

January extended track closures - impacts all lines



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Job seekers

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From **Monday 5 August for six months**, all public transport fares in Queensland will be a [flat fare of 50 cents](#) per journey, regardless of zones travelled.

50% concession fares will not apply during this time.

Eligible job seekers can apply online for a 50% concession fare on Translink public transport services (excluding Airtrain, travel and tourist train services), regional bus services and approved regional ferry services.

Important information

- You will not start receiving concession fares until your application has been processed.
- Refunds are not provided to applicants during the processing period carried out by the organisation.
- Students in South East Queensland can check if their application has been approved by logging into their *go* card account.

Are you eligible?

To be eligible for concession fares, job seekers must meet **all** the following criteria:

- reside in Queensland
- receive one of the following Commonwealth benefits:
 - JobSeeker Payment
 - Youth Allowance (job seeking category only).

Note: Job seekers who live outside of Queensland and Youth Allowance recipients studying full time or undertaking full-time Australian apprenticeship are not eligible for job seeker concessions.

South East Queensland

You can apply to activate concessions fares on your adult *go* card.

[Apply for *go* card concessions](#)

Regional Queensland

You can receive concession fares by applying for a regional concession card.

[Apply for regional concession card](#)



How to apply

Apply in South East Queensland

Step 1 - You need an adult *go* card and a Centrelink CRN

- If you have an adult *go* card, check it hasn't expired by logging into to your [go card account](#), visiting [selected go card retailers or train station ticket office](#), or calling us on 13 12 30 anytime.
- If you don't have an adult *go* card you need to [buy one](#). Note, you may then need to wait up to 24 hours before you can apply.
- Your CRN is your Centrelink Customer Reference Number issued by Services Australia.

Step 2 - Apply online for concession fares

- Log-on to your [go card account](#).
- Click on the 'My details' tab. Note: you can still [apply without registering](#) your *go* card.

Step 3 - Wait to hear from us by SMS or email

- We will let you know via SMS or email if your application was successful or not.
- It can take up to 14 days for eligibility checks against Services Australia (Centrelink) records.
- If your application is not approved, you will need to pay adult fares.

Step 4 - If approved, you must tap on within 60 days

- Once approved, you need to tap your *go* card to a card reader to activate the concession fares on your card, within 60 days.
- You will receive concession fares on your *go* card until Services Australia tells us you are no longer eligible.
- If you're no longer eligible, we'll send you an SMS or email at least 14 days before your *go* card reverts to adult fares.
- When travelling, always carry your photo ID and show it as proof of concession eligibility when asked by a Translink driver or authorised person or you could be fined \$266.

Apply in regional Queensland

Step 1 - You need a Centrelink CRN

- Your CRN is your Centrelink Customer Reference Number issued by Services Australia.

- You should use your full CRN including the letter at the end to apply.

Step 2 - Apply online for your regional concession card

- Ensure you have your Centrelink CRN ready.
- Go to our [concession card application page](#).
- Complete your details and submit.
- Check that your application is successful or unsuccessful after you have clicked 'Submit'.
- Your application will then be verified against Services Australia (Centrelink) records.

Step 3 - Wait to hear from us

- If Services Australia assess you as eligible, a regional concession card will be sent to you. If you are not eligible you will be notified by mail.
- If you are not successful but believe you are eligible, please contact [Services Australia](#).
- If you are not eligible, you need to pay adult fares when you travel.

Step 4 - If approved, we will send you a regional concession card in the mail


- Your card can take up to 14 business days to arrive from the time you apply.
- Show your regional concession card to the driver to get half-price fares.
- Carry photo identification and show it as proof of concession eligibility when asked by a Translink driver.
- When your regional concession card expires you need to apply for a new card if you still meet the eligibility requirements.

Lost cards

Have you lost your regional concession card and need a replacement card?

If your card is due to expire within 30 days, please proceed with an [online renewal application](#) .

Otherwise:

1. Download and complete the [replacement application form](#) .
2. Scan and email the form to our supplier at info.qld@abcorp.com.

Please note, you're only permitted a maximum of three cards during any six month period.

Related links

- [Job seeker FAQs](#)

Was this page helpful?

☐ Yes ☐ No

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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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