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# Tertiary student FAQs

Print

## South East Queensland students - using *go* card

### When can I apply for concession fares?

If you're enrolled at your tertiary or post-secondary institution and have your student ID number, you can [apply online](#) for concession fares today.

To travel on concession fares you must carry a current student ID card issued by a Queensland institution registered with the department at all times, and have concession fares activated on your *go* card.

### Can I buy a concession paper ticket?

No, concession paper tickets are no longer sold to tertiary students. In South East Queensland you must have applied for and received concession fares on your *go* card.

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

### How do I apply for concession fares in SEQ?

You can [apply for concession fares online](#) or over the phone by calling **13 12 30** anytime.

If you have registered your *go* card, simply login to your online account and click the 'My Details' tab and enter your concession details to apply.

If you haven't registered your *go* card, we recommend you register your *go* card first. Alternatively you can still apply through by clicking the link on the same page.

Remember to make sure you carry your student ID card with you at all times when you travel.

### 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 statement and terms and conditions?

Yes, unfortunately, unless you agree to both the privacy statement 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](#).

### Will I receive a confirmation once I successfully submit my application?

We will only notify you by SMS or email once your tertiary institution has assessed your application for concession fares.

To check the progress of your application, log in to your [go card account](#) or call **13 12 30**.

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

Processing times for applications could be up to 14 days (or two weeks) depending upon your tertiary institution. In some instances this may be as short as two to five business days.

You can track your application's progress by logging in to your [go card account](#) or calling Translink on **13 12 30**.

### How long do I have to tap on and activate concession fares on my go card?

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

After this, the concession fares will no longer be valid and you'll need to call Translink on **13 12 30** and have your concession fares reset. You won't need to reapply online for concession fares providing your eligibility hasn't changed.

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

You can use your existing blue adult go card or tertiary green concession 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, buy an adult go card.

### Can I apply using my existing concession go card?

Yes. If you are a tertiary student with a tertiary concession *go* card that has not expired, you can apply using this card.

No. If you are a Year 12 school leaver with a school student concession *go* card, you will need to buy a new adult *go* card.

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

No, this does not mean you are registering your *go* card. Although we do collect your concession details for the purpose of assessing 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.

### I don't know what my student ID number is

Your student ID number is your individual student number that is given to you by your tertiary institution. This may not necessarily be the same number that is on your student ID card (for example it may not be the physical card number).

If you're unsure about what your ID number is for the purposes of applying for concession fares, please contact your tertiary institution.

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

We will notify you by SMS or email about the outcome of your application. We'll also notify you when concession fares are applied to your *go* card and if they're about to be removed because your institution has told us you are no longer eligible.

### How do I change my notification preferences for my application?

If you have a registered *go* card, you can 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 will I know when concession fares are going to be removed from my go card?**



We will notify you by SMS or email 14 days (or two weeks) before your concession fares will expire and are removed from your *go* card.

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## South East Queensland students - travelling in regional Queensland

**I am from SEQ but want to travel in regional Queensland. How do I apply?**



To travel on concession fares in regional Queensland, you will need to call **13 12 30** and apply for a regional concession sticker on your student ID card.

In order to be eligible for a regional concession sticker, you must be currently eligible with your SEQ *go* card.

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



Processing times for applications could be up to 14 days including delivery times by Australia Post.

You can track your application's progress by calling Translink on **13 12 30**.

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## Regional Queensland students - not using *go* card

**What is a regional concession sticker?**



The regional concession sticker is a sticker that is applied annually to your student ID card that proves your eligibility to travel on concession fares in regional Queensland (outside the *go* card network).

**How do I apply for a regional concession sticker?**



To apply for a regional concession sticker on your student ID:

1. Download and complete a [regional concession sticker application form](#).
2. Present your completed application form to your tertiary institution.
3. If you are eligible, your tertiary institution will apply a regional concession sticker to your student ID card.

Remember to make sure you carry your student ID card with you when you travel.

**How long will it take for me to receive a regional concession sticker?**



Processing times for applications for a regional concession sticker will depend on your tertiary institution.

Once you have completed your application form and presented it to your institution, they should apply the sticker to your student ID immediately.

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

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

If you are eligible, your regional concession sticker will expire on 31 March of the year following the year of issue.

**What if I lose my student ID?**

If you lose your student ID you will need to reapply for a regional concession sticker with your institution.

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## Regional Queensland students - travelling in South East Queensland

**I am from regional Queensland but want to travel on concession fares in SEQ.**

You will need to plan ahead and buy an adult *go* card and apply for tertiary concession fares to be activated on your *go* card.

If you attend the Central Queensland University, University of Southern Queensland or TAFE Queensland, you can [apply online](#).

For all other registered regional institutions, you can apply for concession fares over the phone by calling Translink on **13 12 30** anytime.

**How long will it take for me to get concession fares?**

Processing times for applications could be up to 14 days (or two weeks) depending upon your tertiary institution.

You can track the progress of your application by calling Translink on **13 12 30**.

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

Similar to your concession sticker, concession fares will be valid on your *go* card until 31 March of the year following the year of your application.

**How can I order a *go* card ?**

You can [buy an adult \*go\* card online](#) or over the phone by calling **13 12 30** anytime.

**Already in SEQ?** You can buy a blue adult *go* card at [selected retailers](#), Queensland Rail station ticket offices, and fare machines at busway, train and tram stations.

Once you have your *go* card, you can apply for concession fares over the phone by calling **13 12 30** anytime.

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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](#)

## Information in your language

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