

January extended track closures - impacts all lines



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

[Home](#) / [News and media](#) / Stay connected with us

# Stay connected with us

[Print](#) 

Connect with us on our digital channels for all the latest news and updates from us.

It's a much faster way to stay up-to-date and you can choose to receive the updates that matter to you the most.

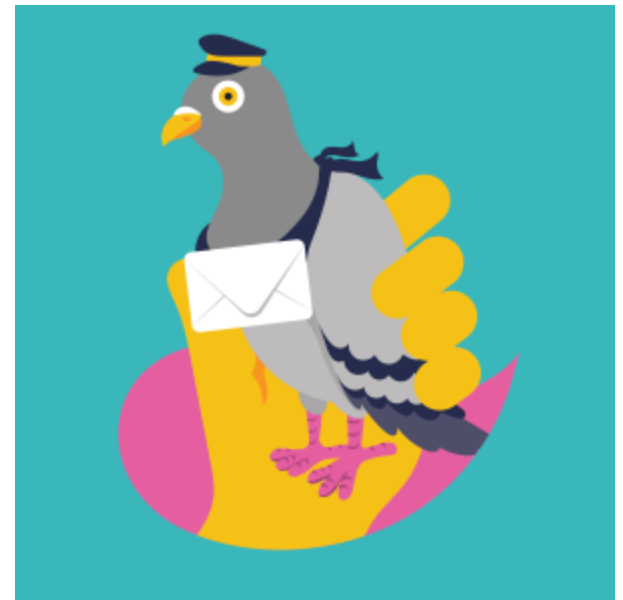
If the below options don't suit you, that's okay – you can still find out what's happening right here, on our website.

## Join us for news, research and special offers

If it's the latest updates you're after, we'll let you know about major projects, events and any changes to services and products in your region.

You can also choose to participate in surveys to help us improve your public transport services and facilities or sign up to receive offers from our partners.

Join us now – it's quick and easy!

[Join us now](#)

## Social media

Follow us on social media to see what's happening across the public transport network — we're on [Facebook](#), [X](#) and [Instagram](#).

We post updates about services, events, ticketing, projects and special offers on Facebook and X, and on Instagram, you'll find us showing you some great places to get to via public transport.

Got a question for us? We're available 24 hours a day, 7 days a week on [Facebook](#), and [X](#).

### Responding to your comments



We may not be able to respond to all comments and tweets. Please send us a direct message (DM) if you have a question for us.

You can also contact us online if you have a: formal request, comment or enquiry complaint against staff or services response to an item for public consultation.

A customer service representative will respond as soon as possible.

**go card:** Due to privacy requirements, we cannot answer go card-related questions on social media.

Please [log in to your go card account](#) or call us on 13 12 30.

Terms and conditions

We expect our social media community will treat each other—as well our employees—with respect.

We will remove any comments that contain:

- vulgar or abusive language
- personal attacks of any kind
- offensive terms that target specific ethnic or racial groups,
- comments that do not remain on topic, are repetitive or are not productive.

Comments that are considered to be spam, promote services or products, or contain political content will also be removed.

Illegal content or behaviour is not allowed on Translink's social media channels. We will not allow links or posts to any copyright or pornographic material, or posts that engage in behaviours like harassment, impersonation, intimidation or abuse.

Translink may report and block users posting inappropriate or offensive material at its own discretion and is not obliged to reinstate any individual it decides to block.

Translink does not guarantee or warrant that information posted by individuals on Facebook, X and Instagram is correct and disclaims any liability for any loss or damage resulting from reliance on such information.

Translink uses social media in accordance with the following company statements and policies:

- [Translink privacy statement](#)
- X
  - [Translink X terms of use](#)
  - [X privacy policy](#)
- Facebook:
  - [Translink Facebook terms of use](#)
  - [Facebook privacy policy](#)
- Instagram:
  - [Translink Instagram terms of use](#)
  - [Instagram privacy policy](#)

Transparency and accountability are important to us. Translink follows these guidelines and policy when a complaint is lodged:

- [Complaints management guidelines \(PDF\)](#)

## MyTranslink app alerts

Only want to receive service updates that matter to you? Us too!

Receive alerts if your service is being improved, is delayed, or something is changing temporarily while maintenance works take place.

All you need to do is:

- 1. Download the MyTranslink app, if you haven't already.
- 2. Favourite your service or stop by clicking the heart symbol.
- 3. Go to 'Preferences' to choose the times and days when you want to receive alerts.

You'll then receive an alert whenever you need it most.

If you find this handy, the MyTranslink app has many [more features you can find out about](#) right now.

### Related links

- [Competition and offers](#)

### 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

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नेपाली हिन्दी 日本語 한국어

### Connect with us



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