



This form is for use by veterans who reside permanently in NSW and hold a Department of Veterans' Affairs (DVA) Gold Health Card with Totally and Permanently Incapacitated (TPI) or Extreme Disability Adjustment (EDA) endorsement who do not qualify for a NSW Ex-member of the Defence Forces free Transport Concession Entitlement Card (TCEC).

## IMPORTANT

- You do not need to use this form if you're a NSW veteran who qualifies for a NSW Ex-member of the Defence Forces free Transport Concession Entitlement Card (TCEC). You can view eligibility requirements for a TCEC and apply online at [www.transportnsw.info/tickets-opal/ticket-eligibility-concessions/veteran/ex-members-of-defence-force-with-disability](http://www.transportnsw.info/tickets-opal/ticket-eligibility-concessions/veteran/ex-members-of-defence-force-with-disability)
- Attach a copy or a scan of your TPI/EDA DVA Gold Health Card (front and back) with this application.
- You should submit this application two to three weeks before you need to travel to allow time for processing and postal delivery. Your application will be processed immediately.
- We recommend that once you receive your Gold Opal card, you should create an Opal account and register your card at [www.transportnsw.info/opal](http://www.transportnsw.info/opal) so you can keep track of your journeys and card balance, set up auto top up and protect your balance if your Opal card is lost or stolen.

## Section A – Conditions of issue and use

To be eligible for a Gold Opal card, you must be a veteran who resides permanently in NSW and holds a valid DVA Gold Health Card with either TPI or EDA endorsement. **You will need to attach a copy of your DVA Gold Health Card (front and back) with this application.**

The Gold Opal card gives you half-fare concession travel in the Opal network (Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands), capped at \$2.50 per day. An additional station access fee applies when travelling to or from Sydney Airport Domestic or International stations.

Using the Gold Opal card is subject to the Opal Terms of Use, available at [www.transportnsw.info/opal-privacy-policy](http://www.transportnsw.info/opal-privacy-policy).

## Section B – Applicant details

First name:		Surname:	
Address:			
Street number/name:			
Suburb:			
Delivery address street number / name: <small>(if different from residential address)</small>			
Street number/name:		State:	Postcode:
DVA File Number:	<input type="text"/>	Date of birth:	day / month / year
How would you like to be contacted in the future about this Concession Entitlement? <i>(select one option only)</i>			
<input type="checkbox"/> Post <input type="checkbox"/> Email – Provide your email address: _____			
Contact number:			

## Section C – Privacy notice

TfNSW is committed to protecting the privacy of your personal information and the personal information of others referred to in the application, in accordance with the *Privacy and Personal Information Protection Act 1998* (NSW) and the *Health Records and Information Privacy Act 2002* (NSW) (**NSW privacy laws**).

Personal information provided on this application form is collected for the purpose of administering and managing your entitlement to concession travel and for directly related purposes such as audit, management and operational activities for concession travel.

You may choose not to provide your personal information to TfNSW. However this may mean that it is not possible or practicable for us to deal with your application for concession travel.

So that we can deal with your application and manage your entitlement to concession travel, we may share your personal information with the Department of Veterans Affairs.

Otherwise we will not disclose your personal or health information unless you consent, or we are permitted or required to by law.

Where TfNSW engages contractors to assist us in providing our services to you, we generally engage them under contract terms that ensure that they use personal information solely for the purpose of fulfilling their contract with us. We also generally require them to manage the personal and health information that they hold on our behalf in a way that complies with NSW privacy laws.

For information about how your personal information is collected, used and disclosed by us, please see our Privacy Policy at [www.transport.nsw.gov.au/about/privacy](http://www.transport.nsw.gov.au/about/privacy).

For information about how your personal information is collected, used and disclosed in the Opal ticketing system, read our Opal Privacy Policy at [www.transportnsw.info/opal-privacy-policy](http://www.transportnsw.info/opal-privacy-policy).

TfNSW will keep your information at 18 Lee Street, Chippendale NSW 2008. You can ask to access or amend your personal information held by us at any time during business hours, by contacting [privacy@transport.nsw.gov.au](mailto:privacy@transport.nsw.gov.au) or PO Box K659, Haymarket NSW 1240.

## Section D – Applicant declaration – please read and sign at the bottom of this section

I wish to apply for a Gold Senior/Pensioner Opal card. I have read the Privacy Notice (at Section C), and I consent to the collection, use and disclosure of my personal and health information by TfNSW as described in the Privacy Notice available at [www.transport.nsw.gov.au/about/privacy](http://www.transport.nsw.gov.au/about/privacy).

I confirm that I have read and agree to the Opal Terms of Use described in Section A and available at [www.transportnsw.info/opal-terms-of-use](http://www.transportnsw.info/opal-terms-of-use). I also confirm that I have read and agree to the Conditions of issue and use (at Section A).

I declare that the information provided by me in this application is true and correct. I understand that is an offence to attempt to obtain the benefit of a concession entitlement by false statement or other dishonest means.

Name: *(print)*

Signature:

Date:

day / month / year

## Checklist

- I am submitting this application two to three weeks before my travel date (to allow enough time to receive my Opal card), or I have nominated a NSW delivery address at Section B.
- I am attaching a photocopy or scan of my TPI/EDA DVA Gold Health Card (front and back)
- I have signed and dated Section D (above)

## Send the completed form by one of the following methods

**Email**  
[concessions@transport.nsw.gov.au](mailto:concessions@transport.nsw.gov.au)

**Post**  
Transport for NSW  
Locked Bag K659, Haymarket 1240