

Totally and Permanently Incapacitated/ Extreme Disablement Adjustment Veteran Travel card

Frequently Asked Questions

Q. What is the Totally and Permanently Incapacitated/ Extreme Disablement Adjustment Veteran Travel card (TPI/ EDA Veteran Travel card).

A. The Totally and Permanently Incapacitated / Extreme Disablement Adjustment Veteran Travel card (TPI/ EDA Veteran Travel card) offers unlimited free travel on approved public transport services throughout Queensland.

This helps eligible veterans improve their mobility and be an active part of their community. The card must be shown when boarding approved public transport.

Q. Who is eligible for a TPI/EDA Veteran Travel card?

A. You must hold a Commonwealth Department of Veteran Affairs' (DVA) Gold Card that is embossed TPI or EDA with the DVA file number beginning with the letter 'Q'.

Q. Does the TPI/ EDA Veteran Travel card benefit extend to spouses, partners and dependants of the card holder?

A. Entitlement to free travel is for the card holder only and does not extend to their spouses or partners.

Spouses, partners and dependants of TPI/EDA veterans may be eligible for concession travel on Queensland Rail long distance rail services. Please contact Queensland Rail Travel on 1800 872 467 or visit www.queenslandrailtravel.com.au for more information.

Q. What does the TPI/EDA Veteran Travel card look like?

A. The TPI/EDA Veteran Travel card is a credit-card size, plastic photo identification card.

Q. What is approved public transport?

A. TPI/EDA Veteran Travel card holders receive unlimited free travel on the following public transport services:

- TransLink bus, train, ferry and tram services, except Airtrain
- *qconnect* urban bus services
- Palm Island to Townsville ferry
- Magnetic Island to Townsville ferry
- Seisia to Thursday Island ferry
- Coochiemudlo Island to Victoria Point ferry
- North Stradbroke Island ferry
- Southern Moreton Bay Islands ferry (Russell Island, Karragarra Island, Lamb Island to Redland Bay)

TPI/EDA veterans are entitled to one free return trip each fortnight on Queensland Rail long distance rail services. To make a booking please contact Queensland Rail Travel on 1800 872 467 or visit www.queenslandrailtravel.com.au.

Q. What is not approved public transport?

A. The TPI/EDA Veteran Travel card cannot be used on the following services:

- Brisbane Airtrain (international and domestic stations)
- Tourist Train services (for example Kuranda Scenic Railway and the Gulflander)
- Queensland Rail Trainlink services (for example Hervey Bay, Yeppoon and Airlie Beach)
- any ferry services not listed above
- any taxi service.

Q. How do I apply for a new TPI/EDA Veteran Travel card or renew my expiring card?

A. For new applications, please complete the *Totally and Permanently Incapacitated /Extreme Disablement Adjustment Veteran Travel card application*, attach two colour passport sized photographs and a photocopy of your Department of Veterans' Affairs TPI or EDA Gold Card

For renewals, please complete the *Totally and Permanently Incapacitated /Extreme Disablement Adjustment Veteran Travel card renewal form* and attach two colour passport sized photographs.

Applications should be posted to:

TPI/EDA Veteran Travel card

P.O Box 3066

Stafford QLD 4053

Q. When will I be able to use my TPI/EDA Veteran Travel card?

A. You should receive your TPI/EDA Veteran Travel card within 20 working days and will be able to use it immediately on all approved public transport services

Q. How do I use my TPI/EDA Veteran Travel card?

A. The TPI/EDA Veteran Travel card must be shown when using approved public transport services or when asked by an authorised person or driver. Your TPI/EDA Veteran Travel card must be carried at all times when using approved public transport services.

The TPI/EDA Veteran Travel card is all you need to book your Queensland Rail Travel Network long distance rail entitlement.

Q. What if I have a go card?

A. Once you have received your TPI/EDA Veteran Travel card, you no longer need to use a go card on TransLink's South East Queensland public transport services. You can arrange a refund or transfer your card balance to another go card by calling 13 12 30.

Q. Is my TPI Veteran Travel card still valid?

A. The TPI Veteran Travel card will remain valid until **the expiry date printed on the card.**

Q. When does the TPI/EDA Veteran Travel card expire?

A. The TPI/EDA Veteran Travel card is valid for ten years and the expiry date is printed on your card. Prior to the TPI/EDA Veteran Travel card expiry, you may apply for a renewal card to ensure a new card is sent out promptly.

Q. What happens if I lose my card or change my name or contact details?

A. If your card is lost, stolen, damaged, or if you change your name or other contact details you can request a replacement card through our card supplier, ABCorp on 1800 336 678.

Q. Where can I request further information?

A. If you have an enquiry about your application, contact ABCorp on 1800 336 678 (between the hours of 8.30am to 4.30pm on weekdays).

For more information about your entitlements, please visit www.translink.com.au or telephone 13 12 30*.

For general enquiries, please contact:

TransLink on 13 12 30 or visit www.translink.com.au

Queensland Rail Travel on 1800 872 467 or visit www.queenslandrailtravel.com.au.

Local call-higher rates may apply outside of local area or from mobile phones.