

Question on Notice

No. 991

Asked on 2 September 2021

MR M CRANDON ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

QUESTION:

Will the Minister advise the current wait time for a Taxi Subsidy Scheme replacement card?

ANSWER:

I thank the Member for Coomera for the question.

Taxi Subsidy Scheme (TSS) members can request a replacement card if their existing card has been lost, stolen or damaged, or if the member has changed their name. For the 2021–22 financial year-to-date, the current average time for issuing a replacement TSS card is within two days of receipt of the request.

Once a replacement card is issued, customers are advised that it may take up to 10 business days for the card to arrive via post. Members who do not receive their card within 10 business days are encouraged to contact the TSS team on 1300 134 755, or via email at TSSU@translink.com.au so their request can be investigated, and advice provided on its status.

It is important to note that when the LNP were last in government, they cut \$15 million from TSS.