



Hon Anastacia Palaszczuk MP
Member for Inala



**Minister for Transport
and Multicultural Affairs**

Our ref: PP1725-11

Your ref: Petitions

Mr Neil Laurie
The Clerk of the Parliament
Parliament House
George Street
Brisbane Qld 4000

Dear Mr Laurie

I refer to a petition number 1725-11 lodged with the Legislative Assembly by Ms Vicky Darling, MP, Member for Sandgate on 2 August 2011 about go card top-up facilities at the Taigum Newsagency at Centro Taigum Shopping Centre.

The TransLink Transit Authority's go card has had tremendous success with usage across the service area now accounting for more than 80% of trips on buses trains and ferries. However, there is recognition that along with this growth in go card usage, there has been a corresponding increase in the demand for additional support services for the product, including retail-based top-up facilities.

To meet the needs of go card users, TransLink has commenced a review of the go card distribution network. Working collaboratively with its distribution partners and independent stakeholders, TransLink is endeavouring to increase the opportunity for retailers such as Taigum Newsagency to offer go card services to their customers.

TransLink appreciates the request to increase the presence of go card services to the Taigum area with go card top-up facilities and will take this into consideration as part of the review. TransLink will endeavour to communicate the results and opportunities of this review in the latter half of 2011.

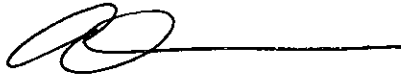
In the meantime, go card top-up facilities are available at surrounding retail locations including 7-Eleven Deagon, 7-Eleven Zillmere and the 7-Eleven Bracken Ridge. They are also available at Queensland Rail station fare machines and ticket offices at Bracken Ridge, Carseldine, Zillmere and North Boondall and onboard non-Brisbane Transport buses.

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TransLink also offers online top-up facilities by visiting www.translink.com.au and registering for the auto top-up function or by speaking with a TransLink Customer Service operator by calling 13 12 30, available 24 hours a day, seven days a week.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in black ink, consisting of a stylized, cursive 'A' followed by a horizontal line extending to the right.

Annastacia Palaszczuk MP
Minister for Transport and Multicultural Affairs