This document details the concession types that are eligible for travel discounts on Queensland Rail Travel's long-distance services and available to book on the Agent Portal.

When booking a concession fare, the concession card must always be sighted, and the details entered accurately for validation.

Before accepting and verifying the customer's concession details, please confirm the following details:

- Check the card type aligns with the concession type selected in the rail search process.
- The cardholders first name and last name is added into the booking/profile exactly as per card displays.
- Any listed dependents for Queensland Pensioner entitlement concessions are added using the cardholder's concession number that appears on the pensioner's concession card.
- Each adult must have their own concession card to be eligible for a concession.
- Check the expiry date of the card, it must be a current card.
- Concession numbers are added without spaces or symbols. See the individual guides for formatting below.

Concession types

The following concessions are available to book online:

- Queensland Pensioner entitlements
- Pensioner other Australian State/Territory
- Queensland Pensioner half fare
- Veteran TPI/EDA Queensland
- Queensland Pensioner dependent child
- Carer
- Senior Queensland State Government
- Student full time
- Senior Australia State Government
- Backpacker international
- Travel Pass
- Senior Other

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Customers booking with a concession card

If one of the passengers travelling holds a concession card and during the rail search you have selected a concession, the concession verification box will appear under the passenger details.

In the passenger details screen, always look up the customer's profile by entering the following details and then click on the Verify button:

- First name
- Last name
- Concession number

Note: It is important that the correct format and accuracy of the concession card information is entered. The cardholder's first name and last name needs to be added exactly as per the card display.

The remaining passenger detail options will auto populate if the results match the database in the customer's profile, and you will receive a Verified Concession successfully message. You will need to complete the mandatory fields if the details are not saved in the database.

Validating Existing Concession	Process if validation fails
When speaking on the phone to a customer with a validated concession, you must ask for the following: • What type of concession do you hold? • Your concession number? • The State that appears on the card? • Will the card be valid on the day of travel?	Contact us if you need any clarification on validating an existing concession that may no longer be valid.

From mid-September 2025, the Pensioner Concession cards issued by Services Australia will change from a laminate coated paper card to a laminated card. During the transition period, you will see the existing laminated coated paper cards and the new laminated cards. Both laminate coated paper and laminated cards are valid and should be accepted as proof of concession. The cards will still look the same, only the card material is changing.

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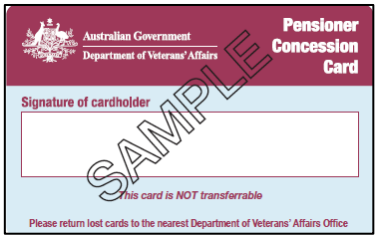
Concession cards accepted on long-distance services

Queensland Pension Concession Card – QLD PCC

Issued by Services Australia or issued by Department of Veteran Affairs



Format to add concession number	Registration and description of use
Format to add concession number to Agent Portal: • Add the number without CRN or DVA File no. and without spaces or symbols, using a capital letter to match the card. **Example 1** On card: CRN 111-111-111A Add in Agent Portal as: 111111111A **Example 2** On card: DVA File No. QX123456 Add in Agent Portal as: QX123456	Holders of a current Queensland Pensioner Concession Card issued by Services Australia, or the Department of Veteran Affairs (Gold card endorsed war widow/er) are entitled to four (4) Queensland Pension rail travel entitlements each calendar year. A non-refundable administration fee of $25.00 per entitlement is payable. Meals and upgrades to sleeping berths and RailBeds are additional costs. A range of eligible customer categories may receive this card including aged pensioners, carers, disability support, single parents, Newstart or Youth Allowance recipients. **Registration:** • Confirm the primary card holder's given name (first name) and family name (last name) as it appears on the card as well as any listed dependent child names. • Check the expiry date. It must be a current card. (Some digital concession cards do not have an expiry date but are still valid to use (e.g. no date but the word EXPIRES shows). • The CRN number or DVA file No. is added to the Agent Portal to register the concession to the card holder's profile. • If a 2nd adult is to be registered, they must have their own card.

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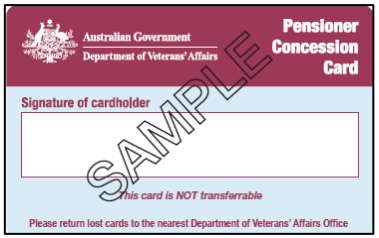
QLD Pensioner Half fare

Issued by Services Australia or issued by Department of Veteran Affairs



Format to add concession number	Registration and description of use
The QLD Pension entitlement concession number is added to this concession for the card holder only. Format as per QLD Pensioner entitlement concession.	Holders of a current Queensland Pensioner Concession Card issued by Services Australia, or the Department of Veteran Affairs (Gold card endorsed war widow/er) are entitled to a discount of up to 50% off the full adult fare on Queensland Rail Travel long-distance services – unlimited trips. This is in addition to the four (4) travel entitlements available each calendar year. Meals and upgrades to sleepers and RailBeds are additional costs. This concession does not apply to a dependent child travelling with a QLD Pension entitlement cardholder who is using the half fare. Child must be booked as a child and pay the child fare (50% discount).

