

DP's Office Use Only

Date received:

13/2/17

Office of the Deputy Premier, Minister
for Transport and Minister for
Infrastructure and Planning

The Honourable Jackie Trad MP

Departmental Use Only

DocTrak No:

COR17/MC/184

Date due to ES:

08/03/17

Allocate to:

☒ Transport☐ Infrastructure and Planning

RECEIVED

DOCTRACK NUMBER:

Copies of incoming to:

(DP's office admin to distribute)

- ☐ Deputy Premier
☐ Assistant Minister
☐ CoS
☐ SPA
☐ Senior Media Advisor
☐ Caucus Liaison Officer
☐ Other:.....

Timeframe:

- ☐ Priority – 5 days
☒ Complex – 15 days
☐ Other days
☐ Dept. for direct reply
☐ Dept. to call & resolve
☐ Dept. for appropriate action
Contact person: (for letter)
☐ Appropriate Dept. Officer
☐ Other:.....

Signatory:

15 FEB 2017

- ☐ Deputy Premier
☐ Assistant Minister
☐ CoS
☐ SPA
☐ Director-General / CEO
☐ Deputy Director-General
☒ General Manager
☐ Other:.....

EXECUTIVE SERVICES

DATE DUE TO ES:

08/03/17

Specific instructions from the Deputy
Premier's Office:

Prepared by:.....

Signed:.....

Briefing note required:

- ☐ Decision
☐ Noting
☐ Meeting

☐ Complaint☐ Registered Lobbyist(if 'yes', Deputy Premier's office to
record on lobbyist register)

General Information/Action:

- ☐ Deputy Premier/Assistant Minister's
constituent
☐ Respond to MP's constituent
☐ Cover letter to MP
☐ Advice/Action Taken Form
☐ Shareholding Ministerial
☐ No response required – file & note
☐ Acknowledgement – courtesy & final
☐ Letter for signature
☐ Email for signature
☐ Referral to other Minister:

DEPARTMENTAL USE ONLY:

ROUTINE

Cross-Ref:

Previous:

File ID MC: ☒ 110/00646File ID QR: ☐ 110/00655

Accountable area:

TD

Subject:

Public transport issues after
the Not Relevant concert on

Notes:

URGENT

CC to:

Restricted: ☐ YES ☒ NO

Security Access:

Category:

- ☐ Enquiry
☐ Service Request
☐ Compliment
☐ Legal/Legislative
☐ Information

☒ Complaint – standard☐ Department-instigated☐ Community Engagement

Has enquirer previously raised issue with the
department? ☐ YES ☒ NO

Bianca Scargill

From: Deputy Premier
Sent: Monday, 13 February 2017 11:33 AM
To: Office of the Minister for Transport
Subject: INCOMING CORRO -: Transport
Attachments: 001.jpg

From: [Not Relevant] [mailto:[Not Relevant]]
Sent: Monday, 13 February 2017 11:20 AM
To: External - Inala Electorate Office <inala@parliament.qld.gov.au>; Deputy Premier <deputy.premier@ministerial.qld.gov.au>; Tourism <tourism@ministerial.qld.gov.au>; External - Redcliffe Electorate Office <redcliffe@parliament.qld.gov.au>
Subject: Transport

Dear Ministers,

I am writing to you to express my concern and complete disappointment at the disgusting treatment by the Queensland Department of Transport and what I believe to be the misleading me out of money at the Brisbane [] concert []

[] Included in the exorbitant ticket price was public transport costs to and from the venue. []

[] Not Relevant

[] Queensland

Rail decided that, [] would send off the last train from Banoon station to the Gold coast at 11:45pm. By the time our bus finally arrived at the station, announcements were being broadcast that the last train to the Gold Coast had departed and that we could go as far as Beenleigh station and make our way somehow, on our own from there.

300 people stood on that platform, yelling, screaming and panicking. []

[] How on earth was I going to get home []

[] There were groups of men who were so outraged []

[] Men who were screaming and yelling abuse. []

[] There were young girls who were terrified and crying []

[REDACTED] we were nearly trampled as people fled the train as quickly as possible to get to the taxi rank and be the first to get out of there. The security guards were there but their dogs were, thankfully muzzled, barking and pulling on their leads trying to what felt like, attack us. [REDACTED]

Not Relevant

[REDACTED] finally got a taxi [REDACTED]

[REDACTED] Why couldn't the train have just continued down the line to the Gold Coast and get those of us who had to wait 1 and a half hours to get to the station in the first place, back safely to our destination? Which once AGAIN I will add, we had already paid for in our ticket cost?!

Not Relevant

[REDACTED] had there been appropriate transport that I had ALREADY PAID FOR, that cost would never have fallen on my shoulders in the first place. I have included a copy of the receipt and demand prompt reimbursement of the amount indicated.

Kind Regards

Not Relevant

Order #	gaCE	Date order received	Client	Invoice/ Order Total
			Spreadsheet	
40		23/02/2017	Gold Coast Tourism	\$250.00
		7/03/2017	TransLink Media (Miguel Holland)	\$120.00
		16/03/2017	Not Relevant	\$10.00
	CE86	17/03/2018	GC2018 World Press Briefing & Official Welcome function	\$2,400.00
	CE87	27/03/2018	Brisbane Marketing (Famil Brisbane)	\$168.00
41		19/04/2018	TEQ GC Tourism	\$60.00
42		16/04/2017	TEQ	\$350.00
43		3/05/2017	GC Tourism & GC City Council - Discover GC Challenge	1,000.00
44		23/05/2017	Gold Coast Tourism	100.00
45		23/05/2017	Gold Coast Tourism	45.00
46		27/06/2017	Gold Coast Tourism	240.00
48		25/10/2017	City of GC State Gov & City of GC - Be My Guest initia	500.00
50		10/10/2017	GC Tourism	\$600.00
	CE109	3/05/2017	Professional Conf Organisers Ass - PCOA Conf 2017	3,600.00
	CE125	25/10/2017	TMR - Investment & Programming (Susan Devlin)	84.00
49		25/10/2017	Ombudsman's Enquiry	600.00
	CE126	2/11/2017	TMR/QR AusRail conference	100.00
	CE127	14/11/2017	AusRail Conference TMR/QR (PPI)	960.00
53		22/11/2017	(bal transfer from lost card to this new card)	10.00
	CE129	11/12/2017	(QLD Rail)	768.00
1675		22/12/2017	FOC - Airtrain Promotion	100.00
51		16/01/2018	Gold Coast Tourism	390.00
	CE133	12/02/2018	Gold Coast Tourism	120.00
	CE134	11/02/2018	Inala Medical Centre Relocation	2,400.00
52		1/03/2018	Gold Coast Tourism	990.00
53		1/03/2018	Gold Coast Tourism	270.00
54		15/03/2018	Gold Coast Tourism	90.00
1689		22/03/2018	Noosa Council	250.00
56		29/03/2018	Gold Coast Tourism promotion	500.00
	CE141	1/05/2018	FOC - Out of the Box 100 X6	2,400.00
				\$19,475.00

go Card Order Form - Internal Orders

go cards will be issued with a deposit (\$10 for adult cards and \$5 for all other card types) plus a minimum of \$5 travel credit

go cards are non-transferrable. Customers wishing to purchase concession, child, and senior cards are required to comply with go card terms and conditions of travel.

P.O.Number (if applicable)	
Contact Person	Ryan Kerr
Company/Government Agency	TransLink
ABN (if applicable)	
Address	61 Mary Street Brisbane
State	QLD
Post Code	4000
Phone	3338 4394
Fax	
Email	ryan.kerr@translink.com.au
Purpose of Order (what the cards will be used for)	Discover Gold Coast Accessibility Challenge -

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
go explore	25	\$ 10.00	\$ 250.00
			\$ -
			\$ -
			\$ -
			\$ -
		Total	\$ 250.00

PLEASE RETURN ORDER FORM BY EMAIL

EMAIL: products@translink.com.au

PLEASE INDICATE YOUR PAYMENT REQUIREMENTS:

☐ Credit Card ☐ EFT ☐ Cheque

TransLink Use

Order Number	40
Fulfilment Method	<input checked="" type="checkbox"/> New Order from CTS <input type="checkbox"/> Use card stock on hand at TransLink
Contact Name & Number	Sue Nepe
Cost Centre / Internal Order	5272
GL Account	55080
Approved By (must be approved by financial delegate responsible for cost centre above)	Chantelle Wright
Position	Principal Advisor Retail & Distribution
Signature	
Date	23/2/17

Susan T Nepe

From: Ryan Z Kerr
Sent: Wednesday, 22 February 2017 4:00 PM
To: Products
Cc: George S Chemali
Subject: FW: Discover Gold Coast Accessibility Challenge

25 x 1 day go explore cards for an upcoming famil event. Please put on my desk once completed so George can take down to the event.

Thanking you.

Regards,

Ryan Kerr
Senior Advisor (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.



From: Lee-Ann M Lawrence
Sent: Wednesday, 22 February 2017 11:58 AM
To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Discover Gold Coast Accessibility Challenge

Approved

Regards

Lee-Ann Lawrence
Director - Product and Digital
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4536 | f 33384600 | m Not Relevant
e Lee-Ann.Lawrence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

From: Ryan Z Kerr
Sent: Wednesday, 22 February 2017 11:32 AM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>

Cc: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Discover Gold Coast Accessibility Challenge

Hi Lee,

I've been sent the overview from Travconsult on behalf of Gold Coast City Council and Gold Coast Tourism. Our team is invited to attend the day, approximately 25 go explore cards each loaded with 1 day of travel.

Once approved I will speak with Ben, Comms, Social Media and Nicky.

Thanks again.

Regards,

Ryan Kerr
Senior Advisor (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au


 /TransLinkQLD  /TransLinkSEQ



From: Lee-Ann M Lawrence
Sent: Thursday, 9 February 2017 9:41 AM
To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Discover Gold Coast Accessibility Challenge

Hi Ryan – do you have a request in writing from them? Happy to support but we need to document appropriately. Please ensure that you advise the Service policy team (who manage our relationships with Disability sector – it's a good news story for them (Nicky Sainsbury) also our infrastructure team (ben blythe I think) just so they are aware, and then the comms and social media team so that they can leverage off it. Look forward to seeing the paperwork.
Regards

Lee-Ann Lawrence
Director - Product and Digital
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4536 | f 3338 4600 |  Not Relevant
e Lee-Ann.Lawrence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



From: Ryan Z Kerr
Sent: Thursday, 9 February 2017 8:50 AM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>

#40

Cc: George S Chemali <george.chemali@translink.com.au>

Subject: Discover Gold Coast Accessibility Challenge

Hi Lee,

I am seeking your approval for 25x go explore cards each loaded with 1 day of travel for the 2017 'Discover Gold Coast Accessibility Challenge.'

Last year TransLink partnered with Gold Coast Tourism and Gold Coast City Council to support the 'Discover Gold Coast Challenge.' The familiarisation was a great race style event enabling participants to try a variety of products, services and hospitality options throughout the coast. Participants are made up of hotel concierge staff, taxi drivers, media, bus drivers, airport staff, hotel staff, motel staff, city employees, volunteers, etc.

On March 24 the 'Discover Gold Coast Accessibility Challenge' is a similar style event however is designed to discover how truly accessible experiences on the GC are for all guests.

As discussed, happy to make other parts of the business aware of what's occurring.

Thank you in advance.

Regards,


Ryan Kerr
Senior Advisor (Business Development)
TransLink Division | Department of Transport and Main Roads

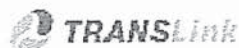
61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4098 | f 07 3338 4600 |

e ryan.kerr@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



Please consider the environment before printing this email.



PRODUCT DEVELOPMENT - TRANSLINK

go Card Order Form - Internal Orders

- ☒ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

P.O. Number (if applicable)

Contact Person

Company/Government Agency

ABN (if applicable)

Address

State

Post Code

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
Adult go cards	2	\$ 60.00	\$ 120.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 120.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

Fulfilment Method ☐ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Cost Centre / Internal Order

GL Account

Approved By (must be approved by financial delegate responsible for cost centre above)

Position

Signature

Date

Susan T Nepe

From: Steven J Pree
Sent: Tuesday, 7 March 2017 12:48 PM
To: Products; Susan T Nepe
Cc: Chantelle Y Wright
Subject: Media Request | go cards

Hi Sue,

I received a request today from Miguel in Media for two Adult go cards with \$50 loaded onto each to meet a ministerial request. The following cards:

- [Redacted] Not Relevant
- [Redacted]

have now been provided to him. If you can please record and assign to cost centre 5272.

Thanks

S

Kind Regards

Steve Pree
Manager (Product)
TransLink Division | Department of Transport and Main Roads

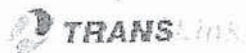
61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4120 | f 07 3338 4600 | [Redacted] Not Relevant

e steven.pree@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

f /TransLinkQLD t /TransLinkSEQ



Customers first Ideas into action

Unleash potential Empower people

Susan T Nepe

From: Sarah Z Kardas
Sent: Thursday, 16 March 2017 11:13 AM
To: TransLink Correspondence
Cc: Andrew Silajew; Lee-Ann M Lawrence; Samantha I Liedtke; Chantelle Y Wright; Susan T Nepe
Subject: RE: URGENT Advice - Ombudsman's Enquiry - COR17/OBE/9 - Omdubsman - OBE237 - [REDACTED] - inconsistent info, no return calls as promised, bad service

Good morning Jigna,

Our retail team have advised that although this is not the usual process, [REDACTED] go card can be issued in this instance as a gesture of goodwill.

I have copied in Chantelle and Sue who will be able to assist with this.

Kind regards,

Sarah Kardas
Product Advisor
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4521 | f 07 3338 4600

e Sarah.Kardas@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

f [/TransLinkQLD](https://www.facebook.com/TransLinkQLD) g [/TransLinkSEQ](https://www.google.com/search?q=TransLinkSEQ)



Please consider the environment before printing this email

From: TransLink Correspondence
Sent: Thursday, 16 March 2017 10:36 AM
To: Samantha I Liedtke <samantha.liedtke@translink.com.au>
Cc: Andrew Silajew <andrew.silajew@translink.com.au>; Sarah Z Kardas <Sarah.Kardas@translink.com.au>; Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>; TransLink Correspondence <Correspondence@translink.com.au>
Subject: URGENT Advice - Ombudsman's Enquiry - COR17/OBE/9 - Omdubsman - OBE237 - [REDACTED] - inconsistent info, no return calls as promised, bad service
Importance: High

Good morning Sam

Please see the attached Ombudsman's Enquiry we have received in relation to a customer's experience with the Call Centre. The Call Centre has reviewed the phone calls and the summary of the phone calls is attached. Basically, the customer got told twice over the phone that they will be sent a go card, however, that is not something we or the call centre do.

Looking at the call history and the negative experience that the customer has had, would it be possible for your team to provide one go card that we could send to the customer as a gesture of goodwill?

The go card type appears to be [REDACTED] go card

Could you please advise urgently if providing a go card to a customer is something that your team will be able to assist with?

Many thanks

Regards

Jigna Chadda

Correspondence Officer

TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4419 | f 33384600

e jigna.chadda@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



Please consider the environment before printing this email.

Released under RTI - DTMR

Helen A Davis

From: Mailbox Ombudsman <ombudsman@ombudsman.qld.gov.au>
Sent: Tuesday, 7 March 2017 10:04 AM
To: Ethics
Subject: 2017/02056 - Referral of complaint
Attachments: Your complaint reference number is: #2948

Our ref: 2017/02056

7 March 2017

Mr Mike Stapleton
A/ Director-General
Department of Transport and Main Roads
Email: ethics@tmr.qld.gov.au

Dear Mr Stapleton

The Office of the Queensland Ombudsman recently received a complaint from [redacted] of [redacted] about the TransLink Division of the Department of Transport and Main Roads (the Department).

The complaint relates to a *go* card malfunction experienced [redacted] and service received from the TransLink contact centre.

As it appears the complainant's concerns have not yet been considered under the Departments' complaints management system (CMS), she has been advised that investigation of her concerns by this Office would be premature.

The complainant has provided consent for the complaint to be referred to you for your assessment. Please find **attached** the online complaint form we received. [redacted] also advised this Office in a phone call on 3 March 2017 that:

- [redacted] Not Relevant
- [redacted] used public transport that day with her go card
- [redacted] trying to touch-on at the [redacted] Train Station fare gates the card would not read
- a QR/TMR employer was at the gates at the time and said that she may not pass through the fare gates, suggested she buy paper ticket
- [redacted] could not perform transaction
- [redacted]
- she called TransLink call centre that day to lodge complaint
- she was lead to believe by call centre staff that a complaint lodged, malfunctioning card would be cancelled with funds transferred to [redacted] go card
- she was also told that replacement go card would be sent out by post within 12 days
- Sunday [redacted] became aware that both the malfunctioning and [redacted] go card had been cancelled
- she phoned contact centre [redacted] and was advised [redacted] to use [redacted] card for travel to/from [redacted] next day and TransLink would arrange for a refund of the difference [redacted]
- some days later called TransLink as no card had been received in post, and was advised that TransLink did not post out go cards also they don't do refunds of different fares on a go card
- on various occasions [redacted] had been lead to believe that a complaint had been lodged by the contact centre staff, but on subsequent calls staff could find no evidence of the previous complaint
- she was hung up on by call centre staff including a supervisor

Please deal with the complaint in accordance with your Department's CMS and provide a response directly to the complainant.

