

January extended track closures - impacts all lines



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

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

Contact us

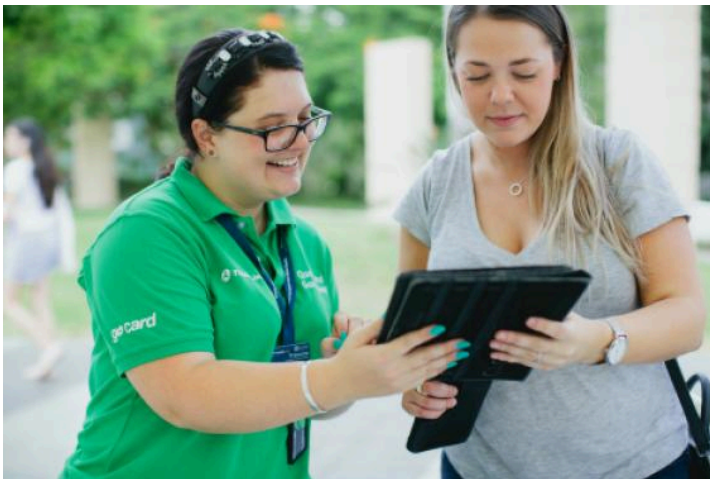
Print 

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.

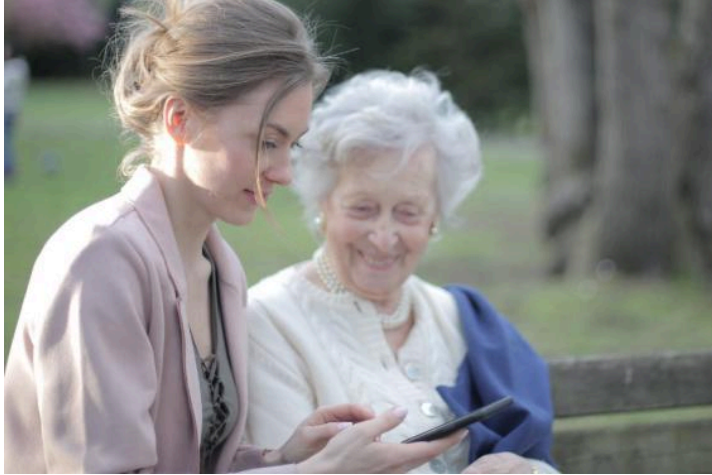
[Feedback form](#)



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

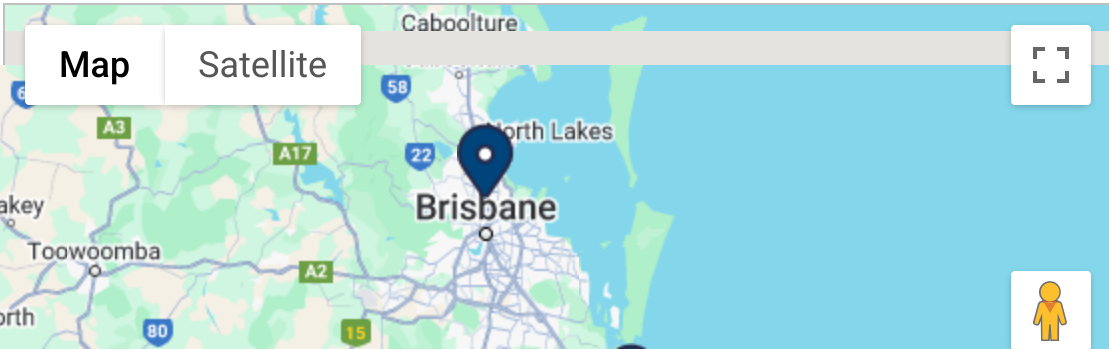


Write to us

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)**

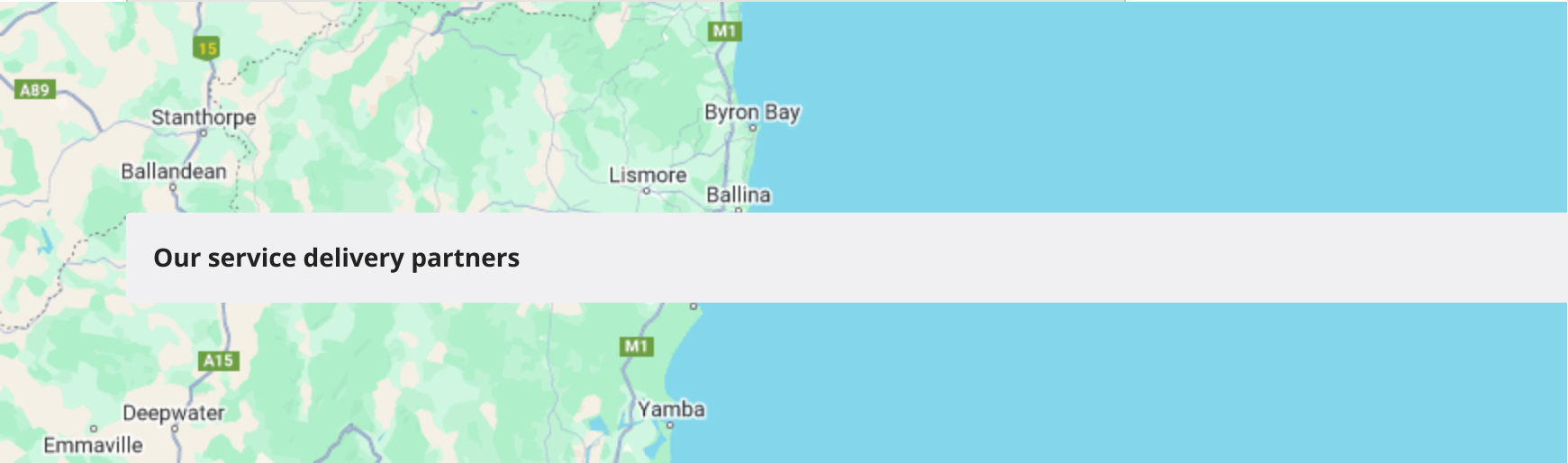
4pm
to 4pm

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

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

Location	Email	Phone	Office	Post
Toowoomba	bhslhub@translink.com.au	Phone: 1300 404 221	Level 1, 367 Ruthven Street Toowoomba Qld 4350	PO Box 629 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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