

BUS PASS INFORMATION 2024 NEWSLETTER



**Welcome to Sapphire Coast Bus Lines
Your Safe and Reliable Bus Service Provider.**

Are you starting school for the first time? Have you moved to the area recently? Or have you been traveling with us for a while? Regardless of your situation, we hope that the information in this newsletter will answer all your questions regarding school bus travel and other bus travel options. If you need further assistance, please don't hesitate to get in touch with us. You can visit our website scbuslines.com.au, email us at info@scbuslines.com.au, phone our office at 02 6495 6452, or visit our depot at 39 Redfern Close, South Pambula.



What is the School Student Transport Scheme? (SSTS)

This provides eligible school students with free bus travel between home and school. If wanting free travel Parents must first complete an application with Transport for NSW (TfNSW) before they start using the bus. Free travel is determined by a number of factors, one being the distance you live from the school.

First steps for bus travel

The first step for children starting school, changing schools or changing residential addresses is to go to the TfNSW website to their **School Student Travel page**

Who needs to Submit a new application?

You will need to submit a new application if you are:

- Applying for a school travel pass for the first time
- Requesting an additional pass as a result of a new shared
- parental responsibility situation (e.g. joint custody)

You will need to re-apply or update your details if the student has a current free school travel pass and:

- The student is changing school or campus
- The student has changed address
- The student has repeated a year
- You've received an expiry notification
- Student has changed their name
- Update incorrect bus operator

How do I apply?

Applications must be completed by the student's parent or legal guardian if the student is aged under 16 years. Students 16 years and over must complete the application form themselves. Free school travel passes are subject to eligibility criteria.

Applying

To apply for a school travel pass, go online and complete the application form here; **<https://transportnsw.info/school-travel-apply>** Please note you will need a valid email address to complete the form.

Step 1. Parents (or students aged 16 or over) first fill in the online application form

Step 2. Follow the steps provided on the screen to submit your application to your school for endorsement.

Step 3. You will receive an email acknowledging your application with N or UN number.

School endorsement

After you have submitted your application, your school needs to endorse that the information in the application is the same as their records. This helps confirm any address changes or new custody arrangements for example.

Processing your application

Transport for NSW will process the application.

Issuing free travel passes

The application is usually completed within a week and you will be informed by email. In the meantime, your child can use a copy of your application as a bus pass to travel for free.

Tracking your application

To track your bus pass, you will need your application ID number starting with the prefix 'N' or 'UN'. You can find this number on the email you received confirming receipt of your application.

Where do I get my bus Pass?

Once approved by TfNSW, Sapphire Coast Buslines will distribute school bus passes via the drivers, schools or mail. ***You will need to show the driver this school travel pass every time you board the bus.***

What if I lose my School Free Travel Pass?

Please look after your school travel pass. If you lose or damage your pass to the point of it being illegible, you will need to pay \$15 for a replacement pass. If you need a replacement pass, visit our Purchase Passes section of our website <https://scbuslines.com.au/product/replacement-ssts-pass/> or call our office

What if my child is not eligible for free travel?

If your child is not eligible for free subsidised travel, alternatives include:

- Purchasing an [SCB Term or Annual Pass](#)
- Paying a bus fare each time you travel
- Buying [pre-purchased tickets](#)

How will I know which bus my child catches

- Go online to the website
- <https://scbuslines.com.au/school-student-busservices/>
- school-bus-times-and-bus-stop-locations/
- Call our office for bus times and bus numbers.
- The bus number your child catches is printed on their bus pass, which will be issued during Term 1.



My child is catching the bus for the first time, can I travel with them?

If you are concerned about your child's first few journeys to school we are more than happy for you to travel for free on the bus with them – please call our office to arrange.

What happens if your child catches the wrong bus or fails to disembark at the right stop?

Phone our office straight away on 6495 6452 and we will radio through to our drivers to locate your child. We will then organise to have the bus meet you at a different stop, or if possible, divert the bus at an appropriate point back to your child's right stop.

What happens if my child loses something on the bus?

If you think your child has left something on the bus, just give us a call at our office. We have a comprehensive Lost Property System where we make every attempt to return the property to its rightful owner.

Primary and High School children on the same bus?

In some school bus situations, there will be a mixture of both primary and high school children. It is company policy that the high school children sit at the back of the bus, and the primary children are seated at the front nearest the driver.

Who is driving your children to school?

Sapphire Coast Buslines prides itself on its driver training and employment practices. In line with Guidelines set out by Transport for NSW, all our drivers have a Driver Authority, Medium Rigid Licence or higher and a current Working with Children Police Check. Our drivers are also offered customer service training, and training in working with customers who may have special needs.

