

Response to RTI-976 – Expired *go* cards data

Background Information

- **Adult** and **Seniors** are set to expire 10 years from the date of issue - meaning those *go* cards issued when the system was first introduced are reaching their expiry.
- **Concession** expiry dates are linked to the relevant concession entitlement.
- Customers can extend the expiry date of their existing *go* card, within 90 days of the expiry date, at select *go* card retailers.
- For *go* cards that expired longer than 90 days, customers can request their funds be transferred to a new *go* card by calling the TransLink Contact Centre or by completing a balance transfer and refund form. Alternatively, a customer may choose to have their funds deposited into their Australian bank account by completing a balance transfer and refund form.
- When cards remain unused for five years the funds left on those cards are re-invested in the public transport network.
- Customers can request a reimbursement of their *go* card balance at any time (even after the card becomes dormant) provided the card is registered or they have the actual card. For more information, call 13 12 30 or visit translink.com.au.

Information relevant to scope of access application

Expired *go* cards

- The number of *go* cards that became irreversibly expired (more than 90 days lapsed since the expiry date) between 30 June 2019 and 20 February 2020 and have not yet had their balance refunded or transferred to another card total 178 373 (as at 30 March 2020).
- The value left on those 178 373 *go* cards equates to \$9.04 per card or a total of \$1, 611, 679 (as at 30 March 2020) including the initial deposit required when purchasing a *go* card and any subsequent money stored on the card.

Fare Revenue

Fare revenue collected on *go* cards for the:

- 2018 calendar year is \$327,572,289 (ex GST): and
- 2019 calendar year is \$339,290,103 (ex GST).

Mark W Rath

From: Government Relations
Sent: Monday, 5 November 2018 8:42 AM
To: TMR DLO
Cc: Government Relations
Subject: Seniors GoCard Balance Transfers

Categories: Mark

Hi guys,

Can you raise this as an EE please? 10 Day turnaround.

Kind Regards

Nicole Pratt
Senior Advisor (Government and Stakeholder Relations)
Office of the Deputy Director-General
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4128 | f 33384600
e Nicole.pratt@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
f [/TransLinkQLD](https://www.facebook.com/TransLinkQLD) t [/TransLinkSEQ](https://www.twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

From: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>
Sent: Monday, 5 November 2018 8:26 AM
To: Government Relations <Government.Relations@translink.com.au>
Subject: FW: Seniors GoCard Balance Transfers

Can we have some advice for the constituent please?

Kind Regards,

Felix Gibson

Caucus Liaison Officer

Office of the Hon. Mark Bailey MP

Minister for Transport and Main Roads

P (07) 371 97328 | E TMR_CLO@ministerial.qld.gov.au
Floor 35, 1 William Street Brisbane QLD 4000



From: Capalaba Electorate Office <Capalaba@parliament.qld.gov.au>
Sent: Wednesday, 31 October 2018 10:30 AM
To: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>

Subject: Seniors GoCard Balance Transfers

Hi Felix,

A constituent has made contact with us regarding a policy by translink that Seniors GoCard holders who don't use their card within 60 days will have the balance of their Seniors GoCard transferred back into the account of their other go card.

Constituent is annoyed as they rarely use public transport and went to use it but the balance had been transferred back to their other go card.

Can we please get some information on this policy?

Best wishes,

Not relevant

Assistant Electorate Officer



Office of Don Brown MP (BAppScLaws)

Member for Capalaba

P 07 3915 0100 F 07 3915 0109

Shop 60, Capalaba Park Shopping Centre, Capalaba, QLD 4157

PO Box 455, Capalaba, QLD, 4157

[Facebook](#) [Twitter](#) [Website](#)

Consider the environment before you print this email.

NOTICE - This e-mail and any attachments are confidential and only for the use of the addressee.

If you have received this e-mail in error, you are strictly prohibited from using, forwarding, printing, copying or dealing in anyway whatsoever with it, and are requested to reply immediately by e-mail to the sender or by telephone to the Parliamentary Service on +61 7 3553 6000.

Any views expressed in this e-mail are the author's, except where the e-mail makes it clear otherwise. The unauthorised publication of an e-mail and any attachments generated for the official functions of the Parliamentary Service, the Legislative Assembly, its Committees or Members may constitute a contempt of the Queensland Parliament. If the information contained in this e-mail and any attachments becomes the subject of any request under Right to information legislation, the author or the Parliamentary Service should be notified.

It is the addressee's responsibility to scan this message for viruses. The Parliamentary Service does not warrant that the information is free from any virus, defect or error.

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited.

Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

Advice for Minister for Transport and Main Roads

Subject: Go Cards for Seniors

Document ID: EE7020

- When the balance on an old go card has been transferred to a new card, the new go card must be touched to a card reader within 60 days. If it is not touched within 60 days, the pending balance will expire.
- If the balance transfer has expired or the customer expects not to travel within that 60 days, they'll need to plan ahead and call our contact centre on 13 12 30 to request the amount be re-added to the new go card.
- This case is logged in CustomerLink for Cubic Ticketing Customer Experience to process the re-load of the balance transfer.
- Our service standard is up to 10 working days for this to occur, but it often occurs faster and the reloaded funds are ready to load to the card 1-2 days following the request.
- It's important to note, the 60-day period restarts at the point the funds are reloaded. If the customer doesn't touch their go card to a card reader in 60 days, the balance transfer will expire again.

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
Sarah Capstick	Martin Bradshaw	Matthew Longland	Neil Scales
Project Director, NGT	General Manager, PTS	TransLink Division	Director-General
Tel: (07) 3338 4145	Tel: 3338 4665	Tel: 3066 7320	Tel:
Date: 14/11/2018	Date: 15/11/2018	Date: 16/11/2018	Date:

TMR DLO

From: Government Relations
Sent: Tuesday, 20 November 2018 3:35 PM
To: TMR DLO
Cc: Government Relations
Subject: EE7139 - FW: Nanango electorate enquiry - Not relevant

Categories: Brittany

Hi DLO team.

Please see following an EE From the NANANGO Electorate office. Could you please track this EE?

Many thanks,

Clare Robotham
Senior Advisor (Government and Stakeholder Relations)
Office of the Deputy Director-General
TransLink Division | Department of Transport and Main Roads
Works Mondays and Tuesdays

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4059 | f 33384600

clare.robotham@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

From: Craig R Reimers
Sent: Tuesday, 20 November 2018 3:29 PM
To: Government Relations <Government.Relations@translink.com.au>
Cc: Gerida M Christofidis <Gerida.Christofidis@translink.com.au>
Subject: FW: Nanango electorate enquiry - Not relevant

Hi Government Relations,

Please see incoming correspondence below received by the Toowoomba Regional Office.

Go Cards have not been rolled out in Southern Region therefore I believe that Customer Solutions may be the best area to respond on behalf of TransLink.

Regards

Craig Reimers

A/Regional Manager (Passenger Transport Operations) Southern | Regional Operations
TransLink Division | Department of Transport and Main Roads

1-5 Phillip Street Toowoomba Qld 4350 | PO Box 629 Toowoomba Qld 4350

t 07 4639 0666 | m Not relevant

e craig.reimers@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

From: Nanango Electorate Office <NANANGO@parliament.qld.gov.au>

Sent: Tuesday, 20 November 2018 1:51 PM

To: ToowoombaPT <toowoomba@translink.com.au>

Subject: Nanango electorate enquiry - Not relevant

Good afternoon Translink Team,

We have taken a call from constituent Not relevant

Not relevant

Not relevant have Go Cards and have been notified that they are due to expire on 30 November. Not relevant spoke to Translink in an attempt to renew their card, however was told her that the only way to renew them is at a station or a 7-Eleven. As the Not relevant live rurally that would mean significant travel for them to do so. Is there another option available for rural Go Card holders to renew their cards?