Thank you for accepting referral of this complaint. If you have any questions about the complaint process, please contact me on (07) 3005 7013 or email ombudsman@ombudsman.qld.gov.au.

Yours faithfully

Marc Fotsch-Heatley
A/ Assessment Officer
Registration and Preliminary Assessment Team

Attachment – Copy of online complaint form

P 07 3005 7001
1800 068 908 (outside Brisbane)
F 07 3005 7067
E ombudsman@ombudsman.qld.gov.au
W ombudsman.qld.gov.au





Queensland
Government

Our ref

COR17/OBE/9 - OBE237

Department of
Transport and Main Roads

24 March 2017

Not Relevant

Dear [REDACTED]

I refer to your correspondence with the Queensland Ombudsman's Office, about your [REDACTED] go card and your experience with the TransLink Call Centre. The Ombudsman's Office referred your concerns to TransLink, a division of the Department of Transport and Main Roads (TMR), for consideration and response.

I was very concerned to read of your experience with the TransLink Call Centre, when your [REDACTED] attempted to report her faulty go card and I apologise for the frustration and inconvenience you have experienced due to this matter.

Upon receipt of your feedback, I requested this matter to be thoroughly investigated.

I note you have been in email contact with Elsie, TransLink's Customer Relations Officer, in relation to this matter.

I can confirm the TransLink Call Centre performance is monitored monthly via call monitoring. Both the accuracy of information provided to customers and the tone and manner used in delivering this information is assessed. Any call centre operators who do not meet the required quality benchmark are provided with additional coaching and their performance is managed

As part of the investigations into this matter, recordings of your interactions with the call centre were reviewed. The investigations identified that the call centre operators failed to follow the correct processes, had been unprofessional in handling the phone calls and incorrectly advised your [REDACTED] that a new go card would be sent to you free of charge, and that any adult fare charges would be reimbursed.

Following the findings of the investigation, I can confirm, this matter has been escalated as a priority and will be managed as per the call centre's performance management policy.

As a customer service gesture, I can confirm TransLink would like to provide you with a new [REDACTED] go card. Please find enclosed a [REDACTED] go card with a \$5 deposit and \$5 travel credit. It is recommended that this go card is registered upon receipt to ensure the balance is protected in case the go card is lost or stolen.

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email correspondence@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291

In addition, fares on the [redacted] go card that was being used by your [redacted] have been adjusted [redacted] and an amount of \$29.16 has been credited to your

Not Relevant

new go card ending [redacted]

I was also very concerned to read that a staff member at the [redacted] rail station refused [redacted] to board the train when she reported her faulty go card. The safety [redacted] using the public transport network is a priority for TransLink and I can confirm this matter will be raised with Queensland Rail to ensure customers and children accessing the network are not left in a vulnerable situation.

Once again, I sincerely apologise for your negative customer experience on this occasion and trust your interactions with the TransLink Call Centre will be more positive in the future.

Yours sincerely

[redacted]

Wietske Smith
General Manager (Passenger Transport Customer and Futures)
Department of Transport and Main Roads

Enc (1)

Susan T Nepe

From: TransLink
Sent: Monday, 20 March 2017 11:05 AM
To: Not Relevant
Subject: RE: TransLink Reference - Cor17/OBE/9

Dear [REDACTED]

Thank you for your email on Friday.

As you have provided the additional information I have actioned the following:

The fares [REDACTED] have been calculated on go card [REDACTED] was spent on this go card [REDACTED] This amount has been credited to [REDACTED] new go card ending [REDACTED] which is in the name of [REDACTED]

I confirmed the issuance of the new [REDACTED] go card which will be sent to you when our Correspondence team reply to you.

The new go card number is [REDACTED] It Has been loaded with \$5 deposit \$5 travel credit as a gesture of goodwill.

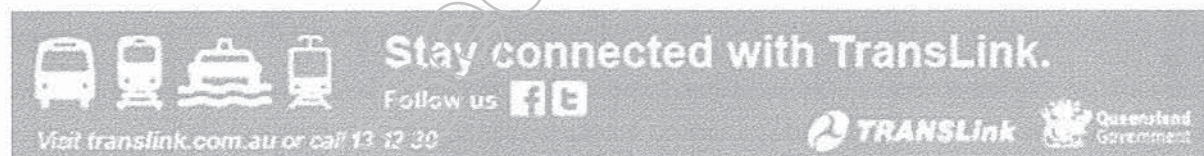
This go card has not been registered yet, therefore I recommend you register this go card before use in the event that it gets lost or stolen.

[REDACTED] again, we apologise for the inconsistency and errors identified when handling your enquiry with us. I hope that this part of your enquiry is now resolved. If you have any further queries regarding the go cards or actions taken today please let me know.

I will now update the Correspondence team on my actions so they can respond formally to you regarding your correspondence sent to our office.

Regards

Elsie
Customer Relations Adjudication Officer



Please consider the environment before printing this email.

From: [REDACTED] mailto: [REDACTED] Not Relevant
Sent: Friday, 17 March 2017 10:27 AM
To: TransLink <TransLink@translink.com.au>
Subject: Re: TransLink Reference - Cor17/OBE/9

Hi Elsie

[redacted] is my go card that was the last time I used it so please don't cancel that one.

Then hold go card you referred to that went to [redacted] this morning is my [redacted] Please don't cancel that one either.

[redacted]
On card ending [redacted] all the travel is hers from [redacted]

[redacted]
Not Relevant

I hope this answers all your questions

Kind regards

[redacted]
On 17 Mar 2017, at 2:21 am, TransLink <TransLink@translink.com.au> wrote:

Dear [redacted]

Thank you for providing the requested additional information.

I can see that the go card ending [redacted] was last used for travel on the [redacted] [redacted] As you mentioned you now have a new go card, are you still in possession of this go card? If not please let me know so it can be cancelled and provide me with your [redacted] go card number so I can arrange a balance transfer for you.

I have found a [redacted] go card in your name, issued [redacted] last used this morning from [redacted] Would this be the go card [redacted] is now using? If so I will arrange an adjustment of [redacted] fares paid on go card ending [redacted] to be credited to this [redacted] go card once you can confirm what [redacted] travel pattern was. I can see [redacted] and sometimes [redacted] so I will need confirmation of which is your travel and which is [redacted] to be adjusted? Again if you don't have this go card please advise and I will have it cancelled. Someone is using it.

I have not found a [redacted] go card under [redacted] name with your mobile number. If this is incorrect please provide me with [redacted] new go card number and advise if the [redacted] go card in your name should be cancelled?

Prior to receiving your last email, I had requested that our Products team honour the promise that was made to you to issue [redacted] a new concession go card. If you no longer need this go card please let me know and I will retract my request to have this posted to you? Regrettably there has not been approval to replace the [redacted] go card on this occasion, therefore if you accept the offer for a new [redacted] go card only one go card will be sent to you.

I appreciate that I require further information which takes more of your time, therefore I do sincerely apologise and thank you for your further time on this matter.

If I were to have been able to talk with you directly the process would have been a lot quicker, but given the circumstance I am confident that we will get this matter resolved very shortly by email.

Regards

Elsie
Customer Relations Adjudication Officer

<image001.png>

Please consider the environment before printing this email.

From: [redacted] [mailto:[redacted]] Not Relevant
Sent: Thursday, 16 March 2017 3:28 PM
To: TransLink <TransLink@translink.com.au>
Subject: Re: TransLink Reference - Cor17/OBE/9

Hi Elise

Yes my [redacted] card for the day as she couldn't find hers. It stopped when when she tried to get home on that day due to being faulty.

Correct they cancelled the faulty card and her [redacted] card.

[redacted] was my card I know have a new one too.

She then used my card as I was promised one would be posted as you can see for the travel from the time hers was cancelled incorrectly.

After another two or three calls I discovered there would be no go card sent so purchased her a new [redacted] card. I do t have her number with me however it is registered so you should be able to locate it. Her name is [redacted] and it will be under my mobile number.

The two go card was one for the faulty one and one for the [redacted] As you know though I was mislead on that call along with most of the other calls I made too.

Many thanks

On 16 Mar 2017, at 9:00 am, TransLink <TransLink@translink.com.au> wrote:

Dear [redacted]

I've tried to call that number with no success. Our system will not allow an outbound call to that number.

Basically I have been asked to look at the go card information only. Full commentary will be provided to you by our Correspondence team in a letter once I have organised the go card aspect of your feedback.

Can you please confirm the following so I can understand the go card use by your daughter. The information I have paints a picture as follows. Your confirmation would be appreciated.

[redacted] initially using an [redacted] go card ending [redacted] and a balance transfer was meant to be arranged to [redacted] card [redacted]

Can you please advise why she was using an [redacted] go card in the first instance instead of the [redacted] card? Or was it the other way round, she was using a [redacted] card which stopped and started using an [redacted] card?

The balance transfer as we know was incorrectly transferred from both of these go cards to another [redacted] go card ending [redacted] Is this your go card?

Is your [redacted] still using an [redacted] go card for [redacted] travel? If so, what is her travel pattern to assist in substantiating a [redacted] adjustment? What is the go card number she is currently using?

Will you be purchasing a [redacted] card [redacted] to use or are you on the understanding that you are still being posted one despite recent information being provided to you by the last consultant apologising that this is not our process? The feedback mentions you are expecting two go cards? Where does the other one come from when one was reported faulty?

Once I can understand this information I can look at moving forward to a resolution for you. Please keep in mind that I have listened to all the call recordings so there will be no need to repeat who has said what to understand what has been said or offered.

I look forward to your response [redacted] and appreciate [redacted] If you prefer to reply on your return please let me know the timeframe so I can keep our Ministerial team up to date as to when my supporting information can be provided to them.

Regards

Elsie
Customer Relations Adjudication Officer

<image001.png>

 Please consider the environment before printing this email.

From: [redacted] [mailto:[redacted]]
Sent: Thursday, 16 March 2017 12:09 PM
To: TransLink <TransLink@translink.com.au>
Subject: Re: TransLink Reference - Cor17/OBE/9

Hi

This is the my Number here let me know how it goes otherwise it will need to be email [redacted]

On 16 Mar 2017, at 5:43 am, TransLink <TransLink@translink.com.au> wrote:

Hi again,

[redacted]

[REDACTED] I can try and
call you if you would like to provide the number?

Regards

Elsie
Customer Relations Adjudication Officer

<image001.png>

 Please consider the environment before printing this email.

From: [REDACTED] [mailto:[REDACTED]] (Not Relevant)
Sent: Thursday, 16 March 2017 11:39 AM
To: TransLink <TransLink@translink.com.au>
Subject: Re: TransLink Reference - Cor17/OBE/9

[REDACTED]
[REDACTED] Happy for you to call that number or wait till I
get back?

[REDACTED]
On 16 Mar 2017, at 5:25 am, TransLink <TransLink@translink.com.au>
wrote:

Hi [REDACTED]

Thank you for your reply.

When attempting to call you this morning and
yesterday lunch time your phone directed straight to
your voicemail. I did not leave a message but did send
a txt message.

When would you prefer I call you if you are away at
present?

Regards

Elsie
Customer Relations Adjudication Officer

<image001.png>

 Please consider the environment before printing this
email.

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, 16 March 2017 11:17 AM

To: TransLink <TransLink@translink.com.au>
Subject: Re: TransLink Reference - Cor17/OBE/9

Hi Elsie

I have not received any Missed calls or voicemail messages. The number you have is correct [REDACTED]

Kind regards

Not Relevant

On 16 Mar 2017, at 3:42 am, TransLink
<TransLink@translink.com.au> wrote:

Dear [REDACTED]

Your recent correspondence sent to TransLink has been forwarded to me to investigate the go card aspect of your feedback.

I have attempted to call you several times with no success. Could you please let me know your preferred time to try you again Monday to Friday 8-2pm.

If the mobile number [REDACTED] is not your preferred phone number can you please provide another one.

Regards

Elsie
Customer Relations Adjudication
Officer

<image001.png>

Please consider the environment
before printing this email.

WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if



PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Company/Government Agency

ABN (if applicable)

Address

State

Post Code

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

Ryan Kerr

TMR -TransLink Division

61 Mary Street

QLD

4000

ryan.kerr@translink.com.au

Business Development issue:
Tourism & Events QLD - GC2018 World Press Briefing 5-7 April 2017

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
200 x 3 day go access	200	\$ 12.00	\$ 2,400.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 2,400.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

CE86

Fulfilment Method

- ☐ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Chantelle Write

Position

Principal Advisor Retail & Distribution

Signature

Date

17/03/2017

PD01 - 2016

Fol



TRANSLink

CE86.

END DATE: 9/4

Request for promotional travel products

Requestor details

Title: [redacted] First name: [redacted]

Surname: [redacted]

Role: Senior Publicist (GC2018)

Organisation: Tourism and Events Queensland

Email: [redacted]@queensland.com Phone: [redacted]

Not Relevant

Event / Promotion details

Title: GC2018 World Press Briefing and Official Welcome Function

Dates: 5/4/17 to 7/4/17

Website: gc2018.com

Quantity requested: 180-200 tbc 200

☐ Child

☒ Adult

Card type (if known): SEE 3 day corporate card.

Overview of event / promotion:

(this may include - venue/location, organising body, industry sector, event significance)

The World Press Briefing for GC2018 will be held on the Gold Coast from April 6-7, 2017. More than 180 international and domestic media ha

Target audience to receive travel products:

(e.g. organisation, industry, nationality)

Domestic and international sports and lifestyle media

Justification for free travel:

(Why should this event/promotion receive free travel support?)

Journalists attending the World Press Briefing will be reporting back into their readership markets on how prepared the Gold Coast is to stage i

Commercial benefits for TransLink:

(e.g. new business opportunities, increased brand awareness)

Brand awareness across local, interstate and international markets ahead of tens of thousands heading to the Gold Coast (and Brisbane) in A

Email Form

Office use only

Please circle

- | | | | | |
|----|--|---|---|---|
| 1) | Is the request for a relevant industry or event? | Y | / | N |
| 2) | Will new business opportunities be created? | Y | / | N |
| 3) | Greater than 2:1 ROI expected? | Y | / | N |

Approved / Not approved

Name:

Position:

Signature:

Date: 7 4 17

Susan T Nepe

From: George S Chemali
Sent: Friday, 17 March 2017 10:06 AM
To: Susan T Nepe
Subject: FW: GC2018 World Press Briefing

200
180 go explore

Hi Sue,

Are you please able to process the below request – no need for the DL folder, the PVC wallet is sufficient. Let me know if you need a hand – thanks once again ☺

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m

Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: Lee-Ann M Lawrence
Sent: Friday, 17 March 2017 9:55 AM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: GC2018 World Press Briefing

Hi George – approved – I can sign the form on Monday for records

Regards

Lee-Ann Lawrence
Director - Product and Digital
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4536 | f 33384600 | m

Not Relevant

e Lee-Ann.Lawrence@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: George S Chemali
Sent: Tuesday, 14 March 2017 10:00 AM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>
Subject: FW: GC2018 World Press Briefing

Hi Lee,

I had a conversation yesterday with [redacted] from TEQ, who is leading the charge with organising a 180+ domestic and international journalists that will be attending the Official Welcome Function at The Star Gold Coast. As mentioned below most of the journalists will be staying at the Crowne Plaza and catching the G to the casino.

[redacted] has requested 182 FOC cards for this event. In return for supporting this event I have requested that TransLink has a presence and exposure – see below.

I have briefed Miguel for any media ops, he mentioned he would look to provide the journalists with contacts and scripting for their articles. That same week, cabinet will be convening on the gold coast including the premier and minister for tourism attending this event.

Please find attached the FOC form for your consideration and approval.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m [redacted]

Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

f /TransLinkQLD g /TransLinkSEQ



Please consider the environment before printing this email

From: [redacted] [mailto:[redacted]@queensland.com]

Sent: Monday, 13 March 2017 4:38 PM

To: George S Chemali <george.chemali@translink.com.au>

Cc: [redacted]@queensland.com> [redacted]@queensland.com>

Subject: GC2018 World Press Briefing

Hi [redacted] Nice to chat today. As discussed the World Press Briefing for the Gold Coast 2018 Commonwealth Games will be staged on the Gold Coast next month – Wednesday, April 5 to Friday, April 7.

Already 182 domestic and international media have registered to attend the briefing. Many will stay at the official hotel, the Crowne Plaza.

On the evening of Wednesday, April 5, Tourism and Events Queensland, in partnership with Tourism Australia and Gold Coast Tourism will host the Official Welcome Function at The Star Gold Coast from 6.30pm.

It would be wonderful if media staying on the Gold Coast could attend the function by riding the G-Link to and from the venue, not just to experience this wonderful service but also feature in their reports about the preparations for next year's Games and the importance of the public transport network in attending the various GC2018 venues.

We are hoping Translink see this as an opportunity to support the World Press Briefing. TEQ is happy to work with GOLDOC to ensure any supporting Translink documentation is included in the accreditation process.

It would be great if customer support officers were on the platforms to coincide with our guests arrival and departure rides.

And of course, we would love to extend an invitation to the appropriate Translink representatives to attend the WPB Official Welcome Function.

Please don't hesitate to let me know if you require any further information. The form as discussed is attached.

Susan T Nepe

From: George S Chemali
Sent: Tuesday, 21 March 2017 9:04 AM
To: Lee-Ann M Lawrence; Susan T Nepe
Subject: FW: GC2018 World Press Briefing
Attachments: WPB invite.jpg

Hi Lee,

For your information below.

