

NSW Seniors Card Program

Membership

Guide

Enjoy the benefits
NSW seniors deserve



SENIORS CARD

Introduction

The NSW Seniors Card Program is a NSW Government initiative to reduce the cost of living for our older citizens and recognise the contribution they make to our community.

Through a combination of discounts on products and services from thousands of businesses, and generous government transport concessions, it aims to help seniors live healthier, happier, more active, connected and affordable lives in retirement.

Every citizen who is 60+ years of age and a permanent resident of NSW is eligible for one of the two cards offered by the program: the **Seniors Card** or the **Senior Savers Card**.



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Seniors Card

*For seniors working
20 hours or less per week
in paid employment
(averaged over 12 months)*



The original Seniors Card, introduced in 1992, offers discounts at over 7,400 businesses, plus access to a Gold Opal Card and transport concessions created to help people who are fully or largely retired live healthier, happier, more active and affordable lives.

Senior Savers Card

*For seniors still working
more than 20 hours a
week in paid employment
(averaged over 12 months)*



The Senior Savers Card, added to the program in 2019, extends the same 7400+ business discounts to the growing number of seniors who are still working after age 60, and not yet eligible for the Seniors Card.

When Senior Savers Card holders start working less or retire completely, they can then convert to a Seniors Card with the full government transport concessions for retirees.

Inside this guide you'll find more information and tips on how to make the most of your membership.

If you'd like to know more or apply for a card, visit seniorscard.nsw.gov.au or contact Service NSW on **13 77 88**.

Benefits for all card members

Seniors Card and Senior Savers Card members all benefit from a wide range of discounts, offers, events and resources.



- **Thousands of everyday discounts** provided by participating businesses across NSW. Be sure to show your card and ask



- **More business discounts interstate** through associated Seniors Card Programs



- **Special offers** from an array of businesses, including corporate partners the likes of:

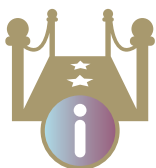


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- **Exclusive content** including our monthly **EXTRA e-Newsletter**, full of information, special offers, competitions, giveaways and more
-



- **Timely information** on upcoming **events** and **activities**
-



- **NSW Seniors Card community** with a lively Facebook group, daily updates and opportunities to connect
-



- **Discount Directory** to find the deals you're looking for, locally or state-wide (check it out online at **seniorscard.nsw.gov.au**)
-



- **Seniors Card Mobile App** for scouting out those discounts and deals even when you're on the go
-

What's on offer

You may be surprised at the range of businesses that have joined with the Seniors Card Program to bring you great deals. Your membership can save you on everything from local shopping to household expenses to planning the next big holiday.

Enjoy member discounts and deals on:

- Accommodation
- Automotive
- Entertainment and attractions
- Food and beverage
- Health and wellbeing
- Home building and improvements
- Professional and personal services
- Retail and online shopping
- Travel and holidays
- Utilities
- And lots more...

How to make the most of your membership

- Take your card with you whenever you go out
- Keep an eye out for the Seniors Card Welcome Here sign at any business you visit
- Don't be shy – even if you don't see a sign, ask if they offer a Seniors Card discount
- Be sure to ask when you're travelling too – many businesses interstate will honour your NSW membership. (You can also check the websites of other states' associated Seniors Card programs to see what's on offer there.)
- Use the Discount Directory to find discounts in your local area, or by business type or business name
- Download the Seniors Card mobile app to look things up on the go
- Make sure you're getting our EXTRA e-Newsletter with all the latest offers, info and giveaways (if you haven't provided your email address to get the newsletter, do it now at **seniorscard.nsw.gov.au**)
- Like us on Facebook to see special promotions and daily news, stories and updates



SENIORS CARD

welcome here

An initiative of the NSW Government



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Additional benefits for

Seniors Card members

As a **Seniors Card** member who is fully or largely retired, you are also entitled to generous concessions on public transport all over NSW.

With a Gold Opal Card, you can tap into public transport services across Sydney, the Blue Mountains, central Coast, Hunter, Illawarra and Southern Highlands – all capped at \$2.50 a day no matter how much you travel.