Not relevant

Any advice you could provide would be appreciated.

Kind Regards,

Not relevant

Not relevant

Assistant Electorate Officer

Office of Deb Frecklington MP | Member for Nanango

Leader of the Opposition and
Leader of the Liberal National Party

 @DebFrecklington  DebFrecklingtonMP



Deb Frecklington MP
Member for **Nanango**

Shop 2/36, Alford Street, Kingaroy Qld 4610 | PO Box 1158, Kingaroy Qld 4610
07 4190 7100 | nanango@parliament.qld.gov.au | debfrecklington.com.au
[f](#) DebFrecklingtonMP | [t](#) @DebFrecklington



This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. Unless stated otherwise, this email represents only the view of the sender and not the views of the Queensland Government. Please consider the environment before printing this email.

Consider the environment before you print this email.

NOTICE - This e-mail and any attachments are confidential and only for the use of the addressee.

If you have received this e-mail in error, you are strictly prohibited from using, forwarding, printing, copying or dealing in anyway whatsoever with it, and are requested to reply immediately by e-mail to the sender or by telephone to the Parliamentary Service on +61 7 3553 6000.

Any views expressed in this e-mail are the author's, except where the e-mail makes it clear otherwise. The unauthorised publication of an e-mail and any attachments generated for the official functions of the Parliamentary Service, the Legislative Assembly, its Committees or Members may constitute a contempt of the Queensland Parliament. If the information contained in this e-mail and any attachments becomes the subject of any request under Right to information legislation, the author or the Parliamentary Service should be notified.

It is the addressee's responsibility to scan this message for viruses. The Parliamentary Service does not warrant that the information is free from any virus, defect or error.

Released under RTI - DTMR

Advice for Minister for Transport and Main Roads

Subject: NANANGO Electorate office on behalf of Not relevant
Not relevant **regarding go cards for people in Regional Areas**

—

Document ID: EE7139

- Not relevant can update the expiry date of their *go* cards at select *go* card retailers throughout Southeast Queensland.
- Unfortunately, *go* card expiry dates cannot be updated online or via the TransLink contact centre as the *go* card needs to be physically touched to a card reader.
- The nearest *go* card retailer to Wondai is the Gympie North station on Sandy Creek Road, Gympie North. *go* card retailer locations can be found using the TransLink [website](#).
- Once a *go* card has expired, customers have up to 90 days to extend the card expiry date and re-activate their *go* card.
- Should the 90 day period pass, the expired *go* card is unable to be reactivated and a new *go* card will need to be purchased. This can be done by calling the TransLink Contact Centre on 13 12 30 to have the remaining balance, including any card deposit, transferred from the old expired card to your new card - ensuring you do not lose any balance.
- The Queensland Government has committed \$371 million to deliver a new payment system that will provide more options to pay for public transport.
- The project is currently undertaking detailed design, development and implementation planning.
- While the full account-based functionality is the final deliverable in 2022, the Department of Transport and Main Roads (TMR) will progressively roll out devices and key customer functionality in phases based on mode (tram, rail, bus and ferry).
- When the new payment system arrives in select regional areas, the existing ticketing systems will be replaced, providing those regional customers the same options as those in South East Queensland.

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
Sarah Capstick	Martin Bradshaw	Matthew Longland	Neil Scales
Project Manager (TransLink Ticketing)	Passenger Transport Services	TransLink Division	Director-General
Tel: 3338 4130	Tel: 3338 4665	Tel: 3066 7320	Tel:
Date: 21/11/2018	Date: 23/11/2018	Date: 23/11/2018	Date:

- It is important to note that when the new payment system is in place, regional public transport users will be able to purchase paper tickets with cash and use go cards, in addition to their contactless debit or credit cards, smart phones and wearable devices.
- The new payment system will also deliver a new integrated ticketing and journey planning app, with improved real-time information.
- The Queensland Government will provide further updates, including timeframes for the delivery of the new payment system, as the project progresses.

Released under RTI - DTMR

TMR DLO

From: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>
Sent: Sunday, 26 May 2019 8:25 PM
To: TMR DLO
Subject: EE8214 FW: Constituent Enquiry: Not relevant

Categories: Cyndy

Can I have advice please

Kind Regards,

Felix Gibson

Caucus Liaison Officer

Office of the Hon. Mark Bailey MP

Minister for Transport and Main Roads

P (07) 371 97328 | E TMR_CLO@ministerial.qld.gov.au
Floor 35, 1 William Street Brisbane QLD 4000



From: Algester Electorate Office <Algester@parliament.qld.gov.au>

Sent: Friday, 24 May 2019 11:05 AM

To: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>

Cc: Felix Gibson <Felix.Gibson@ministerial.qld.gov.au>; Not relevant @parliament.qld.gov.au>

Subject: Constituent Enquiry: Not relevant

Hi Felix

Constituent enquiry regarding the changes to Go Cards.

Not relevant has called the office as he heard on the news last night that there were changes coming in and he is concerned he will lose the credit he and his wife have on their accounts.

Can you please send some information through regarding the changes the State Government is making to GoCards?

Kind regards

Not relevant

Electorate Officer

LEANNE ENOCH MP

MEMBER FOR ALGESTER

Minister for Environment and the Great Barrier Reef

Minister for Science

Minister for the Arts

P: 07 3737 2110 **E:** algester@parliament.qld.gov.au



Consider the environment before you print this email.

NOTICE - This e-mail and any attachments are confidential and only for the use of the addressee.

If you have received this e-mail in error, you are strictly prohibited from using, forwarding, printing, copying or dealing in anyway whatsoever with it, and are requested to reply immediately by e-mail to the sender or by telephone to the Parliamentary Service on +61 7 3553 6000.

Any views expressed in this e-mail are the author's, except where the e-mail makes it clear otherwise. The unauthorised publication of an e-mail and any attachments generated for the official functions of the Parliamentary Service, the Legislative Assembly, its Committees or Members may constitute a contempt of the Queensland Parliament. If the information contained in this e-mail and any attachments becomes the subject of any request under Right to information legislation, the author or the Parliamentary Service should be notified.

It is the addressee's responsibility to scan this message for viruses. The Parliamentary Service does not warrant that the information is free from any virus, defect or error.

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited.

Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

Advice for Minister for Transport and Main Roads

Subject: ALGESTER EO - Changes to *go card*

Document ID: EE8214

- The Department of Transport and Main Roads can advise that the Queensland Government is investing \$371 million to deliver a new Smart Ticketing system to make choosing public transport even easier.
- The new ticketing system will mean customers can pay for travel using contactless debit and credit cards, smartphones and wearable devices, as well as continue to use current payment methods. Existing *go cards* and paper tickets will continue to be accepted.
- The new system will also make it easier for customers to manage their transit accounts more effectively through an improved app and website that integrates payment, ticketing and journey planning options, with precise real-time information.
- Smart Ticketing will be progressively rolled out across all modes of public transport in South East Queensland and regional urban bus services by 2022.
- The implementation of Smart Ticketing will not impact existing *go cards*. Not relevant
go cards can still be used once the new system is rolled out, unless they become dormant or expire.
- Customers can request a reimbursement of their *go card* balance at any time provided the card is registered or they have the actual card. To request a refund, customers can contact the TransLink Contact Centre on 13 12 30.

