

January extended track closures - impacts all lines



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# Job seekers FAQs

Print 

## General questions

**When will concession fares for job seekers be introduced?**



Concession fares (50% off adult fares) will be introduced for eligible job seekers on Monday 3 April 2017.

**When can I apply for concession fares?**



If you're eligible you can apply for job seeker concession fares from Monday 3 April 2017.

Job seekers will need a Customer Reference Number (CRN) from Centrelink to apply.

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



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

**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 job seeker concession fares?**

To be eligible for concession fares, job seekers must:

- live permanently in Queensland; and
- be receiving one of the following Commonwealth benefits:
  - JobSeeker Payment
  - Youth Allowance (job seeking category only).

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

**How can I apply for concession fares to travel within the *go* card area?**

You will need a Customer Reference Number from Centrelink and adult *go* card to apply. You can apply at the Translink website. You'll need to register an email address and/or mobile phone number. You'll receive an SMS or email confirming your concession has been applied within 14 days.

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

Within the *go* card area, concession paper tickets cannot be sold to job seekers. You need to apply for concession fares on your *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 once my application is submitted?**

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

If your *go* card is registered, you can track the progress of your application by logging in to your *go* card account otherwise call Translink on 13 12 30.

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

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

If your *go* card is registered, you can track the progress of your application by logging in to your *go* card account otherwise call Translink on 13 12 30.

**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 Centrelink has told us you are no longer eligible.

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



Yes, you will pay an adult fare during the time your application is assessed. However, should your eligibility change (e.g. you get a job or change to a different kind of benefit) 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 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 job seeker concession fares.

**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 Centrelink.

**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.

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

From 3 April 2017, eligible job 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.

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

**How do I apply for concession fares to travel outside the *go* card area?**

If you live outside the *go* card area you can [apply online for regional concession fares](#).

Once your application has been approved, you'll receive a regional concession card from Translink in the mail.

Simply show your card to the driver to purchase a concession paper ticket.

Please note, your regional concession card cannot be used on services which have *go* card equipment. To travel on these services with *go* card, you need to apply for concession fares on an adult *go* card.

**How long will it take for my application to be processed?**

Once submitted, it will take up to 14 business days for your card to be sent to you in the post. Show your card to the driver to purchase a concession paper ticket.

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

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

**How long will my concession card be valid?**



The concession cards are valid for six months. If you are still eligible for job seeker concession fares you will need to re-apply.

**Will I receive a confirmation once my application is submitted?**



If you submitted your application through our contact centre on 13 12 30, you'll receive a case reference number. We'll email you within 14 days after we've checked your eligibility with Centrelink.

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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?**



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

Job seekers who wish to travel on concession fares outside the *go* card area should contact Translink on 13 12 30, and if eligible, wait to receive their regional concession card in the post.

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



Job seekers will need a Customer Reference Number (CRN) from Centrelink and an adult *go* card to apply.

You can buy an adult *go* card online or over the phone by calling 13 12 30 anytime. Once you receive your *go* card you can apply online for concession fares to be activated to your *go* card.

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



Job seekers can buy an adult *go* card online or 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

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