I understand there is a Comm games tram wrap unveiling that Matt is attending which may coincide with this event.

Sue > 200 is the final figure.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: [Not Relevant] [mailto:[redacted]@queensland.com]
Sent: Friday, 17 March 2017 12:12 PM
To: George S Chemali <george.chemali@translink.com.au>
Cc: [redacted]@queensland.com>; [redacted]@queensland.com>; [redacted]@goldoc.com>
Subject: RE: GC2018 World Press Briefing

Hi [redacted] wonderful that Translink will be on board with Tourism Queensland and its partners, including GOLDOC, for the World Press Briefing on the Gold Coast from April 5-7, 2017.

Media registrations are currently at around 182 (some are still awaiting visas so this may change).

If you could do 200 that would be great as it would allow us a few extra for media and also to cover TEQ staff who will be traveling from the Crowne Plaza to the venue to make sure no one gets lost.

Attached also is the invitation to the welcome function which provides times etc. We would be delighted to extend an invitation for a Translink representative to attend

At this stage speakers could include, the Premier, Minister Jones, Minister Ciobo (via video), a Tourism Australia representative and Mayor Tate.

VIP invitations have been distributed to the GOLDOC board, TEQ board, City of Gold Coast and Destination Gold Coast among others

Kind regards,



PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

☐ New Cards (will include a mandatory deposit)

☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Company/Government Agency

ABN (if applicable)

Address

State

Post Code

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

George Chemali

TMR -TransLink Division

61 Mary Street

QLD

4000

XXXXXXXX@translink.com.au

Business Development issue:
14x PCOs visiting Brisbane. FOC go access corporate card FAMIL

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
14x 3 day go access corporate events	14	\$ 12.00	\$ 168.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 168.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

Fulfilment Method

Contact Name & Number

Cost Centre / Internal Order

GL Account

Approved By (must be approved by financial delegate responsible for cost centre above)

Position

Signature

Date

CE87

☐ New Order from CTS ☒ Use card stock on hand at TransLink

Sue Nepe

5272

55080

Chantelle Wright

Principal Advisor Retail & Distribution

[Signature]

28/3/17

Travel request form

By completing this form, I agree to the travel terms and conditions AND agree to send TransLink copies of the publication/s to gobusiness@translink.com.au. Media famil requests must complete Sections 1 and 2. We require a minimum of four weeks lead time to ensure your order is processed.

Section 1:

Company details (requesting company)

Organisation:	Position:	Company ABN:
Brisbane Marketing		
Title:	First name:	Surname:
	Not Relevant	
Phone:	Email:	
	@brisbanemarketing.com.au	

Delivery address for your cards

Contact name (Who are the cards being delivered to?):

Delivery address:

Suburb:

Contact phone number:

State:

Postcode:

Any special delivery instructions?

Event/famil details

Famil type:

(please tick) ☒ Travel ☐ Corporate ☐ Media (please complete Section 2)

Dates requiring public transport	Start date:	End date:	Number of travel days:
	3 0 / 0 3 / 1 7	3 0 / 0 3 / 1 7	1

Date the cards are required by: Number of cards (one per person):

2 8 / 0 3 / 1 7	14
-----------------	----

Modes of transport

☐ Bus ☐ Train ☒ Ferry ☐ Tram

Purpose of visit:

Send your completed form back to: gobusiness@translink.com.au

Susan T Nepe



From: Lee-Ann M Lawrence
Sent: Tuesday, 28 March 2017 12:24 PM
To: George S Chemali
Cc: Ryan Z Kerr; Susan T Nepe
Subject: RE: Accor Famil - Thursday 30 March

approved

Regards

Lee-Ann Lawrence
Director - Product and Digital
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4536 | f 33384600 | m Not Relevant
e Lee-Ann.Lawrence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



 Please consider the environment before printing this email.

From: George S Chemali
Sent: Monday, 27 March 2017 9:28 AM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>
Cc: Ryan Z Kerr <Ryan.Kerr@translink.com.au>; Susan T Nepe <susan.nepe@translink.com.au>
Subject: FW: Accor Famil - Thursday 30 March

Hi Lee- a famil from Brisbane marketing for 11 national PCO's for your approval

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



 Please consider the environment before printing this email.

From: [REDACTED] [\[REDACTED\]@brisbanemarketing.com.au">\[mailto:\[REDACTED\]@brisbanemarketing.com.au\]](mailto:<span style=)
Sent: Friday, 24 March 2017 12:39 PM
To: George S Chemali <george.chemali@translink.com.au>
Cc: [REDACTED] [\[REDACTED\]@brisbanemarketing.com.au">\[mailto:\[REDACTED\]@brisbanemarketing.com.au\]](mailto:<span style=)
Subject: Accor Famil - Thursday 30 March

Hi George

As discussed earlier in the week we have an opportunity for you to meet with 11 PCO's whilst they are in Brisbane for a fam next week.

As a part of the itinerary we have the group travelling via Citycat from New Farm to South Bank, and would be great if you can join at New Farm or even at Riverside and explain what is available to them for conferences. We would also like to seek support for assistance with their travel expenses and have attached the form to assist with this.

Details below:

Date: Thursday 30 March
Time: 11.23am, pick up from New Farm Park terminal or 11.38am from Riverside ferry terminal
11.51am South Bank Ferry Terminal
Clients: 11 x National Professional Conference Organisers (PCO)
Hosts: 2 - [REDACTED] Brisbane Marketing (M [REDACTED] Not Relevant and [REDACTED])
Details: Meet and greet on Citycat and overview of services available for conferences.
Please note we will have a Brisbane Greeter on the Citycat so time will be spent also giving clients a city orientation. Clients arrive in Brisbane at 10/10.30 on Thursday morning

Clients details below:

[REDACTED]	Director	The Conference Shop
	Associate Project Manager	All Occasions Group
	Project Officer	ASN Events
	Business Development / Sponsorship Manager	DC Conferences
	Principal - Head of Sales & Agents	Conference Online
	Corporate Business Development Manager	Venuemob
	Senior Account Manager	Arinex
	Conference Venue Specialist	Business Retreats
	Business Development Manager	M-Power
	Business Development Manager	Conference Resources
	Sponsorship & Marketing Manager	The Association Specialists

Please let me know if you require any further information.

Kind regards

[REDACTED]

[REDACTED] Manager Familiarisations and Events, Brisbane Convention Bureau (Tuesday, Wednesday and Friday)

T +61 7 3156 6320 | F +61 7 3006 6250 | E [REDACTED]@brisbanemarketing.com.au

Level 8, 157 Ann Street, Brisbane Qld 4000 | PO Box 12260, George Street, Brisbane Qld 4003 Australia

www.brisbanemarketing.com.au | www.choosebrisbane.com.au/conventions

BRISBANE MARKETING
ECONOMIC DEVELOPMENT BOARD



APSA | CBD | Convention Bureau | Export | Investment Attraction | Leisure Tourism | Major Events | South Bank

Disclaimer: This e-mail is for the use only of the intended addressee. If you are not the intended addressee, or the person responsible for delivering it to the intended addressee, you may not copy, forward, disclose or otherwise use or rely upon it or any part of it in any way whatsoever. Privileged, confidential and/or copyright information may be contained in this e-mail. No confidentiality, privilege or copyright is waived or lost by any mis-transmission. If you receive this e-mail in error please immediately delete it from your system and advise the sender immediately by using the reply facility in your e-mail software. Any opinions expressed in this message are those of the individual sender, except where the sender expressly, and with authority, states them to be the opinions of Brisbane Marketing Pty Ltd. This message is subject to and does not create or vary any contractual relationship between Brisbane Marketing Pty Ltd and you. Neither the sender nor Brisbane Marketing Pty Ltd warrants that any communication via the Internet is free of errors, viruses, interception or interference. Information is distributed without warranties of any kind.



go Card Order Form - Internal Orders

go cards will be issued with a deposit (\$10 for adult cards and \$5 for all other card types) plus a minimum of \$5 travel credit

go cards are non-transferrable. Customers wishing to purchase concession, child, and senior cards are required to comply with go card terms and conditions of travel.

P.O.Number (if applicable)	
Contact Person	Ryan Kerr
Company/Government Agency	TransLink
ABN (if applicable)	
Address	61 Mary Street Brisbane
State	QLD
Post Code	4000
Phone	3338 4394
Fax	
Email	ryan.kerr@translink.com.au
Purpose of Order (what the cards will be used for)	Tourism & Events QLD in conjunction with STA Travel are bringing two high profile instagrammers to the Gold Coast for a 4 day media fami to promote the Gold Coast in Japan

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
2 x adult go explore cards x 3 day	2	\$ 30.00	\$ 60.00
			\$ -
			\$ -
			\$ -
			\$ -
		Total	\$ 60.00

PLEASE RETURN ORDER FORM BY EMAIL EMAIL: products@translink.com.au

PLEASE INDICATE YOUR PAYMENT REQUIREMENTS: ☐ Credit Card ☐ EFT ☐ Cheque

TransLink Use

Order Number	41
Fulfilment Method	<input checked="" type="checkbox"/> New Order from CTS <input type="checkbox"/> Use card stock on hand at TransLink
Contact Name & Number	Sue Nepe
Cost Centre / Internal Order	5272
GL Account	55080
Approved By (must be approved by financial delegate responsible for cost centre above)	Chantelle Wright
Position	Principal Advisor Retail & Distribution
Signature	
Date	26/04/2017

Susan T Nepe

From: Ryan Z Kerr
Sent: Wednesday, 19 April 2017 1:13 PM
To: Products
Subject: FW: STA Travel Instagrammer Media Famil Japan

Thank you Nepe ☺

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

From: Lee-Ann M Lawrence
Sent: Wednesday, 19 April 2017 1:12 PM
To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: RE: STA Travel Instagrammer Media Famil Japan

Approved Ryan

Regards

Lee-Ann Lawrence
Director - Product and Digital
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4536 | f 33384600 |  Not Relevant
e Lee-Ann.Lawrence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

From: Ryan Z Kerr
Sent: Wednesday, 19 April 2017 12:46 PM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: FW: STA Travel Instagrammer Media Famil Japan

Hi Lee,

I'm seeking approval for 2x go explore cards each loaded with 3 days of travel to be provided to from GC Tourism. I believe the small cost may be beneficial as Japan is a major contributor to Gold Coast tourism.

Thank you.

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4098 | f 07 3338 4600 |

e ryan.kerr@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

f [/TransLinkQLD](#) b [/TransLinkSEQ](#)



Please consider the environment before printing this email.

From Not Relevant @gctourism.com">mailto:@gctourism.com

Sent: Wednesday, 19 April 2017 12:07 PM

To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>

Subject: STA Travel Instagrammer Media Famil Japan

Hi Ryan,

I hope you are well!

Tourism and Events QLD in conjunction with STA Travel are bringing two high profile instagrammer's to the Gold Coast for a 4 day media famil to promote the Gold Coast in Japan.

Japanese Instagrammer Details (Female Age-Late 20's):

Name	☰	Instagram	
①			
②			
Followers	Posting (per day)	Estimated follower Reach	Occupation
73,400	6	440,400	Model/Yoga Instructor
40,400	6	242,400	Model/Creator

We are seeking 3 days FOC travel on the G:Link. Please find request form attached.

Thanks so much!

Kind regards,



go Card Order Form - Internal Orders

go cards will be issued with a deposit (\$10 for adult cards and \$5 for all other card types) plus a minimum of \$5 travel credit

go cards are non-transferrable. Customers wishing to purchase concession, child, and senior cards are required to comply with go card terms and conditions of travel.

P.O. Number (if applicable)

Contact Person

Ryan Kerr

Company/Government Agency

TransLink

ABN (if applicable)

Address

61 Mary Street

Brisbane

State

QLD

Post Code

4000

Phone

3338 4394

Fax

Email

ryan.kerr@translink.com.au

Purpose of Order (what the cards will be used for)

TEQ and QF Japanese wholesalers Famil. Showcase the Brisbane and Gold Coast Regions.

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
35 x adult go explore cards x 1 day	35	\$ 10.00	\$ 350.00
			\$ -
			\$ -
			\$ -
			\$ -
		Total	\$ 350.00

PLEASE RETURN ORDER FORM BY EMAIL

EMAIL: products@translink.com.au

PLEASE INDICATE YOUR PAYMENT REQUIREMENTS:

☐ Credit Card ☐ EFT ☐ Cheque

TransLink Use

Order Number

42

Fulfilment Method

☐ New Order from CTS ☐ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Chantelle Wright

Position

Principal Advisor Retail & Distribution

Signature

Date

26/04/2017

Susan T Nepe

42

From: Ryan Z Kerr
Sent: Wednesday, 26 April 2017 9:08 AM
To: Products
Subject: FW: Try again please open this request. FW: Japanese Wholesalers QF Power Famil - 35 pax

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ

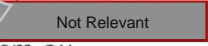


From: Lee-Ann M Lawrence
Sent: Wednesday, 26 April 2017 9:07 AM
To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Try again please open this request. FW: Japanese Wholesalers QF Power Famil - 35 pax

Approved Ryan

Regards

Lee-Ann Lawrence
Director - Product and Digital
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4536 | f 33384600 | m 
e Lee-Ann.Lawrence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



From: Ryan Z Kerr
Sent: Wednesday, 26 April 2017 9:04 AM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: FW: Try again please open this request. FW: Japanese Wholesalers QF Power Famil - 35 pax

Hi Lee,

I'm seeking approval for 35x go explore cards each loaded with 1 days of travel to be provided to Kerri from TEQ. I believe the small cost may be beneficial as Japan is a major contributor to Gold Coast tourism.

Thank you.

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4098 | f 07 3338 4600 |

e ryan.kerr@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From Not Relevant [mailto:[REDACTED]@queensland.com]

Sent: Monday, 24 April 2017 2:21 PM

To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>; George S Chemali <george.chemali@translink.com.au>

Subject: Try again please open this request. FW: Japanese Wholesalers QF Power Famil - 35 pax

Hi George and Ryan,

I am not sure if you can help me with this request or point me in the right direction to another team member.

Tourism and Events Queensland's Media and Trade Relations team are co-coordinating the following familiarisation to Queensland. The visit brief will provide background information for your assessment of this marketing opportunity.

Visit Brief

As part of the QF Brisbane flight promotions in Japan, TEQ and QF will undertake an Agents famil. The main purpose of this famil is to showcase the Brisbane and the Gold Coast Regions. Most of the agents participating are in charge of counter sales staff and this visit will be very beneficial to expand the knowledge of Brisbane and Gold Coast as well as to sell it positively. We want to introduce as many products as possible to the participants.

Participant details will be advised as soon as received.

Please advise your interest in participating in this familiarisation opportunity for the arrangements outlined below.

Famil Ref:	FAM003757 - QF Power Famil Japan		
Famil Type:	Trade-International Wholesalers		
Operator:	Translink		
Service:	Day pass		
No. Pax:	Group of 35		
Start/In Date:	Thursday	11/05/2017 16:30 PM	

Notes:

Pacific Fair to Mantra on View, one way travel.

Is this something you can arrange for me .??

If you have any further questions about this familiarisation request or if you need additional information, please don't hesitate to contact me.

I look forward to your reply.

Kind regards

Not Relevant

Media and Trade Relations Specialist
Tourism and Events Queensland

T +61735355339 • M [REDACTED] E [REDACTED]@queensland.com • W ted.qld.gov.au
A Level 10, 30 Makerston Street Brisbane QLD 4000 • GPO Box 328, Brisbane QLD 4001, Australia

IMPORTANT NOTICE: This e-mail (including any attachments) may contain confidential, private or legally privileged information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this e-mail without appropriate authority. If you are not the intended recipient and you have received this e-mail in error, any use, forwarding, printing, copying or dealing in any way whatsoever is strictly prohibited. If you have received this e-mail in error, please reply immediately by e-mail to the sender or by telephone to Tourism and Events Queensland on 07 3535 3535. Any views expressed in this message are those of the author, except where the sender specifically states them to be the views of Tourism and Events Queensland. It is the responsibility of the recipient to scan this message for viruses and to not access malicious links. Tourism and Events Queensland does not warrant that the information is free from any virus, malicious link, defect or error.



PRODUCT DEVELOPMENT - TRANSLINK

go explore Order Form -FOC

☐ New Cards (will include a mandatory deposit)

☐ Existing Cards (list card numbers on page 2)

P.O. Number (if applicable)

Contact Person

Ryan Kerr

Company/Government Agency

TMR -TransLink Division

ABN (if applicable)

Address

61 Mary Street

State

QLD

Post Code

4000

Phone

Fax

Email

ryan.kerr@translink.com.au

Purpose of Order (what the cards will be used for)

FOC travel - Famil Discover GC Challenge

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
100 x go explore 1 day	100	\$ 10.00	\$ 1,000.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 1,000.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

43

Fulfilment Method

☐ New Order from CTS

☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Chantelle Wright

Position

Principal Advisor - Retail & Distribution

Signature

Date

8/05/2017

PD01 - 2016

\$100k go explore cards

Susan T Nepe

From: Ryan Z Kerr
Sent: Wednesday, 3 May 2017 4:25 PM
To: Products
Subject: FW: Famil - Discover GC Challenge

Discuss with me before completing, happy to help as well.

Thanks Nepe

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://plus.google.com/+TransLinkSEQ)



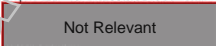
 Please consider the environment before printing this email.

