

January extended track closures - impacts all lines

✕

View our [service notice](#) for more information.

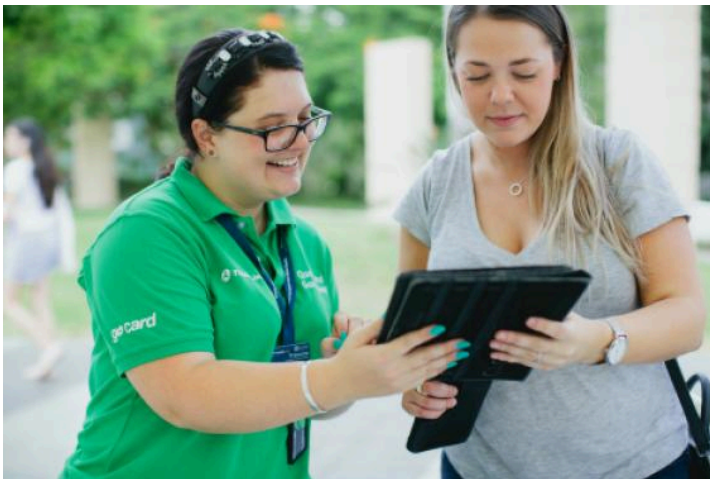
[Home](#) / [Contact us](#)

# Contact us

[Print](#) 

## Contactless payment support

Need help with travel using your debit or credit card? Use our Ticketing Assistant to view your trip history or request a fare adjustment.

[Launch Ticketing Assistant](#) [Learn more](#)

## Get in touch!

Use our [feedback form](#) if you have a question, complaint or want to bring something to our attention that does not require an immediate response.

You can also connect with us via our [social media](#):

- [Facebook](#)
- [X](#)
- [Instagram](#)

For lost property, please [contact the service delivery partner](#) of the service the item was left on.

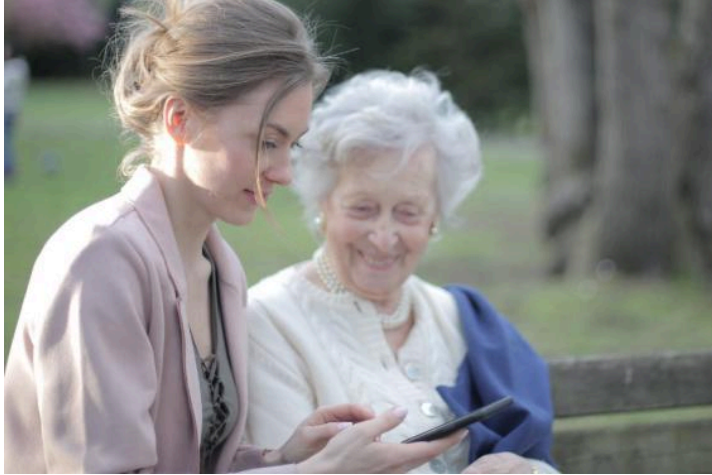
[Feedback form](#)



## Call us

Call us 24 hours a day:

- In Australia: [13 12 30](tel:131230)
- From Overseas: [+61 13 12 30](tel:+61131230).



## Get help calling

Customers with specific needs may find the following numbers useful.

### Non-English speaking callers

Call [13 12 30](tel:131230) and request a three-way conversation with an interpreter. We also have some [travel information available in other languages](#).

### Interpreter and accessibility services

Translating Interpreter Services (TIS) - [13 14 50](tel:131450)

If you are deaf, hard of hearing, or have a speech difficulty please contact us by the National Relay Service (NRS)  
Select [NRS call numbers and links](#), and ask for 13 12 30

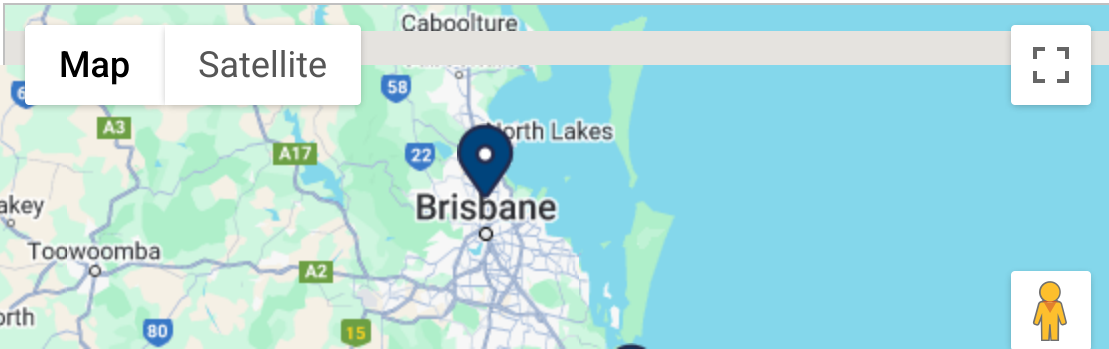


## Write to us

Please send your letter to:

