

**Question on Notice**

**No. 1527**

**Asked on 28 November 2023**

**MR D CRISAFULLI** ASKED MINISTER FOR TRANSPORT AND MAIN ROADS AND MINISTER FOR DIGITAL SERVICES (HON M BAILEY)—

**QUESTION:**

Will the Minister advise (reported separately by financial year) for the 2022–23 financial year and the 2023–24 financial year (to date), (a) the number of complaints TransLink has received about the reloading of go cards or buying tickets using cash at ticket machines and (b) how much has been refunded to customers as a result of these complaints?

**ANSWER: [MINISTER FOR TRANSPORT AND MAIN ROADS AND MINISTER FOR DIGITAL SERVICES (HON B MELLISH)]**

I thank the Member for Broadwater for the question.

On 18 December 2023, I was appointed as Minister for Transport and Main Roads and Minister for Digital Services and, as such, I am now the responsible Minister to answer this Question.

- (a) In 2022–23, the Department of Transport and Main Roads' Translink Division received 40 complaints, and—as at 20 December 2023—12 complaints have been received in 2023–24.
- (b) Refund requests relating to fare machines are not recorded in separate categories for payment type. For this reason, it is not possible to specify how much has been refunded specifically due to the use of cash at ticket machines.