

Overview

1. What is the Transport Concession Entitlement Card?

The Transport Concession Entitlement Card is used to prove customers' entitlement to concession fares in NSW. It is currently issued by Transport for NSW to job seekers, asylum seekers, tertiary and TAFE students, apprentices and trainees and ex-members of the defence force with a service-related disability.



2. How is the Transport Concession Entitlement Card changing?

Transport for NSW is expanding the customer groups that use the Transport Concession Entitlement Card to include school students who travel on a Child/Youth Opal card or child/concession ticket. The Transport Concession Entitlement Card will replace these cards:

- Senior Secondary Student Concession Card (16 years and over) – also used by Mature Secondary Students (18 years and over), Distance Education Students and Home School Students
- Proof of Age card (when a student under 16 years of age looks older)
- Boarder Rail Pass.

To view images of each card please check our 'Guide to student concession cards'.

3. When will the new Transport Concession Entitlement Cards for students be available?

The School Portal will be upgraded ready for Term 4 2020 to allow schools to order the below cards in bulk:

- Senior Secondary Student Concession Card (16 years and over)
- Mature Secondary Student (18 years and over)
- Proof of Age card (when a student under 16 years of age looks older)
- Distance Education Student.

Bulk orders for the Boarder Rail Pass will be available from mid-October 2020.

4. Why is Transport for NSW making these changes?

The changes are part of a move to standardise Transport proof of entitlement cards. Benefits for schools include:

- Easier and faster to manage and issue cards to students
- Cards will be delivered with student details pre-printed on them
- No longer need to hand write or stick foils onto cards
- New plastic cards are more durable, reducing the need for replacements

- Online tracking of application status.

5. **Why do students need the cards?**

NSW public transport customers pay adult fares from the age of 16 years. Students 16 years or older can travel on child/concession fares if they carry a proof of entitlement card and show it to transport staff or police officers upon request.

Children aged between 4 to 15 years do not require a proof of entitlement for concession travel. However, if they look more mature they can get a Proof of Age card to verify to transport staff or police officers that they are under 16 years old.

Eligibility

6. **Are there any changes to students' eligibility to receive the cards?**

No. All eligibility rules remain the same. Check **transportnsw.info** for details.

Card ordering

7. **How do schools order the cards?**

Schools will be able to use their existing School Portal login to access new features that will make it faster to manage and distribute cards.

Cards will be ordered in bulk via the School Portal by uploading a template in CSV format containing student details. Schools will copy and paste student details into the template as part of the ordering process instead of writing on cards by hand when they receive them. Bulk orders will be accepted for the below five cards:

- **Senior Secondary Student Concession Card**
- **Mature Secondary Student**
- **Proof of Age card**
- **Distance Education Student**
- **Boarder Rail Pass (mid-October 2020) ***

* Until mid-October 2020 if schools need to order Boarder Rail Passes, they should follow the usual process by completing the form available on the School Student Transport Scheme website here:

<https://apps.transport.nsw.gov.au/ssts/assets/documents/application-for-free-rail-boarders-pass-5560.pdf>

8. **When will schools receive their cards?**

Cards will be delivered to schools in around 10 days. Schools will be able to track the status of their orders in the School Portal.

9. How do parents or students order the Boarder Rail Pass?

Parents or students can continue to order the pass via the school or by downloading the form from our website here:

<https://apps.transport.nsw.gov.au/ssts/assets/documents/application-for-free-rail-boarders-pass-5560.pdf>

Schools will need to authorise the form with the school stamp in the usual way.

10. What student information should schools provide?

Templates will be available in the School Portal. Staff should follow the instructions in the School Portal User Guide. Easy steps are outlined in a new chapter called 'Transport Concession Entitlement Card'.

The name of the school and school address will be included automatically because the staff member will be logged into the School Portal which already has that information.

11. When can schools apply for and receive their Transport Concession Entitlement Cards?

Transport Concession Entitlement Card – key dates	
30 September 2020 <ul style="list-style-type: none">• ready for Term 4• in preparation for 2021	<ul style="list-style-type: none">• Bulk orders for Senior Secondary Student, Mature Secondary Student, Proof of Age, Distance Education Student via the School Portal.• Bulk orders for Boarder Rail Pass to be available from mid-October 2020.
From mid-October 2020	Students start travelling with 2021 cards on public transport in NSW.

12. What should schools do if students have the same name?

If more than one student from the same school has the same name, cards can be issued to either student if it displays the correct student name and type of card. The below codes distinguish each card type:

- Senior Secondary Student (SSS)
- Proof of Age (POA)
- Mature Secondary Student (MSS)
- Distance Education Student (DES)
- Boarder Rail Pass (BRP).

Support for schools

13. Where can schools find instructions for the new processes?

Please use the new chapter in the School Portal User Guide called 'Transport Concession Entitlement Card'. This is being emailed to schools and will also be available for download from the School Portal.

14. How can schools get help with the process?

Enquiries can be submitted via our web form at <https://transportnsw.info/contact-us/feedback/passes-concessions-feedback>

Using the card

15. How do students use the concession cards?

The rules have not changed. The Transport Concession Entitlement Card is used to prove students' entitlement to concession travel. This includes travelling on a Child/Youth Opal card or a concession/child ticket. Students must always carry their Transport Concession Entitlement Cards when travelling on a child or concession fare. View the terms of use at transportnsw.info after 30 September 2020.

Validity

16. Will the cards be valid for the same timeframe?

Yes. There are no changes to the length of time the cards are valid. Expiry dates are printed on the back of the cards.

17. What happens to existing Boarder Rail Passes that are still valid?

There will be three types of valid Boarder Rail Passes in use until all the previous green and white cards have expired. See the 'Guide to student concession cards for details'. Boarders are issued cards for years 7 to 10 (valid for four years) and 11 and 12 (valid for two years). That means the new cards will overlap with the older style green and white cards. Some older cards may remain in circulation until the end of 2023.

Lost, stolen or damaged cards

18. How should schools manage lost, stolen or damaged cards?

If the below cards are lost, stolen or damaged they can be re-ordered using the same process for new cards via the School Portal:

- **Senior Secondary Student**
- **Mature Secondary Student**
- **Proof of Age**
- **Distance Education Student**
- **Boarder Rail Pass (from mid-October 2020).**

19. How should parents or students manage lost, stolen or damaged Boarder Rail Passes?

For lost, stolen or damaged Boarder Rail Passes parents or students should complete the Concessions application web form here

<https://transportnsw.info/concessions-application>

More information or assistance

Schools

- Read the 'Guide to student concession cards'
- Read the 'School Portal User Guide'
- **transportnsw.info** after 30 September 2020
- Submit an enquiry at <https://transportnsw.info/contact-us/feedback/passes-concessions-feedback>

Parents or students visit **transportnsw.info** after 30 September 2020.