Background on expired *go cards* and dormancy

- All *go cards* are programmed with an expiry date. The date varies depending on the type of *go card* and this can be checked via a customer's online *go card* account. For example, adult cards expire 10 years from the date of issue. Once a card expires, it is no longer valid for travel, however customers have 90 days to extend the expiry date of their card at select *go card* retailers.

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
Sarah Capstick	Martin Bradshaw	Matthew Longland	Neil Scales
Project Director, Strategy & Customer Transition	General Manager (PTST)	Deputy Director- General (TransLink)	Director-General
Tel: 3338 4145	Tel: 3338 4665	Tel: 3066 7320	Tel:
Date: 29 May 2019	Date: 1 June 2019	Date: 4 June 2019	Date:

- For *go* cards that expired longer than 90 days, customers can request their funds be transferred to a new *go* card by calling the TransLink Contact Centre on 13 12 30 or by completing a balance transfer and refund form. Alternatively, a customer may choose to have their funds deposited into their Australian bank account by completing a balance transfer and refund form.
- When *go* cards are not used for five years, they become dormant and cannot be used for travel. Customers can apply for a refund of any unused credit on the card, along with the refundable deposit.

TMR DLO

From: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>
Sent: Wednesday, 29 May 2019 9:54 PM
To: TMR DLO
Subject: FW: GoCard Expiry Enquiry

Categories: Mark

EE please

Kind Regards,

Felix Gibson

Caucus Liaison Officer

Office of the Hon. Mark Bailey MP

Minister for Transport and Main Roads

P (07) 371 97328 | E TMR_CLO@ministerial.qld.gov.au
Floor 35, 1 William Street Brisbane QLD 4000



From: Bancroft Electorate Office <bancroft@parliament.qld.gov.au>

Sent: Wednesday, 29 May 2019 12:18 PM

To: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>

Subject: GoCard Expiry Enquiry

Hi Felix,

I hope this email finds you well.

We have been contacted by a constituent, Not relevant who has seen a story on Channel 9 about the government 'stealing' money from GoCards after 10 years.

From the Translink website I have been able to find out about the expiry timeframes, etc. however Not relevant also wants to know about if the card is more than 10 years old and the money has been removed from the account, what happens to it, and if it is possible to get it back?

I was unable to find any information to assist in answering that part of her question, are you able to help out?

Thanks in advance,

Not relevant

Not relevant

| **Electorate Officer**

Office of Chris Whiting MP Member for Bancroft



The Bancroft Electorate lies on the traditional lands of the Gubbi Gubbi people. I acknowledge their elders past, present and

emerging.



Consider the environment before you print this email.

NOTICE - This e-mail and any attachments are confidential and only for the use of the addressee.

If you have received this e-mail in error, you are strictly prohibited from using, forwarding, printing, copying or dealing in anyway whatsoever with it, and are requested to reply immediately by e-mail to the sender or by telephone to the Parliamentary Service on +61 7 3553 6000.

Any views expressed in this e-mail are the author's, except where the e-mail makes it clear otherwise. The unauthorised publication of an e-mail and any attachments generated for the official functions of the Parliamentary Service, the Legislative Assembly, its Committees or Members may constitute a contempt of the Queensland Parliament. If the information contained in this e-mail and any attachments becomes the subject of any request under Right to information legislation, the author or the Parliamentary Service should be notified.

It is the addressee's responsibility to scan this message for viruses. The Parliamentary Service does not warrant that the information is free from any virus, defect or error.

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited.

Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

Advice for Minister for Transport and Main Roads

Subject: Enquiry – What happens to go Card balances on expiration?

Document ID: EE8277

- All *go* cards are programmed with an expiry date. The date varies depending on the type of *go* card and this can be checked via a customer's online *go* card account. For example, Adult and Seniors cards expire 10 years from the date of issue.
- Once a card expires, it is no longer valid for travel.
- Customers can extend the expiry date of their existing *go* card, within 90 days of the expiry date, at select *go* card retailers.
- For *go* cards that expired longer than 90 days, customers can request their funds be transferred to a new *go* card by calling the TransLink Contact Centre on 13 12 30 or by completing a balance transfer and refund form. Alternatively, a customer may choose to have their funds deposited into their Australian bank account by completing a balance transfer and refund form.
- When *go* cards are not used for five years, they become dormant and cannot be used for travel. Customers can retrieve these funds at any time by contacting the TransLink Contact Centre or by completing a balance transfer and refund form.
- For *go* cards which have expired or been inactive for a period of five years, any funds left on these cards is returned to TransLink and re-invested in public transport initiatives to improve the TransLink network.
- Customers can request a reimbursement of their *go* card balance at any time, even after the balance has been transferred to TransLink, provided the card is registered or they have the actual card. For more information, call TransLink Contact Centre or visit translink.com.au.

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
Deb Daley	Martin Bradshaw	Matthew Longland	
Stakeholder Manager (SM)	GM (PTST)	DDG (TransLink)	Director-General
Tel: 3338 4438	Tel: 3338 4665	Tel: 3066 7320	Tel:
Date: 30 May 2019	Date: XX June 2019	Date: XX June 2019	Date:

TMR DLO

From: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>
Sent: Wednesday, 29 May 2019 10:06 PM
To: TMR DLO
Subject: FW: Go Cards cutting out

Categories: Mark

EE please

Kind Regards,

Felix Gibson

Caucus Liaison Officer

Office of the Hon. Mark Bailey MP



Minister for Transport and Main Roads

P (07) 371 97328 | E TMR_CLO@ministerial.qld.gov.au
Floor 35, 1 William Street Brisbane QLD 4000

From: Bancroft Electorate Office <bancroft@parliament.qld.gov.au>

Sent: Monday, 27 May 2019 2:39 PM

To: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>

Subject: Go Cards cutting out

Hi Felix

I hope you're well. We've had a few enquiries regarding the news last week on Go Cards cutting out after 10 years.

A few of our older constituents are confused as to what they need to do, or how they can tell when their card may cut out/expire.

Is it possible to get a fact sheet off the department about this and what people need to do or where they need to go to get the money off their void cards etc? Apologies if something like this has already come out, I couldn't see anything through a search.

Many thanks mate.

N/R

Not relevant



Office of Chris Whiting MP

Member for Bancroft

P: (07) 3448 2100 | E: Bancroft@parliament.qld.gov.au

Shop T1.18 Rothwell Central Shopping Centre

743 Deception Bay Road, Rothwell

The Bancroft Electorate lies on the traditional lands of the Gubbi Gubbi people. I acknowledge their elders past, present and

emerging.



NOTICE - This e-mail and any attachments are confidential and only for the use of the addressee.

If you have received this e-mail in error, you are strictly prohibited from using, forwarding, printing, copying or dealing in anyway whatsoever with it, and are requested to reply immediately by e-mail to the sender or by telephone to the Parliamentary Service on +61 7 3553 6000.

Any views expressed in this e-mail are the author's, except where the e-mail makes it clear otherwise. The unauthorised publication of an e-mail and any attachments generated for the official functions of the Parliamentary Service, the Legislative Assembly, its Committees or Members may constitute a contempt of the Queensland Parliament. If the information contained in this e-mail and any attachments becomes the subject of any request under Right to information legislation, the author or the Parliamentary Service should be notified.

It is the addressee's responsibility to scan this message for viruses. The Parliamentary Service does not warrant that the information is free from any virus, defect or error.

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited.

Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

Released under RTI - DTPMR

Advice for Minister for Transport and Main Roads

Subject: Go Cards on Expiration

Document ID: EE8237

- All *go* cards are programmed with an expiry date. The date varies depending on the type of *go* card and this can be checked via a customer's online *go* card account. For example, Adult and Seniors cards expire 10 years from the date of issue.
- Once a card expires, it is no longer valid for travel.
- Customers can extend the expiry date of their existing *go* card, within 90 days of the expiry date, at select *go* card retailers.
- For *go* cards that expired longer than 90 days, customers can request their funds be transferred to a new *go* card by calling the TransLink Contact Centre on 13 12 30 or by completing a balance transfer and refund form. Alternatively, a customer may choose to have their funds deposited into their Australian bank account by completing a balance transfer and refund form.
- When *go* cards are not used for five years, they become dormant and cannot be used for travel. Customers can retrieve these funds at any time by contacting the TransLink Contact Centre or by completing a balance transfer and refund form.
- For *go* cards which have expired or been inactive for a period of five years, any funds left on these cards is returned to TransLink and re-invested in public transport initiatives to improve the TransLink network.
- Customers can request a reimbursement of their *go* card balance at any time, even after the balance has been transferred to TransLink, provided the card is registered or they have the actual card. For more information, call TransLink Contact Centre or visit translink.com.au.

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
Adam Bradshaw	Martin Bradshaw	Matthew Longland	
Correspondence Officer	GM (PTST)	DDG (TransLink)	Director-General
Tel: 3338 4438	Tel: 3338 4665	Tel: 3066 7320	Tel:
Date: 30 May 2019	Date: XX June 2019	Date: XX June 2019	Date:

TMR DLO

From: Finn Semple <Finn.Semple@ministerial.qld.gov.au>
Sent: Tuesday, 29 October 2019 10:52 AM
To: TMR DLO
Subject: EE8974 FW: Translink issue

Categories: Cyndy

EE please

Thanks,
Finn

From: Aspley Electorate Office <aspley@parliament.qld.gov.au>
Sent: Tuesday, 29 October 2019 10:42 AM
To: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>
Subject: FW: Translink issue

Good morning Finn,

I was just wondering if you had the recent media release + any other relevant info on hand regarding new developments in go card/fare payments tech being rolled out? This will help us drafting a response to this constituent.

Kind regards,

Not relevant

Assistant Electorate Officer
Aspley Electorate Office



Office of Bart Mellish MP

Member for Aspley

Working For Aspley

Email: aspley@parliament.qld.gov.au Shop 8, 46 Gayford St PO Box 1261,
Phone: (07) 3554 7100 Aspley QLD 4034 Aspley QLD 4034

From: Not relevant
Sent: Monday, 14 October 2019 5:12 PM

To: Aspley Electorate Office <aspley@parliament.qld.gov.au>

Subject: Translink issue

Dear Mr Mellish

I am writing to seek your assistance in getting an explanation from Translink as to why they allow customers to top up expired/cancelled Go Cards.

Recently my partner went to the Gold Coast and planned to return to Brisbane by train. She does not have a go card so we agreed that she would use my card. I recently moved to a concession card but she is not entitled to a concession fare so she took my old card. The day before travel I went to the local 7 Eleven and topped up the card with a payment of \$50. The transaction was successful and the receipt showed a balance \$73.57 and a card expiry date of 26 Sep 2026.

When it was time to return home, she was unable to board the train because the QR staff told her that the card was a cancelled card and not valid for travel. This was quite baffling as the card is registered to me and I had never received any notification that the card was cancelled. Also, it worked fine the day before in terms of it successfully accepting the top up payment and having an expiry date of 26 Sep 2026 showing on the receipt.

I went back to the 7 Eleven and they advised they could not refund the \$50 and I had to contact Translink.

When I called Translink organize a refund and to find out why this had happened the person I spoke to was quite rude. I was told that there was no explanation as to why a cancelled card could be topped up because that "was above his pay grade". I was also told that I would have to go to a railway station to get a form to apply in writing to get my money back. I was only when I pushed this person for other options, he admitted that I could get the form from the Translink website.

I filled out the 3 page form 2 weeks ago and sent it off.

Today I received a form letter from Translink advising that they are unable to process my refund request because the balance had already been transferred to another card on 25 June 2019. This is very sloppy work on Translink's part as the refund request relates to a top up made on 14 September 2019.

I have just got off the phone to Translink again and still do not have my money back. They want to transfer the money to another go card which will take 10 days. Then I can send in another refund form (the one I already filled in won't do) and wait another 10 days.

My head is spinning from going around in circles. There is enough material here for an episode of Yes Minister.

I am at a loss to understand how Translink will accept money from customers who have a cancelled card when they know full well that the card cannot be used for travel. Where I come from taking money from a customer with no intention of delivering the good or service is called fraud.

I didn't find any of the Translink staff I spoke to on the phone to be empathetic or helpful. I suspect the latter is due to the call center scripting used by Translink. The tone is very paternalistic.

Can you please approach the Minister on my behalf to bring this absurd situation to his attention? Hopefully this can lead to some system improvement.

Yours sincerely

Not relevant

Consider the environment before you print this email.

NOTICE - This e-mail and any attachments are confidential and only for the use of the addressee.

If you have received this e-mail in error, you are strictly prohibited from using, forwarding, printing, copying or dealing in anyway whatsoever with it, and are requested to reply immediately by e-mail to the sender or by telephone to the Parliamentary Service on +61 7 3553 6000.

Any views expressed in this e-mail are the author's, except where the e-mail makes it clear otherwise. The unauthorised publication of an e-mail and any attachments generated for the official functions of the Parliamentary Service, the Legislative Assembly, its Committees or Members may constitute a contempt of the Queensland Parliament. If the information contained in this e-mail and any attachments becomes the subject of any request under Right to information legislation, the author or the Parliamentary Service should be notified.

It is the addressee's responsibility to scan this message for viruses. The Parliamentary Service does not warrant that the information is free from any virus, defect or error.

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited.

Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

Advice for Minister for Transport and Main Roads

Subject: Aspley EO - Smart Ticketing System & Go Card Issue

Document ID: EE8974

Use the dot points below to provide advice regarding the enquiry.

Customer Enquiry – go card issue

- When customers request a balance transfer or refund from their *go* card, the card is cancelled and no longer valid for travel once the transfer or refund is processed.
- [Not relevant] requested a balance transfer from *go* card #1 to *go* card #2 in June 2019 through their online *go* card account and this was performed in June 2019.
- At the same time, the system sent a message out into the network to cancel the *go* card when/if it touches on next, in case [Not relevant] had not yet disposed of the *go* card. This message stays in the system a little over 60 days from the balance transfer. After that, it may be removed from the system to make way for newer messages.
- When [Not relevant] topped-up *go* card #1, which they cancelled in the balance transfer process in June, this triggered the system to resend the cancellation message. After his wife travelled to the Gold Coast, the message would've been received by the *go* card rendering it cancelled for her return trip.
- Another balance transfer request (CAS-2019-0052757) was lodged on 14 October. This was completed on 15 October where \$50 was added to *go* card #2 (the same as the balance transfer in June).
- TransLink apologises for the incorrect advice provided by our contact centre.
- If [Not relevant] is able to provide the date/time he called and the phone number he called from, TransLink will raise it with the contact centre for training of the relevant consultants.

Smart Ticketing System

- The Queensland Government is investing \$371 million to deliver a new Smart Ticketing system to make choosing public transport even easier.

