

Frequently Asked Questions

Changes to public transport ticketing

When will the last paper tickets be removed from sale?	From 1 August 2016, no more paper tickets will be sold and all customers will need an Opal card or Opal single trip ticket to travel on public transport.
Which paper tickets are being removed from sale on 1 August 2016?	Among the paper tickets being retired are adult and concession singles and returns, the 90 Day International Student Ticket and the Family Fare Deal. After this time the only way to access concession fares is with a Concession or Gold Senior/Pensioner Opal card.
What happens if I have rides left on a TravelTen, any unused Pensioner Excursion Tickets or other paper tickets after 1 August 2016?	Any unused paper tickets will no longer be accepted from 1 August 2016. To apply for a refund visit transportnsw.info .
I usually purchase concession single or return tickets. As these are no longer sold how can I access a concession fare?	For concession fares you need to apply for either a Concession or Gold Senior/Pensioner Opal card. To see if you're eligible and to apply visit opal.com.au or call 13 67 25 (13 OPAL) .
Why are these paper tickets being removed from sale?	The Opal ticketing system has now been introduced in Sydney and surrounding regions and more than 95% of all journeys are now made with Opal. It is time to complete the transformation of our ticketing system by removing from sale the last remaining paper tickets.
I don't travel very often, is Opal still the right choice for me?	Yes. One of the great things about Opal is you only need to get an Opal card once. Then it's yours to keep in your wallet or purse, ready for whenever you travel next.
What if I want to travel on public transport in NSW outside the Opal network?	There's no change. You buy an appropriate paper ticket from regional operators outside the Opal network before travelling.
Does it cost anything to get an Opal card?	No. Opal cards are free, but you will need to add value to travel.
Will it cost more to travel with an Opal card?	No, Opal single fares are cheaper than the paper single tickets and the new Opal single trip ticket. Plus, the more you travel with an Opal card the more you can save. Find out more about Opal card benefits at opal.com.au .
I work at Sydney Airport, what happens with Opal and the Sydney Airport station access fee?	There is no change. The Sydney Airport station access fee is still capped each week at \$25 for Adult Opal card customers and \$22.50 for all other Opal card customers. The Opal week runs from Monday to Sunday.
I'm a senior from interstate, how should I travel on public transport now that these concession single and return paper tickets are no longer sold?	You can apply for a Gold Senior/Pensioner Opal card if you have a Seniors Card issued by your State or Territory Government. To find out more visit opal.com.au or call 13 67 25 (13 OPAL) .
I'm a pensioner from interstate, how should I travel on public transport now that these paper tickets are being retired?	If you have a Department of Human Services or Department of Veterans' Affairs Pensioner Concession Card you can apply for your Gold Senior/Pensioner Opal card from opal.com.au or call 13 67 25 (13 OPAL) .
I used to travel with the Family Fare Deal, what should I do now to travel with my family?	To travel with a valid ticket each family member aged 4 or older needs to travel with either an Opal card or an Opal single trip ticket. For the best value everyone should travel with an Opal card. To find out more visit opal.com.au or call 13 67 25 (13 OPAL) .