GPO Box 50  
Brisbane  
Queensland 4001

## Visit us in person



Our customer service representatives can help you at the following locations

 **Brisbane Visitor Information Centre (167 Queen Street)**

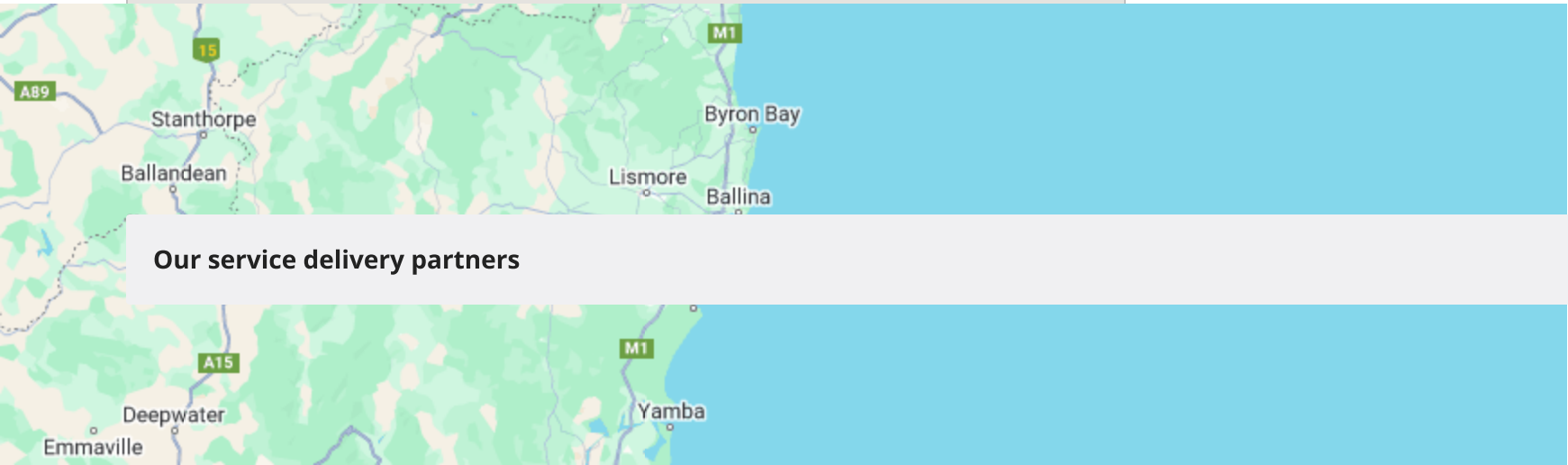
4pm  
to 4pm

Info Kiosk

- Monday to Sunday: 8am to 6pm



Broadbeach South Ticket and Info Kiosk



6pm

### Our service delivery partners



- [Brisbane Bus Lines](#)
- [Transport for Brisbane \(Brisbane City Council\)](#)
- [Bus Queensland Lockyer Valley](#)
- [Caboolture Bus Lines](#)
- [CDC Queensland](#)
- [Clarks Logan City Bus Service](#)
- [Hornibrook Buslines](#)
- [Kangaroo Bus Lines](#)
- [Mt Gravatt Coach and Travel](#)
- [Park Ridge Transit](#)
- [Southern Cross Transit](#)
- [Queensland Rail](#)
- [Kinetic Sunshine Coast](#)
- [Kinetic Gold Coast](#)
- [Thompson Bus Services](#)
- [Transdev Queensland](#)
- [Westside Bus Company](#)

### Regional

- Airlie Beach and Proserpine: [Whitsunday Transit](#)
- Bowen: [Bowen Transit](#)
- Bundaberg: [Kinetic Bundaberg](#), [Stewart & Sons](#)
- Cairns: [Kinetic Cairns](#)
- Gladstone: [CDC Queensland](#)
- Gympie: [Polleys Coaches](#)
- Hervey Bay: [Wide Bay Transit](#)
- Innisfail: [Trans North Bus & Coach Service](#)
- Kilcoy to Caboolture: [Christensen's Bus and Coach](#)
- Mackay: [Mackay Transit](#)
- Maleny to Beerwah: [Glasshouse Country Coaches](#)
- North Stradbroke Island: [Stradbroke Island Buses](#)
- Rockhampton: [Kinetic Rockhampton](#)
- Toowoomba: [Bus Queensland](#)

- Townsville: [Kinetic Townsville](#)
- Warwick: [Haidleys Panoramic Coaches](#)

