

## Applying for tertiary concession fares

### Information effective following announcement by the Minister for Transport

#### FAQs for tertiary and post-secondary students who are eligible for travel on concession fares in South East Queensland (on the go card network)

**Note:** The following FAQs are a reference tool to guide and inform verbal and written stakeholder and customer responses.

### New solution for tertiary concession fares (SEQ)

#### What are the benefits of the new solution?

The new go card solution will provide students the following benefits:

- Simpler access to concession fares via an easy to use online application process
- Tertiary students can use their existing concession go card or buy a new adult go card
- Once eligible, students will not need to reapply for concession fares as long as they remain eligible
- No need to carry an additional third card when travelling. Students will only need their student ID and go card to travel in SEQ on the go card network
- Improved processing times for applications
- Students can continue to use the same go card even after they are no longer eligible or have completed their study. Their go card will be updated to charge adult fares
- Students will be notified by email and/or SMS when concession fares are applied and removed from their go card.

#### When can I apply for concession fares?

You can apply for concession fares today.

#### When do I need to apply for concession fares by?

You will need to apply for concession fares as soon as you receive your new tertiary student ID in early 2016. If you do not apply for concession fares and you have a green concession go card, it will soon be updated to charge adult fares.

#### Why is this change being made?

Some customers have a student ID but are no longer studying or are ineligible for concession fares. As a result, some of these customers are continuing to travel on concession fares when they are no longer eligible which has resulted significant lost fare revenue.

This new solution will offer eligible students more simple access to concession fares while addressing misuse across Queensland.

### **How does the new technology solution work?**

When you submit your application on the TransLink website, you will agree for us to send your information to your institution to verify your eligibility for concession fares.

Your institution will then assess your application against our eligibility criteria and notify us if you are eligible or ineligible (with a reason to be given) for concession fares.

We will then notify you by email or SMS to let you know the outcome of your application.

If your application is successful and you have been notified, concession fares will be activated on your *go* card the next time you touch on when you travel.

Concession fares will be valid on your *go* card for as long as you are eligible – you don't need to worry about re-applying each year as your institution will continue to verify your eligibility as long as you still meet all of the eligibility criteria.

When your institution notifies us that you are no longer eligible for concession fares, we will notify you via email or SMS providing a reason.

If your application is unsuccessful, we will also notify you via email or SMS with a reason.

Concession fares will be removed from your *go* card after 14 days (or two weeks), and your card will automatically charge adult fares. You will still be able to travel on the same *go* card.

### **Why do I need to apply for concession fares if I already have a green concession *go* card that already charges me concession fares?**

If you have a green concession *go* card, you will still need to apply for concession fares to prove you are eligible. If you have a green concession *go* card, and do not apply for concession fares, your *go* card will soon be updated to charge adult fares.

This will prevent customers that are no longer studying but still have a student ID from accessing concession fares whilst making it easier for eligible students.

If you are travelling on a concession *go* card, you will still need to carry your current student ID card with you at all times to avoid being fined \$235.

### **I participated in the pilot of the new solution. Do I need to reapply for concession fares?**

No, you will not need to reapply. Once you submit your details to TransLink, your information will continue to be sent to your institution to verify your eligibility. If you are eligible, concession fares will be remotely applied to your *go* card.

As long as you remain eligible, concession fares will continue to be available on your *go* card. When you become ineligible, your institution will notify us and concession fares will be automatically removed from your *go* card after 14 days.

## How to apply for concession fares (SEQ only)

### What do I need to apply for concession fares in SEQ?

To apply for concession fares in SEQ you will need to have a current student ID card issued by a Queensland institution that is registered with the department, meet all eligibility criteria and have a valid adult or concession *go* card.

### How do I apply for concession fares in SEQ?

You can apply for concession fares online or over the phone by calling 13 12 30 anytime.

If you have registered your *go* card, simply login to your online account and click the 'Contact' tab and enter your concession details to apply.

If you have not registered your *go* card, we recommend you register your *go* card first or alternatively, you can apply through our online portal by clicking the link on the same page.

