



COMPANION CARD INFORMATION SHEET FOR PUBLIC TRANSPORT USERS



MINISTRY OF TRANSPORT



Further contacts:

Web:

131500.com.au

Go to Advanced Trip
Planner Options

Phone:

131 500

TTY:

1800 637 500

For hearing and speech
impaired customers

- If you have a Companion Card, one attendant can travel with you for free on the following public transport services across NSW:
 - CityRail
 - Regular route bus services
 - Government ferry services – Sydney Ferries and Newcastle Ferry services
 - CountryLink

On other transport services, individual operators determine whether the Companion Card will be recognised as a card for which a free or concession entitlement is available. This includes the Gate Access Fee arrangements on the four AirportLink stations.

- Before planning your trip, it is best to check the accessibility of your planned route and services with the operator or on the timetable. Otherwise you may find the service you try to use is not accessible. Some services also have limited capacity or may require a booking. Check www.131500.com.au or directly with your transport provider;
- When you use a Companion Card for your attendant to travel for free, you pay the normal fare for your own travel, which may be an adult/child fare, or a concession fare: half fare, pensioner excursion fare or free travel. If you have a concession card, you will need to show it and the Companion Card;
- The Companion Card free travel is only available to your attendant when travelling with you;
- When you use a Companion Card for your attendant, you can't use an attendant entitlement on another card to gain free travel for another person;
- When your attendant travels on the Companion Card, they will need to be responsible for looking after you, make sure you are safe and comfortable, and follow any directions given by transport staff to do with your safety or that of other passengers. Transport staff are responsible for the safety of all passengers and staff on their services;
- Some services, such as long distance rail and rail/coach services, require you to book a seat. To use your Companion Card for your assistant in these cases, you will need to provide details of your concession card (if you have one) and the number of your Companion Card, along with any requirements you may have, such as a wheelchair space.
- You can also use your NSW Companion Card in other States and Territories that have a Companion Card, such as Victoria and South Australia. This will be particularly useful for people living in those border areas.