



Red Bus Services

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Thursday, 24 January 2019

The Principal

Dear Sir, Madam

With the start of the new school year, 2019 Red Bus Services are introducing a new team of Driver and Customer Support Officers. These teams will be assisting students and other customers in the correct use of their opal cards as well as their correct buses and connections to deliver them with a minimum of fuss travel.

Over the past three years we have allowed the introduction of the new OPAL card system to be introduced without any hindrance or regulating of the policies, however we must now start urging the correct use of the different OPAL cards.

Last year in 2018 our data shows that less than 40% of students with the School Opal Cards were using them correctly. School Students with a School Opal Card must tap on every time they board the bus to go to/from school. If a student is not eligible for the school Opal Card then they must tap on with a Child/Youth Opal Card or pay their fare.

School Opal Card

This replaced the (SSTS) School Student Transport Scheme

The School Opal card is for eligible school students ONLY

If a student is not eligible for a School Opal Card then they should have either a **school term pass opal** (conditions apply) or a **Child/Youth Opal card**.

<https://www.opal.com.au/en/about-opal/types-of-opal-cards/>

The Child/Youth Opal card

This card is for children aged 4years – 15years inclusive – No proof of age required and, Full-time NSW/ACT school students aged 16 years and older but it must be accompanied with a NSW Senior Secondary Student Concession Card issued by the school as proof of entitlement.

Revenue Protection Officers will issue a warning or a fine for children who do not have the accompanying concession card.

<https://www.opal.com.au/en/about-opal/types-of-opal-cards/>

Red Bus Services are asking that schools advise students via their newsletters of their travel options to avoid any embarrassment if they are approached by either our Customer Support Team or the Revenue Protection Officers.

Thanking you for your assistance in helping in this serious matter, if you have any queries please do not hesitate to contact our Customer Service Team on 4332 8655.

Yours Faithfully

RED BUS SERVICES Pty Ltd

David Bain
Planning & Development Manager