

Replacement of Free Student Greencard/Smart Card (Bus Pass)



Guidelines

Applications close 15 November for CURRENT school year

What is a Student Greencard?

A student Greencard allows a student to have either a discount or free bus travel.

Without a Greencard the student may have to pay the standard student fare.

If the student travels on a non-Metro bus service, and pays a fare, they will still need to purchase a ticket from the driver.

Who CAN apply for a Replacement Free Travel Student Greencard or Smart Card on this application form?

Students who have previously been approved for **FREE travel** or a **Transfer Pass** on a student fare paying service (other than Metro) and their card is:

- Lost/stolen or
- Damaged or
- Not working

Or the students:

- trip details have changed or
- eligibility has changed.

How to apply for a Replacement Greencard or Smart Card?

Non-Metro Free Bus Travel

To receive a replacement free travel non-Metro Greencard or Smart Card, fill out this application form, and take it into your local Service Tasmania Branch.

A fee of \$11 (inc GST) is payable for a replacement card where:

- The card has been lost or stolen
- The card has been deliberately damaged

No fee applies where a card is returned to Service Tasmania and is:

- Unreadable or
- Damaged through no fault of the owner or
- Change of trip details or
- Change of eligibility.

Temporary Pass

A temporary pass is obtained from Service Tasmania when lodging this application form and

can only be used for non-Metro bus travel. The temporary pass is an endorsed receipt, allowing students to access free travel for 4 weeks until their replacement card arrives.

Metro Free Bus Travel and Fare Paying Bus Travel

Students travelling on Metro only OR who pay a fare on another service (excluding Tassielink and Merseylink) must apply directly to Metro for a **replacement** Greencard.

Metro:

Phone: 132201

Website: www.metrotas.com.au

Tassielink Fare Paying Bus Travel

Students who travel only on a Tassielink service and **pay a fare** must apply directly to Tassielink

Phone: 1300 300 520

Website: www.tassielink.com.au

Merseylink Fare Paying Bus Travel

Students who travel only on a Merseylink service and **pay a fare** must apply directly to Merseylink

Phone: 6427 7626

Website: www.merseylink.com.au

How long before the Greencard or Smartcard (Bus Pass) arrives?

The replacement Greencard/Smartcard process can take up to 4 weeks.

How to submit the Replacement of Free Student Greencard/Smart Card Application?

Paper applications can be submitted via:

- Any Service Tasmania outlet.
- By Post (including a cheque or money order for \$11 made payable to *Department of Infrastructure, Energy and Resources*):

**Passenger Transport Services Branch
GPO Box 1242
HOBART TAS 7001**

Replacement of Free Student Greencard/Smartcard (Bus Pass)



This application is for FREE non-Metro Students

- Please ensure **ALL** relevant sections of this application are **completed**
- **If some details are not provided, your application may be rejected**

Assessed By:
Date:

Entered By:
Date:

ID Number:

I. APPLICANT DETAILS

- Applications for a Replacement Free Student Greencard (Bus Pass) must be completed and signed by the holder of the Health Care Card. If the student is aged 16 or older and holds their own Health Care Card, the student may sign.

- **The details provided on this form must match the card holder information.**

| | | |
|----------------------|----------------------|----------------------|
| Title | Family Name | Given Name(s) |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

| | | |
|----------------------|----------------------|----------------------|
| Residential Address | Suburb/Town | Postcode |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

| | | |
|----------------------|----------------------|----------------------|
| Postal Address | Suburb/Town | Postcode |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

| | | |
|---------------------------------|----------------------|----------------------|
| Second Home OR Boarding Address | Suburb/Town | Postcode |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

| | | |
|----------------------|----------------------|----------------------------|
| Daytime Phone Number | Mobile Number | Date of Birth (dd/mm/yyyy) |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

| |
|----------------------|
| Email Address |
| <input type="text"/> |

Have the applicant details changed from the original application? YES NO

2. FREE TRAVEL ELIGIBILITY DETAILS

CARE AND PROTECTION ORDER NO YES (Supporting documents attached)