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
John Wanis	Martin Bradshaw	Peter Milward	Neil Scales
TransLink Ticketing	GM (PTST)	A/DDG (TransLink)	Director-General
Tel: 3338 4438	Tel: 3338 4665	Tel: 3338 4026	Tel:
Date: 6/11/2019	Date: 6/11/2019	Date: 6 November 2019	Date:

- While go cards and paper tickets will continue to be accepted, the new payment system will:
 - introduce new ways to pay, including contactless debit and credit cards, smartphones and wearable devices (such as smart watches)
 - upgrade existing ticketing equipment
 - make it easier for you to manage your account, via an enhanced website and app
 - be rolled out across all modes of public transport in South East Queensland and regional urban bus services.
- Smart Ticketing will be progressively rolled out ahead of being fully implemented by 2022.
- For further information, visit translink.com.au/smartticketing.

TMR DLO

From: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>
Sent: Monday, 22 July 2019 2:55 PM
To: TMR DLO
Subject: FW: Hon Steven Miles MP advice request

Categories: Rowan

Can someone make contact with Not relevant please 😊

Kind Regards,

Lucy Collier

Caucus Liaison Officer

Office of the Hon. Mark Bailey MP



**Queensland
Government**

Minister for Transport and Main Roads

P (07) 371 97328 | E TMR_CLO@ministerial.qld.gov.au
Floor 35, 1 William Street Brisbane QLD 4000

From: Murrumba Electorate Office <Murrumba@parliament.qld.gov.au>

Sent: Monday, 22 July 2019 2:39 PM

To: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>

Subject: Hon Steven Miles MP advice request

Hi Lucy, could an appropriate officer please give Not relevant a call on mobile Not relevant in regard how much money that Qld govt profits by in lost and cancelled Go Cards.

Cheers



Not relevant

Community Engagement Manager

Office of Steven Miles – Member for Murrumba

Minister for Health & Ambulance Services

P: 3448 9300 | E: Not relevant @parliament.qld.gov.au

1/15 Goodfellows Rd Kallangur 4503

Consider the environment before you print this email.

NOTICE - This e-mail and any attachments are confidential and only for the use of the addressee.

If you have received this e-mail in error, you are strictly prohibited from using, forwarding, printing, copying or dealing in anyway whatsoever with it, and are requested to reply immediately by e-mail to the sender or by telephone to the Parliamentary Service on +61 7 3553 6000.

Any views expressed in this e-mail are the author's, except where the e-mail makes it clear otherwise. The unauthorised publication of an e-mail and any attachments generated for the official functions of the Parliamentary Service, the Legislative Assembly, its Committees or Members may constitute a contempt of the Queensland Parliament. If the information contained in this e-mail and any attachments becomes the subject of any request under Right to information legislation, the author or the Parliamentary Service should be notified.

It is the addressee's responsibility to scan this message for viruses. The Parliamentary Service does not warrant that the information is free from any virus, defect or error.

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

Advice for Minister for Transport and Main Roads

Subject: Revenue from lost or cancelled Go Cards

Document ID: EE8523

- On Tuesday 23 July at 12.40pm, Ruth Cushley, Senior Advisor (Government Relations), TransLink phoned the Murrumba electorate office and spoke with N/R Not relevant Community Engagement Manager to confirm Not relevant mobile phone number as one digit was missing. N/R could not locate the correct phone number, so Ruth advised that she would provide the response to the Minister's office for forwarding onto the electorate office. N/R could forward the advice to Mr Sinclair when she sourced his correct contact details.
- Information below was previously approved by the Acting Deputy Director-General, TransLink in July 2019, and used as speaking points for a Channel 10 News interview.
- Between 1 July 2016 and 30 June 2018, 654,136 go cards expired with an average of \$7.90 per card remaining on these go cards (\$5.17m in total).
- Any unclaimed go card funds are reinvested into providing public transport services for the TransLink network.
- It is important to note that customers do not lose these funds and can claim them at any time.
- If a go card is registered, a customer can request a refund of any remaining travel balance by contacting the TransLink Contact Centre on 13 12 30. If a card is not registered, a customer will need to supply their go card when completing the refund form.

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
Ruth Cushley	NA – previously approved	NA – previously approved	
Senior Advisor (Government Relations)			Director-General
Tel: 3066 3795	Tel:	Tel:	Tel:
Date: 23 July 2019	Date:	Date:	Date: 23 July 2019

TMR DLO

From: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>
Sent: Monday, 3 February 2020 9:09 AM
To: TMR DLO
Subject: EE9427 FW: Constituent

Categories: Abbie

EE please

Regards,

Felix Gibson

Policy Advisor & Acting Caucus Liaison

Office of the Hon. Mark Bailey MP



Minister for Transport and Main Roads

P (07) 371 97326 | E Felix.Gibson@ministerial.qld.gov.au
Floor 35, 1 William Street Brisbane QLD 4000

From: FernyGrove Electorate Office <Ferny.Grove@parliament.qld.gov.au>

Sent: Friday, 31 January 2020 10:23 AM

To: TMR_CLO <TMR_CLO@ministerial.qld.gov.au>

Subject: Constituent

Hi Finn,

I had a call this morning from [Not relevant] She went to use her Go Card on Tuesday to catch the bus and it said expired. The bus driver told her she needed to get a new one. [Not relevant] is [Not relevant] and can only get around using public transport. She has a cane so she can't go very far. Can someone please contact [Not relevant] to find out what happened to her Go Card. It's not a Seniors Go Card Plus. She only has a prepaid mobile, so she is unable to call the Translink 13 number without chewing through all her credit. She said she had about \$8 credit remaining on the Go Card too so she doesn't understand why it expired.

Her Go Card number is: [Not relevant]

Mobile: [Not relevant]

DOB: [Not relevant]

Kind regards,

[Not relevant]

Assistant Electorate Officer (Thursday and Friday)
Office of Mark Furner MP, Member for Ferny Grove
Minister for Agricultural Industry Development & Fisheries

ferny.grove@parliament.qld.gov.au | www.markfurnermp.com.au

Shop 14, 51 McGinn Road, Ferny Grove QLD 4055 | PO Box 262 FERNY HILLS DC QLD 4055

P 07 3535 7100



NOTICE - This e-mail and any attachments are confidential and only for the use of the addressee.

If you have received this e-mail in error, you are strictly prohibited from using, forwarding, printing, copying or dealing in anyway whatsoever with it, and are requested to reply immediately by e-mail to the sender or by telephone to the Parliamentary Service on +61 7 3553 6000.

Any views expressed in this e-mail are the author's, except where the e-mail makes it clear otherwise. The unauthorised publication of an e-mail and any attachments generated for the official functions of the Parliamentary Service, the Legislative Assembly, its Committees or Members may constitute a contempt of the Queensland Parliament. If the information contained in this e-mail and any attachments becomes the subject of any request under Right to information legislation, the author or the Parliamentary Service should be notified.

It is the addressee's responsibility to scan this message for viruses. The Parliamentary Service does not warrant that the information is free from any virus, defect or error.

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited.

Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

Advice for Minister for Transport and Main Roads

Subject: [Not relevant] - Expired Go Card

Document ID: EE9427

- TransLink contacted [Not relevant] and explained that her go card had reached its 10-year expiry date.
- [Not relevant] was informed of the closest retail agent to visit and have the expiry date modified for another 10 years.
- On 5 February 2020 a refund form was posted to [Not relevant] for completion if she cannot visit a retailer in the next 90 days, after which the go card will be cancelled. By completing and returning this refund form, TransLink can refund the balance of her card to her bank account.
- Alternatively, she can use the form to claim a refund when she can no longer use public transport and no longer needs the go card. [Not relevant] appreciated the gesture and was glad to have the form in her possession to use at a later date.
- Along with the refund form, a complimentary travel pass was also posted to enable [Not relevant] to travel on the bus to the retailer to renew her go card. Previously drivers were allowing her to travel for free on the expired go card but this way she will have a valid means to travel.

