

Dear Schools




Almost 340,000 school students are now travelling to and from school using their new School Opal cards.

Students have embraced travelling with Opal, completing over 370,000 journeys each day. And most students are remembering to tap on and off each trip, with almost 80% of journeys taken with School Opal cards being successfully completed.

As always with the start of a new school year, some students have needed to update their operator selection as they have moved home, school or campus. We've successfully updated 4,500 School Opal cards with the correct operator to help students travel. If a student gets a "Card not valid – 65" message, they are not approved for that service and should go online at transportnsw.info/school-students to request an update of operator(s).

With most school holidays starting on 11 April, it is important to remember that School Opal cards, including School Term Bus Passes, will not be enabled for travel on weekends or during school holidays. School Opal cards will be reactivated when term two starts on 26 April.

Below are some reason codes students may see on Opal card readers if they use their School Opal card during these times.

	The card is not approved for this mode or operator
	The card is not valid for this date, e.g. is being used outside school term
	The card is not valid for the current day type, e.g. is being used on weekends

Customers who currently have a School Term Bus Pass, that is due to expire after term one, will also receive an email notification from Transport for NSW reminding them to renew their pass. These customers simply need to go online at transportnsw.info/school-students and apply for a new School Term Bus Pass, and their existing School Opal card will be updated if the application is submitted and approved prior to the start of Term 2.

How you can help

- Endorse any new School Opal card applications and send these to Transport for NSW.
- Remind students to travel with a Child/Youth Opal card for travel on weekends and school holidays.
- Remind students to tap on and off every time.

Thank you for your support.

The Concessions Team

Use public transport... plan your trip at transportnsw.info

Get on board with Opal at opal.com.au