

January extended track closures - impacts all lines

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go access Travel Trainer card

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The *go access* Travel Trainer card is issued to registered not-for-profit organisations that facilitate training for people with a physical or intellectual disability and for training service animals.

Trainers can use the cards to travel on any Translink bus, train (excluding Airtrain), ferry or tram service in South East Queensland whilst undertaking training activities.

The person being trained must purchase their own ticket or use a *go* card to travel.

Eligibility

The *go access* Travel Trainer card is issued to registered not-for-profit organisations that facilitate training for people with a physical or intellectual disability, and also issued to organisations who train service animals.

The organisation needs to hold one of the below active registrations on the Australian Business Register:

- Not-for-profit
- Hold deductible gift recipient status
- Registered with the Australian Charities and Not-for-profits Commission (ACNC)

The cards are transferable. This means you don't need to order a separate card for each employee as they can be used by multiple employees as needed.

How to apply

To apply for *go access* Travel Trainer cards, registered training organisations must:

1. Download and complete the [go access Travel Trainer Application Form \(PDF, 300KB\)](#).
2. [Email](#) your completed form to us.

If your application is approved, Translink will provide your *go access* Travel Trainer cards within 15 business days of receiving your application form.



If your application is unsuccessful, we'll notify you within 5 days of receiving your application form.

Using a *go access* Travel Trainer card

Employees and volunteers from your organisation must sign a [go access Travel Trainer card Declaration Form \(PDF 184KB\)](#) before using a *go access* Travel Trainer card.

go access Travel Trainer cards can be used to travel on all Translink bus, train, ferry and tram services in South East Queensland except Airtrain services.

Users need to tap on and off at a card reader located on train and tram platforms and on board buses and ferries.

Lost or stolen cards

Lost and stolen *go access* Travel Trainer cards should be reported immediately to your organisation's Administrator.

Administrators should contact Translink on 13 12 30 to report the card missing. We will block the card so it can't be used to travel.

If you require replacement card/s, please complete a [go access Travel Trainer Application Form \(PDF, 300KB\)](#) and list the card numbers you would like to replace.

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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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