



# Hon Jackie Trad MP

Deputy Premier

Minister for Transport, Minister for Infrastructure,  
Local Government and Planning and Minister for Trade

Our ref: PET 14972

Your ref: 10.4 Petitions

**17 AUG 2015**

Mr Neil Laurie  
The Clerk of the Parliament  
Parliament House  
George Street  
BRISBANE QLD 4000

Dear Mr Laurie *Neil,*

I refer to a petition number 2425-15 lodged with the Legislative Assembly by Mrs Tarnya Smith MP, Member for Mt Ommaney on 17 July 2015 about the lack of *go* card top-up machines in Oxley.

I can confirm that the Department of Transport and Main Roads (TMR) uses a number of distribution channels, including retail partnerships, to provide access to *go* card services and ticketing products. There are, however, considerable costs in the installation and ongoing management of retail *go* card devices. As such, the expansion of this channel is prioritised with a strategic focus on meeting customer needs while ensuring value for money.

In 2014, TMR engaged in a procurement process looking for innovative ways to expand *go* card retail services. This resulted in the implementation of world-first technology that integrated *go* card services with 7-Eleven's own point-of-sale terminals. It also allowed for a limited re-deployment of existing *go* card proprietary equipment and resulted in the expansion of over 75 new retail locations across South East Queensland.

TMR's TransLink Division is continually reviewing the *go* card network. If there is an additional retail-based opportunity identified, the Oxley News Newsagency will be considered along with other retailers in the area, to determine the location which will provide the most convenient access for TMR customers.

Currently, customers can purchase and top-up *go* cards at Oxley rail station. *Go* card services are also available in the surrounding suburbs at Nextra in Mount Ommaney, 7 Eleven in Riverhills, Jindalee News in Jindalee and at Middle Park News in Middle Park.

In addition to accessing the *go* card services at all rail stations and Queensland Rail ticket offices, customers can also access *go* card services on board buses, CityCats and CityFerries; via the TransLink Contact Centre, online via the TransLink website, and by registering for the convenience of auto-top-up using a debit or credit card.

Yours sincerely

**JACKIE TRAD MP**  
**DEPUTY PREMIER**  
**Minister for Transport, Minister for Infrastructure,**  
**Local Government and Planning and Minister for Trade**

Level 12 Executive Building  
100 George Street Brisbane  
PO Box 15009 City East  
Queensland 4002 Australia  
Telephone +61 7 3719 7100  
Email deputy.premier@ministerial.qld.gov.au