From: Lee-Ann M Lawrence
Sent: Wednesday, 3 May 2017 1:54 PM
To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Famil - Discover GC Challenge

Approved

Regards

Lee-Ann Lawrence
Director - Product and Digital
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4536 | f 33384600 | m 
e Lee-Ann.Lawrence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://plus.google.com/+TransLinkSEQ)



 Please consider the environment before printing this email.

From: Ryan Z Kerr
Sent: Tuesday, 2 May 2017 2:56 PM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: Famil - Discover GC Challenge

Hi Lee,

It's now the second run of the new and improved Discover GC program and NR from GC Tourism and Josh from GC City Council have asked TransLink to partner in this program again. I am seeking your approval for 200 go explore cards each loaded with 1 day of travel (\$2,000). Attached is the outline.

Recap:

In the lead up to the Commonwealth Games City of Gold Coast, Gold Coast Tourism and TravConsult have created the 'Be My Guest' program which is designed to showcase/highlight parts of the GC that even locals don't know about or have forgotten.

The familiarisation is a great race style event enabling participants to try a variety of products, services and hospitality options throughout the coast. Participants are made up of hotel concierge staff, taxi drivers, media, bus drivers, airport staff, hotel staff, motel staff, city employees, volunteers, etc.

The event is being held on the 24,31,2 and 9th of this May and June. Each day can hold up to 50 persons and the day runs from 8am to 4.30pm. TransLink is providing the go explore card to the famils as the main mode of travel.

Benefits:

- Speak with employees and business owners of major retailers/hotels on the Gold Coast
- See the network! When was the last time you went out onto the network?
- Go undercover for a day
- Team activity – Send our own TransLink staff, I know marketing are keen

If you require further information please advise. Thanks Lee ☺

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.



PRODUCT DEVELOPMENT - TRANSLINK Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Ryan Kerr

Company/Government Agency

TMR -TransLink Division

ABN (if applicable)

Address

61 Mary Street

State

QLD

Post Code

4000

Phone

Fax

Email

ryan.kerr@translink.com.au

Purpose of Order (what the cards will be used for)

Business Development issue:
Gold Coast business exchange site inspections.

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
10 x adult go explore 1 day	10	\$ 10.00	\$ 100.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 100.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

44

Fulfilment Method

New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Chantelle Wright

Position

Principal Advisor, Retail & Distribution

Signature

Date

23/05/2017

Susan T Nepe

From: Lee-Ann M Lawrence
Sent: Tuesday, 23 May 2017 12:22 PM
To: George S Chemali
Cc: Susan T Nepe; Ryan Z Kerr
Subject: RE: This is Gold Coast 2017

approved

Regards

Lee-Ann Lawrence
Director - Product and Digital
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4536 | f 33384600 | m Not Relevant
e Lee-Ann.Lawrence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: George S Chemali
Sent: Thursday, 18 May 2017 1:18 PM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>
Cc: Susan T Nepe <susan.nepe@translink.com.au>; Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Subject: FW: This is Gold Coast 2017

Hi Lee,

Hope all is well.

Please find attached a travel request form for your approval for 10 cards to support the Gold Coast business exchange famil.

Thanks again.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: [redacted] [mailto:[redacted]@gctourism.com]
Sent: Thursday, 18 May 2017 10:31 AM
To: George S Chemali <george.chemali@translink.com.au>
Cc: [redacted]@gctourism.com>
Subject: RE: This is Gold Coast 2017

Good morning George,

I have filled out this form and reattached it above for you.

Let me know if there is any issues with this.

Much appreciated for all of your assistance.

Kind regards,

[redacted]

[redacted]
National Sales Coordinator – Business Events
Gold Coast Business Events

+61 7 5584 6251 [redacted]@gctourism.com
Suite N301 Oracle North, 12 Charles Avenue, Broadbeach QLD 4218
GoldCoastBusinessEvents.com

*This email is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's content.



From: George S Chemali [mailto:george.chemali@translink.com.au]
Sent: Thursday, 18 May 2017 9:26 AM
To: [redacted]
Subject: RE: This is Gold Coast 2017

See form attached.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m [redacted] Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: [redacted] [mailto:[redacted]@gctourism.com]
Sent: Friday, 12 May 2017 12:17 PM
To: George S Chemali <george.chemali@translink.com.au>

Cc: [REDACTED]@gctourism.com>; [REDACTED]@gctourism.com>
Subject: This is Gold Coast 2017

Good afternoon George,

I would firstly like to begin this email by introducing myself. I am the newest member of the Gold Coast Business Events Team taking on the role of National Sales Coordinator. I look forward to our future communications.

On behalf of [REDACTED] I am writing to you in regards to This is Gold Coast 2017. On the Saturday the 27th May we are conducting three site inspection streams with our buyers – taking three separate groups on sites of venues throughout the coast. One of these sites will be utilising the tram line to show off the Gold Coast's new G-Link transportation system.

Would it be possible to request GO Cards to be made available for these buyers and their GCBE hosts during these sites. I would be able to confirm numbers early next week.

I look forward to hearing from you George. Have a great weekend.

Kind Regards,

[REDACTED]

Not Relevant

National Sales Coordinator – Business Events
Gold Coast Business Events

+61 7 5584 6251 [REDACTED]@gctourism.com
Suite N301 Oracle North, 12 Charles Avenue, Broadbeach QLD 4218
GoldCoastBusinessEvents.com

*This email is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's consent.

WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and any legal privilege and confidentiality attached to this email is not waived or destroyed by that mistake.

It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with your computer system).

Opinions contained in this email do not necessarily reflect the

opinions of the Department of Transport and Main Roads,
or endorsed organisations utilising the same infrastructure.

Released under RTI - DTMR

Travel request form

By completing this form, I agree to the travel terms and conditions AND agree to send TransLink copies of the publication/s to gobusiness@translink.com.au. Media famil requests must complete **Sections 1 and 2**. We require a minimum of four weeks lead time to ensure your order is processed.

Section 1:

Company details (requesting company)

Organisation:	Position:	Company ABN:
<input type="text" value="Gold Coast Tourism"/>	<input type="text" value="National Sales Coordinator"/>	<input type="text"/>
Title:	First name:	Surname:
<input type="text" value="Not Relevant"/>		
Phone:	Email:	
<input type="text" value="07 5584 6251"/>	<input type="text"/>	

Delivery address for your cards

Contact name (Who are the cards being delivered to?):

<input type="text" value=""/>		
Delivery address:	Suburb:	
<input type="text" value="Suite N301 Oracle North, 12 Charles Ave"/>	<input type="text" value="Broadbeach"/>	
Contact phone number:	State:	Postcode:
<input type="text" value="07 5584 6251"/>	<input type="text" value="Q"/> <input type="text" value="L"/> <input type="text" value="D"/>	<input type="text" value="4"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="8"/>
Any special delivery instructions?		
<input type="text"/>		

Event famil details

Famil type:

(please tick)

☐ Travel☒ Corporate☐ Media (please complete Section 2)

Dates requiring public transport	Start date:	End date:	Number of travel days:
	<input type="text" value="2"/> <input type="text" value="7"/> / <input type="text" value="0"/> <input type="text" value="5"/> / <input type="text" value="1"/> <input type="text" value="7"/>	<input type="text" value="2"/> <input type="text" value="7"/> / <input type="text" value="0"/> <input type="text" value="5"/> / <input type="text" value="1"/> <input type="text" value="7"/>	<input type="text" value="1"/>

Date the cards are required by:	Number of cards (one per person):
<input type="text" value="2"/> <input type="text" value="2"/> / <input type="text" value="0"/> <input type="text" value="5"/> / <input type="text" value="1"/> <input type="text" value="7"/>	<input type="text" value="10"/>

Modes of transport

<input type="checkbox"/> Bus	<input type="checkbox"/> Train	<input type="checkbox"/> Ferry	<input checked="" type="checkbox"/> Tram
------------------------------	--------------------------------	--------------------------------	--

Purpose of visit:

Send your completed form back to: gobusiness@translink.com.au

Travel destination (e.g. Brisbane, Gold Coast or Sunshine Coast):

Gold Coast

Justification for free travel: (Why should this event/promotion receive free travel support and how will it benefit TransLink?)

Gold Coast Tourism is hosting several corporate leaders both National and International

for This is Gold Coast 2017 to demonstrate the Gold Coast as a leading destination for business events.

This could lead to the fruition of multiple events and conferences on the Gold Coast which could utilise the TRANSLink system.

TransLink regulates film and photography production to ensure that activities are carried out safely and without disruption to other passengers and businesses. Do you require a permit?

(please tick)

Yes

☐

No

☒

Host details:

(Host/s leading the famil group)

1. Name:

[Redacted]

Organisation:

Gold Coast Tourism

Email:

[Redacted]

@gctourism.com

Phone:

[Redacted]

2. Name:

[Redacted]

Organisation:

Gold Coast Tourism

Email:

[Redacted]

@gctourism.com

Phone:

Not Relevant

Participant details

(Participants using the travel cards. If you have extra participants please attach a list)

Title:

Full name:

Organisation:

Email:

[Redacted]

[Redacted]

PlaceMakers

[Redacted]

Participant

[Redacted]

Chiropractor's Association of Australia

[Redacted]

Participant

[Redacted]

Occupational Therapy Australia

[Redacted]

Participant

[Redacted]

ILAE/IBE Epilepsy Congress Secretariat

[Redacted]

Participant

[Redacted]

Australian And New Zealand Sports Law Association

[Redacted]

Participant

[Redacted]

Gold Coast Tourism / GCCEC

[Redacted]

Participant 6

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Participant 7

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Participant 8

Send your completed form back to: gobusiness@translink.com.au



go Card Order Form - Internal Orders

go cards will be issued with a deposit (\$10 for adult cards and \$5 for all other card types) plus a minimum of \$5 travel credit

go cards are non-transferrable. Customers wishing to purchase concession, child, and senior cards are required to comply with go card terms and conditions of travel.

P.O.Number (if applicable)	
Contact Person	ryan.kerr@translink.com.au
Company/Government Agency	TransLink
ABN (if applicable)	
Address	61 Mary Street Brisbane
State	QLD
Post Code	4000
Phone	3338 4394
Fax	
Email	xxx@translink.com.au
Purpose of Order (what the cards will be used for)	GC Tourism is partnering with DNATA (world's largest air service providers) for an upcoming promotion aiming to influence high yielding Arab families to book the GC.

Courier
24/5

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
4x adult go explore	4	\$ 10.00	\$ 40.00
1x child go explore	1	\$ 5.00	\$ 5.00
			\$ -
			\$ -
			\$ -
Total			\$ 45.00

PLEASE RETURN ORDER FORM BY EMAIL

EMAIL: products@translink.com.au

PLEASE INDICATE YOUR PAYMENT REQUIREMENTS:

☐ Credit Card ☐ EFT ☐ Cheque

TransLink Use

Order Number	45
Fulfilment Method	<input checked="" type="checkbox"/> New Order from CTS <input type="checkbox"/> Use card stock on hand at TransLink
Contact Name & Number	Sue Nepe
Cost Centre / Internal Order	5272
GL Account	55080
Approved By (must be approved by financial delegate responsible for cost centre above)	Chantelle Wright
Position	Principal Advisor Retail & Distribution
Signature	
Date	23/05/2017

Susan T Nepe

From: Ryan Z Kerr
Sent: Tuesday, 23 May 2017 2:21 PM
To: Products
Subject: FW: Travel Request Gold Coast
Attachments: FOC Travel Request Form - Major Prize Winners - 15052017.pdf

4 adult and 1 child go explore card loaded with 1 day travel.

Thanks Nepe

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



From: Lee-Ann M Lawrence
Sent: Tuesday, 23 May 2017 11:44 AM
To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Travel Request Gold Coast

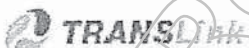
Ok thanks - approved

Regards

Lee-Ann Lawrence
Director - Product and Digital
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4536 | f 33384600 | m 
e Lee-Ann.Lawrence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



From: Ryan Z Kerr
Sent: Tuesday, 23 May 2017 9:43 AM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>

Cc: George S Chemali <george.chemali@translink.com.au>

Subject: Travel Request Gold Coast

Hi Lee,

I've asked NR from GC Tourism for further clarification and she advised the below:

"Gold Coast Tourism is partnering with DNATA (one of the world's largest air services providers) for an upcoming promotion aiming to influence high yielding Arab families and couples to book the Gold Coast as their holiday destination.

As part of this strategic partnership there will be two luxury prize components:

1. A consumer major prize which will be (advertised through various public media channels including radio and online)
2. A DNATA staff major prize for a top Gold Coast seller (advertised internally to DNATA staff)

Both the consumer prize and the travel agent prize would provide a great platform to showcase the convenience of the G:link to these influential individuals – particularly the winning travel agent, who would be able to experience this means of transport first hand and return to sell directly to clients.

These individuals will be fully independent during their 7 day stay on the Gold Coast, and the luxury accommodation component of the prize will be positioned directly beside a light rail station."

The total cost of the famil is \$55, I believe the small cost may be beneficial to TransLink as we are receiving advertising if our product is part of the prizes.

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4098 | f 07 3338 4600 |

e ryan.kerr@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

Hi - can you confirm if there is any mention of ticketing product in the advertising For the travel agent it would be appropriate to provide ticketing as they potentially would have the opportunity to promote to their clients. This is approved For the consumer winner, the only value to us is if we receive a mention in media - that s could be in the prize description, or social media, photo ops etc - ask the question and let me know - will consider then along with George's recommendation

Regards

Lee-Ann Lawrence
Director - Product & Digital
TransLink

Not Relevant

Sent from my iPad

> On 22 May 2017, at 2:48 pm, Ryan Z Kerr <Ryan.Kerr@translink.com.au> wrote:

>

> Hi Lee,

>
> I'm seeking your approval for 4x adult and 1x child go explore cards each loaded with 1 day of travel to be provided to [redacted] NR from GC Tourism. I believe the small cost may be beneficial as the Arab market is a major contributor to Gold Coast tourism.
>
> Thank you in advance.
>
> Regards,
>
> Ryan Kerr
> Product Development Officer (Business Development) TransLink Division
> | Department of Transport and Main Roads
>
> 61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001 t 07
> 3338 4098 | f 07 3338 4600 | e
> ryan.kerr@translink.com.au<mailto:ryan.kerr@translink.com.au>
> w www.translink.com.au<http://www.translink.com.au/> w
> www.tmr.qld.gov.au<http://www.tmr.qld.gov.au/>
> [http://translink.com.au/sites/default/files/assets/images/icons/social_facebook.png] /TransLinkQLD<http://www.facebook.com/TransLinkQLD>
> [http://translink.com.au/sites/default/files/assets/images/icons/social_twitter.png] /TransLinkSEQ<https://twitter.com/translinkseq>
>
> [TransLink Logo]<http://www.translink.com.au/>
> P Please consider the environment before printing this email.
>
> From: [redacted] [mailto:[redacted]@gctourism.com]
> Sent: Monday, 22 May 2017 10:02 AM
> To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
> Subject: RE: Travel Request Form
>
> Hi Ryan,
>
> Thanks for your reply.
>
> In total we require 4 Adult passes and 1 Child pass for 1 days travel each.
>
> (There are two prizes in total, and the passes would be split per the
> below)
>
>
> - 1 day explorer pass for 2 Adults
>
>
> - 1 day explorer pass for 2 Adults & 1 Child
>
>
> Kind regards,
>
> [redacted]
>
>
>
> [redacted]
> Executive – International Operations

> Gold Coast Tourism Corporation

>

> +61 7 5584 6226 | [REDACTED]@gctourism.com<mailto:[REDACTED]@gctourism.com>

> Suite N301 Oracle North, 12 Charles Avenue Broadbeach QLD 4218

> DestinationGoldCoast.com

>

> *This email is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's consent.

> From: Ryan Z Kerr [mailto:Ryan.Kerr@translink.com.au]

> Sent: Monday, 22 May 2017 9:56 AM

> To: [REDACTED]

> Subject: RE: Travel Request Form

>

> Hi [REDACTED]

>

> Thanks for emailing the travel request form through. Can I please clarify the number of cards required and how many days travel?

>

> Thank you again.

>

>

> Regards,

>

> Ryan Kerr

> Product Development Officer (Business Development) TransLink Division

> | Department of Transport and Main Roads

>

> 61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001 t 07

> 3338 4098 | f 07 3338 4600 | e

> ryan.kerr@translink.com.au<mailto:ryan.kerr@translink.com.au>

> w www.translink.com.au<http://www.translink.com.au/> w

> www.tmr.qld.gov.au<http://www.tmr.qld.gov.au/>

> [http://translink.com.au/sites/default/files/assets/images/icons/socia

> l_facebook.png] /TransLinkQLD<http://www.facebook.com/TransLinkQLD>

> [http://translink.com.au/sites/default/files/assets/images/icons/socia

> l_twitter.png] /TransLinkSEQ<https://twitter.com/translinkseq>

>

> [TransLink Logo]<http://www.translink.com.au/>

> P Please consider the environment before printing this email.

>

> From: [REDACTED] [mailto:[REDACTED]@gctourism.com]

> Sent: Monday, 22 May 2017 9:27 AM

> To: Ryan Z Kerr

> <Ryan.Kerr@translink.com.au<mailto:Ryan.Kerr@translink.com.au>>

> Subject: RE: Travel Request Form

>

> Good Morning Ryan,

>

> Just following up regarding the below please.

>

> Please let me know if you require any further information at all.

