

## Question on Notice

No. 197

Asked on 5 March 2026

**MS W BOURNE** ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON B MICKELBERG)—

### QUESTION:

With reference to a mother reporting that her son with a serious health condition was denied access to a TransLink bus service because the driver refused to deploy the ramp for his wheelchair and left in 35-degree heat with no way of getting home—

Will the Minister advise (a) is it acceptable that companies contracted under the TransLink network can ignore the 'no child left behind' principle, (b) will there be any contractual consequences for the operator involved, Bus Queensland and (c) will the LNP Government take steps to properly support disabled patrons and mandate disability specialist training in these contracts?

### ANSWER:

I thank the Member for the question.

- (a) It is unacceptable for operators contracted under the Translink network to ignore principles designed to protect children and vulnerable passengers. The Crisafulli Government expects all contracted operators to provide safe, accessible and inclusive public transport for everyone, including children and people with disabilities.

An investigation into this incident found that it resulted from a miscommunication between two drivers regarding responsibility for carrying passengers. The investigation also confirmed that the passenger was offered immediate transportation to their chosen destination, however, this offer was declined.

- (b) The Department of Transport and Main Roads treats matters of this nature seriously. The investigation into the incident concluded there was not a breach of the public transport contract, and therefore no contractual penalties will be applied to Bus Queensland (BQ). However, public transport contracts include clear customer service and conduct requirements, and in response to this incident BQ took immediate action, including suspending the relevant drivers during the investigation.
- (c) The Crisafulli Government is committed to ensuring appropriate support for passengers with a disability across the Translink network. Since 2018, all South East Queensland operators have been required to develop, implement and comply with a Disability Action Plan in accordance with the *Disability Discrimination Act 1992*.

I am advised BQ has confirmed disability awareness training is provided to all staff as part of their induction, with additional role specific training for bus drivers and managers. My department has sought assurance that refresher disability awareness training will be undertaken, where appropriate, and internal processes for managing serious customer complaints reviewed to ensure timely, accurate and appropriate communication with customers.