To apply simply:

1. Enter your *go* card number (the last 16 digits on the back of your *go* card)
2. Enter your details
  - It is important that you enter your details correctly and they match information you have already provided to your tertiary institution. Incorrectly supplied information may delay the assessment of your application.
  - The 'Organisation' field refers to the name of your tertiary institution. Start to type in the name of your institution and locate the name of your tertiary institution.

We are continuing to work with some educational institutions while they finalise testing of the new solution. If your institution is not listed in the 'Organisation' field when you apply for concession fares on your *go* card, please provide us with your name, name of your institution and email address at [translink.com.au/tertiary](https://translink.com.au/tertiary) or call 13 12 30 and we will let you know as soon as your institution is on board. In the meantime, if you meet all of the eligibility criteria, you can continue to travel on concession fares using your current student ID.
  - The 'ID number' field refers to your individual student number. This may not be the same as the number on your student ID card. If you're unsure what this number is please contact your tertiary institution.
3. Once you have entered and checked your details, read and agreed to the privacy statement, click the 'Continue' button.
4. You will then be asked to review your details before submitting your application.
5. Once you have reviewed your details and ensured they are correct, click the 'Submit' button.
6. You will then receive confirmation that your application has been submitted successfully.
7. Once submitted, your application will be sent to your tertiary institution to verify your eligibility for concession fares. If you are eligible, we will notify you via SMS or email and concession fares will be activated on your *go* card the next time you travel. If you are not eligible, we will notify you via SMS or email with a reason why. If you believe

you are eligible, you may need to check your details were correct by logging into your *go card* account or calling 13 12 30. You may need to contact your tertiary institution for more information.

Remember to make sure you carry your student ID card with you at all times when you travel.

### **How long will it take for concession fares to be applied to my *go card*?**

Processing times for applications could be up to 14 days (or two weeks) depending upon your tertiary institution but in some instances this may be as short as two to five business days.

You will be able to track the progress of your application by logging in to your *go card* account or calling 13 12 30.

### **How can I follow up the progress of my application for concession fares?**

You can check the progress of your application at any time by logging in to your *go card* account or calling 13 12 30.

### **What type of *go card* do I need?**

You can use your existing *go card* (whether it be a blue adult *go card* or a green concession *go card*) or if you don't already have one you can buy a blue adult *go card*.

### **I don't know what my student ID number is?**

Your student ID number is your individual student number that is given to you by your tertiary institution. This may not necessarily be the same number that is on your student ID card (for example it may not be the physical card number). If you're unsure about what your ID number is for the purposes of applying for concession fares, please contact your tertiary institution.

### **How will I know when concession fares have been applied to my *go card*?**

We will notify you by SMS or email about the outcome of your application. We'll also notify you when concession fares are applied to your *go card* and if they're about to be removed because your institution has told us you are no longer eligible.

### **How will I know when concession fares are going to be removed on my *go card*?**

We will notify you by SMS or email 14 days (or two weeks) before your concession fares will expire and removed from your *go card*.

## **SMS and email notifications (SEQ only)**

### **Why do you need to know my email and/or mobile phone number?**

A phone number and email address are needed so we can notify you about the outcome of your application. We'll also notify you when concession fares are applied to your *go* card, 14 days before they're about to be removed and when they are removed.

### **What if I don't want to give you my email and/or mobile phone number?**

Unfortunately, unless you provide us with your email and mobile phone number, you will not be able to apply for concession fares. A phone number and email address are needed so we can notify you about the outcome of your application. We'll also notify you when concession fares are applied to your *go* card, 14 days before they're about to be removed and when they are removed.

### **Do I need to provide my student email address?**

You can provide any email address that is your best point of contact.

### **What if I change my email and/or mobile phone number?**

You can change your email and/or mobile phone number over the phone by calling TransLink on 13 12 30 or by logging in to your *go* card account online if you have registered your *go* card and updating your concession details.

## **SEQ students travelling on concession fares in regional Queensland (outside the *go* card network)**

### **I am from SEQ and want to travel on concession fares in regional Queensland. How do I apply?**

To travel on concession fares in regional Queensland, you will need to call 13 12 30 and apply for a tertiary concession sticker on your student ID card.

### **How long will it take for me to get a tertiary concession sticker?**

Processing times for applications could be within 14 days (or two weeks) depending upon your tertiary institution.