>

> Kind regards,

>

>

>

>
>
> [Redacted]
> Executive – International Operations
> Gold Coast Tourism Corporation
>
> +61 7 5584 6226 | [Redacted]@gctourism.com<mailto:[Redacted]@gctourism.com>
> Suite N301 Oracle North, 12 Charles Avenue Broadbeach QLD 4218
> DestinationGoldCoast.com
>
> *This email is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's consent.
> From: [Redacted]
> Sent: Monday, 15 May 2017 3:10 PM
> To: ryan.Kerr@translink.com.au<mailto:ryan.Kerr@translink.com.au>
> Subject: Travel Request Form
>
> Good Afternoon Ryan,
>
> Gold Coast Tourism is partnering with DNATA (one of the world's largest air services providers) for an upcoming major promotion aiming to influence Arab families and couples to book the Gold Coast as their holiday destination.
>
> As part of this strategic partnership there will be two luxury prize components:
> A consumer major prize which will be (advertised through various
> public media channels including radio and online) A DNATA staff major
> prize for top sellers (advertised internally to DNATA staff)
>
>
> We think this would provide an ideal opportunity to feature and showcase the convenience of the G: Link service to these influential prize winners.
>
> Please see attached completed Travel Request Form, and don't hesitate to contact me should you require any further detail.
>
> I look forward to hearing from you.
>
> Kind regards,
>
> [Redacted]
>
>
> [Redacted]
> Executive – International Operations
> Gold Coast Tourism Corporation
>
> +61 7 5584 6226 | [Redacted]@gctourism.com<mailto:[Redacted]@gctourism.com>
> Suite N301 Oracle North, 12 Charles Avenue Broadbeach QLD 4218
> DestinationGoldCoast.com
>
> *This email is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's consent.
>
>
> *****
> *

> WARNING: This email (including any attachments) may contain legally
> privileged, confidential or private information and may be protected
> by copyright. You may only use it if you are the person(s) it was
> intended to be sent to and if you use it in an authorised way. No one
> is allowed to use, review, alter, transmit, disclose, distribute,
> print or copy this email without appropriate authority.
>
> If this email was not intended for you and was sent to you by mistake,
> please telephone or email me immediately, destroy any hardcopies of
> this email and delete it and any copies of it from your computer
> system. Any right which the sender may have under copyright law, and
> any legal privilege and confidentiality attached to this email is not
> waived or destroyed by that mistake.
>
> It is your responsibility to ensure that this email does not contain
> and is not affected by computer viruses, defects or interference by
> third parties or replication problems (including incompatibility with
> your computer system).
>
> Opinions contained in this email do not necessarily reflect the
> opinions of the Department of Transport and Main Roads, or endorsed
> organisations utilising the same infrastructure.
> *****
> *
> <image001.png>
> <image002.png>
> <image003.gif>
> <FOC Travel Request Form - Major Prize Winners - 15052017.pdf>

Request for promotional travel products

Requestor details

Title: [Redacted] First name: [Redacted] Surname: [Redacted] Not Relevant
 Role: Executive-International Operations Organisation: Gold Coast Tourism
 Email: [Redacted]@gctourism.au Phone: 5584 6226

Event / Promotion details

Title: DNATA Major Prize Winners x 2
 Website: <https://www.destinationgoldcoast.com/>

Dates: TBC / / 17 to TBC / / 17

Quantity requested: 1 pass for 2 adults
 Card type (if known): Gold Coast go explore

☒ Child
☒ Adult

Overview of event / promotion:

(this may include - venue/location, organising body, industry sector, event significance)

Major Promotion between Gold Coats Tourism & DNATA resulting in 2 major prize winners from

Target audience to receive travel products:

(e.g. organisation, industry, nationality)

UAE. High Yielding Families and Couples.

Justification for free travel:

(Why should this event/promotion receive free travel support?)

2 x Major prizes showcasing the g link network as main form of transportation for 7 days. Prizes

Commercial benefits for TransLink.

(e.g. new business opportunities, increased brand awareness)

Increased awareness to Arab Markets traveling to the Gold Coast. To form part of a luxury prize

Office use only

Please circle

- | | | | | |
|----|--|---|---|---|
| 1) | Is the request for a relevant industry or event? | Y | / | N |
| 2) | Will new business opportunities be created? | Y | / | N |
| 3) | Greater than 2:1 ROI expected? | Y | / | N |

Approved / Not approved

Name:

Position:

Signature:

Date: TBC 17

Susan T Nepe

From: George S Chemali
Sent: Tuesday, 27 June 2017 9:22 AM
To: Susan T Nepe
Subject: FW: Travel request from GC Tourism
Attachments: Travel Request Form Editable.pdf

Hi Sue,
Are you able to please process 3 cards for gc Tourism thanks (jazz's approval is below)

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
/TransLinkQLD /TransLinkSEQ

☑ Please consider the environment before printing this email.

-----Original Message-----

From: Jasmine G Green
Sent: Monday, 26 June 2017 7:18 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: Re: Travel request from GC Tourism

Approved thanks George.

> On 26 Jun 2017, at 3:34 pm, George S Chemali <george.chemali@translink.com.au> wrote:

>

> Hey Jazz,

>

> Just following up on the below request.

>

> Regards

>

> George Chemali

> Manager (Business Development)

> TransLink Division | Department of Transport and Main Roads

>

> 61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001 t 07

> 3338 4321 | f 07 3338 4600 | m Not Relevant e

> george.chemali@translink.com.au<mailto:george.chemali@translink.com.au>

> > w www.translink.com.au<http://www.translink.com.au/> w

> www.tmr.qld.gov.au<http://www.tmr.qld.gov.au/>

> [http://translink.com.au/sites/default/files/assets/images/icons/socia

> l_facebook.png] /TransLinkQLD<http://www.facebook.com/TransLinkQLD>

> [http://translink.com.au/sites/default/files/assets/images/icons/socia

> I_twitter.png] /TransLinkSEQ<https://twitter.com/translinkseq>
>
> [TransLink Logo]<http://www.translink.com.au/>
> P Please consider the environment before printing this email.
>
> From: George S Chemali
> Sent: Thursday, 22 June 2017 12:09 PM
> To: Jasmine G Green <jasmine.green@translink.com.au>
> Subject: Travel request from GC Tourism
>
> Hi Jazz,
>
> For your Consideration > Please see attached request from Gold Coast tourism for go explore promotional passes to show case the gold coast through the GC marathon.
>
> Also please see attached the Free Travel policy, (bottom of page 5)
>
>
> [cid:image004.png@01D2EE91.9DABB430]
> Regards
>
> George Chemali
> Manager (Business Development)
> TransLink Division | Department of Transport and Main Roads
>
> 61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001 t 07
> 3338 4321 | f 07 3338 4600 | m Not Relevant e
> george.chemali@translink.com.au<mailto:george.chemali@translink.com.au>
> > w www.translink.com.au<http://www.translink.com.au/> w
> www.tmr.qld.gov.au<http://www.tmr.qld.gov.au/>
> [http://translink.com.au/sites/default/files/assets/images/icons/socia
> I_facebook.png] /TransLinkQLD<http://www.facebook.com/TransLinkQLD>
> [http://translink.com.au/sites/default/files/assets/images/icons/socia
> I_twitter.png] /TransLinkSEQ<https://twitter.com/translinkseq>
>
> [TransLink Logo]<http://www.translink.com.au/>
> P Please consider the environment before printing this email.
>
> <image001.png>
> <image002.png>
> <image003.gif>
> <image004.png>
> <Travel Request Form Editable.pdf>
> <Free Travel Policy - Finalised and approved version.pdf>

46*

Travel request form

By completing this form, I agree to the travel terms and conditions AND agree to send TransLink copies of the publication/s to gobusiness@translink.com.au. Media famil requests must complete **Sections 1 and 2**. We require a minimum of four weeks lead time to ensure your order is processed.

Section 1:

Company details (requesting company)

Organisation:

Gold Coast Tourism

Position:

Coordinator International Operations

Company ABN:

75 009 935 184

Title:

First name:

Surname:

Not Relevant

Phone:

07 5584 6229

Email:

@gctourism.com

Delivery address for your cards

Contact name (Who are the cards being delivered to?):

Gold Coast Tourism Corporation

Delivery address:

Suite N301 Oracle North, 12 Charles Avenue

Suburb:

Broadbeach

Contact phone number:

07 5584 6229

State:

Q L D

Postcode:

4 2 1 8

Any special delivery instructions?

Please deliver to level 3 reception

Event famil details

Famil type:

(please tick)

☐

Travel

☐

Corporate

☒

Media (please complete Section 2)

Dates requiring public transport

Start date:

2 8 / 0 6 / 1 7

End date:

0 5 / 0 7 / 1 7

Number of travel days:

8

Date the cards are required by:

2 6 / 0 6 / 1 7

Number of cards (one per person):

3

Modes of transport

☒

Bus

☒

Train

☐

Ferry

☒

Tram

Purpose of visit:

Promotional activity part of large campaign in China surrounding GC Marathon and celeb Xiao Wen Ju

Send your completed form back to: gobusiness@translink.com.au

Travel destination (e.g. Brisbane, Gold Coast or Sunshine Coast):

Gold Coast

Justification for free travel: (Why should this event/promotion receive free travel support and how will it benefit TransLink?)

Showcasing ease of travel around the Gold Coast for International travellers from China

TransLink regulates film and photography production to ensure that activities are carried out safely and without disruption to other passengers and businesses. Do you require a permit?

(please tick)

Yes

☐

No

☒

Host details:

(Host/s leading the famil group)

1. Name:

Not Relevant

Organisation:

Gold Coast Tourism

Email:

@gctourism.com

Phone:

5584 6229

2. Name:

Organisation:

Phone:

Participant details

(Participants using the travel cards. If you have extra participants please attach a list)

Title: Full name:

Organisation:

Email:

Participant 3

☐

Participant 4

☐

Participant 5

☐

Participant 6

☐

Participant 7

☐

Participant 8

Send your completed form back to: gobusiness@translink.com.au

PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

Lift and peel
Sender to keep
607 30344398 090

P.O.Number (if applicable)

Contact Person

Company/Government Agency

ABN (if applicable)

Address

State

Post Code

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

Sue Nepe

TMR -TransLink Division

61 Mary Street

QLD

4000

Lift and peel
Sender to keep
607 30344397 093

Business Development issue:

Josh Sattler (City of Gold Coast) - Joint State Government & City of GC "Be My Guest" initiative

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
50 x 1 day go explore	50	\$ 10.00	\$ 500.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 500.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

48

Fulfilment Method

☒ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

5508

Approved By (must be approved by financial delegate responsible for cost centre above)

Chantelle Wright

Position

Principal Advisor Retail & Distribution

Signature

Date

25/10/2017

Susan T Nepe

From: George S Chemali
Sent: Wednesday, 25 October 2017 9:33 AM
To: Susan T Nepe
Subject: FW: Your Approval required : GC Destination Host Program - Famil card request

Hi Sue,

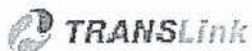
Are you able to process the below please – thanks

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: Damien J Boorman
Sent: Wednesday, 25 October 2017 9:17 AM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Your Approval required : GC Destination Host Program - Famil card request

approved

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

85 George Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m Not Relevant f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: George S Chemali
Sent: Monday, 16 October 2017 2:24 PM
To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: Your Approval required : GC Destination Host Program - Famil card request

Hi Damien,

The joint State Government and City of Gold Coast 'Be My Guest' initiative is currently being rolled out across the Gold Coast, facilitated by TravConsult.

The aim of the program is to instill pride in the city and see front-line tourism and hospitality staff delivering the 'wow' factor to all guests to the Gold Coast - in the lead up to, during and beyond the Gold Coast 2018 Commonwealth Games, leaving a valuable legacy for our city.

Southern Gold Coast tourism business owners, managers and front-line staff are encouraged to attend the FREE 'Be My Guest' program and 'Destination Host' Workshops as part of our commitment to enhancing guest experiences in the region.

TransLink support the event through promoting the go explore product as most of the challenges utilise public transport. The day is very exciting, I've been on a few and is an eye opener, particularly for non-public transport users and anyone new to our network.

What I need from you: your consideration/approval for 50x go explore cards.

Issues/Risks: none noted

Benefits: Promotion of the go explore product on the Gold Coast

Also if you approve, the invitation is extended to anyone in our organisation who wants to participate. See link : <http://www.southerngoldcoast.com.au/be-my-guest>

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: Ryan Z Kerr
Sent: Tuesday, 2 May 2017 2:21 PM
To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Subject: Fw: GC Destination Host Program - Famil card request

From: Lee-Ann M Lawrence
Sent: Wednesday, 28 September 2016 3:21 PM
To: Ryan Z Kerr
Cc: George S Chemali
Subject: RE: GC Destination Host Program - Famil card request

Hi Ryan – approved – great educational opportunity for us – well done!

Regards

- Destination Host is a great race style of program enabling visitor touch points to experience the holistic experience and then enabling an authentic referral where required
- Participants for this workshop will include hotel concierge, taxi drivers, bus drivers, airport staff, hotel staff, motel staff, city employees, volunteers, etc.
- Destination host will have media opportunities associated with this program which will include GC2018 host broadcaster channel 7, ABC radio and SeaFM.
- This program is a first in the City, State and Australia enabling a shift in our City to offer authentic and real guest experiences that make our City shine.

As discussed a day tripper pass for the participants would be a great offering as they will arrive at 0800 and depart at 0900 to be back by 1330 to present their findings. This is a great opportunity to showcase our fantastic public transport and it would be great to be able to promote Translink and the Translink offerings to these very important hosts to recommend.

Please contact me anytime if you require any further info and I look forward to talking to you soon.

Kind Regards,

Josh Sattler

Senior Economic Development Officer Commonwealth Games
Economic Development & Major Projects
City of Gold Coast

M: Not Relevant T: +61 7 5581 7523 F: +61 7 5581 6700
PO Box 5042 Gold Coast Mail Centre Qld 9729
cityofgoldcoast.com.au

CITY OF
GOLDCOAST.

From: Ryan Z Kerr [<mailto:Ryan.Kerr@translink.com.au>]
Sent: Tuesday, 27 September 2016 10:24 AM
To: SATTLER Josh
Subject: GC Destination Host Program

Hi Josh,

I've been passed your details from one of my colleagues regarding the 'be my guest program.' I just tried calling, when you have a moment can you please contact me to discuss this further.

Thank you in advance.

Regards,

Ryan Kerr
Product Development Officer
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

Lee-Ann Lawrence
Director (Product & Online)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4536 | f 33384600 | m Not Relevant
e Lee-Ann.Lawrence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: Ryan Z Kerr
Sent: Wednesday, 28 September 2016 1:14 PM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: FW: GC Destination Host Program - Famil card request

Hi Lee,

Thank you for your time this morning, as discussed I am waiting on final numbers for card quantity however Josh Sattler from City of GC advised it would be around 50 cards per day (4 days, 200 cards). Can you please approve the below?

Thank you.

Cheers,

Ryan Kerr
Product Development Officer
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: SATTLER Josh [<mailto:JSATTLER@goldcoast.qld.gov.au>]
Sent: Tuesday, 27 September 2016 11:30 AM
To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Subject: RE: GC Destination Host Program

Hi Ryan,

Thanks for your phone call, as discussed see below a few dot points the Be My Guest program and request for your consideration.

- City and state funded program to prepare visitor touch points and the tourism industry to deliver guest experiences that commendable to the city of Gold Coast during and beyond GC2018
- There are two programs with the be my guest suite, the guest experience workshop and also the destination host program (October 14,19, 21, 26 and 28/10/16)

PRODUCT DEVELOPMENT - TRANSLINK

go explore Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Not Relevant

Company/Government Agency

Gold Coast Tourism

ABN (if applicable)

Address

Suite N301 Oracle North, 12 Charles Avenue

Broadbeach

State

QLD

Post Code

4218

Phone

55846218

Fax

Email

@gctourism.com

Purpose of Order (what the cards will be used for)

Business Development issue:

What the event/conference/FOC is for - Annual Travel fair and trade presentation - Taipei (28-29 Oct) to promote the product go explore

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
20 x 3 day go explore	20	\$ 30.00	\$ 600.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 600.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

50

Fulfilment Method

New Order from CTS

☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Chantelle Wright

Position

Principal Advisor Retail & Distribution

Signature

Date

10/10/2017

Susan T Nepe

From: George S Chemali
Sent: Tuesday, 10 October 2017 10:32 AM
To: Susan T Nepe
Subject: FW: Update

Hi Sue, are you able to please process.
Thanks!

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

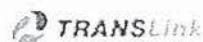
From: Damien J Boorman
Sent: Tuesday, 10 October 2017 10:31 AM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Update

approved

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

85 George Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m Not Relevant f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: George S Chemali
Sent: Wednesday, 4 October 2017 12:34 PM
To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: FW: Update

Hey mate, just wondering if you've had a chance to review this?

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://plus.google.com/+TransLinkSEQ)



 Please consider the environment before printing this email.

From: George S Chemali
Sent: Tuesday, 3 October 2017 10:54 AM
To: Boorman, Damien <damien.boorman@translink.com.au>
Subject: FW: Update

Hi Damien,

Attached is a travel request form for your consideration.

Recommendation : I have reviewed the request and believe it meets the required parameters for promoting public transport on the gold coast.

Request from: Gold Coast tourism

Request Details: 20x 3day go explore cards promoted at the annual fair in Taipei. Not Relevant Manager - Global Partnerships (CTH) from Gold Coast tourism will be attending to promote the product.