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
Wietske Smith	Graham Davis	Matthew Longland	Neil Scales
Executive Director, Customer Solution	General Manager, PTS	TransLink Division	Director-General
Tel: 3338 4128	Tel: (07) 3338 4748	Tel: 3066 7320	Tel:
Date: 05/02/2020	Date: 7/02/2020	Date: 10/02/2020	Date: 10 February 2020

OFFICE OF THE MINISTER FOR TRANSPORT AND MAIN ROADS

Date	12/03/20
Full name	Not relevant
Address (if a written response is requested)	Gold Coast
Telephone No.	Not relevant
Enquiry Details	<p>Re: Complaint transfer of refund from go card to seniors go card.</p> <p>N/R is angry and frustrated that he was asked to supply bank details to transfer \$5 from his go card to seniors go card.</p> <p>go card number: Not relevant</p> <p>seniors go card number: Not relevant</p> <p>A call back has been requested please.</p>
Action requested (e.g. call back)	If issue cannot be resolved same day, please provide a courtesy call to enquirer.

Action Taken Form

Subject: Ian Ayres – Complaint – Transfer of refund to Seniors go card

Document ID:	GSR20/103 - MPE5960
--------------	---------------------

- [Not relevant] go card is dormant, last used 2013. He has been provided the correct advice by both the TransLink Contact Centre and ticketing offices in that an application form needs to be completed to receive the remaining balance and deposit on the go card. However, [Not relevant] does not need to provide his bank details as he is transferring the balance of his old go card over to his new go card.
- I have called [Not relevant] today and discussed the go card and refund process to enable the funds to be transferred from a dormant go card to a new go card. He is very frustrated that he had no notification and felt inconvenienced.
- I have posted a refund form to [Not relevant] for his and his wife's go card. I have enclosed a pre-paid envelope and also emailed instructions as a courtesy.
- Whilst on the phone I also assisted [Not relevant] in registering his new go card, as this will assist with notifications in the future.
- [Not relevant] whilst initially very frustrated ended the call happy and satisfied with today's outcome.
- The customer does not need any further communication from ours or the Ministers office. The matter causing the initial frustration has been resolved and the transaction will be processed as a matter of process once the form is received to our processing team at Cubic.

Contact officer details:

Name:	Elsie Paetai
Position:	Customer Relations Adjudication Officer
Telephone:	3338 4265
Date:	14 January 2020

Approved by (If applicable):

Name:	Damien Boorman
Position:	A/Executive Director (Customer Solutions)
Telephone:	3338 4077
Date:	15 January 2020

Ethics

From: Mailbox Ombudsman <ombudsman@ombudsman.qld.gov.au>
Sent: Wednesday, 20 March 2019 1:41 PM
To: Ethics
Subject: [Not relevant] Our Ref Direct Referral from the Queensland Ombudsman Re [N/R]
[Not relevant]

Attachments: 2019/02457 Translink Complaint Reference #0003663

Our ref: [Not relevant]

20 March 2019

Confidential

Mr Matthew Longland
Deputy Director-General
TransLink
Department of Transport and Main Roads
Email: ethics@tmr.qld.gov.au

Dear Mr Longland

The Office of the Queensland Ombudsman has received a complaint dated 20 March 2019 from [N/R]
[Not relevant] about TransLink.

Based on the information provided to this Office [attached], it appears the matter has not yet been considered by TransLink. I have advised the complainant that any investigation by this Office would be premature at this time and, with the consent of the complainant, am referring the matter to you for assessment.

To ensure clarity, this Office has not considered the merits of the complaint. The matter is referred to TransLink for its attention. Thereafter, please deal with the complainant as if she made her complaint through your usual complaints process.

The Office asks that you assess the matter and register it through TransLink's appropriate process. Contact the complainant as soon as practicable to confirm receipt of the matter, and obtain any further information you require directly from her. [Not relevant] can be contacted on mobile [Not relevant] or email [Not relevant]

If you have any questions, please contact ombudsman@ombudsman.qld.gov.au or (07) [Not relevant]

Yours faithfully

[Not relevant]
Enquiry Officer

P [Not relevant]
1800 068 908 (outside Brisbane)
F 07 3005 7067
E ombudsman@ombudsman.qld.gov.au
W ombudsman.qld.gov.au

-
This email is to be read subject to the disclaimer below:

The information contained in this email, and any attachments, (the email) is intended for the named recipients only. It may contain information which is confidential or privileged or in which copyright is held. If you have received the email in error, you are asked to inform the sender as quickly as possible and delete the email and any copies thereof from your computer system network. In any event, any form of disclosure, modification, distribution and/or publication of the email is prohibited.

Any views expressed in the email are those of the sender only.

Except as required by law, the Queensland Ombudsman and the Office does not represent, warrant and/or guarantee that the integrity of this email has been maintained nor that the email is free of errors, virus, interception or interference.

Email correspondence sent to the Office of the Queensland Ombudsman may be treated as a public record and retained as required by the Public Records Act 2002 and other relevant legislation. Personal information contained in emails sent to this Office may be used and disclosed by the Office in accordance with the discharge of its functions under the Ombudsman Act 2001 or otherwise as required or authorised by law. Email messages may be monitored by our information technology staff for trouble-shooting, maintenance and appropriate usage.

Ethics

From: Not relevant
Sent: Wednesday, 20 March 2019 10:12 AM
To: Mailbox Ombudsman
Subject: Not relevant Translink Complaint Reference #0003663

Hello N/R and the Queensland Ombudsman,

Thank you for your instruction and accepting my complaint regarding partial refund from Translink on Tuesday the 19th of March 2019 @ 1422.

I ask that you investigate a partial refund of money held by Translink on my Go Card. The balance of this card was \$19.72 and the card deposit is \$10. In total \$29.72 of my money held by Translink.

On the 4th of November 2018 I had to check the balance of my card to use public transport the next day. Unfortunately not being familiar with the go card system at train stations (I rarely use public transport) I had actually touched on instead of what I thought I was doing, which was swiping my card to check my go card balance. Upon calling the Translink call centre 131230 on this day, while at the station I was advised I wouldn't be able to touch off and that I had to note the details of what had happened and write in to Translink when sending my now invalid card back for a refund of the available credit \$19.72 and the \$10 refundable card fee. I was told the card was too old, had expired and was no longer valid for use. Already quite frustrated as I had no available funds to use to travel the next day I had to purchase a new card and load it so I could catch the train when I already had a balance of \$19.72 on my go card I wasn't able to use. I didn't think this was very user friendly.

I printed the "Guide to Balance Transfers and Refunds" forms from their site as instructed. I was told this was the ONLY way I could make a request for my balance and deposit refund. I filled this in and mailed the forms on January the 10th. Please see pictures attached

On the 22 January 2019 I saw a credit in my account of \$19.72 (not what I was expecting) and shortly after received an Electronic funds transfer payment advice from Translink advising of the deposit. Please see pictures attached

Obviously disappointed after following the instructions of staff, taking the time to pay for and print the required forms, filling the forms in with detailed information and mailing them I expected to receive a full refund.

On the 27th of January I called Translink to lodge a request for investigation. I first spoke to Akissa on the feedback line who then transferred me through to Grace. At 11:27am on this day I lodged a request for investigation after providing all of the details once again verbally as I did previously in writing and I was given the reference of #0003663. I was told I would receive an outcome after 10 business days.