Passenger and school transport offices

| Location                      | Email  | Phone  | Location  |
|-------------------------------|--|--|---|
| Cairns                        | <a href="mailto:cairns@translink.com.au">cairns@translink.com.au</a>                   | Passenger: 4045 7099<br>School: 4045 7099<br>Fax: 07 2139 5042 | Office:<br>Level 7, Corporate Tower<br>15 Lake Street<br>Cairns Qld 4870<br>Post:<br>PO Box 6542<br>Cairns Qld 4870 |
| Carseldine (Brisbane north)   | <a href="mailto:carseldine.pt@translink.com.au">carseldine.pt@translink.com.au</a>     | Passenger: 3863 9848<br>School: 3863 9849<br>Fax: 07 2139 5057 | Office:<br>GOP Building B-3, 532 Beams Road<br>Carseldine Qld 4034<br>Post:<br>GPO Box 1412<br>Brisbane Qld 4001    |
| Ipswich (Brisbane south)      | <a href="mailto:ptipswich@translink.com.au">ptipswich@translink.com.au</a>             | Passenger: 3813 8686<br>School: 3813 8613<br>Fax: 07 2139 5082 | Office:<br>Level 1, 28 Brisbane Road<br>Bundamba Qld 4304<br>Post:<br>PO Box 630<br>Booval Fair QLD 4304            |
| Mackay                        | <a href="mailto:mackay@translink.com.au">mackay@translink.com.au</a>                   | Passenger: 4951 8673<br>School: 4951 8673<br>Fax: 07 2139 5073 | Office:<br>Level 3, 44 Nelson Street<br>Mackay Qld 4740<br>Post:<br>PO Box 62<br>Mackay Qld 4740                    |
| Maroochydore (Sunshine Coast) | <a href="mailto:maroochydore.pt@translink.com.au">maroochydore.pt@translink.com.au</a> | Passenger: 5452 1800<br>School: 5452 1800<br>Fax: 07 2139 5076 | Office:<br>50 Wises Road<br>Buderim Qld 4556<br>Post:<br>PO Box 111<br>Mooloolaba Qld 4557                          |

|                        |  |  |   |
|------------------------|--|--|---|
| Maryborough            | <a href="mailto:maryborough@translink.com.au">maryborough@translink.com.au</a>   | Passenger: 4122 6115<br>School: 4122 6115<br>Fax: 07 2139 5064 | Office:<br>Bright Street<br>Maryborough Qld 4650<br>Post:<br>PO Box 371<br>Maryborough Qld 4650   |
| Rockhampton            | <a href="mailto:rockhampton@translink.com.au">rockhampton@translink.com.au</a>   | Passenger: 4931 1539<br>School: 4931 1539<br>Fax: 07 2139 5062 | Office:<br>31 Knight Street<br>Rockhampton Qld 4701<br>Post:<br>PO Box 5096<br>Red Hill<br>Rockhampton Qld 4701                                 |
| Roma                   | <a href="mailto:roma@translink.com.au">roma@translink.com.au</a>                 | Passenger: 4622 9509<br>School: 4622 9509<br>Fax: 07 2139 5116 | Office:<br>56–58 Gregory Street<br>Roma Qld 4455<br>Post:<br>PO Box 126<br>Roma Qld 4455  |
| Southport (Gold Coast) | <a href="mailto:ptgoldcoast@translink.com.au">ptgoldcoast@translink.com.au</a>   | Passenger: 5585 1856<br>School: 5585 1857<br>Fax: 07 2139 5081 | Office:<br>Level 8, Seabank Building,<br>12–14 Marine Parade<br>Southport Qld 4215<br>Post:<br>PO Box 10420<br>Southport Qld 4215               |
| Toowoomba              | <a href="mailto:toowoomba@translink.com.au">toowoomba@translink.com.au</a>       | Passenger: 4639 0804<br>School: 4639 0727<br>Fax: 07 2139 5072 | Office:<br>Level 1, 367 Ruthven Street<br>Toowoomba Qld 4350<br>Post:<br>PO Box 629<br>Toowoomba Qld 4350                                       |
| Townsville             | <a href="mailto:pttownsville@translink.com.au">pttownsville@translink.com.au</a> | Passenger: 4758 7544<br>School: 4758 7534<br>Fax: 07 2139 5050 | Office:<br>Floor 5, Townsville Government Building<br>445 Flinders Street<br>Townsville Qld 4814<br>Post:<br>PO Box 1089<br>Townsville Qld 4810 |

| Location  | Email  | Phone               | Office   | Post                             |
|-----------|--|---------------------|--|----------------------------------|
| Toowoomba | <a href="mailto:bhslhub@translink.com.au">bhslhub@translink.com.au</a> | Phone: 1300 404 221 | Level 1, 367 Ruthven Street Toowoomba Qld 4350 | PO Box 629<br>Toowoomba Qld 4350 |

## Related links

- [Customer feedback service standards & policies](#)
- [Journey planning help](#)
- [Browser support](#)
- [School travel](#)

## Was this page helpful?

☐ Yes

☐ No

Send feedback

## Get in touch

We are available to answer your questions and help you with travelling on public transport across Queensland.

Call us on [13 12 30](#), 24 hours a day | [Feedback form](#) | [More options](#)

Information in your language

ཀླུང་གྲོ་ العربية 简体中文 Српском Deutsch Español Français Italiano Kiswahili Tiếng Việt Ελληνικά دري فارسی  
नेपाली हिन्दी 日本語 한국어

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