

FACT SHEET

FAQs - Seniors Card holders

How do I get a self-service Seniors Card account?

If you applied online via the new Seniors Card system, your online account was set up automatically. When your email is added into the system you will be sent an email to set your password and activate your Self-service online account.

If you are an existing Seniors Card holder without an online account, you can activate your account [here](#).

Once a new Seniors Card has been requested, please wait up to 28 days for your card to arrive. If you have provided an email address you will receive a digital copy of the Seniors Card once successfully approved. This can be used immediately. You can also use a receipt from Service Tasmania or a photo image of it, until you receive your card.

If you do not have an email address you will need to go into a Service Tasmania Shop or apply by application form from the Seniors Card website.

Can I use my mobile phone or tablet to fill out an application form?

Yes, the online version should work on most mobile phones and web browsers.

If I already have a Seniors Card do I need to create an online account?

We recommend you create a Seniors Card online account so you can update your details, order a replacement card, deactivate a card and search the Seniors Card [Discount Directory](#) for the latest discounts and benefits.



What will I need to apply?

To be eligible for the free lifelong Tasmanian Seniors Card you need to:

- be 60 years of age or over
- reside in Tasmania, and
- work less than 20 hours per week.

Before you apply, you will need to have the following:

- An email address to create your online account – you will also receive important information about your card via email
- Your Tasmanian driver licence, or original documents of your Tasmanian residential address and date of birth.

You can

- Apply online at www.seniors.tas.gov.au
- Apply in person at a Service Tasmania Shop. A staff member will need to view your proof of identity.

If you are unable to apply online or go to a Service Tasmania shop, you can download the [Application Form](#) and post it with copies of your identification papers to Seniors Card Program, GPO Box 123 Hobart 7001 or email it to seniors@dpac.tas.gov.au

Can I apply on behalf of a family member or close friend who does not have an email address?

Yes. Using your email address, you must complete the form with all the details of the person you are applying on behalf of, including their proof of identity.

Will I automatically receive a Seniors Card when I turn 60?

No. You can apply for the Seniors Card when you turn 60 and meet the eligibility criteria.

How do I use my Seniors Card?

The Seniors Card is supported by over 600 Tasmanian businesses that offer access to savings on a range of goods and services. A list of businesses and services who offer discounts can be found in the [Seniors Card Discount Directory](#). The latest information is also available on the [Seniors' Facebook page](#).

To keep up to date with offers:

- Regularly review the Seniors Card directory online for up to date offers and discounts. You can search by product or area.



- Look for the Seniors Card welcome here sign, which is displayed by participating businesses.
- Always present your Seniors Card at the time of booking or making a purchase. Businesses DO NOT have to honour discounts after a transaction has occurred.
- When making a booking on the phone have your Seniors Card handy to quote the number.

Can I use my Seniors Card interstate or overseas?

The Seniors Card Program operates in each state and territory, and most businesses involved Australia-wide have agreed to offer their discounts to Seniors Card holders from Tasmania. However, it is best to ask the interstate businesses if they provide a discount to Tasmanian Seniors Card holders before making a purchase.

If you phone, write or email the Seniors Card office before travelling to that state or territory, they will send you a copy of their directory.

Can I use my Seniors Card in New Zealand?

Thanks to an agreement with the New Zealand Government, you can also use your card in New Zealand to access discounts from participating **New Zealand SuperGold** businesses.

This is the New Zealand equivalent of the Tasmanian Seniors Card program.

Details of Participating Businesses that accept Tasmanian Card holders are available on the **New Zealand SuperGold website**, or by calling 0800 25 45 65 when in New Zealand.

Note: The agreement does not extend to Seniors public transport concessions in either country.

How do I update my details or ordering a replacement card?

You can create an online self-service account at www.seniors.tas.gov.au. If you already have an account, you can login to your account and update your details and order a replacement card if required.

Replacement Cards and change of details can also be requested by calling Service Tasmania on 1300 135 513.

If I forget to carry my Seniors card, can I still get a discount?

You can use a digital image of your card if it clearly shows the card number. You can take a photograph on your smartphone of your Seniors Card from either your online Seniors Card account or the card itself. Save the photograph in your phone's photos storage to show to participating businesses/services.