

# New or Renewal Student Bus Pass for Free Travel Guidelines and Application

Form ID: PT600-10 (11/21)

## What is a student bus pass for free travel?

A student bus pass for free travel provides free travel on one or more fare charging bus services between home and school, between 6:00 am and 7:00 pm on school days.

## Who can apply?

- Full-time students (600+ hours per year) enrolled at an education facility recognised by the Department of Education;
- aged under 18, or turning 18 in the year of study;

## AND who meet one or more of the following eligibility criteria:

### Concession eligibility

Students holding their own current concession card, or listed as a dependant on a current concession card, and the holder of that card receives the Family Tax Benefit.

Accepted concession cards are:

- Health Care Card
- Pensioner Concession Card
- Department of Veterans' Affairs Pensioner Concession Card.

### School intake area (home area school) eligibility

Students living in a rural area and attending their rural intake area school outside the town boundary, but only have a fare charging bus service available.

Travel to an urban area school does not meet this eligibility requirement.

### Free transfer eligibility

Students needing to travel on more than one fare charging bus service between home and school and / or school and home, and the services are delivered by different operators.

- In the morning, students pay the fare on the first trip then travel free on the other/s to complete the journey, and
- in the afternoon, students travel free on the first trip/s and pay a fare on the last trip.

### Care and Protection Order eligibility

Students under a Care and Protection Order.

This application form must be supported by a letter from a Case Manager on an official letterhead.

## Do not use this form if:

- in the year of study you are already 18 at 1 January;
- you are enrolled in part-time education;
- you are enrolled at an education facility not recognised by the Department of Education;
- you are able to travel to or from school on a free rural school bus; or
- you have already been approved for free travel but your pass is lost, stolen, damaged, or your details have changed - you will need to complete the [Replacement Student Bus Pass for Free Travel Application](#).

## How do I apply?

Online – for fast track applications at:

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

### OR

Submit a paper application by:

- **email:** [bus.passes@stategrowth.tas.gov.au](mailto:bus.passes@stategrowth.tas.gov.au)
- **in person:** at any Service Tasmania shop - go to [www.service.tas.gov.au](http://www.service.tas.gov.au) to find your nearest location
- **mail:** Passenger Transport, GPO Box 1242, Hobart TAS 7001

## What happens next?

Applications can take up to four weeks to process. Once processed, you will receive a letter advising you of the outcome of your application.

If you are applying for the following school year, you will receive your bus pass before the start of term 1 provided your application is submitted before the end of the first week in January.

**IMPORTANT** - If you travel on Metro or Tassielink services, keep your existing Greencard.

If your application is approved, your Greencard will be activated for free travel.

You will not receive a new Greencard. We will write to you to tell you when this has happened.

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

If applying for free travel under the concession eligibility, this form must be completed by the concession card holder who receives the Family Tax Benefit for the student.

The parent or guardian must also be the applicant for students under 16 who have their own concession card.

If the student is aged over 16 and has their own concession card, they should complete the application themselves.

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

## Section 2: Free Travel Eligibility Details (see guidelines above)

I am applying under the following eligibility:

Concession (complete section 3)	School intake area (home area school)
Free transfer	Care and Protection Order (supporting letter must be attached)

## Section 3: Concession Details and Customer Consent (only complete if applying under concession eligibility)

Select the concession card holder:

Parent, Guardian or Student over 16 with own concession card (continue completing section 3)	Student under 16 with own concession card (attach a copy of the concession card to this application)
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Select the card holder's concession card type:

Health Care Card	Department of Veterans' Affairs Pensioner Concession Card
Pensioner Concession Card	

Provide the card holder's Centrelink Customer Reference Number (CRN) or Department of Veterans' Affairs (DVA) file number:

CRN                    -                    -                    -                    **OR**                    DVA file number

A CRN is 9 numbers and 1 letter - do not use your Medicare card number

Complete the customer consent:

I, , authorise:

- the Department of State Growth (the department) to use Centrelink Confirmation eServices to perform a Centrelink or Department of Veterans' Affairs enquiry of my Centrelink or Department of Veterans' Affairs customer details and concession card status to enable the department to determine if I qualify for a concession, rebate or service, and
- Services Australia (the agency) to provide the results of that enquiry to the department.

I understand that:

- The agency will disclose personal information to the department including my name, address, payment type, payment status, number of dependent children, and concession card type and status, to confirm my eligibility for a student bus pass for free travel.
- This consent, once signed, remains valid while I am a customer of the department unless I withdraw it by contacting the department or the agency. I can get proof of my circumstances or details from the agency and provide it to the department so my eligibility for a student bus pass for free travel can be determined.
- If I withdraw my consent or do not alternatively provide proof of my circumstances or details, I may not be eligible for a student bus pass for free travel provided by the department.

Card holder signature

Date

## Section 4: Student(s) Details

### Student one:

Pass number

office use only

Family name

Given names

Date of birth

Is the student enrolled in full-time study?

Yes

No

School or campus

Grade

### List all bus services travelled on in the AM and PM:

From (suburb)

To (suburb)

Bus operator

1st AM

2nd AM

1st PM

2nd PM

### Student two:

Pass number

office use only

Family name

Given names

Date of birth

Is the student enrolled in full-time study?

Yes

No

School or campus

Grade

### List all bus services travelled on in the AM and PM:

From (suburb)

To (suburb)

Bus operator

1st AM

2nd AM

1st PM

2nd PM

### Student three:

Pass number

office use only

Family name

Given names

Date of birth

Is the student enrolled in full-time study?

Yes

No

School or campus

Grade

### List all bus services travelled on in the AM and PM:

From (suburb)

To (suburb)

Bus operator

1st AM

2nd AM

1st PM

2nd PM

Complete section 5 (if applicable) and section 6 on the next page →

## Section 5: Advocate Details (if applicable)

This section allows you to nominate someone to provide assistance with your application, respond to questions, and act on your behalf.

Title	Family name	Given names
Job title	Organisation	
Relationship to applicant	Phone number	
Email address		
Address		
Suburb or town	Postcode	

## Section 6: 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
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office use only

Entered by

ID number

Comments:

### 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