



information  
and privacy  
commission  
new south wales

## Media statement

05 August 2015

### **NSW Privacy Commissioner disappointed with Transport for NSW's decision to cut Pensioner Excursion and TravelTen tickets from next year**

*Transport Minister Andrew Constance has announced that no paper public transport tickets beyond single and return tickets will be sold from next year, including pensioner excursion tickets – meaning senior citizens have no choice but to sign up for Opal Gold cards and register their personal information to receive concession benefits.*

*The following comments are to be attributed to the NSW Privacy Commissioner, Dr Elizabeth Coombs:*

The Opal card has delivered many advantages for NSW commuters however I am disappointed that the discontinuation of paper public transport tickets for pensioner excursion means senior citizens either have to register their personal details to get an Opal card or pay full fare.

Older people can face particular difficulties and anxieties about using electronic tickets. I understand that other jurisdictions such as Queensland and New Zealand provide alternative options to senior concessional travellers which both protect State revenue collection and the anonymity of pensioners.

There is a need for NSW public transport commuters irrespective of the fare they pay, to be able to travel anonymously under the Opal Electronic Ticketing System. The provision of such a choice ensures that the NSW transport system is built around the needs and expectations of its users.

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