



# Regional seniors travel card

## Authorised representative registration form

For information about using this form please visit

<https://www.service.nsw.gov.au/regionalseniorstravel/managing-your-card>.

An Authorised Representative for the regional seniors travel card (RSTC) program must have either a:

- Power of Attorney; or
- Enduring Guardianship

### Senior's Details – the details of the RSTC card holder:

First name: \_\_\_\_\_ Surname: \_\_\_\_\_

Date of birth: \_\_\_/\_\_\_/\_\_\_

Address: \_\_\_\_\_

Contact number: \_\_\_\_\_

Application Reference number (if known): \_\_\_\_\_

\*The application reference number is provided to the card holder on successfully applying for a regional seniors travel card.

### Authorised Representative's Details:

First name: \_\_\_\_\_ Surname: \_\_\_\_\_

Date of birth: \_\_\_/\_\_\_/\_\_\_

Address: \_\_\_\_\_

Contact number: \_\_\_\_\_

These details will be used to verify your identity should you need to contact Card Services.

Please read and consent to the Privacy Notice below.

### Privacy notice

Transport for NSW ("TfNSW") administer and manage the Regional seniors travel card Program ("the RSTC Program"). Service NSW, Services Australia and Westpac Banking Corporation ("Westpac"), acting on behalf of TfNSW ("TfNSW Partners"), will provide customer services to you.

By completing this registration form to notify us that you are acting as an authorised representative appointed on behalf of a card holder you will provide personal information to TfNSW including: your name, date of birth, address and contact details.

There is no requirement for you to provide your personal information to TfNSW, yet if you do not provide all personal information requested, TfNSW will not be able to process your registration to act as an authorised representative on behalf of the relevant card holder.

TfNSW is collecting your personal information for the purpose of administering and managing the RSTC Program. The administration of the RSTC Program may include TfNSW using your personal information to:

- handle any enquiries or complaints you may have about applications, card balances or transaction disputes
- investigate and handle any non-compliance with the RSTC Program Terms and Conditions, and
- prepare reporting (together, the “**Authorised Purposes**”).

To administer and manage the RSTC Program, TfNSW and the TfNSW Partners will provide a number of services to you in your capacity as authorised representative of the card holder. In providing these services your personal information will be handled in the following ways:

- Your personal details (including name, date of birth and address) will be provided to Westpac, as required for Westpac to handle any enquiries about card balances or disputes. In order for Westpac to provide the Card services to you, Westpac may share your personal information with companies within the Westpac group (Westpac Banking Corporation and its related bodies corporate) and with third party service providers outside of the Westpac group (some of which are located outside of Australia). For the purposes of this Privacy Statement, these companies are deemed to be TfNSW Partners.

TfNSW and the TfNSW Partners will never use or disclose your personal information for any purpose other than the Authorised Purposes. Any personal information collected or accessed by TfNSW and the TfNSW Partners cannot be used for commercial purposes unrelated to the Authorised Purposes.

TfNSW and the TfNSW Partners will not disclose your personal information except:

- as set out in this Privacy Statement;
- with your consent; or
- as otherwise permitted or required by law.

If you wish to access, correct or remove the personal information collected, please contact:

- Service NSW for information held on the SNSW account – 13 77 88; or
- Card services if it relates to information on your card account – 1800 569 070.

If you request that your personal information is removed, we may not be able to continue to provide the Card to you.

For further information as to how TfNSW, Service NSW and Services Australia will handle your personal information, see [TfNSW's Privacy Management Plan](#) or contact us at [privacy@transport.nsw.gov.au](mailto:privacy@transport.nsw.gov.au).

Please see [Westpac's Privacy Policy](#) or contact Westpac by:

- calling [1300 130 467](tel:1300130467) – 8am to 8pm, 7 days a week from anywhere in Australia
- visiting any of our branches in person
- visiting <https://www.westpac.com.au>

You can also view privacy information from Service NSW:

- [Privacy policy.](#)
- [Privacy Management Plan.](#)

I have read and agree to the above Privacy Notice.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of the authorised representative

## Supporting documentation

If applying for a card on behalf of a senior, please submit this form at your nearest Service NSW branch. Take along the following documents for verification:

- Power of Attorney or your Enduring Guardianship documentation; and
- photo identification (Driver's Licence preferred).

If registering to manage a card on behalf of a senior who has already applied, please submit this form with a copy of the following documents for verification:

- Power of Attorney or your Enduring Guardianship documentation; and
- photo identification (Driver's Licence preferred).

Register at either at a Service NSW branch or via email to [no-reply@nswregionalseniors.cards](mailto:no-reply@nswregionalseniors.cards).