host a physical orientation day, the contents in this Information Guide can be used selectively in orientation day packs, direct communication to parents, or be shared in the school newsletter, school website or social media. If you would like to incorporate the Busways logo in your communications or provide feedback on this toolkit, please email [marketing@busways.com.au](mailto:marketing@busways.com.au).

Table 1 Useful links

Link name	Website link
Busways NSW website	<a href="http://www.busways.com.au/NSW">www.busways.com.au/NSW</a>
School Student Transport Scheme website	<a href="https://apps.transport.nsw.gov.au/ssts/#/">https://apps.transport.nsw.gov.au/ssts/#/</a>
Assisted School Travel Program website	<a href="https://education.nsw.gov.au/public-schools/astp">https://education.nsw.gov.au/public-schools/astp</a>
Transport for NSW Website - Contact us	<a href="http://www.transportnsw.info/contact-us">www.transportnsw.info/contact-us</a>
Busways’ Lost Property Form	<a href="https://www.busways.com.au/form/lost-property-enquiry-form">https://www.busways.com.au/form/lost-property-enquiry-form</a>

**Please use the content below on your school websites, in your school newsletters and on social media to help inform your school’s parents about how to get their child school bus ready.**

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## 3 Help your child get school bus ready!

As a parent or carer of a child starting at a new school, here is everything you need to know to help you get your child ready to travel by bus to school. Using Transport for NSW bus services to get to and from school helps kids build their independence and gives parents and carers flexibility, too. It's also a very safe and affordable way for children to travel to school.

### 3.1 Catching the bus with Busways

Busways is the bus operator that runs your school's bus services, safely taking thousands of students between home and school each day. As a family-owned Australian company, we understand how important your young family members are to you. With over 80 years' experience in the transportation industry, you can trust Busways' bus service to help your child reach their destination safely.

Busways encourages students to ask the bus driver if they need help or are uncertain when travelling on the bus – the bus driver is there to assist and will ensure your child arrives safely.

For more information about Busways, please visit [www.busways.com.au/NSW](http://www.busways.com.au/NSW).

### 3.2 School travel passes

All students catching the bus in 2024 will need a school travel pass or School Opal Card. Under the School Student Transport Scheme, eligible students can apply for free or subsidised travel between home and school. The transport scheme includes:

- Free travel to and from home and school on approved bus or other public transport during school terms
- Discounted travel on buses between home and school with a School Term Bus Pass
- Free travel on NSW TrainLink regional services and long-distance coach services for boarding school students
- Subsidised travel to and from school in private vehicles in areas where there is no public transport available.

For more information about the School Student Transport Scheme or to apply for a school travel pass, visit <https://apps.transport.nsw.gov.au/ssts/#/>. Applications for 2024 open at the start of Term 4, 2023.

Students with a disability who are unable to travel to and from school under the School Students Transport Scheme may be eligible for assistance under the Department of Education's [Assisted School Travel Program](#).

To make an enquiry about school travel passes, school bus services or to provide feedback, please contact Transport for NSW by visiting [transportnsw.info/contact-us](http://transportnsw.info/contact-us) or calling **131 500**.



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### 3.3 Bus timetables

#### Finding your child's bus timetable

School bus timetables can be found on the Busways website by using the following steps:

1. Go to [busways.com.au/nsw](https://busways.com.au/nsw)
2. Click on 'school services' in the navigation bar and then proceed to 'school timetables'
3. Enter the name [*name of school*] in the area that says 'enter a school name'
4. Select the school name and the timetable should open on your device. If you are unable to find or search for the school name, use the drop-down menus on the same web page to find the school
5. Once the timetable is opened, you will be able to identify which school bus services are available in your area for your child to use.

Need help? For all timetable enquiries, please contact Busways by emailing [infoline@busways.com.au](mailto:infoline@busways.com.au) or calling **1300 69 2929**.

### 3.4 Preparing students to travel by bus

#### 6 steps to prepare your child for catching the bus

Plan ahead to make sure your child's public transport experience is safe and simple. We suggest parents and care givers work with kids on:

1. Finding the right route and timetable, and learning how to understand them
2. Planning how to get to and from [Bus Stop](#), such as the route to walk, street safety, footpaths and lighting
3. Learning how to use [bus services](#), including hailing the bus, getting on and off, paying a fare, and how passengers should behave
4. Know the bus number. All bus services are identifiable by the number displayed on the front of the bus. Knowing the bus number will help your student get on the right bus
5. Find out about eligibility for free or subsidised travel and how to [apply for a school travel pass](#)
6. Labelling your child's belongings **with the child's and school name** helps Busways to return lost belongings to your child. To find lost belongings, visit [transportnsw.info](https://transportnsw.info) and search for the Lost Property Form or call **131500**.

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## 3.5 Safety around buses

### On the way to the bus stop

Supervise younger children on the way to the bus stop and hold hands when crossing the road. Remind children to:

- STOP one step back from the kerb
- LOOK both ways for traffic
- LISTEN for the sounds of approaching traffic
- THINK about whether it is safe to cross.

At the end of the journey, make sure the child knows where to walk or wait, and who will be meeting them.

**Always wait on the same side of the road that they will leave the service, then cross the road safely together.**

### At the bus stop or at school

Buses are large vehicles with lots of blind spots and being common around schools, it is safest to teach your child or ward to remember:

- Avoid standing in front of or behind the bus
- Never walk in front of or behind a bus
- Wait at least ONE step back from the kerb
- Wait for your parent or carer on the same side of the road as the bus stop
- Wait until the bus has gone before crossing the road, then cross the road with your parent or carer
- Choose a safe place to cross: traffic lights, zebra crossings, pedestrian island crossings. If a crossing point is not available, find a location where the road is clearly visible in both directions.

### It can also be a good idea to:

- give the child a list of important phone numbers, in case something goes wrong, and explain where they can make a phone call if they don't have a mobile phone
- set up a regular phone or text system, to let each other know where you are, expected arrival times and that everything is ok
- arrange for kids to travel with friends.

By following the above safety tips, students and parents can be safe around buses.

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### 3.6 How parents and carers can help keep students safe

Parents and carers, whether you are picking up your child or letting them catch the bus, you can help keep your child and others safe by remembering to:

- Be mindful that students around buses and the school may be trying to unsafely cross the road
- Always meet your child on the same side of the road as the bus stop
- Drive the 40km/h speed limit in school zones during set times
- Look out for flashing bus lights, indicating that the bus is picking up and dropping off students
- Give way to buses when they merge back into traffic
- Allow your child enough time to safely reach the bus stop
- Remind your child to be safe on and around buses.

Remembering these points will help make your school community a safer place for your child and other students.