

January extended track closures - impacts all lines



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# Asylum seeker FAQs

Print 

## General questions

### When will concession fares for asylum seekers be introduced?



Concession fares (50% off adult fares) were introduced for eligible asylum seekers on Monday 3 April 2017.

### What is a Customer Reference Number (CRN)?



Your Customer Reference Number (CRN) is your individual number given to you by Services Australia (Centrelink).

You need your CRN to apply for asylum seeker concession fares.

### 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. Read our privacy statement or call Translink on 13 12 30.

### Do I have to agree to your privacy statements and terms and conditions?



Yes. Unless you agree to both the privacy statements and terms and conditions, you can't apply for concession fares. The Department of Transport and Main Roads (TMR) is committed to protecting your personal information in accordance with the Information Privacy Act 2009.

**Who is eligible for asylum seeker concession fares?**

To be eligible for an asylum seeker concession, you must:

- reside in Queensland and be aged 18 years and over
- be an asylum seeker according to the Department of Home Affairs, evidenced by holding one of the following:
  - an Evidence of Status (EIS) ImmiCard; or
  - a Residence Determination (RD) ImmiCard; or
  - a document issued by Home Affairs confirming Asylum Seeker status; or
  - documentation issued by a registered asylum seeker support agency confirming your status as an asylum seeker – for example confirmation of support under the Status Resolution Support Program

Note – if you are aged 15-17 and not in full-time education you may also be eligible. Check with your support agency for more information.

**What is an ImmiCard?**

ImmiCards are official photograph identity cards which assist you to prove your visa or immigration status and access services you are entitled to. You can apply for an ImmiCard online at the Department of Home Affairs.

**Asylum seekers travelling within the *go* card area**

**How can asylum seekers apply for concession fares?**

You can *go* to one of the [asylum seeker support agencies](#) to apply for a concession. You will need a Customer Reference Number from Centrelink to apply.

**Can I buy a concession paper ticket?**

Within the *go* card area asylum seekers cannot buy a paper ticket. You need to apply for concession fares to be activated on your adult *go* card.

If you don't have a *go* card, or don't have enough funds on your card to travel, you need to buy an adult paper ticket.

**Will I receive a confirmation email and reference number?**

You'll receive an SMS or email once your application has been assessed.

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

It could take up to 14 days for your concession to be approved and applied to your *go* card.

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



We will send you an SMS or email to let you know about the outcome of your application. We'll also let you know when the concession fares are about to be removed because your asylum seeker support agency has told us you are no longer eligible.

**Do I have to pay adult fare while my application is assessed?**



Yes, you will pay adult fare during the time your application is assessed. However, should your eligibility change you'll have 14 days of concession travel before your card switches back to adult fare.

**How long do I have to touch on and activate concession fares on my go card?**



Once you're approved for concession fares, you need to touch on within 60 days to activate the fares on your go card.

If you don't activate the concession within 60 days, the concession will no longer be valid and you'll need to call Translink on 13 12 30 and have your concession re-activated.

You won't need to reapply for concession fares providing you remain eligible.

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



You need a blue adult go card. You can use your existing blue adult go card, as long as it hasn't expired.

To check your expiry date, log into your go card account online, or visit a selected go card retailer or train station ticket office, or call Translink 13 12 30 anytime.

If you don't already have one, you can buy a blue adult go card.

**Can I apply using a green concession go card?**



No, you will need a blue adult go card to apply for asylum seeker concession fares. Contact your support agency for assistance.

**If I apply for concession fares does this mean I am registering my go card?**



No, this does not mean you are registering your go card. Although we do collect your details so we can assess your eligibility for concession fares, we do not store your details in the same way or use your details to create a go card account.

**Do I need to register my go card?**



No, you do not need to register your go card to apply for concession fares. However, registering your go card will allow you to track the progress of your application for concession fares online as well as:

- activate auto top-up
- protect your travel balance if your card is lost or stolen
- easily transfer your travel balance from one card to another *go* card
- check your travel balance and view up to six months' transaction history
- check your *go* card expiry date
- report an incorrect fare and request a balance adjustment.

**How do I change how you contact me about my concession application?**

If you have a registered *go* card, you can you change your email and/or mobile phone number by logging into your *go* card account, going to 'Settings' and updating your notification preferences.

If you have an unregistered *go* card, please call Translink on 13 12 30.

**How long will concession fares be valid on my *go* card?**

Concession fares will be valid on your *go* card until you no longer meet the eligibility requirements. Changes to your eligibility are provided to Translink by the asylum seeker support agencies.

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

If you have provided contact details and have agreed to us contacting you, we will let you know by SMS or email around 14 days before your concession fares will expire.

**I want to travel on concession fares in the *go* card area but live outside it**

You can go to one of the [asylum seeker support agencies](#) to apply for a concession. You will need a Customer Reference Number from Centrelink to apply.

**Asylum seekers travelling outside the *go* card area**

**What services can I get asylum seeker concession fares on?**

From 3 April 2017, eligible asylum seekers in Queensland can apply to get 50 percent off fares on Translink public transport services (excluding Airtrain, travel and tourist rail services), regional qconnect bus services and approved regional ferry services.

Regional centres include (but are not limited to): Cairns, Townsville, Magnetic Island, Innisfail, Bowen, Airlie Beach and Proserpine, Mackay, Rockhampton, Yeppoon, Gladstone, Bundaberg, Hervey Bay, Maryborough, Gympie, Maleny to Beerwah, Kilcoy to Caboolture, North Stradbroke Island, Toowoomba and Warwick.

**How do I apply for concession fares?**

You will need to have a regional concession sticker applied to your ImmiCard and show this to drivers when you purchase a ticket. To apply for a regional concession sticker on your ImmiCard:

1. Go to your asylum seeker support agency to fill in the application form.
2. If you are eligible, your asylum seeker support agency will apply a regional concession sticker to your ImmiCard.
3. Remember to carry your ImmiCard with you when you travel.

### What is a regional concession sticker?

The regional concession sticker is a small round sticker that is applied annually to your ImmiCard that proves your eligibility to travel on concession fares outside the *go* card network.

### Do I have to pay adult fare while my application is assessed?

Yes, you will pay adult fare while your application is assessed.

### How long will it take to get a regional concession sticker?

Once your asylum seeker support agency has ensured you are eligible, they will usually apply the sticker to your ImmiCard immediately.

### How often do I need to apply for a regional concession sticker?

You will need to apply for a regional concession sticker each year you are eligible for concession fares.

Your regional concession sticker will expire on 31 March of the year following the year of issue.

### What if I lose my ImmiCard?

If you lose your ImmiCard you will need to get a new ImmiCard and reapply for a regional concession sticker with your asylum seeker support agency.

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## Travelling both within the *go* card area and outside the *go* card area

### Can I travel on concession fares outside the *go* card area?

In order to be eligible for a regional concession sticker, you must be currently eligible with your *go* card. You will need apply separately to get concession fares outside the *go* card area.

Asylum seekers who wish to travel on concession fares outside the *go* card area, should contact their asylum seeker support agency to apply for a regional concession sticker for their ImmiCard.

### Can I travel on concession fares within the *go* card area?

Asylum seekers should contact their support agency to apply for concession fares within the *go* card area.

I live outside the go card area, how do I buy a go card?

Asylum seekers can contact their support agency for assistance with this.

### Was this page helpful?

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### Get in touch

We are available to answer your questions and help you with travelling on public transport across Queensland.

Call us on 13 12 30, 24 hours a day | Feedback form | More options

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