On the 15th of February after receiving no contact I called again. This time I spoke with Feti who investigated my reference and advised an email was sent to finance on the 8th of February. I should wait 10 business days for a response.

After no contact still I again called on the 25th of February and spoke with Rodney, he advised he could not sign into the system and was transferring me to another consultant, then after a time on hold he came back online and said he was able to sign in (lied to me about transferring me to a colleague) and stated on the 18th of February another email was sent to finance. I should wait at least 10 business days for a response.

I called again on Tuesday the 5th of March after no phone calls and no contact via email after these details had been taken from me a number of times. On this day I spoke to Andrew. Andrew advised that their systems were experiencing issues and they were not able to see any requests logged before the 5th of March. He advised the supervisor on duty was Pete and that I would receive a call back the following day between 0730 and 1700. I asked if I should log another request since my job number was unavailable. He suggested I wait for supervisor contact.

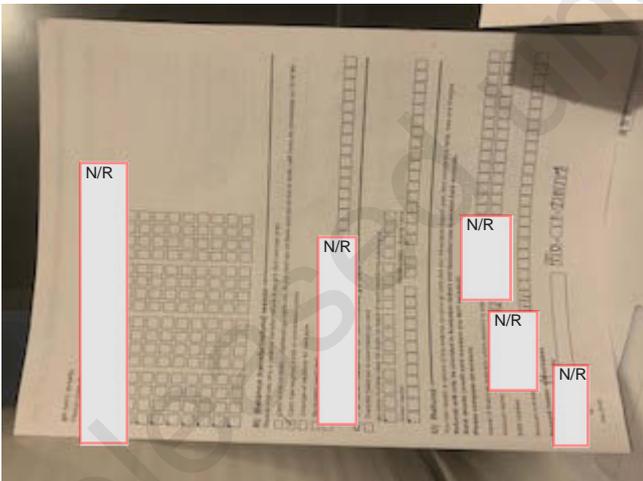
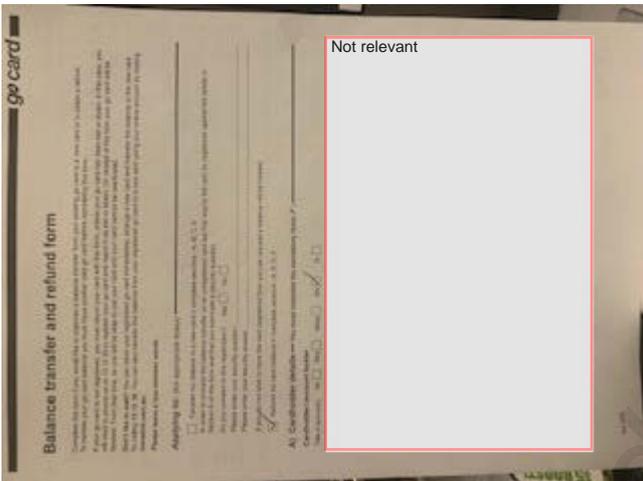
I waited all day for this call on Tuesday and received nothing. At 1702 on Tuesday the 19th I called back after lodging the request with your office at 1422, trying one last time to finalise my request without the assistance of the Queensland Ombudsman. I was advised by Katana that my reference did not exist! She stated her supervisor Pete was unavailable and refused to take my call. Even though my request did not exist and my information could not be found she assured me there was no record of res for a call back as Andrew had promised.

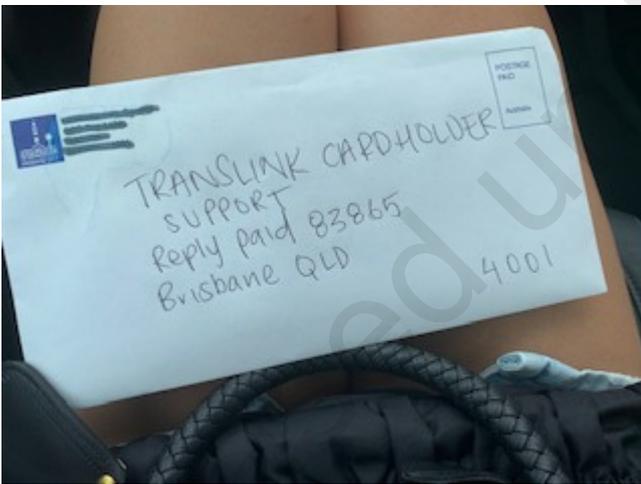
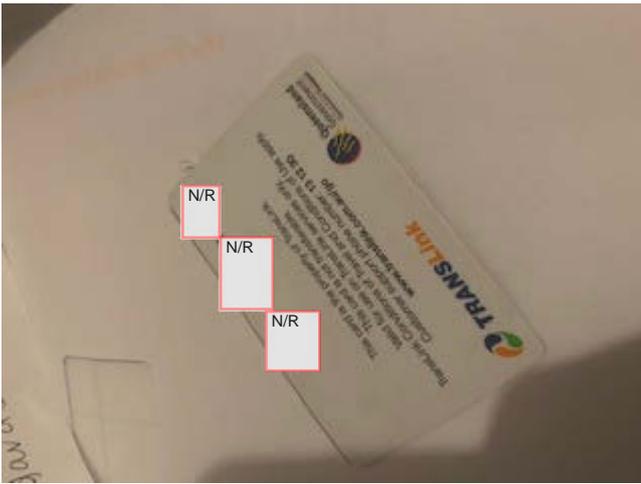
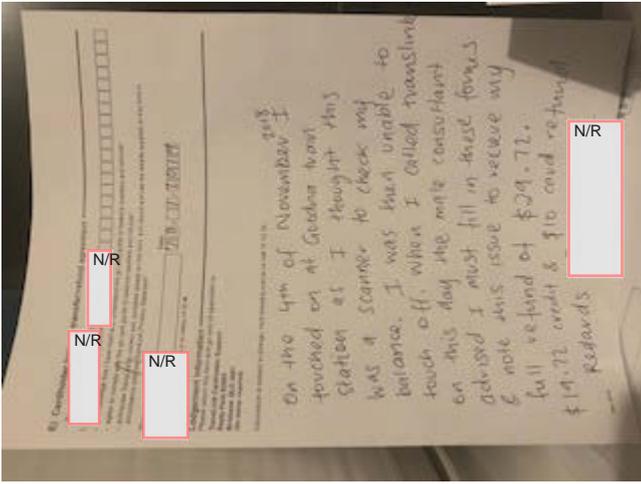
I'm sorry for bringin such a trivial matter to your office. I am not happy with the service and run around from this state government department. Throughout the process I feel as though I was not treated with respect and after trying to do the right thing and spending a total of 43m on the phone with Translink I request that your office investigate this grievance on my behalf.

