

January extended track closures - impacts all lines

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



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# On demand Gold Coast

Print

In 2022, On Demand Transport launched in two areas of the northern Gold Coast – Pacific Pines and Nerang/Highland Park.

If you need to get around the Pacific Pines or Nerang/Highland Park areas you can catch an on demand service to connect to the wider public transport network and essential services such as shopping, healthcare and employment.

On Demand Transport is a flexible, shared service that is pre-booked for your convenience.

The trial will run until mid-2025 and we will be actively monitoring and evaluating the service to best respond to community needs.

Book now!



## Where you can travel

This on demand transport service operates in two roam zones.

- Roam zone A – Pacific Pines and parts of Oxenford, Maudsland and Gaven
- Roam zone B – Nerang/Highland Park and parts of Worongary.

You can travel to or from a pickup point close to your home to one of the key locations within your [roam zone](#).

In roam zone A you can travel to/from:

Key location

On demand stop location

Helensvale station

Bus stop A within the bus station on the western side of the station, Town Centre Drive

Pacific Pines Town Centre	The bus stop on Pitcairn Way, near the southern entrance to the centre
Westfield Helensvale	The bus bay on the southern side of the shopping centre; near entrance D (close to Woolworths, The Market, Suncorp)

In roam zone B you can travel to/from:

Key location	On demand stop location
Nerang station	Bus stop D within the bus station on the eastern side of the station on Boulton Drive
Nerang Town Centre - North	The bus stop at 5 Price Street, outside the Hinterland Medical Centre
Nerang Town Centre - Central	At 31 Price Street, between Lavelle and Ferry Streets
Nerang Town Centre - South	The bus stop on the southern side of Price Street between Earle Plaza and Nerang Fair
Nerang Mall	The bus stop on New Street, near the southern entrance to the mall
My Centre Nerang	The bus stop on Station Street, near the eastern entrance to the centre

To travel beyond your roam zone, simply transfer to a bus, train or tram service at any key location using your *go* card.

Your pickup point

When booking your service, you'll be directed to your pickup point. Most pickup points will be within 400m (5 minutes) from your booking location, however if the bus is unable to safely access your location, or if a road is temporarily closed, you may need to walk up to 1km (10 - 15 minutes) away.

If you have a disability such as a mobility or vision impairment and can't safely and easily get to a pickup point we will aim to pick you up near your booking location. Similar to a regular bus service, you may be required to cross a road, when it is safe to do so, to access the service from your booking location. Make a note of your accessibility requirements in your profile settings when you register. Our smaller buses known as ponchos, are fully accessible, including wheelchair access.

When you can travel

Bookings can be made at any time for trips during these operating hours:

- Weekdays from: 5:30am to 9pm
- Weekends and public holidays from: 8am to 5pm

When you book, you'll be given a window for arrival of your service. This could be up to 30 minutes - the actual wait time will depend on how busy the service is and how many other customers have booked.

How to book

You can pre-book your on demand service by downloading the Translink On Demand app via the [App Store](#) or [Google Play](#), [online](#) or by calling 13 12 30.

The Translink On Demand app allows you to easily:

- pre-book your on demand services using your smartphone
- track the arrival of your service with real-time notifications and an in-app map
- pre-book your trip up to four weeks in advance with recurring bookings.

When you book you'll be given a window for arrival of your service. This could be up to 30 minutes - the actual wait time will depend on how busy the service is and how many other customers have booked.

We'll notify you approximately 15 minutes before your service arrives to confirm your driver is nearby.

Fares and payments

This trial is part of our integrated transport network so [normal fares and zones apply](#).

Travel on demand using your *go* card – simply touch on and off when you board and leave your service.

### Seniors and veterans travel free

On demand transport is free for seniors and veterans travelling during off-peak hours (8:30am to 3:30pm on weekdays and all day on weekends).

To be eligible, you must be a resident of the Gold Coast and you must have a sticker on your Seniors *go* card. [Find out more](#).

You will still need to book your trip - you won't be able to board without a booking.

Feedback

We'll be actively monitoring and evaluating the service to best respond to community needs.

Our team will be visiting each roam zone during the trial period to get your feedback - we'd love to hear your thoughts on the trial.

You can also provide feedback using our [online form](#) (select general feedback) or call us on 13 12 30 to let us know what you think!

### Was this page helpful?

☐ Yes ☐ No

Send feedback

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

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