OR

CONCESSION CARD SCHEME DETAILS

Please indicate card type and your Customer Reference Number (CRN):

Health Care Card Pensioner Concession Card Veterans' Affairs Pensioner Card

Enter CRN number below (the CRN is 9 numbers and 1 letter)

| | | | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

Enter DVA number below

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
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Customer Consent:

For the sole purpose of authorising the Department of Infrastructure, Energy & Resources to confirm with Centrelink whether or not the details I have provided to the Department of Infrastructure, Energy & Resources matches Centrelink records in relation to my current student status,

I _____, authorise Centrelink to disclose, from Centrelink records:

- my Customer Reference Number (CRN) and name
- my Health Care Card (HCC) or Pensioner Concession Card (PCC) or Veteran Affairs Card (DVA) entitlement
- the number of my dependent children
- my residential postcode
- my date of birth

I agree that, unless I revoke my consent, this Customer Consent record is a permanent consent, and may be relied on by the Department of Energy, Infrastructure and Resources until such time as I revoke it.

I may revoke this Customer Consent record at any time by giving the Department of Infrastructure, Energy and Resources **written** notice that my consent is revoked. I understand that if I revoke this consent, I may not be eligible for a Student Bus Pass for Free Travel.

I acknowledge that I have read and understood this Customer Consent.

| | | |
|----------------------|----------------------|--------------------------|
| Applicant Name | Signature | Date signed (dd/mm/yyyy) |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

3. WHAT TYPE OF CARD ARE YOU REPLACING

- FREE TRAVEL NON-METRO FREE TRAVEL TASSIELINK
 FREE TRAVEL MERSEYLINK TRANSFER PASS
 SPECIAL CIRCUMSTANCES PASS

4. ABOUT THE CARD

- LOST or STOLEN DAMAGED NOT WORKING
 CHANGE OF TRIP DETAILS CHANGE OF ELIGIBILITY

5. DETAILS OF STUDENT

STUDENT (I)

This application relates to the school year.

Family Name

Given Name(s)

| | |
|--|--|
| | |
|--|--|

Date of Birth (dd/mm/yyyy)

School/Campus

Grade

| | | |
|-----|--|--|
| / / | | |
|-----|--|--|

TRAVEL DETAILS — If the student travels on more than one bus service in the AM or the PM, please list.

| | From (suburb) | To (suburb) | Bus Operator's Name e.g. Redline, O'Driscoll, Metro |
|--------|---------------|-------------|--|
| 1st AM | | | |
| 2nd AM | | | |
| 1st PM | | | |
| 2nd PM | | | |

6. DECLARATION

I declare that the information I have given is correct and I authorise officers of the Department of Infrastructure, Energy and Resources to conduct any necessary checks to verify the information I have supplied.

Signature of Applicant (person named in **Section I**)

Date (dd/mm/yyyy)

| | |
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If the above signature is not the person named in **Section I**, please **enter name and relationship to applicant**.

| | |
|--|--|
| | |
|--|--|

Pass Number:

7. PRIVACY STATEMENT

- (a) Personal information will be collected from you for the purpose of assessing your eligibility for assistance under the Student Bus Pass program, and will be used by DIER for assessing and managing the application in accordance with operational policy and guidelines governing the program.
- (b) Failure to provide this information may result in your application not being able to be processed.
- (c) Your personal information will be used for the primary purpose for which it is collected, and may be disclosed to contractors and agents of DIER, law enforcement agencies, courts and other organisations authorised to collect it.
- (d) Your basic personal information may be disclosed to other public sector bodies where necessary for the efficient storage and use of the information.
- (e) Personal information will be managed in accordance with the *Personal Information Protection Act 2004* and may be accessed by the individual to whom it relates on request to DIER. You may be charged a fee for this service.

8. Submitting your application

Paper applications can be submitted via:

Any Service Tasmania outlet **OR** Via email at bus.passes@dier.tas.gov.au (PDF and JPEG only)

OR by mail:

Passenger Transport Services Branch

GPO Box 1242

HOBART TAS 7001