

January extended track closures - impacts all lines

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# Asylum seekers

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

50% concession fares will not apply during this time.

To be eligible, asylum seekers must meet **all** the following criteria:

- reside in Queensland
- be 18 years and over, or be 15-17 years old and not in full time education
- be deemed an Asylum Seeker according to the Department of Home Affairs evidenced by holding one of the following:
  - an Evidence of Status (EIS) ImmiCard
  - a Residence Determination (RD) ImmiCard
  - a document issued by Home Affairs confirming Asylum Seeker status
  - documentation issued by the Designated Support Agency confirming status as an asylum seeker for example confirmation of support under the Status Resolution Support Programme.

Note: You will not be eligible for asylum seeker concession fares if you live interstate, are a refugee or have an ImmiCard that has expired.



## How to apply

### South East Queensland

Concession fares for asylum seekers living in South East Queensland will be applied to an adult *go* card. Asylum seekers should go to one of the [asylum seeker support agencies](#) to apply for a concession.

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

- If you are using your existing adult *go* card, check your expiry date. Log into your [go card account online](#), visit a [selected go card retailer or train station ticket office](#), or call Translink 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. You should use your full CRN including the letter at the end to apply.

## Step 2 - Contact your asylum seeker support agency to apply

- The recognised [asylum seeker agencies](#) are listed below.

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

- We will let you know if your application was successful or not.
- This may take up to 14 days for eligibility checks against Services Australia (Centrelink) records.
- If your application is not approved, you will need to travel on adult fares.

## Step 4 - If approved, tap on within 60 days

- If approved, within 60 days you need to tap your *go* card to a card reader to activate concession fares on your card.
- Concession fares will be on your *go* card until Centrelink 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 will revert 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 \$252.

## Regional Queensland

Asylum seekers living in regional Queensland should apply for a concession sticker for their ImmiCard by completing the [application form \(PDF, 224KB\)](#) and taking it to one of the [asylum seeker support agencies](#).

### Step 1 - You need an ImmiCard and a Centrelink CRN

- Your ImmiCard is issued by the Department of Home Affairs.
- 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 - Download form and contact your asylum seeker support agency

- Download and fill in a [concession application form \(PDF, 265KB\)](#)
- The recognised [asylum seeker agencies](#) are listed below.

### Step 3 - If eligible, your support agency will put a sticker on your ImmiCard

- Show your ImmiCard with the concession sticker to the driver to get half price fares.
- Your regional concession sticker will expire on 31 March the following year.

- You will need to apply for a regional concession sticker each year you are eligible for concession fares.
- If you are not eligible, you will need to travel on adult fares.

## Recognised asylum seeker support agencies

The department’s process for providing concession fares to asylum seekers requires the cooperation and assistance of asylum seeker support agencies to assess and verify eligibility.

The following Agencies are registered to verify eligibility for asylum seeker concessions:

- [Settlement Services International](#)
- [Australian Red Cross](#)
- [Life Without Barriers](#)

## Related links

- [Asylum seeker FAQs](#)

## 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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