

January extended track closures - impacts all lines



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

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

Contact us

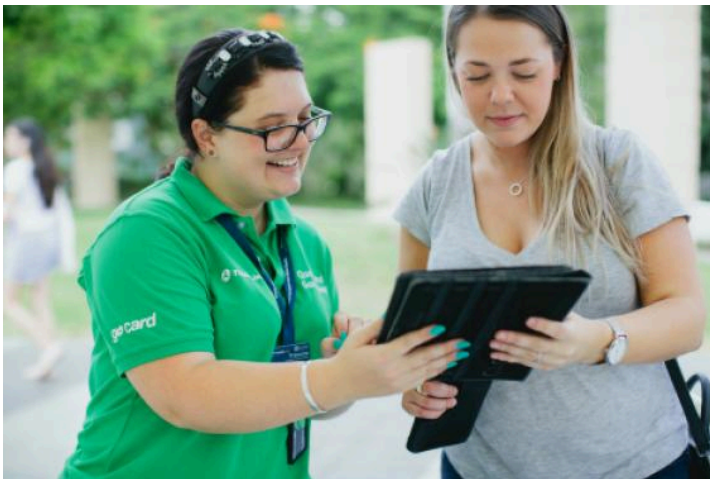
Print 

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.

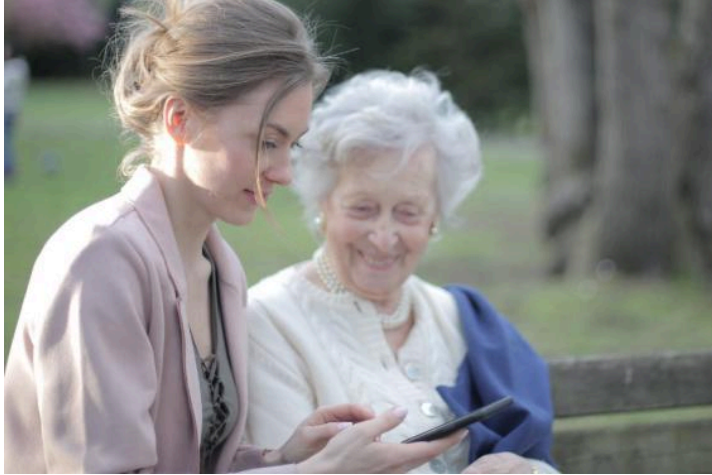
[Feedback form](#)



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

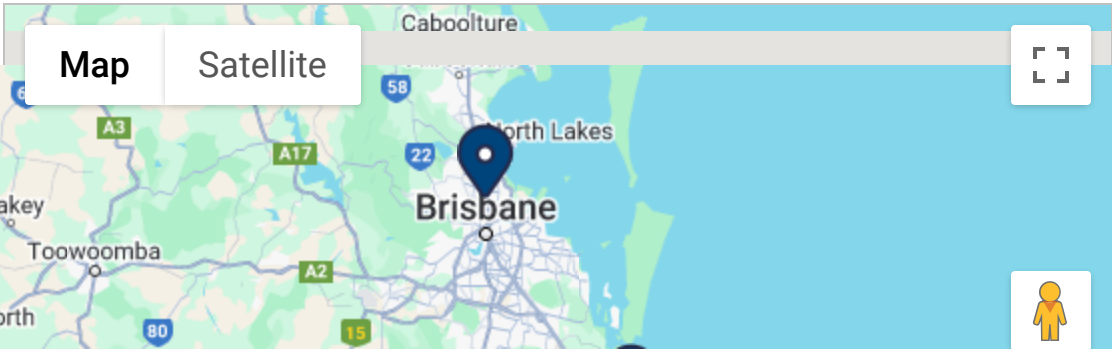


Write to us

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)

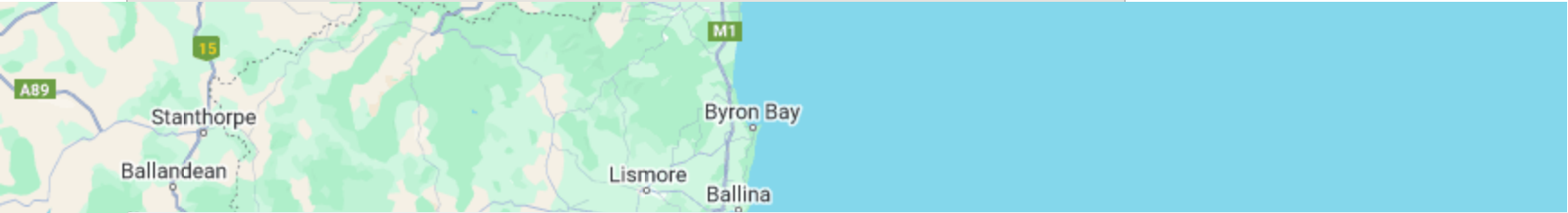
4pm
to 4pm

Info Kiosk

- Monday to Sunday: 8am to 6pm

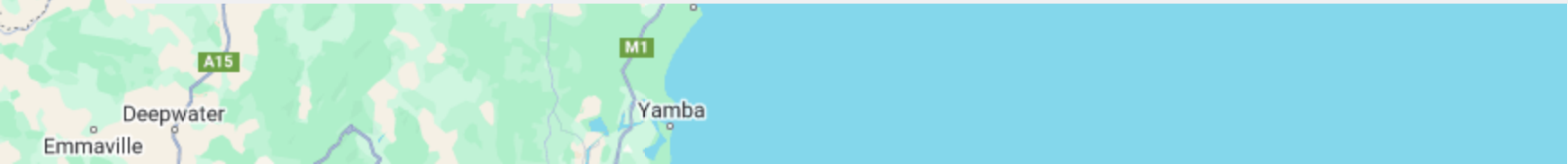


Broadbeach South Ticket and Info Kiosk



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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