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Qld Pensioner dependent Child

Format to add concession number	Registration and description of use
As above. The cardholder's CRN is added as the concession number in the Agent Portal for dependent child concessions. Follow the same format as the QLD Pensioner entitlement: no space or symbols and no CRN (e.g. 111111111A).	Children of Queensland Pensioner concession card holders only travel at no additional cost in seats under the following circumstances: • The child must be listed on the Queensland Pension Concession Card (PCC) as a dependent. • The child is travelling (same class, journey, and carriage) with the customer on whose card they are listed. • The primary card holder must travel with them and is utilising a pensioner travel entitlement. • Are attending primary or secondary school. • Children over 16 years of age must still attend secondary school. To confirm secondary school enrolment, evidence is required of QLD Fulltime student with a valid student identification card. All sleeper/RailBeds and meals require additional payment for all those travelling. Add the child's given name (first name) as appears on the Queensland Pensioner concession card and the family name (last name) as provided from the card holder.

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Senior QLD State Government

Format to add concession number	Registration and description of use
Format to add concession number to Agent Portal: • Add card holder's number without any spaces or dashes. (e.g. 987654321) Go Card version is only issued in Queensland.	On presentation of a current Qld Government Seniors Card, customers will receive a discount of up to 50% off the full adult rail fare on Queensland Rail Travel long-distance services. Meals and upgrades to a sleeper or RailBed are not discounted and incur an additional cost. This concession type is not valid for the following types of senior's cards: • Interstate Government Seniors Card • Queensland Seniors Business Discount Card • Queensland Seniors Carer Business Discount Card • National Seniors Australia Card • New Zealand Seniors Concession Card **Note:** If the senior's card doesn't have the card holders name on it then we need to verify the card belongs to that person. Confirmation from the Seniors Card provider would be needed prior to registering the concession in the Agent Portal. For more information visit Eligible for concessions.

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Agent Portal

Senior Aust State Government

Format to add concession number	Registration and description of use
Format to add concession number to Agent Portal: • Add card holder's number without any spaces or dashes. Add the letter if they are included in the card number. (e.g. 987654321 or 177801A)	On presentation of a current Australian State Government Seniors card, customers will receive a discount of up to 50% off the full adult rail fare on Queensland Rail Travel long-distance services when they provide proof of a current Australian state or territory Government Seniors card. Meals and upgrades to a sleeper or RailBed are not discounted and incur an additional cost. This concession type is valid for current senior's cards issued by all Australian states and territories. This concession is **not valid** for the following types of senior's cards: • Queensland Government Seniors Card • Queensland Seniors Business Discount Card • Queensland Seniors Carer Business Discount Card • National Seniors Australia Card • New Zealand Seniors Concession Card For more information visit Eligible for concessions.

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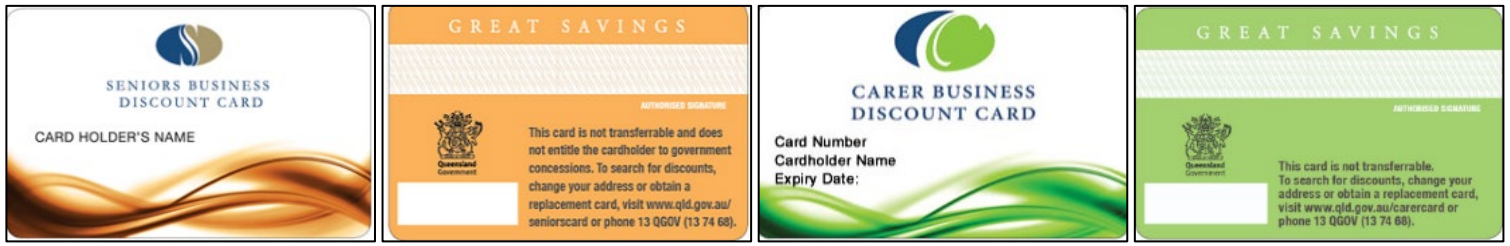
Example of common senior – Other cards: Qld Seniors Business Discount Card and Qld Seniors Carer Business Discount Card