Awaiting your response - George

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://plus.google.com/+TransLinkSEQ)



 Please consider the environment before printing this email.

From: [[@gctourism.com">mailto: @gctourism.com](mailto: <span style=)]
Sent: Friday, 29 September 2017 9:37 AM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Update

Morning George

I have filled in as much as I can. Hope that will do. I have left out the travel date as these passes are only handed out as part of a quiz during the consumer show in Taipei's ITF.

I can also promote air train if required.

Regards,

[REDACTED]
Manager - Global Partnerships (CTH)
Gold Coast Tourism Corporation

+61 7 5584 6218 | [REDACTED] Not Relevant @gctourism.com
Suite N301 Oracle North, 12 Charles Avenue Broadbeach QLD 4218
DestinationGoldCoast.com

*This email is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's consent.

From: George S Chemali [mailto:george.chemali@translink.com.au]

Sent: Thursday, 28 September 2017 2:41 PM

To: [REDACTED]

Subject: RE: Update

Sorry [REDACTED]

I just got back from leave.

Can you please complete this form and send back – mainly highlighting the benefits to TransLink

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m [REDACTED] Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: [REDACTED] [mailto:[REDACTED]@gctourism.com]

Sent: Monday, 25 September 2017 12:53 PM

To: George S Chemali <george.chemali@translink.com.au>

Subject: Update

D'day George

May I have the latest of stage 2, track map, schedule please.

I am heading to Taipei for travel fair and trade presentation. It would be useful if there is also poster, flyer on travel card package?

Any chance to get 20 x 3 days go explore free pass? I can push this during the 2 days (28-29 Oct) consumer show in Taipei.

[REDACTED]
Manager - Global Partnerships (CTH)
Gold Coast Tourism Corporation

+61 7 5584 6218 | [REDACTED] Not Relevant @gctourism.com
Suite N301 Oracle North, 12 Charles Avenue Broadbeach QLD 4218
DestinationGoldCoast.com

*This email is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's consent.

WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and any legal privilege and confidentiality attached to this email is not waived or destroyed by that mistake.

It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with your computer system).

Opinions contained in this email do not necessarily reflect the opinions of the Department of Transport and Main Roads, or endorsed organisations utilising the same infrastructure.



PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

☐ New Cards (will include a mandatory deposit)

☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Company/Government Agency

ABN (if applicable)

Address

State

Post Code

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

George Chemali

TMR -TransLink Division

61 Mary Street

QLD

4000

Business Development issue:
Professional Conference organisers Association (PCOA) Conf 2017. TransLink partnering with PCOA for the second year in a row.

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
300 go event cards - 3 days travel	300	\$ 12.00	\$ 3,600.00
26 - 28 NOV		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 3,600.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

Fulfilment Method

Contact Name & Number

Cost Centre / Internal Order

GL Account

Approved By (must be approved by financial delegate responsible for cost centre above)

Position

Signature

Date

2E109

☐ New Order from CTS ☒ Use card stock on hand at TransLink

Sue Nepe

5272

55080

Chantelle Wright

Manager Product

15/08/2017

Susan T Nepe

From: Ryan Z Kerr
Sent: Wednesday, 3 May 2017 4:26 PM
To: Products
Subject: FW: PCOA Conference

Follow Up Flag: Review
Due By: Monday, 2 October 2017 7:00 AM
Flag Status: Flagged

Categories: GO BUSINESS

Approved. Discuss with me before completing as well. I need to confirm dates and so on. However this is for your pipeline.

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)





From: Lee-Ann M Lawrence
Sent: Wednesday, 3 May 2017 1:55 PM
To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: RE: PCOA Conference

Approved – Ryan can you please do a usage report for these cards to understand what the take up is

Regards

Lee-Ann Lawrence
Director - Product and Digital
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4536 | f 33384600 | m Not Relevant
e Lee-Ann.Lawrence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



From: Ryan Z Kerr
Sent: Tuesday, 2 May 2017 2:41 PM
To: Lee-Ann M Lawrence <lee-ann.lawrence@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: PCOA Conference

Hi Lee,

As discussed, in preparation for the upcoming Gold Coast based 'Professional Conference Organisers Association (PCOA) Conference 2017' TransLink is partnering with PCOA for the second year in a row. I am seeking your approval for 300 go Event cards each loaded with 3 days of travel (\$3,600).

PCO association have agreed to provide TransLink the below:

- TransLink presence at GC Business Events trade booth (TBC)
- Two full conference registrations including attendance at the networking functions (value \$1,590.00)
- Company acknowledgement, logo and weblink on the PCOA website
- Company listing including 50 word paragraph in the conference hand book
- Promote TransLink go Event card via e-marketing. Two (2) x blog stories prior to the conference. (content provided by TransLink and to be editorial only)
- Dedicated person to distribute the go Event cards at time of conference registration

Based on the PCO association providing the above, I believe the small cost may be beneficial as the PCO conference is a key event for all PCOs in Australia. Please advise if you require further information, more detail about the conference can be located at <http://pco.asn.au/conference/>

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



 Please consider the environment before printing this email.

PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Company/Government Agency

ABN (if applicable)

Address

State

Post Code

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

Susan Devlin

TMR -Investment & Programming

Carseldine

QLD

4000

Business Development issue:

Required for interstate colleagues to travel from southport to Broadbeach on the GCRT

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
7 x 3 day go event	7	\$ 12.00	\$ 84.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 84.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

CE125

Fulfilment Method

☒ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Chantelle Wright

Position

Principal Advisor Retail & Distribution

Signature

Date

25/10/2017

Travel destination (e.g. Brisbane, Gold Coast or Sunshine Coast):

From Southport to Broadbeach on the GCRT

Justification for free travel: (Why should this event/promotion receive free travel support and how will it benefit TransLink?)

This is a conference for Transport and Main Roads interstate colleagues to see the GCRT

TransLink regulates film and photography production to ensure that activities are carried out safely and without disruption to other passengers and businesses. Do you require a permit?

(please tick) Yes ☐ No ☒

Host details:

(Host/s leading the famil group)

1. Name:

Donna Brunello

Organisation:

Dept Transport and Main Roads

Email:

Donna.e.brunello@tmr.qld.gov.au

Phone:

3066 8925

2. Name:

Susan Devlin

Organisation:

Dept Transport and Main Roads

Email:

susan.k.devlin@tmr.qld.gov.au

Phone:

30667924

Participant details

(Participants using the travel cards. If you have extra participants please attach a list)

Title:	Full name:	Organisation:	Email:
Mr	John Elphick	WA Main Roads	

Participant 1

Mr	Andrew Dangerfield	NSW Roads & Maritime	
----	--------------------	----------------------	--

Participant 2

	Manager of Andrew Dangerfield	NSW Roads & Maritime	
--	-------------------------------	----------------------	--

Participant 3

Mr	Tim Pontefract	Vic Roads	
----	----------------	-----------	--

Participant 4

Mr	James Dobeli	Vic Roads	
----	--------------	-----------	--

Participant 5

Mr	Rocco Caruson	SA Transport	
----	---------------	--------------	--

Participant 6

Ms	Lucy Thorne	Stategrowth Tasmania	
----	-------------	----------------------	--

Participant 7

--	--	--	--

Participant 8

Send your completed form back to: gobusiness@translink.com.au

Travel request form

By completing this form, I agree to the travel terms and conditions AND agree to send TransLink copies of the publication/s to **gobusiness@translink.com.au**. Media famil requests must complete **Sections 1 and 2**. We require a minimum of four weeks lead time to ensure your order is processed.

Section 1:

Company details (requesting company)

Organisation:	Position:	Company ABN:
Transport and Main Roads	Manager	
Title:	First name:	Surname:
Ms	Susan	Devlin
Phone:	Email:	
3066 7924	susan.k.devlin@tmr.qld.gov.au	

Delivery address for your cards

Contact name (Who are the cards being delivered to?):

Susan Devlin		
Delivery address:	Suburb:	
Flr 17/61 Mary St	Brisbane	
Contact phone number:	State:	Postcode:
3066 7924	Q L D	4 0 0 0
Any special delivery instructions?		
Please contact Susan before delivery as she is at Carseldine GOP.		

Event famil details

Famil type:

(please tick)

☐

Travel

☒

Corporate

☐

Media (please complete Section 2)

Dates requiring public transport	Start date:	End date:	Number of travel days:
	0 9 / 1 1 / 1 7	0 9 / 1 1 / 1 7	1
	Date the cards are required by:	Number of cards (one per person):	
	0 8 / 1 1 / 1 7	7	

Modes of transport

<input type="checkbox"/> Bus	<input type="checkbox"/> Train	<input type="checkbox"/> Ferry	<input checked="" type="checkbox"/> Tram
------------------------------	--------------------------------	--------------------------------	--

Purpose of visit:

Interstate Property Acquisition Conference
--

Send your completed form back to: **gobusiness@translink.com.au**

Susan T Nepe

From: George S Chemali
Sent: Wednesday, 25 October 2017 2:24 PM
To: Susan T Nepe
Subject: FW: Query Interstate Property Acquisition Conference (TMR interstate guests)
Attachments: Travel Request Form - 9 November 2017.pdf

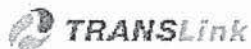
Hi Sue,
Please see below Damien's approval for 7x go event for processing – thank you

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: Damien J Boorman
Sent: Wednesday, 25 October 2017 2:22 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Query Interstate Property Acquisition Conference (TMR interstate guests)

approved

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

85 George Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m Not Relevant f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: George S Chemali
Sent: Wednesday, 25 October 2017 2:13 PM
To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: FW: Query Interstate Property Acquisition Conference (TMR interstate guests)

Hi Damien,

I require your approval for 7x go event passes for TMR.

TMR is support a conference and will require travel on the goldc oast for interstate colleagues to see the GCRT.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

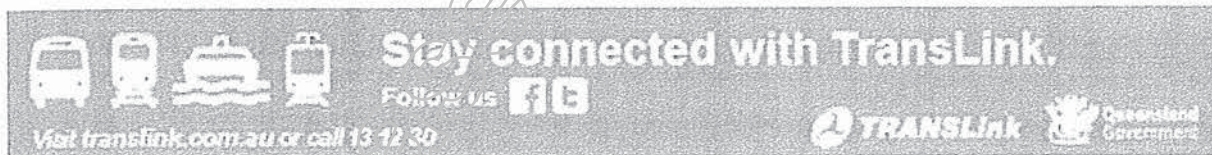
From: GoBusiness
Sent: Tuesday, 24 October 2017 11:03 AM
To: George S Chemali <george.chemali@translink.com.au>
Subject: FW: Query Interstate Property Acquisition Conference (TMR interstate guests)

fyi

Sue Nepe
Advisor (Retail & Distribution)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4394 | f 3338 4600
e susan.nepe@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: Ticketing
Sent: Tuesday, 24 October 2017 11:00 AM
To: GoBusiness <GoBusiness@translink.com.au>
Subject: FW: Query Interstate Property Acquisition Conference (TMR interstate guests)

Hi George

Please see the attached request for ticketing products for interstate guests attending a TMR-led conference.


Thanks
Rowan

TransLink Stakeholder Engagement
go Bus Travel Benefit & go Business
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4365 | e ticketing@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: Susan K Devlin
Sent: Tuesday, 24 October 2017 10:40 AM
To: Ticketing <Ticketing@translink.com.au>
Subject: RE: Query Interstate Property Acquisition Conference (TMR interstate guests)

Hi Rowan

Thanks for your response. We will only need the passes for one way, however we were going to get off on one of the stops and then back on again going in the same direction.

Hope this is helpful. Happy for you to call me.

Thanks.

Regards

Susan Devlin

Manager (Strategic Property Management)
Executive Directorate (Strategic Property Management Section)
Portfolio Investment & Programming | Department of Transport and Main Roads

Floor 3 | Carseldine - GOP Building D | 532 Beams Road | Carseldine Qld 4034
GPO Box 1412 | Brisbane Qld 4001 (Please use this GPO address when posting correspondence)
P: (07) 3066 7924
M: Not Relevant
E: susan.k.devlin@tmr.qld.gov.au
W: www.tmr.qld.gov.au

Customers first Ideas in action Unleash potential Be courageous Empower people

From: Ticketing
Sent: Tuesday, 24 October 2017 10:15 AM
To: Susan K Devlin <Susan.K.Devlin@tmr.qld.gov.au>
Subject: RE: Query Interstate Property Acquisition Conference (TMR interstate guests)

Hi Susan

Thanks for your email - my apologies for the delay in responding. Ryan has since left our team, so I'm just catching up.

Regarding the travel from Southport to Broadbeach along the tram, can you advise if it's a one-way trip, or if the visitors will be returning back to Southport?

Thanks
Rowan

TransLink Stakeholder Engagement
go Bus Travel Benefit & go Business
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4365 | e ticketing@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



Please consider the environment before printing this email.

From: Susan K Devlin
Sent: Monday, 16 October 2017 12:03 PM
To: Ticketing <Ticketing@translink.com.au>
Subject: FW: Query

Hello

As per the emails below concerning the number of translink passes for our interstate colleagues to travel from Southport to Broadbeach on the Gold Coast Rapid Transit line. This is an example of the Dept Transport and Main Roads project successfully completed.

I have attached the form Ryan had requested to be completed for our 7 interstate visitors.

Regards

Susan Devlin

*Manager (Strategic Property Management)
Executive Directorate (Strategic Property Management Section)
Portfolio Investment & Programming | Department of Transport and Main Roads*

*Floor 3 | Carseldine - GOP Building D | 532 Beams Road | Carseldine Qld 4034
GPO Box 1412 | Brisbane Qld 4001 (Please use this GPO address when posting correspondence)*

P: (07) 3066 7924

*M: Not Relevant
E: susan.k.devlin@tmr.qld.gov.au*

W: www.tmr.qld.gov.au

Customers first Ideas in action Unleash potential Be courageous Empower people

From: Lindell Oaklands
Sent: Wednesday, 13 September 2017 3:46 PM
To: Ruth M Holding <Ruth.M.Holding@tmr.qld.gov.au>; Denise M Carswell <denise.m.carswell@tmr.qld.gov.au>;
Melissa Crane <melissa.z.crane@tmr.qld.gov.au>
Cc: Dale R Harvey <Dale.R.Harvey@tmr.qld.gov.au>
Subject: FW: Query

Hi Ladies,

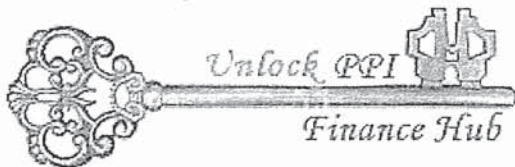
I heard back from Ryan and he has sent through this form. He said they should be able to give us guest passes to use but if you can have a look at the form it will help give him more information. The cards we have are able to be used for TMR employees or TMR contractors but not for external people. This form should allow us to obtain cards from their team for use on the day.

I'm on leave until the 26th but can discuss this when I get back if you have any queries or concerns. Otherwise please feel free to talk to PPI Finance but as this situation doesn't come up often it may be best to wait till I return.

Kind regards,

Lindell Oaklands
Principal Finance Advisor | Business Services
Policy, Planning and Investment Division | Department of Transport and Main Roads

Floor 17 | 61 Mary Street | Brisbane 4000
GPO Box 213 | Brisbane Qld 4001
P: (07) 30661804
E: lindell.z.oaklands@tmr.qld.gov.au
W: www.tmr.qld.gov.au



From: Ticketing
Sent: Wednesday, 13 September 2017 3:43 PM
To: Lindell Oaklands <Lindell.Z.Oaklands@tmr.qld.gov.au>
Subject: RE: Query

Thanks for your time just now Lindell, please see attached our familiarisation application form. I understand not all parts will apply however if you could complete this application form it will be a good base to seek approvals.

Thank you.

From: Lindell Oaklands
Sent: Wednesday, 6 September 2017 10:53 AM
To: Ticketing <Ticketing@translink.com.au>
Subject: Query

Hi,

I left a message for Ryan but wasn't sure if he was still our contact for Employee Travel Passes. Some staff from one of our Business Units have contacted us about an event they have in November that will require them to use Go Cards for one day. There will be probably 6 internal and 6 external people. The internal staff should be OK as we can probably cover these with the cards we have on hand. We wanted to confirm the correct protocol or options for the 6 external though. I wasn't sure if they would be able to use our Employee Travel Passes (didn't think they would be covered to use these), but from memory there were other options on obtaining cards from TransLink team for once off events?? If you could please let me know or give me a call to discuss.