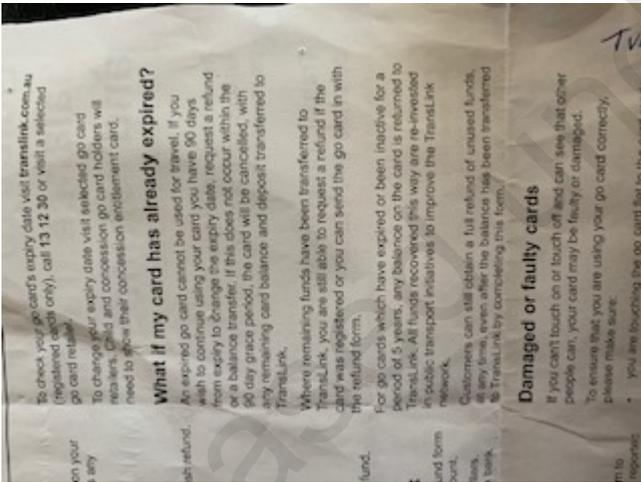
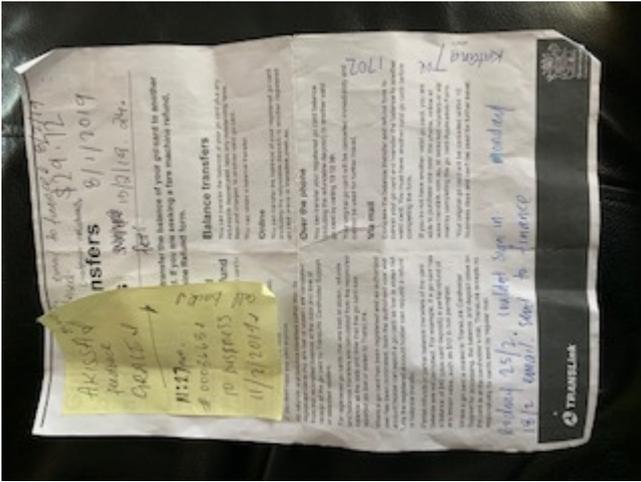
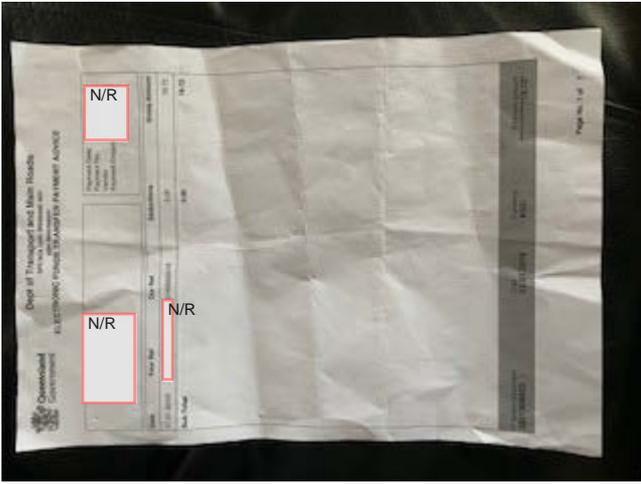
Please feel free to contact me with any further Information required. Thank you for your time.

Yours faithfully,

Not relevant







Sent from my iPhone

Action Taken Form

Subject: Partial Go Card Refund – Not relevant

Document ID:	OBE479
--------------	--------

- An investigation into the customer's complaint has been completed.
- The \$10.00 transaction that the customer is referring to was a fixed fare amount incurred on the balance of the go card for touching on but not travelling.
- The go card expired soon after and the \$10.00 adjustment was not captured and was not refunded in the initial refund on 22 January 2019.
- The customer has contacted our Contact Centre multiple times as described in her letter. Due to a recent data issue, the Contact Centre was unable to provide the customer case updates on reference CAS-2019-0003663.
- The phone calls were escalated through to the Customer Relations team and then onto Cubic on 20 March 2019 who arranged for a further \$10.00 refund to be progressed to the customers nominated bank account.
- The Customer is to allow 28 working days for the refund to be finalised, this is normal processing time with Queensland Shared Services and our Finance team.
- A Customer Relations team member called the customer directly on Monday 25 March 2019, apologised for the inconvenience experienced and advised of the refund adjustment being made to the card.
- An acknowledgment email has also been sent. The customer will return email directly if she has any concerns or does not receive the refund in 28 working days.
- The customer thanked the team member for the call and accepted the apology.

Contact officer details:

Name:	Caleb Leslie
Position:	Government Relations Officer
Telephone:	3338 4043
Date:	02/04/19

Profile Request

Priority:	Routine	Referring Site:
Department: *	Transport and Main Roads	Accountable Area: * Unassigned
Contact Confirmation Number:	CM201901302115532860	

Document Details			
Document Type:	Website Enquiry	Sub Document Type: *	For reply direct
Subject:	Complaint	Category:	
Notes:		Third Party Details Consent Given:	Yes
Service/Request Type:			

Address block details (on the outgoing letter)			
Author Type:	Member of the public	Organisation:	
Author Name:	Not relevant	Preferred Method of Contact:	By phone
Title:	Not relevant	Phone Number:	Not relevant
First Name:		Email Address:	
Last Name:			
Address:	none		
Postcode:			

Details	
Has Enquirer Previously Raised Issue with Dept?:	no
Feedback:	<p>I have had this go Card for a number of years and have not used it. I loaned it to a friend to use after many years of no use and she recharged it with \$20, after completing a trip both ways, the card was cancelled. My friend called first about it but she is from overseas and did not understand well what was said , so I called again tonight to find out why it was cancelled. I was received by a very cold, and aggressive customer operator, who was clearly wanting us to get off the line ASAP. Stating that this was the process and that we had to go online to download a form, print it, and then post it to recieve or money. I asked her where I could put a complaint and she told me that I could not complain because it was a standard process and procedure. She was rude and extremely aggressive. I am very upset by her manner. So I want to complain one about your customer service care, they need to be better trained to manage and look after your customers and two about your cancellation policy. I think it is absolutely appalling that your service allows its customers to re-charge a card in good faith, knowing that it is about to be cancelled. The customer, before recharge, should be consenting and fully understanding that the card is about to be cancelled due to lack of use. It is appalling that to then return the funds , there is a convoluted process , requiring internet access, which we don't all have, printing of forms , and posting over the mail. This is a 3 step process for a small amount of money requiring people's precious time. The process of reclaiming the money needs to be quick and easy and should be done on the spot. Over all I am outraged by this service and have a good mind to put a formal complaint with</p>

the ACCC.

Requested Outcome: I would like to receive a formal apology related the customer care experience. I felt absolutely awful and want nothing to do with your company after wards. I would like there to be a way to give feedback via the phone, re customer care of your staff immediately post use, as a way to voice my outrage at her treatment. I would like there to be a way to ensure that customers are informed that their card will be canceled prior to re-charge if it has not been used over a period of time. I feel this is a matter of informed consent and transparency of service, when recharging as well as simple respect to your customers. I would like the process of refunding funds to be made easier on the customer as I feel it is unfair when the customer has inserted funds into your service, that you require them to spend their time, energy and money to return something that was given in good faith.

Complaint Reviewed: I am making a complaint about the Go Card Cancellation and money refund process, and about your customer services. This is related to the Go Card

Not relevant

Requested by: QTMR Agent
Date requested: 30/01/2019 09:26:49 PM

Released under RTI - DTMR

Action Taken

Subject: Complaint - Go Card cancellation and refund process and customer service

Document ID:	CAS-2019-0004490 WE71579
--------------	--------------------------

- Customer's feedback was received and managed by Customer Relations Officer, CRT TransLink. CustomerLink case created CAS-2019-0004490 on 31/01/19.
- Customer's feedback is regarding the customer experience received on the phone by consultant at contact centre.
- Customer Relations Officer contacted customer via phone on 31/01/19 and left a voicemail and SMS requesting confirmation of information such as phone number used to contact TransLink.
- Customer Relations Officer contacted customer via phone on 13/02/19 and left a VM. Thanked the customer for reporting this feedback as it is an opportunity for the management at contact centre to address this behaviour with the consultant. Apologised to the customer for the experience received and assured the feedback was forwarded to management to address this with the staff in question.
- NFAR from CRT

Contact officer details:

Name:	Blessy Razia
Position:	Customer Relations Officer
Telephone:	07 3338 4338
Date:	13/02/19