You will be able to track the progress of your application by calling TransLink on 13 12 30.

### **How will I receive my tertiary concession sticker?**

If you are eligible, your tertiary concession sticker will be posted to you.

## Can I pick up my tertiary concession sticker from my institution?

No. Your tertiary concession sticker will be posted to you.

## Eligibility criteria

*For detailed enquiries relating to a student's eligibility for concession fares please ask the student to call TransLink on 13 12 30 or visit [translink.com.au/tertiary](https://translink.com.au/tertiary)*

### What is the eligibility criteria?

To be eligible to purchase and travel on concession fares, students will need to meet **all** of the following eligibility criteria:

- carry a student ID (issued by a Queensland institution registered with the Department of Transport and Main Roads) as proof of eligibility
- reside in Queensland
- be enrolled in and attending a course:
  - at a university, higher education provider, TAFE or other registered training organisation in Queensland (unless otherwise approved by the Department of Transport and Main Roads) that is registered with the department; and
  - that has been developed and accredited under the Australian Qualifications Framework (AQF)
  - that is a Course in Core Skills supported by the Queensland Government's *Skilling Queenslanders for Work* Initiative including:
    - Course in Core Skills for Employment and Training - Communication (Basic) 39280QLD
    - Course in Core Skills for Employment and Training - Communication (Intermediate) 39281QLD
    - Course in Core Skills for Employment and Training - Communication (Preliminary) 39279QLD
    - Course in Core Skills for Employment and Training - Numeracy (Basic) 39286QLD
    - Course in Core Skills for Employment and Training Numeracy (Intermediate) 39287QLD
    - Course in Core Skills for Employment and Training Numeracy (Preliminary) 39285QLD
    - Course in Preliminary Spoken and Written English 1 – 10361NAT
- be a full-time student enrolled on an internal basis. To be considered full-time and internal:
  - **a university student** must be enrolled full-time on an internal basis, as deemed by their university; or
  - **students attending an institution other than a university** must be enrolled in a course of study requiring attendance at classes (or unpaid practical requirements) for at least 12 hours per week for a minimum course duration of 12 weeks.

You will not be eligible for a concession fares if you:

- live interstate
- are a part-time student

- have a student ID issued by a Queensland institution that has expired
- are undertaking all subjects externally, online or via correspondence
- are enrolled in a course that has not been developed and accredited under the Australian Qualifications Framework
- are enrolled in a Course in Core Skills or similar bridging course that is not supported by the Queensland Government under its *Skilling Queenslanders for Work initiative*.

### **What are the Courses in Core Skills that are supported by the Queensland Government's "Skilling Queenslanders for Work" initiative?**

The Courses in Core Skill that are supported by the Queensland Government's "Skilling Queenslanders for Work" Initiative are:

- Course in Core Skills for Employment and Training - Communication (Basic) 39280QLD
- Course in Core Skills for Employment and Training - Communication (Intermediate) 39281QLD
- Course in Core Skills for Employment and Training - Communication (Preliminary) 39279QLD
- Course in Core Skills for Employment and Training - Numeracy (Basic) 39286QLD
- Course in Core Skills for Employment and Training Numeracy (Intermediate) 39287QLD
- Course in Core Skills for Employment and Training Numeracy (Preliminary) 39285QLD
- Course in Preliminary Spoken and Written English 1 – 10361NAT

## **Educational institution enquiries**

### **How I do register my institution with the department?**

Your institution will be required to apply to be registered with the Department of Transport and Main Roads for the purpose of allowing eligible students access to concession fares. The registration application form is available on the TransLink website at [translink.com.au/tertiary](https://translink.com.au/tertiary).

### **The institution I represent is already registered with the department – is our registration still valid?**

Yes. Any former registrations with the department are still valid. All Queensland institutions already registered with TMR have been engaged regarding the new solution.

### **What information should we include in new correspondence/materials to students regarding public transport concessions?**

Please ensure information provided to students is consistent with the information provided and available on TransLink's website at [translink.com.au/tertiary](https://translink.com.au/tertiary). Should you require further assistance with this, please email [ptconcession@translink.com.au](mailto:ptconcession@translink.com.au).