

## NSW Travel Concession (Concession Opal Card)

Sydney Campus Domestic students undertaking full time study are eligible to receive travel concession on public transport by obtaining a Concession Opal Card. Students travelling outside the Opal Network are also required to carry a Transport Concession Entitlement Card.

Following is some important information regarding student travel concession:

### Transport Concession Entitlement Card



For most students, you will only need a Transport Concession Entitlement Card if you wish to travel outside of the Opal network (for example, if you are Medicine student studying at a rural clinical school). Transport Concession Entitlement Cards can be ordered online directly from [www.transportnsw.info/tertiary-students](http://www.transportnsw.info/tertiary-students).

***N.B. If you are not planning to travel outside of the Opal network, there is no need to apply for a Transport Concession Entitlement Card.***

### Concession Opal Card



The Concession Opal Card is a reusable smartcard that you pre-load with value for use on public transport (including trains, ferries, buses, and light rail) within NSW (including Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra, and Southern Highlands).

The following map shows the area covered by the Opal network:



## Am I eligible for a Concession Opal Card?

You can apply for and travel with a Concession Opal card if you meet the following criteria:

- You are an Australian citizen (or permanent resident of Australia)
- You live in NSW
- You're a full-time internal student with a study load of at least 0.75 (or 0.375 per study period).
- You've agreed to the Opal terms of use and have given your consent for the University to share your information with Transport for NSW.

If you are an International student you are not eligible for a Concession Opal Card, unless you have one of the following full scholarships:

- The Endeavour Awards (Department of Education & Training)
- The Australian Awards (Department of Foreign Affairs & Trade)

## How do I apply for a Concession Opal Card?

If you don't already have a Concession Opal Card, applying for one is easy. It involves four simple steps and takes only a few minutes!

### Step 1

Check that you meet the eligibility criteria for receiving travel concession (refer 'Am I eligible for a Concession Opal Card?' above)

## Step 2

Complete an Application for NSW Tertiary Concession Card form and drop it off at Student Administration (Main Reception – Ground floor, Buckland House (NDS4))

## IMPORTANT

**Before proceeding to Step 3 you will need to:**

1. **Lodge your application with the University (Step 2, above)**
2. **Wait 2 business days to allow time for your application to be processed by the University and then be uploaded into the Transport for NSW database**
3. **Ensure that you have been enrolled in your courses for the coming Semester**
4. **Have your Student ID (i.e. student number) with you**
5. **Know the exact name (first name and surname) we have on file**

## Step 3

Apply for your Concession Opal card, either:

- **Online:** by visiting [www.opal.com.au](http://www.opal.com.au) **or**
- **Phone:** by calling **13 67 25** (13 OPAL)

You can apply using either option 24 hours, 7 days a week

## Step 4

Within 8-10 days your Concession Opal Card will arrive in the post. Activate your card once it arrives (details of how to do this are included on the sticker attached to your Concession Opal Card)

## How do I apply for a Transport Concession Entitlement Card?

Should you require a Transport Concession Entitlement Card (*for example, if you are a Medicine student studying at a rural clinical school*), it can be ordered online directly from [www.transportnsw.info/tertiary-students](http://www.transportnsw.info/tertiary-students).

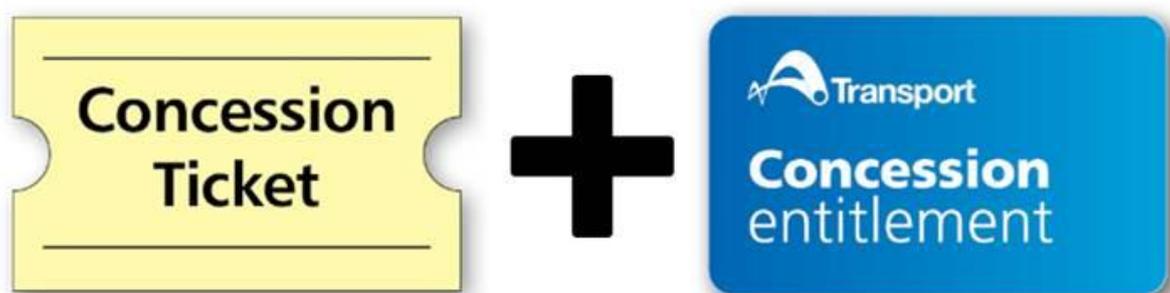
## What do I need to carry with me on public transport to show that I am eligible for travel concession?

