

Thursday, 23 January 2025

Dear Parents and Guardians,

We are writing to inform you of important changes to our ticketing system that will affect Annual and Term passes for the 2025 school year. These changes are part of our commitment to providing a more convenient and modern travel experience for all passengers, including students.

Introduction of SCB Smart Cards for Students

Starting in 2025, students will be able to purchase a SCB Smart Card to replace the standard Annual and Term passes previously used. The SCB Smart Cards will offer enhanced functionality, including contactless payment and the ability to manage credit via the Transportme app.

Key Features and Dates

- Students who qualify for free travel will receive their SCB Smart Cards through their school starting from **20th February 2025**.
- Students must tap on and off the bus using their SCB Smart Cards beginning 3rd March 2025.
- If you will **not** be receiving a card as part of the School Free travel system than SCB Smart Cards will be available for purchase from **14th February 2025** on our website. The card will cost \$5.00 and the minimum initial top up will be \$10.00.
- You will not need to contact us each term, the card will be valid for use to pay for bus fares for the life that your card holder is a student.
- Cards can be transferable between students if you need to purchase a card for use than you can share this between students in your family.
- These cards will replace all other passes and provide a convenient, contactless way to pay for bus trips payments and can be used on all route and school buses (excluding Flexibus services).
- Some discounts will apply to the cards when being used for fare paying trips, so you are not drastically adversely affected by this change.
- Cards can be topped up via the Transportme app, on our website or directly on the bus.
- The Transportme app also provides additional features such as tracking your bus and reviewing your purchase history.
- **Transition Period** - Students will be permitted to travel without their SCB Smart Card until they receive it. School fares will not be charged on school buses until the 3rd of March. Once distributed, the cards will be mandatory for travel.

How to Top Up Your SCB Smart Card

Credit can be added to SCB Smart Cards using the Transport_{me} app. The app supports various payment methods, including:

- Visa, Mastercard, Amex, EFTPOS
- Apple Pay and Google Pay
- Smartphone and smartwatch payments

For more information, and to download the App you can access the Transport_{me} [Passenger App](#) and the [User Guide](#).

Need Assistance?

If you have any questions or require assistance during this transition, please contact us at info@scbuslines.com.au or reach out to our friendly staff. We are here to help ensure a smooth transition for you and your child.

Warm regards,

Jamie Klemm

Managing Director
Jamie Klemm



SCAN QR CODE TO DOWNLOAD APP

