



GORDON EAST PUBLIC SCHOOL

ABN: 85148538697

Rosedale Road, Gordon NSW 2072

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gordoneast-p.school@det.nsw.edu.au

Built on the land of the Guringai people

Principal: Ms Jennifer Simmonds

IMPORTANT ADVICE FROM TRANSDEV TRAVEL BETWEEN HOME AND SCHOOL – OPAL CARD



What is a School or Child/Youth Opal Card?

The **School Opal card** is a free travel or discounted travel Opal card to help eligible students to get to and from school. It is only valid for approved travel on school days between your home and school with restricted hours, on the mode(s) specified in the original application.

For travel outside of School, for personal travel or if ineligible for a School Opal card, students should use a **Child/Youth Opal card**, a concession fare Opal card for customers aged 4/15 (inclusive), or customers 16 years or older who hold a NSW/ACT Senior Secondary School Concession Card. The card must have **sufficient balance** on it for the intended travel.

No tap on and off, no bus services

Although some might have a free pass, **all students must tap on and tap off**, so we understand customer travel patterns and can adjust the services provided if necessary.

If students don't tap on and off, services may be withdrawn due to the lack of recorded patronage, or redirected to other schools where the demand is higher.

Any lost, stolen, faulty or damaged Opal card must be **reported online immediately**.

While waiting for a replacement card, students must use a Child/Youth Opal card to travel.

Tap on and off, every time to validate your trip

At the start of each trip, tap on by placing your Opal card on an Opal card reader located at the entrance of the bus.

At the end of the trip, tap off by placing your Opal card on an Opal reader again.

Opal card holders **must always tap on and off for each trip and each transport mode** used during their journey. **If an error message displays when tapping on or off**, students or parents must take note of the error code and contact Opal Customer Care for assistance.

Your Opal Customer Care useful contacts:

Call **13 67 25 (13 OPAL)** or visit opal.com.au (24 hours, 7 days):

- Access Opal School or Opal Child/Youth eligibility criteria,
- Apply for an Opal card,
- Register a Child/Youth Opal card, view balance or top-up credit,
- Report an Opal card error message when tapping on/off,
- Update a student profile if details have changed (e.g.: school, home address),
- Report a lost/stolen, faulty or damaged Opal card,
- Order a replacement Opal card.

Alternative contacts:

- **National Relay Service (NRS) 133 677** – for deaf, hearing or speech impaired customers,
- **Translating and Interpreting Service (TIS) 131 450** – for non-English Speaker.