Gold Opal Benefits

Opal is the most convenient way to get around on NSW public transport. And the Gold Opal for eligible Seniors Card members comes with the best transport discounts around. With Gold Opal you get:

- **Unlimited travel for \$2.50 a day on:**
 - All Sydney Trains
 - All NSW Trainlink Intercity Services
 - All buses in Sydney, the Blue Mountains, Central Coast, Hunter and Illawarra
 - All Sydney Ferries and the Stockton Ferry in Newcastle
 - Light rail




*Excludes Sydney Airport Station Access Fee

- **Additional travel concessions on:**
 - Privately operated regular route local bus services
 - All NSW Trainlink Regional services
 - Excursion tickets – entitled to Country Pensioner Excursion and Regional Excursion Daily tickets
- **Transport concessions Australia-wide** – check the Seniors Card website for the state or territory you're visiting for details on how to qualify.
- **Convenient, reusable smartcard** – so much easier than buying paper Excursion Tickets each time you travel. Just load and go – or set it up for auto top-up so you never have to reach for cash again.
- **Protection** – even if your card is lost or stolen, your balance is safe and secure, and can be transferred to a new card.

For more information on transportation concessions, visit **www.transportnsw.info** or call **131 500**

How to get your Gold Opal Card

Have your 9-digit Seniors Card Number handy and apply any of these three easy ways:

-  **VISIT www.opal.com.au**
-  **CALL 13 67 25 (13 OPAL)**
-  **GO TO any Service NSW Centre**

Questions about activating your card, topping up, ordering a replacement or anything else Opal? Call **13 67 25 (13 OPAL)** or visit **www.opal.com.au**

Please note:

Senior Savers Card holders still working 20 or more hours per week in paid employment are not yet eligible for the Gold Opal Card and transport concessions for retirees. Senior Savers Card holders can convert to the Seniors Card with full concessions when they begin working less or retire fully.

Useful contacts listing

Emergency – ambulance, police & fire

T: 000

After hours GP helpline

T: 1800 022 222

My Aged Care

www.myagedcare.gov.au

T: 1800 200 422

Mon to Fri 8am – 8pm

Saturdays 10am – 2pm

NSW State Emergency Service (SES)

T: 132 500

Lifeline

T: 13 11 14

24-hour crisis support

NSW Poisons Information Centre

T: 13 11 26

Elder Abuse Helpline

T: 1800 628 221

NSW Seniors Information Service

T: 137 788

Transport NSW

www.transport.nsw.gov.au

T: 131 500

Department of Fair Trading

www.fairtrading.nsw.gov.au

T: 13 32 20

Mon to Fri 8:30am – 5pm

Centrelink

www.humanservices.nsw.gov.au

T: 132 468

If you are travelling interstate, get in touch with the appropriate Seniors Card office to find out about discounts available to you as a NSW Seniors Card member.

Australia Capital Territory Seniors Card COTA ACT

T: (02) 6282 3777

www.actseniorscard.org.au

Northern Territory Seniors Card

T: 1800 441 489

www.ntseniorscard.org.au

Queensland Seniors Card

T: 13 QGOV (13 74 68)

www.qld.gov.au/seniorscard

South Australia Seniors Card

T: 1800 819 961

www.sa.gov.au/seniorscard

Tasmania Seniors Card

T: 1300 135 513

www.seniors.tas.gov.au

Western Australia Seniors Card

Seniors Card Centre

T: 1800 671 233

www.seniorscard.wa.gov.au



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Privacy/Disclaimer Information

Seniors Card and Senior Savers Card recognise the importance of your privacy and are committed to protecting any personal information about you, which we hold. We only collect personal information that is necessary for us to perform our functions, and will only use or disclose this information for the purposes for which it was provided. These include providing you with your Seniors Card or Senior Savers Card, annual Seniors Directory, mail outs and information about activities for members. Seniors Card may also survey some members in order to improve our services. The personal information we collect and hold about you includes information you give us when you apply for a Seniors Card or Senior Savers Card or complete an online form on our website. This will include your name, address, date of birth and contact details.

If you would like to read more on our Privacy Policy, please visit us online at

<http://www.seniorscard.nsw.gov.au/privacy-policy>



Contact information

You can get in touch with NSW Seniors Card in a number of ways.



W: **www.seniorscard.nsw.gov.au**



T: **13 77 88**



E: **info@service.nsw.gov.au**

If you are deaf, hard of hearing or have a speech impairment, dial the National Relay Service on **133 677** (TTY users) or **1300 555 727** (Speak and Listen users) before calling the Service NSW phone number.

Update your details or order a replacement card

It is important that you let us know when your contact details change. To update your details or to order a replacement card:

- visit **www.service.nsw.gov.au**
- email **info@service.nsw.gov.au**
- phone **13 77 88**
- or attend any **Service NSW centre**

