

# Replacement Student Bus Pass for Free Travel Guidelines and Application

Form ID: PT601-9 (11/21)

## Who should use this form?

Use this form if you are a student who has previously been approved for free travel and your card is:

- current (has not expired), and is
- damaged or not working;
- lost or stolen; or
- address and / or travel details have changed.

## Do not use this form if:

You only travel on Metro and / or Tassielink services.

You will need to apply for a replacement Greencard directly from Metro. Visit Metro at [www.metrotas.com.au](http://www.metrotas.com.au) or phone on 13 22 01.

## What fees apply?

You will have to pay a fee of \$11 for a replacement card if the card has been lost, stolen or deliberately damaged.

If the card has stopped working, or has been damaged through no fault of the student, you will need to surrender the card at a Service Tasmania shop along with this completed application form. No fee will be charged under these circumstances.

## How do I apply?

Online – for fast track applications at:

[www.transport.tas.gov.au/student](http://www.transport.tas.gov.au/student)

OR

In person – submit this application at any Service Tasmania shop - go to [www.service.tas.gov.au](http://www.service.tas.gov.au) to find your nearest location.

## What happens next?

When you lodge this form with Service Tasmania you will be issued with a temporary pass to use.

When applying online, a temporary pass can be printed. The temporary pass is an endorsed receipt, allowing students to access free travel for four weeks until their replacement card arrives.

## How long will it take?

Your replacement card will arrive within four weeks.

**IMPORTANT - ALL sections of this application must be completed or it cannot be processed.**

## Section 1: Applicant Details (Parent, Guardian or Student if over 16 with own concession card)

|                                       |              |             |
|---------------------------------------|--------------|-------------|
| Title                                 | Family name  | Given names |
| Date of birth                         | Phone number | Mobile      |
| Email address                         |              |             |
| Residential address                   |              |             |
| Suburb or town                        |              | Postcode    |
| Postal address (if not same as above) |              |             |
| Suburb or town                        |              | Postcode    |
| Second home or boarding address       |              |             |
| Suburb or town                        |              | Postcode    |

Comments:

## Section 2: Reason for Replacement

Lost or stolen

Damaged or not working

Change of address and / or travel details

## REMEMBER

If you only travel on Metro and / or Tassielink, apply for your replacement student Greencard at Metro.

Visit [www.metrotas.com.au](http://www.metrotas.com.au) or phone 13 22 01.

## Section 3: Student Details

Family name

Given names

Date of birth

School or campus

Grade

## Section 4: Travel Details

List all bus services travelled in the AM and PM:

From (suburb)

To (suburb)

Bus operator

1st AM

2nd AM

1st PM

2nd PM

## Section 5: Declaration

I declare that the information I have given is correct and I authorise officers of the Department of State Growth to conduct any necessary checks to verify the information I have supplied.

Signature of applicant (person named in section 1)

Date

If the above signature is not the person named in section 1, provide name and relationship to applicant:

Name

Relationship to applicant

## Personal Information Protection Statement

You are providing personal information to the Department of State Growth, which will manage that information in accordance with the [Personal Information Protection Act 2004](#).

The personal information collected here will be used by State Growth for the purpose of assessing eligibility for student concession travel programs, for cross-checking eligibility for other travel assistance, and for managing participation in travel assistance programs where relevant.

Failure to provide this information may result in your application not being able to be processed or records not being properly maintained. State Growth may also use the information for related purposes, or disclose it to third parties in circumstances allowed for by law.

You have the right to access your personal information by request to State Growth and you may be charged a fee for this service.

## ENQUIRIES

Email [bus.passes@stategrowth.tas.gov.au](mailto:bus.passes@stategrowth.tas.gov.au)

Phone 1300 135 513