Key road safety messages

At school, your child will learn a out road safety as part of Personal Development, Health and Physical Education.

Help them practice the road safety messages they will learn at school y sharing them whenever you are out and a out.

Early childhood	Early Stage 1 & Stage 1 (Kindergarten – Year 2)	Stage 2 (Year 3 & 4)	Stage 3 (Year 5 & 6)
Pedestrian Safety			
<ul style="list-style-type: none"> • Always hold a grown-up's hand • When a grown up's hand is not available, hold a pram, bag or clothes • Always cross the road with a grown-up 	<ul style="list-style-type: none"> • Hold a grown-up's hand when you cross the road 	<ul style="list-style-type: none"> • <i>Stop! Look! Listen! Think!</i> every time you cross the road 	
	<ul style="list-style-type: none"> • Hold a grown-up's hand when you're on the footpath • Hold a grown up's hand when you're in a car park 	<ul style="list-style-type: none"> • Use a safe place to cross the road 	
Passenger Safety			
<ul style="list-style-type: none"> • Always buckle up safely • Always stay buckled up – awake or asleep • Always get in and out of the 'Safety Door' 	<ul style="list-style-type: none"> • Click, clack, front and back • Always buckle up safely • Get in and out of the car on the footpath side • Wait till the us has gone and then use a safe place to cross the road 		
Safety on wheel			
<ul style="list-style-type: none"> • Always wear your helmet when riding your bike or wheeled toy • Always ask a grown-up where it is safe for you to play 	<ul style="list-style-type: none"> • Always wear a helmet when you ride or skate 		
	<ul style="list-style-type: none"> • Ride your bike away from the road 	<ul style="list-style-type: none"> • Ride your bike away from busy roads 	

We need a hand around traffic

It takes many years for your child to develop an understanding of danger and how to keep safe. While children are often keen to do things for themselves, **an adult must always be responsible for them in the road environment**

Your child may be able to recite safety slogans and tell you the rules about how to keep safe but won't always be able to apply them

We think we can do things by ourselves but often we can't

Sometimes we can be easily distracted

Once we are moving, we find it hard to stop

We sometimes behave unpredictably

We might learn things by rote but this doesn't mean we know what to do

We are small and drivers may not be able to see us

We can't always work out where a sound is coming from and what this means

We often focus on just one thing at a time

We don't really understand ideas such as 'speed', 'distance' and 'safety'

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Servicing the Bega Valley

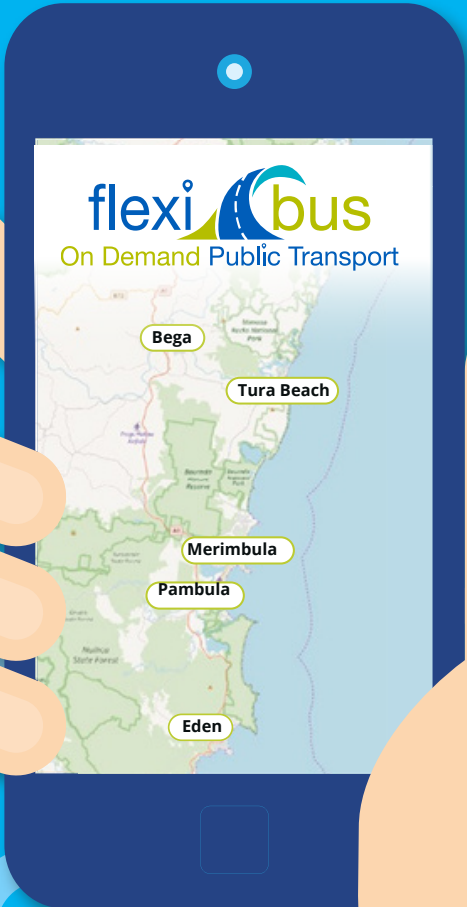
The popular On Demand service is here to stay!

Operating Monday to Saturday for Bega and Merimbula / Pambula / Tura Beach and Eden (*Eden service Monday-Friday only*)

On Demand is a public transport service that makes going places without a car convenient, safe and reliable. Just book your ride and we'll drive you where you need to go for the cost of a public transport fare. Easy!

How it works

Using the service is as easy as 1, 2, 3.



STEP 1
Download the Flexibus app and pay your fare.



STEP 2
Board the bus at the designated time and location on your confirmation email.



STEP 3
Enjoy the ride.
It's that easy!

Proudly operated by
Sapphire Coast Buslines

Bookings: Book your ride in an instant by downloading the **Flexibus app** from the Apple or Google Play stores



DOWNLOAD THE APP

