

## 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](https://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](https://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](http://retailers.opal.com.au))
  - [opal.com.au](http://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](http://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](http://opal.com.au).

## Want more information?

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