Format to add concession number	Registration and description of use
Registration of the concession is not required in the Agent Portal to add to the profile. Please enter the card number into the Concession Number field when booking. For cards which do not have a card number, please enter the name of the card into the Concession Number field e.g. QLD Business Senior Card Includes all types of Seniors cards and memberships across Australia and internationally.	If booking in advance, our BQuick fares can provide a better rate than selecting “Senior Other” concession. Customers using a current Senior Other concession type will receive a discount of up to 15% off the full adult rail fare on Queensland Rail Travel long-distance services. Meals and upgrades to a sleeper or RailBed are not discounted and incur an additional cost. Examples of some of these card types, but not limited to: • Qld Seniors Business Discount Card • National Seniors Australia Card • Qld Seniors Carer Business Discount Card • New Zealand Seniors Concession Card • NSW senior savers card • Other national seniors association • Commonwealth government seniors health card • UK seniors card • any international visiting seniors that have seniors card/membership from their country. For more information visit Eligible for concessions.

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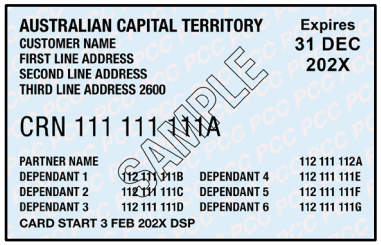
Pensioner Other Aust State/Territory



Format to add concession number	Registration and description of use
Registration of the concession is not required in the Agent Portal to add to the profile. ACT Government example card shown above: Format to add concession number to Agent Portal: Add card holder's number without the CRN or any spaces (e.g. 111111111A).	Valid for interstate cardholders. On presentation of a current Pension Concession Card, interstate pensioners receive a discount of 25% off the full adult rail fare on Queensland Rail Travel long-distance services. Meals and upgrades to a sleeper or RailBed are not discounted and incur an additional cost. Valid for: • NSW - Pensioner Concession Card • VIC - Pensioner Concession Card • ACT - Pensioner Concession Card • TAS - Pensioner Concession Card • SA - Pensioner Concession Card • WA - Pensioner Concession Card • NT - Pensioner Concession Card For more information see Eligible for concessions.

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Backpacker International

Format to add concession number	Registration and description of use
Registration of the concession is not required in the Agent Portal to add to the profile. Format to add concession number to Agent Portal: Enter either their work/holiday visa or backpacker membership number without any spaces.	International Backpacker discounted fares on Queensland Rail Travel long-distance services are available to bona fide overseas backpackers visiting Australia. A valid international passport and backpacker identification is required to qualify for this discount. Identification includes a backpacker membership card and/or a working holiday or work and holiday visa valid up to 1 year. For more information visit Backpackers.

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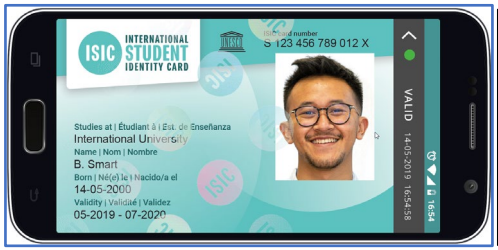
Student (full-time)



Format to add concession number	Registration and description of use
Registration of the concession is not required in the Agent Portal to add to the profile. Format to add concession number to Agent Portal: • Add card holder's number without any spaces. If there is no number on the card, they will need to enter the name of the school into Concession Number field.	Valid for Queensland full-time tertiary and secondary school student card holders and other full time Australian or International students aged 16 years and over with a valid student identification card. Student concession type is only valid on presentation of the following cards: • Queensland full-time Tertiary and Secondary Students • International Student Identification Card (ISIC) - STUDENT version Card must display the following: • Expiry date • Student's name and photograph^ • Educational institution's logo/emblem or business name • Full-time (for tertiary students ^Some Queensland secondary school student cards don't include a photograph. Customers under 16 years of age are classified as children, and travel at the child rate. For more information visit Eligible for concessions.

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Carer (Companion Card)

Format to add concession number	Registration and description of use
Photo ID is issued in the name of the customer with the permanent disability. The concession type and number are added to the companion or carer's booking and profile. The companion/carer must be travelling with the owner of the Companion Card. Format to add concession number to Agent Portal: • Add cardholder's number without any spaces or symbols. **Example** On card: Q123456789/00 Add as: Q123456789	Queensland Rail Travel's policy allows a carer to travel for free whilst on Queensland Rail Travel long-distance services when accompanying a customer with a disability who requires their assistance. All Australian State Companion cards are accepted. This applies to all classes of travel and includes the applicable berth fees and meals on Spirit of the Outback Sleepers and Spirit of Queensland RailBeds. Carers fare eligibility: • The customer requiring a carer holds a current Companion Card as the card can be used to access carer's fares. or • The customer requiring a carer (using a Queensland Pensioner Rail Entitlement) provides a letter from a doctor which states there is a requirement for a carer to travel with them. For more information on Travelling with a Carer visit Travelling with a Carer. Queensland residents can apply for the card with the Queensland Government via their website or phone 13 QGOV (13 74 68).

