

Our ref: PET 56614

15 SEP 2025

Mr Neil Laurie
The Clerk of the Parliament
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Dear Mr ^{Neil} Laurie

I refer to petition 4236-25, lodged with the Legislative Assembly on 26 August 2025 about reinstatement of cash at Queensland Rail ticket offices, parking meters and community events.

Cashless ticketing was implemented during the COVID-19 pandemic as a cash handling reduction measure and supports efficient bus boarding times and improved safety for frontline workers. From 1 July 2023, cashless ticketing arrangements for public transport services in South East Queensland became permanent.

Queensland Rail has confirmed there are no plans to reintroduce cash payments at train station ticket offices at this time. However, cash can still be used to purchase paper tickets or top-up go cards at fare machines at train stations, tram stations, busway stations and bus interchanges.

Regrettably, outages of ticketing equipment do occur on occasion. However, fare machines are constantly monitored, and technicians attend as quickly as possible to rectify issues when detected to minimise impacts to customers. Customers are also encouraged to report these through to Translink by phoning 13 12 30 so that issues can be promptly resolved.

I can advise that the Department of Transport and Main Roads has provided customers with more ways to pay for travel, with Smart Ticketing being fully rolled out in March 2025, allowing customers to tap on and off with their credit or debit card on all Translink services across South East Queensland.

The Australian Government is consulting the public on mandating cash payments for essential services. Once the Australian Government finalises its policy position, my department will assess how that position affects public transport services and service delivery partners.

Matters regarding the acceptance of cash at council parking meters and for ticket purchases for community events are outside of my ministerial responsibilities. As such, I encourage the principal petitioner, Mr Greg Elms, to direct these matters to the relevant local government and/or community events organisations.

I trust this information is of assistance.

Yours sincerely



BRENT MICKELBERG MP
Minister for Transport and Main Roads