You will need to carry the following to obtain travel concession on public transport:

## Within the Opal Network



## Outside of the Opal Network (Regional NSW)



*N.B. It is recommended that you also carry your Student ID Card with you even when travelling outside of the Opal Network.*

## Key Links

The following links on the Opal website contain a wealth of information:

- Opal for Tertiary Institutions: [https://www.opal.com.au/en/about-opal/opal\\_for\\_concessions/opal\\_for\\_tertiary\\_institutions/](https://www.opal.com.au/en/about-opal/opal_for_concessions/opal_for_tertiary_institutions/)
- Frequently Asked Questions for Tertiary Institutions: [https://www.opal.com.au/en/about-opal/opal\\_for\\_concessions/faqs\\_concession\\_tertiary/](https://www.opal.com.au/en/about-opal/opal_for_concessions/faqs_concession_tertiary/)
- Multicultural Support: <https://www.opal.com.au/en/customer-care/multicultural-support/>

## OTHER FREQUENTLY ASKED QUESTIONS

### When can I apply for my Concession Opal Card?

You can apply at any time, once you are enrolled in your courses. However, as mentioned above, you will need to wait two business days from when you lodge your application before applying for your Concession Opal Card.

## Do I need to reapply for travel concession each semester or year?

You only need to submit an application for a Concession Opal Card once (provided you remain a student at the University), noting that you must meet the eligibility requirements to receive travel concession.

## How do I add credit to my Opal Card?

There are many ways to top up your Opal Card, including:

- Opal retailers – newsagencies, convenience stores, supermarkets, etc. (Your nearest Opal retailer can be found via [www.retailers.opal.com.au](http://www.retailers.opal.com.au)).
- Top up machines at train stations, ferry wharves and light rail stops.
- With the latest version of the Opal Travel app which is free to download.
- Auto top up, which securely links your Opal card to a Visa or Mastercard so when your balance gets low it tops up automatically.
- Online at [www.opal.com.au](http://www.opal.com.au).
- By calling 13 67 25 (13 OPAL).

## Will inspectors on public transport be able to check my Concession Opal Card?

Yes, revenue protection officers and NSW Police Officers can check your journey information at any time using a portable Opal card reader. Concession Opal cards are not transferable, so you may be asked to prove your identity by showing your student card.

## Can I still receive travel concession if my enrolment drops below a full-time study load?

If you drop subjects and no longer qualify as a full-time student, your eligibility for the Concession Opal card will cease. You will be advised by the Opal Customer Care team if you are no longer eligible for travel concession and given 14 days (the 'grace period') to make any necessary adjustments (e.g. enrolling in additional courses), should you be aiming to maintain a full-time study load. You will still be able to use your Opal Concession Card during the grace period. The Student Administration & Fees team at the University can answer any questions you may have about your study load.

If, after the grace period, you remain ineligible for travel concession, your Concession Opal Card will be cancelled. Any unused value on the card can be transferred to another Opal product (e.g. an Adult Opal Card), or refunded. You will need to arrange any transfers and refunds directly with Opal.

Should you once more become eligible for travel concession after the grace period has ended, you will need to apply for a new Concession Opal Card. *N.B. You don't need to lodge a new application form with the University.*

## Why do I need to give permission for my tertiary institution to share my personal information with Transport for NSW?

Privacy laws prevent the University from sharing your personal information without your consent. By completing the Application for NSW Tertiary Concession Card form you are providing consent for the University to supply Transport for NSW with your student number, first name, surname, and date of birth, with these being used to match the details you will need to supply when applying for a Concession Opal Card. It should be noted that the University only supplies Transport for NSW with the details of students who meet the full-time study load and citizenship eligibility requirements.

If you should have any questions that aren't covered above, or if you are unsure as to whether you are eligible for travel concession, please do not hesitate to contact the Student Administration & Fees team, in person, by phone (02 8204 4400) or via [Sydney.Studentadmin@nd.edu.au](mailto:Sydney.Studentadmin@nd.edu.au) – we are happy to assist you in any way we can. *(N.B. matters relating to faulty or lost Concession Opal Cards, unused value, topping up your card, etc. are to be directed to the Opal Customer Care team on 13 67 25 (13 OPAL), or [opal.com.au](http://opal.com.au), not the University).*

Regards,

The Sydney Student Admin Team