Concession Go Card Trial - Student Information Sheet

**What you need to do**

1. Make sure you have a go card (you can use your existing go card or purchase a new adult one); a current student ID card issued by a Queensland tertiary institution and you meet the eligibility criteria (visit translink.com.au/tickets-and-fares/concessions)

   NB: If your concession go card is set to expire, you can have your expiry date extended to 31 March 2019 or the expiry of your student ID card (if before), by presenting your concession go card and current student ID card issued by a Queensland institution at selected go card retailers or station ticket offices.


3. You’ll need to enter your:
   - go card number (Last 16 digits on the back of your go card)
   - full name
   - mobile number
   - email address
   - name of your tertiary institution
   - student number (Hint: This may not necessarily be the same number on your student ID card)
   - date of birth

   NB: A mobile number and email address are required to allow TransLink to notify you of the outcome of your application, when concession fares are applied to your go card and when they are about to expire. You can change your notification settings by calling TransLink on 13 12 30.

4. Submit your application and we’ll send you an email or SMS to let you know if your application is successful.

**We’d like your feedback**

We will be sending you a link shortly to an online survey seeking your feedback about your experience with the new solution, to help inform any changes or improvements prior to semester one 2016. You will be able to provide feedback through the survey until 5pm, 11 December 2015. You can also provide feedback at any time during the pilot by calling 13 12 30 or completing a feedback form at translink.com.au.

**How the pilot program will work**

- TransLink is replacing the Tertiary Transport Concession Card (TTCC) with a technology-based go card solution in South East Queensland from semester one, 2016.

- As a technology-based solution, you will be required to have a go card (you can use your existing go card or purchase a new adult one) to access concession fares.

- Once you become enrolled at your institution and receive your student ID card, you will be able to apply for concession fares.
• To apply for concession fares as part of the pilot, you will need to visit the TransLink website at https://gocard.translink.com.au/webtix/tickets-and-fares/go-card/online/concession/step-one.

• From semester one 2016, if you have registered your go card, you will be able to login to your account to view your current concession status, access your balances and transaction history and update your notification preferences.

**NB: During the pilot, the above functionality will not be available.**

• When submitting your application, it is very important that you enter your details correctly and check they match information you have provided to your institution. Any errors may result in a failure to match your application against information with your institution and you may be required to resubmit your application.

• When you submit your application, TransLink will send your information to your institution to verify your eligibility for concession fares.

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

• TransLink 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.

• If you do not touch on within 60 days of becoming eligible the concession fares will no longer be valid and you will need to re-apply.

• 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 are enrolled. You will notice that when you touch on to a go card reader, the reader will display ‘Pass use.’ This means you have a concession pass on your go card and it has been used when you touched the go card reader.

• When you are no longer eligible for concession fares, your go card will be automatically updated to charge adult fares. We will notify you via email or SMS 14 days (or two weeks) before this occurs.

• If your application is unsuccessful, the email or SMS will provide a reason and you may be directed to contact us on 13 12 30 or contact your tertiary institution for more information.

• After 14 days (or two weeks), concession fares will be removed from your go card and your card will automatically revert to adult fares. You will still be able to continue to travel on the same go card.

**FAQs**

**My friend attends another institution. Can they participate in the pilot?**

The pilot is a trial of the new solution and is only available to a small select sample population of students from the participating tertiary institutions which are UQ, QUT and Griffith University. It is designed to test the new process prior to the new system going live for semester one, 2016.

Unfortunately, unless your friend has been contacted by their institution to participate in the pilot, they will not be able to participate. However, your friend will be able to apply for tertiary
concession fares using the new solution in early 2016. We’ll make sure we communicate this to students as soon as details are available.

My friend attends UQ/QUT/Griffith University. Can they also participate in the pilot? The pilot is a trial of the new solution and is only available to a small select sample population of students. It is designed to test the new process prior to the new system going live for semester one, 2016.

As this is a test environment, we need to control how many students participate. As a result, we have only offered participation in the pilot to a select group of students. Unless your friend has been invited to participate by their institution, they will not be able to participate. However, your friend will be able to apply for tertiary concession fares using the new solution in early 2016. We’ll make sure we communicate this to students as soon as details are available.

**How many institutions are participating in the pilot?**

There are three tertiary institutions participating in the pilot.

**How long will the pilot run?**

The pilot will run for four weeks with applications and feedback accepted from mid-November to mid-December 2015. As long as you remain eligible for concession fares and have touched on within 60 days of first becoming eligible you won’t need to reapply when the new solution goes live for semester one 2016.

**How will my information be used?**

The Department of Transport and Main Roads (TMR) is committed to protecting your personal information in accordance with the Information Privacy Act 2009. With your consent, the personal information collected will be used by TMR for the purposes of assessing your eligibility for a Concession and to provide you with SMS or email notifications where relevant. Apart from seeking confirmation of entitlement from the relevant organisation and contracted public transport business partners, your personal information will not be disclosed to any other third party without your consent unless authorised or required to by law. For a copy of our Privacy Statement visit translink.com.au or call 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.

**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 be remotely updated to charge adult fares.

**What will happen to my green concession go card if I am no longer eligible for concession fares?**

If you have a green concession go card and are no longer eligible for concession fares, your go card will be automatically updated to charge adult fares 14 days after your institution advises us that you are no longer eligible.
**How long will it take for concession fares to be applied to my go card?**

Processing times for applications will be within 2 to 10 business days depending upon your tertiary institution. However, you will be able to track the progress of your application by calling TransLink on 13 12 30.

**Why won’t I have to reapply for tertiary concession fares?**

Once you submit your details to TransLink, your information will continue to be sent to your institution to verify your eligibility. As long as you remain eligible, concession fares will be applied to your go card. Once you become ineligible, your institution will notify us and concession fares will be removed from your go card.

**Want to know more?**

We’ll provide an update about the new solution soon. Keep an eye on the TransLink website and Facebook page. You can also provide feedback at any time during the pilot by calling 13 12 30 or completing a feedback form at translink.com.au.