Thanks,

Kind regards,

Lindell Oaklands

Principal Finance Advisor | Business Services
Policy, Planning and Investment Division | Department of Transport and Main Roads

Floor 17 | 61 Mary Street | Brisbane 4000
GPO Box 213 | Brisbane Qld 4001
P: (07) 30661804
E: lindell.z.oaklands@tmr.qld.gov.au
W: www.tmr.qld.gov.au



Released under RTI - DTMR



PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

Lift and peel
Sender to keep
604 26724206 092

P.O.Number (if applicable)			
Contact Person	Sue Nepe		
Company/Government Agency	TransLink		
ABN (if applicable)			
Address	61 Mary Street		
State	QLD		
Post Code	4000		
Phone			
Fax			
Email			
Purpose of Order (what the cards will be used for)	Ombudsman's enquiry - COR17/OBE/35 and COR17/OBE/39 - Not Relevant charged full fare		

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
3x adult go card	3	\$ 200.00	\$ 600.00
			\$ -
			\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 600.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number	49		
Fulfilment Method	<input checked="" type="checkbox"/> New Order from CTS <input type="checkbox"/> Use card stock on hand at TransLink		
Contact Name & Number	Sue Nepe		
Cost Centre / Internal Order	5272		
GL Account	55080		
Approved By (must be approved by financial delegate responsible for cost centre above)	Chantelle Wright		
Position	Principal Advisor Retail & Distribution		
Signature			
Date	25/10/2017		

PD01 - 2016

Susan T Nepe

From: TransLink Correspondence
Sent: Wednesday, 25 October 2017 2:44 PM
To: Products
Cc: Chantelle Y Wright; TransLink Correspondence
Subject: For your team's actioning - Ombudsman's Enquiry - COR17/OBE/35 and COR17/OBE/39 - [REDACTED] charged full [REDACTED] fare
Attachments: Incoming - COR17OBE35 - OBE319 - Ombudsm~n charged full [REDACTED] fare inste....pdf; Incoming #2 - COR17OBE35 - OBE319 - Ombudsman - Attachment - Letter from....pdf; GM signed - COR17OBE35 - OBE319 - [REDACTED].pdf; Incoming - COR17OBE39 - OBE333- [REDACTED] charged full [REDACTED] fare (P....pdf; RE: Routine RM8 Alert: Incoming - COR17/OBE/39 - OBE333- [REDACTED] charged full [REDACTED] fare (PREV.COR17/OBE/35 - OBE319); RE: Your Advice regarding an Ombudsman's Enquiry - COR17/OBE/35 and COR17/OBE/39 - [REDACTED] charged full [REDACTED] fare

Follow Up Flag: Follow up
Flag Status: Completed

Good afternoon Chantelle

As discussed this morning, Martin has approval from Matt Longland to offer the customer 3 loaded go cards (please see the email trail below). I discussed this case with Martin, face to face and he has confirmed this is his preferred approach.

The total amount due to the customer is \$578.57 (as advised by Elsie in the attached email). Maybe 2 go cards could have \$200 each and the third one could have \$178.57. I've spoken with the customer and they were very pleased with the outcome.

The Correspondence Team will be preparing a response to go out to the customer advising them of TransLink's final decision regarding this matter and I have advised them that they will receive their new go cards via registered post in the next few days. The customer's postal address is:



I have also attached the original incoming received via the Ombudsman's Office and our previous response to this customer for your reference.

We would appreciate if you could please let us know once the go cards have been mailed out to the customer.

Thanks heaps for your assistance with this😊

Regards

Jigna Chadda
Correspondence Officer
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4419 | f 33384600

e jigna.chadda@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



Please consider the environment before printing this email.

From: Janeen M McDonald On Behalf Of Martin Bradshaw

Sent: Monday, 23 October 2017 8:59 AM

To: TransLink Correspondence <Correspondence@translink.com.au>

Cc: Grant Z Jalland <Grant.Jalland@translink.com.au>

Subject: HPRM: RE: Your Advice regarding an Ombudsman's Enquiry - COR17/OBE/35 and COR17/OBE/39 - [REDACTED]

Not Relevant

[REDACTED] charged full [REDACTED] fare

Hi Jigna,

Apologies for the delay in responding.

Martin has approval from Matt Longland to offer the customer an ex-gratia payment in the form of 3 go cards each with \$200 in credit to resolve this issue.

Can you please draft the response accordingly and send through for Martin to approve. I understand the customer will either need to come in to obtain the cards or they need to be sent registered mail?

Please let me know if you have any questions.

Thanks!

Janeen McDonald

A/Principal Advisor - Office of the General Manager

Passenger Transport Services

TransLink Division | Department of Transport and Main Roads

Level 5, 61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4369 m [REDACTED] Not Relevant

e janeen.m.mcdonald@tmr.qld.gov.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



Customers first Ideas into action Be courageous Unleash potential Empower people

Please consider the environment before printing this email.

From: TransLink Correspondence

Sent: Friday, 13 October 2017 4:21 PM

To: Martin Bradshaw <martin.bradshaw@translink.com.au>

Cc: Janeen M McDonald <Janeen.M.McDonald@tmr.qld.gov.au>; TransLink Correspondence <Correspondence@translink.com.au>; Grant Z Jalland <Grant.Jalland@translink.com.au>

Subject: Your Advice regarding an Ombudsman's Enquiry - COR17/OBE/35 and COR17/OBE/39 - [REDACTED] charged full [REDACTED] fare

Good afternoon Martin

I wanted to run this Ombudsman's Enquiry past you, for your comments/thoughts on whether a refund of \$600 as requested by the customer should be considered. I've put together a few dot points summing up the situation and have attached the incoming and response documents (as well as some supporting documents) already provided to Ombudsman/Customer, for your reference.

- Ombudsman's Enquiry from [REDACTED] received on [REDACTED] by TransLink requesting a refund of an excess of \$600 in fares paid due to him being unaware of the tertiary concession process that was put in place on 1 July 2016.
- The Tertiary Concessions Team investigated [REDACTED] feedback and advised of the extensive advertising campaign that TransLink undertook prior to the tertiary concession fare changes came in to effect, as detailed below:
 - TransLink undertook an extensive communications campaign, beginning in February 2016, to inform students of the changes to the tertiary concessions process. This included the change on 1 July 2016 that saw tertiary concession go cards updated to charge adult fares (unless they had tertiary concession fares activated on that card).
 - The campaign included TransLink staff informing students of the change at key student locations across the SEQ network and also included major institution's 'orientation week' events. Students were also advised of the tertiary concession changes via the TransLink website, social media, radio advertising and direct emails (to registered card holders) - Tertiary Concessions Team were very confident that the emails were sent out, however, have been unable to track these emails in the system or with our external service provider ABNotes.
- A response was sent out to the customer on 21 September 2017 advising them that their request for refund of \$600 could not be completed due to the fact that TransLink undertook a massive advertising campaign about the Tertiary changes (a copy of the signed response is attached – COR17/OBE/35).
- Ombudsman's Office contacted TransLink again on 3 October 2017 requesting advice on whether the complaint has exhausted the formal complaints process within TransLink.
- TransLink Corro requested advice from the Tertiary Concessions Team whether they had concrete evidence of the emails having been sent and the corro team was advised that Tertiary Concessions Team were very confident that the emails were sent out, however, have been unable to track these emails in the system or with our external service provider ABNotes.
- As such, it will be difficult to confirm if this customer in particular received the email notification. It should be noted however, that an extensive advertising campaign was held by TransLink to educate tertiary students of the changes.
- Customer Engagement Team requested a commentline report to be run to see if there were many students who missed out on the communication regarding these changes and advised that there were only a handful of students who missed out so the campaign was largely successful.

We would appreciate if you could please review the Ombudsman's enquiry and the dot points above and advise if the decision made by TransLink in our initial response still stands (decline the refund request).

Please note, our response back to the Ombudsman is due by 18/10/17.

Thank you

Regards

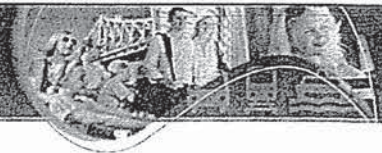
Jigna Chadda
Correspondence Officer
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4419 | f 33384600
e jigna.chadda@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au



Please consider the environment before printing this email.

Released under RTI - DTMR



PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
☐ Existing Cards (list card numbers on page 2)

Maryborough HS

P.O.Number (if applicable)

Contact Person

Justin contegiacomo

Company/Government Agency

TMR -Media & Communications PPI

ABN (if applicable)

Address

61 Mary Street

State

QLD

Post Code

4000

Phone

30661801

Fax

Email

justin.z.contegiacomo@tmr.qld.gov.au

Purpose of Order (what the cards will be used for)

TMR/QR initiated visit to AusRail Conference by 25 Maryborough School students

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
25x 1 day go event pass	25	\$ -	\$ 100.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 100.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

CE126

Fulfilment Method

☐ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager Products

Signature

Date

2/11/2017

Travel request form

By completing this form, I agree to the travel terms and conditions AND agree to send TransLink copies of the publication/s to gobusiness@translink.com.au. Media famil requests must complete Sections 1 and 2. We require a minimum of four weeks lead time to ensure your order is processed.

Section 1:

Company details (requesting company)

Organisation: Transport and Main Road	Position: Advisor/Media and Communications	Company ABN:
Title: Mr	First name: Justin	Surname: Contegiacomo
Phone: 3066 1801	Email: justin.z.contegiacomo@tmr.qld.gov.au	

Delivery address for your cards

Contact name (Who are the cards being delivered to?):

Contact name Justin Contegiacomo	
Delivery address: L17 - 61 Mary Street	Suburb: Brisbane
Contact phone number: As Above	State: Q L D
	Postcode: 4 0 0 1
Any special delivery instructions? No	

Event famil details

Famil type:

(please tick)



Travel



Corporate



Media (please complete Section 2)

Dates requiring public transport	Start date:	End date:	Number of travel days:
	2 1 / 1 1 / 1 7	2 1 / 1 1 / 1 17	1
	Date the cards are required by:	Number of cards (one per person):	
	1 8 / 1 1 / 1 7	25	

Modes of transport

<input type="checkbox"/> Bus	<input checked="" type="checkbox"/> Train	<input type="checkbox"/> Ferry	<input type="checkbox"/> Tram
------------------------------	---	--------------------------------	-------------------------------

Purpose of visit:

TMR/Queensland Rail initiated visit to AusRail conference

Send your completed form back to: gobusiness@translink.com.au

Travel destination (e.g. Brisbane, Gold Coast or Sunshine Coast):

Roma Street/South Brisbane/Bowen Hills/Roma Street

Justification for free travel: (Why should this event/promotion receive free travel support and how will it benefit TransLink?)

See attached email

TransLink regulates film and photography production to ensure that activities are carried out safely and without disruption to other passengers and businesses. Do you require a permit?

(please tick)

Yes

☐

No

☒

Host details:

(Host/s leading the famil group)

1. Name:

Justin Contegiacomo

Organisation:

Transport and Main Roads

Email:

justin.z.contegiacomo@tmr.qld.gov.au

Phone:

3066 1801

2. Name:

David Millward

Organisation:

Queensland Rail

Email:

David.Millward@QueenslandRail.com.au

Phone:

Participant details

(Participants using the travel cards. If you have extra participants please attach a list)

Title:	Full name:	Organisation:	Email:
Participant 1			
Participant 2			
Participant 3			
Participant 4			
Participant 5			
Participant 6			
Participant 7			
Participant 8			

Send your completed form back to: gobusiness@translink.com.au

Overview of the Careers Day at AusRail 2017

Proposed visit from Maryborough School

What is AusRail Plus

- AusRail Plus 2017 is being held at the Brisbane Convention and Exhibition Centre between 21 and 23 November 2017.
- AusRail is the largest rail event in Australasia and is supported by the leading industry associations including the Australasian Railway Association (ARA), Institution of Railway Signal Engineers (IRSE), Railway Technical Society Australasia (RTSA), and Rail Track Association Australia (RTAA).
- The Department of Transport and Main Roads and Queensland Rail are jointly sponsoring 2017 AusRail Plus as **Event Host Sponsors**.
- This sponsorship includes the sponsorship of a **Rail Careers Day**.

Rail Careers Day overview

- AusRail runs simultaneously with Rail Careers Week
- Rail has an aging workforce which needs addressing
- One of the messages which the joint sponsorship is looking to promote is that of the rail industry as a future careers option for Queensland School children.
- As such, the ARA, TMR and Queensland Rail are hosting careers days for selected year 9 school students primarily from across Brisbane and Ipswich.

What will happen at AusRail

- Students to arrive and will be welcomed by TMR's and Queensland Rail's Graduates and Young Professionals.
- Will be given a welcome by a representative of the ARA.
- Divided into groups and hosted by the graduates/young professionals, students will be invited tour the exhibition and visit selected exhibitors to talk to exhibitors about the diverse roles available in the industry.
- *Proposed that the students will be in the exhibition for 2 hours*

Maryborough School visit

- Due to the long association with Queensland Rail and rail in general in Maryborough, it is proposed to bring a selection of students down on the AM Tilt train and return in on the PM train.
- In addition to the above at the exhibition, it is proposed that the students also undertake a visit to the Mayne Control Centre.
- It's thought there could be a number of photo opportunities associated with the visit both in Maryborough and in Brisbane.

Susan T Nepe

From: George S Chemali
Sent: Thursday, 2 November 2017 12:32 PM
To: Susan T Nepe
Subject: FW: Facilitating travel for student on network

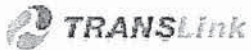
Hi sue just wondering how these were coming along?

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ





Please consider the environment before printing this email.

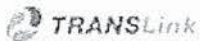
From: Damien J Boorman
Sent: Wednesday, 25 October 2017 1:26 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Facilitating travel for student on network

approved

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

85 George Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m Not Relevant | f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



Please consider the environment before printing this email.

From: George S Chemali
Sent: Wednesday, 25 October 2017 10:55 AM
To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: FW: Facilitating travel for student on network

Hi Damien,

Our support to provide 25 x 1 day passes for the Ausrail conference is attached. Given our involvement, I see value in fulfilling this request – for your consideration?

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

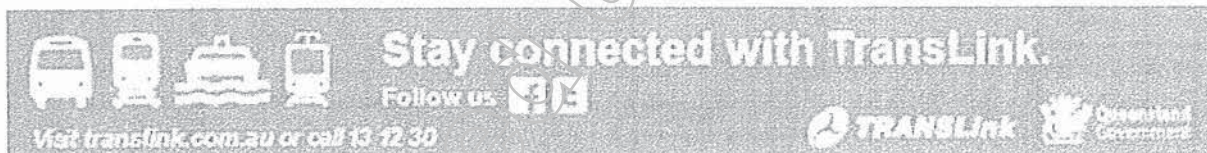
From: GoBusiness
Sent: Tuesday, 24 October 2017 11:05 AM
To: George S Chemali <george.chemali@translink.com.au>
Subject: FW: Facilitating travel for student on network


George – one for you.

Sue Nepe
Advisor (Retail & Distribution)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4394 | f 3338 4600
e susan.nepe@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

From: Ticketing
Sent: Tuesday, 24 October 2017 11:00 AM
To: GoBusiness <GoBusiness@translink.com.au>
Subject: FW: Facilitating travel for student on network

Hi George

Please see the attached request for ticketing products for intrastate guests attending a TMR-led event.

Thanks
Rowan

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4365 | e ticketing@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: Lindell Oaklands

Sent: Friday, 20 October 2017 4:25 PM

To: Ticketing <Ticketing@translink.com.au>

Cc: Justin Z Contegiacomo <Justin.Z.Contegiacomo@tmr.qld.gov.au>; Tracy X Smith <Tracy.X.Smith@tmr.qld.gov.au>

Subject: FW: Facilitating travel for student on network

Hi,

I had previously liaised with Ryan in regards to options for external people requiring access to GoCards for a specific event. I have attached some of the electronic communication between us but we had also communicated about it via phone. If someone is able to take a look and please get back to me with further advice now that this form has been completed it would be appreciated.

Cheers,

Kind regards,

Lindell Oaklands

Principal Finance Advisor | Business Services

Policy, Planning and Investment Division | Department of Transport and Main Roads

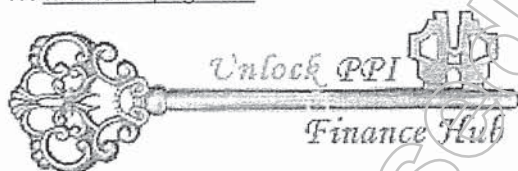
Floor 17 | 61 Mary Street | Brisbane 4000

GPO Box 213 | Brisbane Qld 4001

P: (07) 30661804

E: lindell.z.oaklands@tmr.qld.gov.au

W: www.tmr.qld.gov.au



From: Justin Z Contegiacomo

Sent: Friday, 20 October 2017 3:47 PM

To: Lindell Oaklands <Lindell.Z.Oaklands@tmr.qld.gov.au>

Subject: Facilitating travel for student on network

Hi Lindell

As discussed please see attached the completed TransLink form regarding gaining access to the network for 22 children and three adults from Maryborough State High. I have completed the applicable sections with the information I have at the moment. We don't particularly need 'Go Cards', we just need to facilitate the movement of the students and teachers between locations.

The students have been invited down by TMR and Queensland Rail as part of our joint hosting sponsorship of AusRAIL (21-23 November). Queensland Rail have facilitated the travel down on the Tilt Train. Students are visiting as part of

'Rail Careers Week' – which is showcasing the variety of roles which are available to students in the rail industry (which is in line with one of the D-G objectives of sponsoring the conference)

The students will be arriving at Roma Street via the Tilt Train, before transiting to Brisbane Convention Centre to receive briefing froms TMR and Queensland Rail graduates and Young Professionals about a future career in the rail. They will then be given a tour of the exhibition meeting a variety of exhibitors and rail industry representatives. They will also be visiting the TMR/Queensland exhibition booth

After leaving the exhibition they will then go to the Rail Management Centre (RMC) at Bowen Hills where they will view the main network control for Queensland RAILS operations – before returning to Roma Street and taking afternoon/evening train back to Maryborough.

The group will be with a representative from TMR or Queensland Rail at all times whilst they are using the network.

As you will see in the attached overview – we will have a number of school groups from across Brisbane and Ipswich attending over the three days. Note that it is only the Maryborough High School group we are looking to provide assistance to.

