

## SUBMISSION TO NSW IPART REVIEW FOR MORE EFFICIENT, MORE INTEGRATED OPAL FARES

We are ACT Seniors who have relatives in Sydney and like to travel to NSW.

We have no objection to review of fares to a reasonable level for Seniors. We have no support for the current administrative process or system for a non-resident Seniors Opal Card. This requires applications ahead of planned trips [no spontaneous thinking allowed], scanned copies of Seniors Cards, activation, deposit and expiry after 60 days. Any credit remaining can be refunded on application for a fee and delay. If another trip is planned, the process is repeated. Credits not claimed are donated to NSW – is State that desperate for money? This system is a bureaucratic nonsense that seems intent on discouraging travel to NSW by non-residents.

We have used traveller cards overseas and other parts of Australia. The NSW system is unbelievable. Non-residents travel to NSW for a reason and it would be remarkable if there is no expenditure other than transport, eg, for meals, theatre, shows, entrance fees to sites, shopping etc. On a cost benefit analysis, it would seem that spending and benefits to NSW businesses would outweigh the Opal Card concession.

We strongly encourage having an administrative system that encourages not dissuades travel to NSW.

[REDACTED]