



Fact sheet: Transport Concession Entitlement Card and Gold Opal card for asylum seekers

Eligible asylum seekers four years of age and above can now apply online for the Transport Concession Entitlement Card and the Gold Opal card.

Who's eligible?

- Applicants must be residing permanently in NSW; and
 - be receiving aid from one of the asylum seeker support agencies* recognised by Transport for NSW; and
 - be applying for a bridging visa as an asylum seeker; or
 - currently hold a bridging visa as an asylum seeker; or
 - be appealing a determination of status as an asylum seeker.

* A list of recognised asylum seeker support agencies can be found at transportnsw.info/asylum-seekers

What are the benefits of travelling with a Gold Opal card?

- Fares capped at \$2.50 a day.
- Convenience of a smartcard ticket you keep and reuse.

What are the benefits of the Transport Concession Entitlement Card?

- The Transport Concession Entitlement Card entitles you to use a Gold Opal card within the Opal network.
- It also entitles you to purchase concession tickets, including the \$2.50 Country Pensioner Excursion Ticket, the \$2.50 Regional Excursion Daily ticket on local buses in regional areas or half-fare concession tickets.
- You must carry the Transport Concession Entitlement Card when travelling with a Gold Opal card or you may be fined.

How to apply

- Go to one of the asylum seeker support agencies ('Designated Agencies') listed at transportnsw.info/asylum-seekers and ask for assistance in applying for a Transport Concession Entitlement Card and Gold Opal card.
Note: you can only apply through one of these Designated Agencies.
- Transport Concession Entitlement Cards and Gold Opal cards can only be sent to a NSW address.

Does it cost anything to apply?

- There's no charge when applying for a Transport Concession Entitlement Card and Gold Opal card, however you do need to add value to travel.

How to top up

- To add value to your Gold Opal card visit:
 - Opal top up machines at selected locations throughout the Opal network
 - Opal retailers (to find your nearest visit retailers.opal.com.au)
 - opal.com.au
 - **13 67 25 (13 OPAL)**
- It can take up to 60 minutes for phone or online top ups to take effect.

How to travel

- Tap on and tap off by placing your Opal card against an Opal card reader at the beginning and end of each trip.
- Opal card readers are available at train stations, on buses, at ferry wharves and at light rail stops.
- You must tap on and tap off every time, and carry your Transport Concession Entitlement Card, or you may be fined.

Asylum seeker Gold Opal card expiry

- Gold Opal cards for eligible asylum seekers are valid for 12 months from the date of issue.
- The Transport Concession Entitlement Card is also valid for 12 months.
- If still eligible, asylum seekers can renew their Transport Concession Entitlement Card and Gold Opal card for a further 12 months. To do this they need to go to an asylum seeker support agency (see previous page).

If your Opal card is lost or stolen

- If you register your Gold Opal card you protect your balance if the card is lost or stolen.
- If your registered card is lost or stolen call **13 67 25 (13 OPAL)**. Your balance is protected from the time of your call and can be transferred to a new card.
- To get a replacement Gold Opal card (a fee may apply) you will need to call **13 67 25 (13 OPAL)**.

If your Transport Concession Entitlement Card is lost or stolen

- If your Transport Concession Entitlement Card is lost or stolen go to transportnsw.info/asylum-seekers or call **131 500** to order a replacement (a fee may apply).

Why register your Gold Opal card?

- We can remind you when your card is about to expire.
- Your card's balance will be protected if it's lost or stolen.
- You'll be able to recover any unused balance when your card expires.
- To register your card, phone **13 67 25 (13 OPAL)** or visit opal.com.au.

Want more information?

- For more information on the Transport Concession Entitlement Card for eligible asylum seekers visit transportnsw.info/asylum-seekers or phone **131 500**.
- For more information on the Gold Opal card for eligible asylum seekers visit opal.com.au or phone **13 67 25 (13 OPAL)**.