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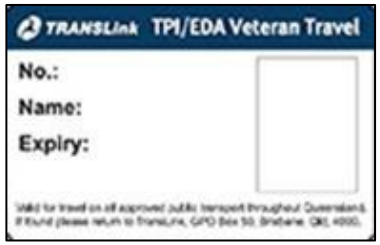
Veteran TPI/EDA Qld (Queensland Government only)



Format to add concession number	Registration and description of use
A photo pass ID is issued to the card holder and displays the Queensland Government logo or Translink logo. Format to add concession number to Agent Portal: • Add the number excluding the dash and the letters TPI or EDA. **Example** On card: QX789352-TPI Add as: QX789352	Queensland residents in possession of a Commonwealth Department of Veterans' Affairs Repatriation Health Card - For All Conditions (Gold), that is embossed with Totally and Permanently Incapacitated (TPI) or Extreme Disability Adjustment (EDA) must hold a TPI or TPI/EDA Veteran Travel Pass to gain access to their entitlements on Queensland Rail Travel services. To apply for this card, see details on the Translink website. Veterans in possession of a TPI or TPI/EDA Veterans Travel Pass are entitled to one return journey on Queensland Rail Travel long- distance services each fortnight. The travel entitlement covers Business and Economy Seats. Cardholders are required to pay additional charges for sleepers, RailBeds or meals. Travel is only available within Queensland. If the cardholder exceeds their entitlement for the fortnight, they are entitled to half fare travel as often as they wish. Process for 50% rail discount bookings: Please contact us. Spouses/Partners of Queensland TPI/EDA Veteran Travel Pass Holders process: • Spouses/Partners of Queensland resident TPI/EDA veterans pass holders who have obtained a confirmation letter from the Department of Veteran's Affairs are entitled to four (4) annual pensioner rail travel entitlements. The letter is valid for two (2) years from issue. • The confirmation letter needs to be emailed to reservations@qr.com.au and we manage adding it to the customer's profile.

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Travel Pass QLD Coastal (Travel Pass Qld Coastal BNE to CNS or Travel Pass Qld Coastal CNS to BNE)

Format to add concession number	Registration and description of use
Format to add concession/Travel pass number to rail booking in the Agent Portal: Add the Travel Pass concession number provided in the booking confirmation when purchasing the Travel Pass for each passenger and verify.	For use for holders of a 1-month Queensland Coastal Pass (northbound or southbound). Provides unlimited stopovers in a single direction of travel (i.e., north or south) in economy seats for the 1-month validity of the pass. Free travel on RailBus coach connections booked in conjunction with a rail sector (for Hervey Bay and Airlie Beach). Upgrades apply for travel in Business Seats, RailBeds or sleepers. Advice to Customers They must have a copy of the travel pass and evidence of their non-Australian residency with them when travelling and must be able to show it to the onboard team and Authorised Officers on request. Proof of residency should include for example an international passport supported by a second document verifying international residency details or return air tickets. Terms and conditions are available on our International visitors – Rail fares and travel passes webpage.

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Travel Pass Qld Explorer (Travel Pass Qld Explorer 1 month or Travel Pass Qld Explorer 2 month)

Format to add concession number	Registration and description of use
Format to add concession/Travel pass number to rail booking in the Agent Portal: Add the Travel Pass concession number provided in the booking confirmation when purchasing the Travel Pass for each passenger and verify.	For use for holders of a 1-or 2-month Queensland Explorer Pass. Provides unlimited stopovers in any direction of travel in economy seats for the 1- or 2-month validity of the pass. Backtracking is allowed. Queensland Explorer passes must not be used to travel between two stations more than twice. These passes are intended for visiting multiple Queensland destinations. Free travel on RailBus coach connections booked in conjunction with a rail sector (for Hervey Bay, Airlie Beach, Winton, Quilpie, and Cunnamulla). Upgrades apply for travel in Business Seats, RailBeds or sleepers. Advice to Customers They must have a copy of the travel pass and evidence of their non-Australian residency with them when travelling and must be able to show it to the onboard team and Authorised Officers on request. Proof of residency should include for example an international passport supported by a second document verifying international residency details or return air tickets. Terms and conditions are available on our International visitors – Rail fares and travel passes webpage.

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