



### What if I have a go card?

Once you have received your TPI Veteran Travel Pass, you no longer need to use a go card on approved public transport. If you have remaining credit on your go card you may contact TransLink on 13 12 30 to arrange a refund.

### When does the TPI Veteran Travel Pass expire?

The TPI Veteran Travel Pass is valid for five years and the expiry date is printed on your card.

### What happens if I lose my pass?

If your TPI Veteran Travel Pass is lost, stolen or damaged, you can request a replacement card by phoning ABnote on 3861 8013. Written confirmation of the cardholder's full name, date of birth, postal address and DVA file number will be required (no additional photo is required).

### How will my information be protected?

To find out more about the Department of Transport and Main Roads' privacy and security practices, please visit our privacy page at [www.tmr.qld.gov.au/privacy](http://www.tmr.qld.gov.au/privacy).

### Who do I contact for more information?

For more information on public transport concessions, visit: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au).

If you have an enquiry on the TPI Veteran Travel Pass email: [PTConcessions@tmr.qld.gov.au](mailto:PTConcessions@tmr.qld.gov.au).

#### For general enquiries, please contact:

- TransLink on 13 12 30 or visit [www.translink.com.au](http://www.translink.com.au)
- Queensland Rail Traveltrain on 1800 872 467 or visit [www.queenslandrail.com.au](http://www.queenslandrail.com.au)
- TPI Association on 3040 3330 or visit [www.qldtpi.org.au](http://www.qldtpi.org.au).



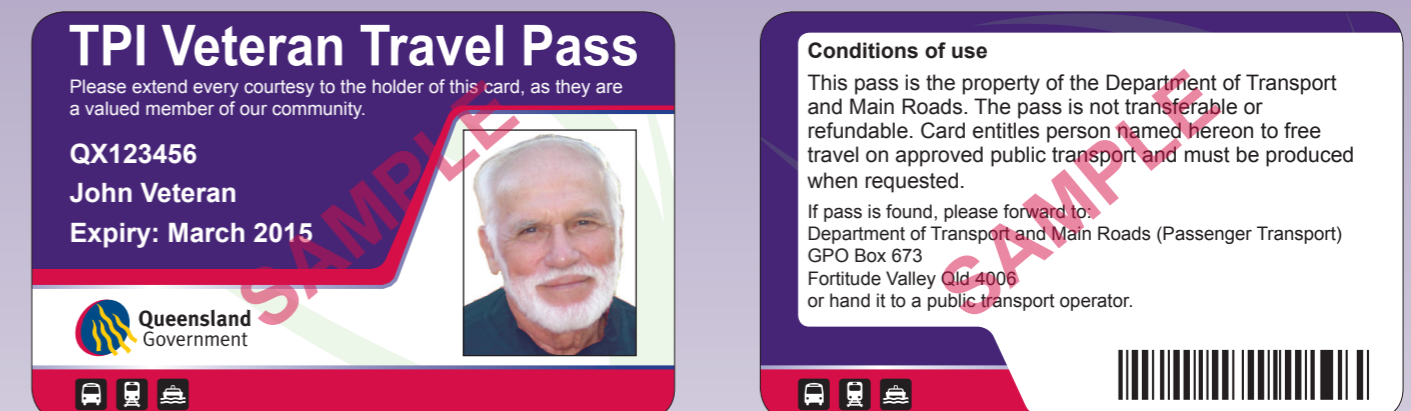
# Frequently asked questions about the Totally and Permanently Incapacitated (TPI) Veteran Travel Pass

The Totally and Permanently Incapacitated (TPI) Veteran Travel Pass is designed to assist eligible veterans improve their mobility and participation in the wider community. The TPI Veteran Travel Pass replaces the current permits and paper vouchers and offers unlimited free travel on approved public transport services throughout Queensland from 17 January 2011.

### What is the Queensland Government TPI Veteran Travel Pass?

The TPI Veteran Travel Pass is a photographic plastic credit-card size pass that will entitle the holder to unlimited free travel on approved public transport throughout Queensland. It is available to Queensland residents who hold a Commonwealth Department of Veterans' Affairs *Repatriation Health Card – for All Conditions (Gold)* that is embossed Totally and Permanently Incapacitated (DVA TPI Gold Card).

The Queensland Government TPI Veteran Travel Pass will replace the current permits and paper vouchers.



## What is approved public transport?

TPI Veteran Travel Pass holders will receive unlimited free travel on the following approved public transport services from 17 January 2011:

- TransLink bus services
- TransLink ferry services (CityCat and Brisbane Ferries)
- TransLink rail services (Queensland Rail's City network)
- *qconnect* urban bus services (Airlie Beach and Proserpine, Bowen, Bundaberg, Cairns, Gladstone, Gympie, Hervey Bay, Innisfail, Mackay, Magnetic Island, Maleny to Beerwah, Maryborough, North Stradbroke Island, Rockhampton, Toowoomba, Townsville, Warwick and Woodford to Caboolture)
- approved ferry services outside the TransLink network:
  - Palm Island to Townsville
  - Magnetic Island to Townsville
  - Seisia to Thursday Island
  - Coochiemudlo Island to Victoria Point
  - North Stradbroke Island
  - Southern Moreton Bay Islands (Russell Island, Macleay Island, Karrgarra Island, Lamb Island to Redland Bay).

TPI veterans will maintain their current entitlement of one free return trip each fortnight on Traveltrain long distance rail services. You will still need to make a booking by contacting Queensland Rail Traveltrain on 1800 872 467 or visiting [www.queenslandrail.com.au](http://www.queenslandrail.com.au).

## What is not approved public transport?

The TPI Veteran Travel Pass 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 services.

## Who is eligible for a TPI Veteran Travel Pass?

Applicants must hold a DVA TPI Gold Card with a DVA file number beginning with the letter 'Q' to signify Queensland residency.

The TPI Veteran Travel Pass can only be used in Queensland and is not transferable. Travel entitlements are for the card holder only and do not extend to spouses, dependants or carers.

## How do I apply for a TPI Veteran Travel Pass?

Please complete the Totally and Permanently Incapacitated (TPI) Veteran Travel Pass Information and Application Form, attach two colour passport sized photographs and a photocopy of your DVA TPI Gold Card.

Applications should be posted to:

TPI Veteran Travel Pass

Reply Paid 1139

Eagle Farm QLD 4009

## When will I receive my TPI Veteran Travel Pass?

You can expect to receive your TPI Veteran Travel Pass within 20 working days following receipt of your application.

## What will happen if I do not receive my TPI Veteran Travel Pass by 17 January 2011?

The TPI Veteran Travel Pass will be effective for use from 17 January 2011.

If you have not received your TPI Veteran Travel Pass from this date, you are still able to redeem your current permits and paper vouchers on Queensland Rail's City network services and Traveltrain long distance rail services until **31 March 2011**.

## How do I use my TPI Veteran Travel Pass?

The TPI Veteran Travel Pass must be presented when using approved public transport services or upon request by an authorised person or driver. Your TPI Veteran Travel Pass must be carried at all times when using approved public transport services.

From 17 January 2011, the TPI Veteran Travel Pass is all you need to book your Traveltrain long distance rail entitlement.