If you have any questions please let me know

Justin Contegiacomo
Advisor (Media and Communications) | Business Services
Policy, Planning and Investment Division | Department of Transport and Main Roads

Floor 17 | 61 Mary Street | Brisbane Qld 4000
GPO Box 213 | Brisbane Qld 4001
P: (07) 3066 1801
E: justin.z.contegiacomo@tmr.qld.gov.au
W: www.tmr.qld.gov.au



8 days

21-30 Nov.



PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

uploaded 14/11

1st touch

15/11

8 passes
uploaded
☐ New Cards (will include a mandatory deposit)

☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Company/Government Agency

ABN (if applicable)

Address

State

Post Code

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

George Chemali

TMR -TransLink Division

61 Mary Street

QLD

4000

george.chemali@translink.com.au

Business Development issue:

Travel passes for AusRail conference 21 November. Policy, Planning and Investment Division issue

go card product

Quantity

Value on card (including deposit for New Cards)

Total Amount

30x 8 day go event travel pass

30

\$

32.00

\$

960.00

\$

-

\$

-

\$

-

\$

-

\$

-

\$

-

\$

-

\$

-

Total

\$

960.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

CE127

Fulfilment Method

☐ New Order from CTS

☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager Products

Signature

Date

14/11/2017

PD01 - 2016

Susan T Nepe

From: George S Chemali
Sent: Thursday, 16 November 2017 7:39 PM
To: Damien J Boorman
Cc: Susan T Nepe
Subject: Re: APPROVAL REQUIRED: RE: Facilitating travel for student on network

Follow Up Flag: Follow up
Flag Status: Completed

Yep will do - thanks

Regards

George Chemali
Manager, Business Development
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

P Please consider the environment before printing this email.

On 16 Nov 2017, at 4:59 pm, Damien J Boorman <damien.boorman@translink.com.au> wrote:

1. Approved
2. Can you draft me an email w/ the request attached to forward on to Matt please

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

85 George Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m Not Relevant f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
<image004.png> /TransLinkQLD <image006.png> /TransLinkSEQ

<image008.png>

 Please consider the environment before printing this email.

From: George S Chemali
Sent: Tuesday, 14 November 2017 10:10 AM
To: Damien J Boorman <damien.boorman@translink.com.au>
Cc: Susan T Nepe <susan.nepe@translink.com.au>
Subject: APPROVAL REQUIRED: RE: Facilitating travel for student on network

Hi Damien

Two things:

1. Your **APPROVAL REQUIRED** for 30 x 8 day passes for the AUSRail conference. (additional 5 from previous request)
2. For **FOLLOW UP:** Matt Longland to be aware of the passes provided to the Australian Rail Association (young professionals) attending the Ausrail conference as suggested by Sally Noonan (PPI/DDG).

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m 
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
<image013.png> /TransLinkQLD <image014.png> /TransLinkSEQ

<image015.gif>

 Please consider the environment before printing this email.

From: Damien J Boorman
Sent: Wednesday, 25 October 2017 1:26 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Facilitating travel for student on network

approved

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

85 George Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m  f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
<image016.png> /TransLinkQLD <image017.png> /TransLinkSEQ

<image018.png>

 Please consider the environment before printing this email.

From: George S Chemali
Sent: Wednesday, 25 October 2017 10:55 AM
To: Damien J Boorman
Subject: FW: Facilitating travel for student on network

Hi Damien,

Our support to provide 25 x 1 day passes for the Ausrail conference is attached. Given our involvement, I see value in fulfilling this request – for your consideration?

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m 
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
<image013.png>/TransLinkQLD <image014.png>/TransLinkSEQ

<image015.gif>



Please consider the environment before printing this email.

From: GoBusiness
Sent: Tuesday, 24 October 2017 11:05 AM
To: George S Chemali <george.chemali@translink.com.au>
Subject: FW: Facilitating travel for student on network

George – one for you.

Sue Nepe
Advisor (Retail & Distribution)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4394 | f 3338 4600
e susan.nepe@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
<image013.png>/TransLinkQLD <image014.png>/TransLinkSEQ

<image019.png>



Please consider the environment before printing this email.

From: Ticketing
Sent: Tuesday, 24 October 2017 11:00 AM
To: GoBusiness <GoBusiness@translink.com.au>
Subject: FW: Facilitating travel for student on network

Hi George

Please see the attached request for ticketing products for intrastate guests attending a TMR-led event.

Thanks
Rowan

TransLink Stakeholder Engagement
go Bus Travel Benefit & go Business
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4365 | e ticketing@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
<image013.png>/TransLinkQLD <image014.png>/TransLinkSEQ

<image015.gif>

 Please consider the environment before printing this email.

From: Lindell Oaklands

Sent: Friday, 20 October 2017 4:25 PM

To: Ticketing <Ticketing@translink.com.au>

Cc: Justin Z Contegiacomo <Justin.Z.Contegiacomo@tmr.qld.gov.au>; Tracy X Smith

<Tracy.X.Smith@tmr.qld.gov.au>

Subject: FW: Facilitating travel for student on network

Hi,

I had previously liaised with Ryan in regards to options for external people requiring access to GoCards for a specific event. I have attached some of the electronic communication between us but we had also communicated about it via phone. If someone is able to take a look and please get back to me with further advice now that this form has been completed it would be appreciated.

Cheers,

Kind regards,

Lindell Oaklands

Principal Finance Advisor | Business Services

Policy, Planning and Investment Division | Department of Transport and Main Roads

Floor 17 | 61 Mary Street | Brisbane 4000

GPO Box 213 | Brisbane Qld 4001

P: (07) 30661804

E: lindell.z.oaklands@tmr.qld.gov.au

W: www.tmr.qld.gov.au

<image020.jpg>

From: Justin Z Contegiacomo

Sent: Friday, 20 October 2017 3:47 PM

To: Lindell Oaklands <Lindell.Z.Oaklands@tmr.qld.gov.au>

Subject: Facilitating travel for student on network

Hi Lindell

As discussed please see attached the completed TransLink form regarding gaining access to the network for 22 children and three adults from Maryborough State High. I have completed the applicable sections with the information I have at the moment. **We don't particularly need 'Go Cards', we just need to facilitate the movement of the students and teachers between locations.**

The students have been invited down by TMR and Queensland Rail as part of our joint hosting sponsorship of AusRAIL (21-23 November). Queensland Rail have facilitated the travel down on the Tilt Train. Students are visiting as part of 'Rail Careers Week' – which is showcasing the variety of roles which are available to students in the rail industry (which is in line with one of the D-G objectives of sponsoring the conference)

The students will be arriving at Roma Street via the Tilt Train, before transiting to Brisbane Convention Centre to receive briefing froms TMR and Queensland Rail graduates and Young Professionals about a

future career in the rail. They will then be given a tour of the exhibition meeting a variety of exhibitors and rail industry representatives. They will also be visiting the TMR/Queensland exhibition booth

After leaving the exhibition they will then go to the Rail Management Centre (RMC) at Bowen Hills where they will view the main network control for Queensland Rails operations – before returning to Roma Street and taking afternoon/evening train back to Maryborough.

The group will be with a representative from TMR or Queensland Rail at all times whilst they are using the network.

As you will see in the attached overview – we will have a number of school groups from across Brisbane and Ipswich attending over the three days. Note that it is only the Maryborough High School group we are looking to provide assistance to.

If you have any questions please let me know

Justin Contegiacomo

Advisor (Media and Communications) | Business Services

Policy, Planning and Investment Division | Department of Transport and Main Roads

Floor 17 | 61 Mary Street | Brisbane Qld 4000

GPO Box 213 | Brisbane Qld 4001

P: (07) 3066 1801

E: justin.z.contegiacomo@tmr.qld.gov.au

W: www.tmr.qld.gov.au

<image021.png>

go cards will be issued with a deposit (\$10 for adult cards and \$5 for all other card types) plus a minimum of \$5 travel credit

Given to
Rohan 22/1/17

P.O.Number (if applicable)	
Contact Person	Product & Retail - Rowan Petersen
Company/Government Agency	TransLink
ABN (if applicable)	
Address	61 Mary Street Brisbane
State	QLD
Post Code	4000
Phone	07 3338 4348
Fax	
Email	rowan.petersen@translink.com.au
Purpose of Order (what the cards will be used for)	Fulful comittment to customer as part of EE5412 - Mt Ommaney EO on behalf of NR

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
Senior go card	1	\$ 10.00	\$ 10.00
Balance transfer from [REDACTED] lost card to this new card			\$ -
Card number TBA			\$ -
			\$ -
			\$ -
		Total	\$ 10.00

EMAIL: products@translink.com.au

☐ Credit Card ☐ EFT ☐ Cheque

TE YOUR PAYMENT REQUIREMENTS

Method of payment

Order Number

Internal Order

*Must be approved by financial delegation
(next centre above)*

Manager Products

Advice for Office of the Director-General

**Subject: EE5412 Mount Ommaney EO on behalf of [REDACTED]
[REDACTED] about missing go card**

Document ID: [number to be inserted]

Use the dot points below to provide advice regarding the enquiry.

- The constituent [REDACTED] NR contacted the Mt Ommaney EO to follow-up on a go card he had ordered via the TransLink contact centre, but had not yet received.
- Using additional information requested from the EO, TransLink was not able to locate an order under the name [REDACTED] or at the provided address.
- With permission from the EO, TransLink's Ticketing team contacted [REDACTED] directly on Thursday 9 November 2017 to request additional information about his enquiry.
- As part of the conversation, [REDACTED] advised he called TransLink during August 2017 to request a new go card and have the balance on his then current go card transferred to the new one.
- [REDACTED] also advised that he did not provide his credit card details to purchase a new go card over the phone.
- Based on the conversation with [REDACTED] TransLink Ticketing believe there may have been a miscommunication around what action was required.
- It would appear that [REDACTED] was advised by the contact centre operator that he should visit a retailer in his area that sells go cards to purchase a new card and then call back to transfer the balance between the cards.
- TransLink will aim to locate and review the call recording to ensure any appropriate training is undertaken.
- In a gesture of goodwill, TransLink will arrange for a new [REDACTED] go card to be mailed to [REDACTED] address and also transfer the balance from his old go card to the new card.
- [REDACTED] was appreciative of the gesture and looked forward to receiving his new go card.

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
Rowan Petersen	Martin Bradshaw	Matthew Longland	
Senior Advisor (Product)	General Manager (PT Services)	Deputy Director-General (TransLink)	Director-General
Tel: 07 3338 4348	Tel:	Tel:	Tel:
Date: 10/11 /2017	Date:	Date:	Date:

[number to be inserted]



PRODUCT DEVELOPMENT - TRANSLINK

goEvent Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

David Millward

Company/Government Agency

QLD Rail

ABN (if applicable)

Address

305 Edward Street

State

QLD

Post Code

4000

Phone

Not Relevant

Fax

Email

david.millward@qr.com.au

Purpose of Order (what the cards will be used for)

family travel - treatment in Brisbane

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
24 x 8 days corporate events	24	\$ 32.00	\$ 768.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 768.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

CE129

Fulfilment Method

☐ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager Products

Signature

Date

11/12/2017

Travel request form

By completing this form, I agree to the travel terms and conditions AND agree to send TransLink copies of the publication/s to **gobusiness@translink.com.au**. Media famil requests must complete **Sections 1 and 2**. We require a minimum of four weeks lead time to ensure your order is processed.

Section 1:

Company details (requesting company)

Organisation:

Position:

Company ABN:

Title:

First name:

Surname:

Phone:

Email:

Delivery address for your cards

Contact name (Who are the cards being delivered to?):

David Millward or Sindy Symons Qld Rail

Delivery address:

RC1-13, 305 Edward St

Suburb:

Brisbane

Contact phone number:

Not Relevant

State:

Postcode:

Q I d 4 0 0 1

Any special delivery instructions?

I can pick up or can be left at Despatch office Rail Centre 1 Central Train Station

Event famil details

Famil type:

(please tick)



Travel



Corporate



Media (please complete Section 2)

Dates requiring public transport

Start date:

0 7 / 1 2 / 17

End date:

2 0 / 0 1 / 18

Number of travel days:

44

Date the cards are required by:

0 0 / 0 0 / 17

Number of cards (one per person):

4

Modes of transport



Bus



Train



Ferry



Tram

Purpose of visit:

Not Relevant

treatment in Brisbane

Send your completed form back to: **gobusiness@translink.com.au**

Travel destination (e.g. Brisbane, Gold Coast or Sunshine Coast):

SEQ and Citytrain network

Justification for free travel: (Why should this event/promotion receive free travel support and how will it benefit TransLink?)

treatment

Brisbane

Not Relevant

TransLink regulates film and photography production to ensure that activities are carried out safely and without disruption to other passengers and businesses. Do you require a permit?

(please tick)

Yes

☐

No

☐

Host details:

(Hosts leading the famil group)

1. Name:

Organisation:

Email:

Phone:

2. Name:

Organisation:

Email:

Phone:

Participant details

(Participants using the travel cards. If you have extra participants please attach a list)

Title: Full name:

Organisation:

Email:

Not Relevant

Participant 4

Participant 5

Participant 6

Participant 7

Participant 8

Send your completed form back to: gobusiness@translink.com.au



Susan T Nepe

From: Damien J Boorman
Sent: Tuesday, 5 December 2017 9:35 AM
To: George S Chemali
Subject: RE: Action: For your consideration - (FW: Go Cards

Not Relevant

Approved as discussed

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m [Not Relevant] f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
f /TransLinkQLD g /TransLinkSEQ



Please consider the environment before printing this email.

From: George S Chemali
Sent: Friday, 1 December 2017 2:45 PM
To: Damien J Boorman
Subject: Action: For your consideration - (FW: Go Cards

Not Relevant

Hey mate,

This request came through earlier today, I have CC'ed you in a previous email to media. OR has requested if we might be able to assist to provide free travel [redacted] for her [redacted] treatment.

Request for your consideration : go event card [redacted] approx. 20days. We would use the go event card approx. \$240.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m [Not Relevant]
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
f /TransLinkQLD g /TransLinkSEQ



Please consider the environment before printing this email.

From: Millward, David - Comm Ed [mailto:David.Millward@qr.com.au]

Sent: Friday, 1 December 2017 12:24 PM

To: George S Chemali <george.chemali@translink.com.au>

Subject: Go Cards

Not Relevant

Greetings George,

Thank you for taking my call and as discussed, our Executive GM Travel Marty Ryan has asked if we could provide the [REDACTED] with Go Cards (email attached and below) [REDACTED]

[REDACTED]
[REDACTED] Go Cards required for the period [REDACTED]
[REDACTED] (or whatever period you and Translink are able to support with) [REDACTED]
[REDACTED]

I know this a little unusual, but we are hoping you can assist.

Kind regards,
David



David Millward

Customer and Community Education Coordinator

RC1-13, 305 Edward St Bne,

GPO Box 1429 • Brisbane Qld 4001,

T: 3072 1624 M: [REDACTED] F: 3072 8422

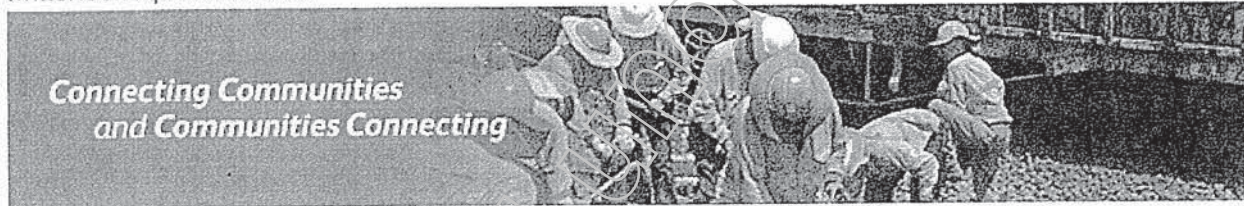
david.millward@qr.com.au

queenslandrail.com.au

facebook.com/queenslandrail

twitter.com/queenslandrail

*Connecting Communities
and Communities Connecting*



From: Symons, Sindy

Sent: Thursday, 30 November 2017 12:15 PM

To: Millward, David - Comm Ed

Subject: FW: [REDACTED]

Hi David – can you see if we can get some GoCards?

From: Noordink, Kristy **On Behalf Of** Ryan, Martin

Sent: Thursday, 30 November 2017 12:10 PM

To: Symons, Sindy

Subject: FW: [REDACTED]

Hi Sindy,

Please see below email correspondence from [REDACTED]

Susan T Nepe

From: George S Chemali
Sent: Monday, 11 December 2017 9:27 AM
To: Susan T Nepe
Subject: FW: Go Cards [REDACTED]
Attachments: Travel Request Form.pdf; RE: Action: For your consideration - (FW: Go Cards [REDACTED])
[REDACTED]

Hi Sue,



Are you able to please process :
24 x go event cards (8 days).

See approval attached.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m [REDACTED] Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



 Please consider the environment before printing this email.

From: Millward, David - Comm Ed [mailto:David.Millward@qr.com.au]
Sent: Tuesday, 5 December 2017 1:39 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Go Cards [REDACTED] Not Relevant

Greetings George,

Yes all good, thank you... they will be overjoyed☺

Hope attached is ok. I included [REDACTED] and put four cards, but probably only need three. I just thought even if she doesn't use it, nice for her to have her own card.

Let me know if time frame is ok or if I need to fill more in.

Cheers,
David



David Millward
Customer and Community Education Coordinator
RC1-13, 305 Edward St Bne,
GPO Box 1429 • Brisbane Qld 4001,
T: 3072 1624 M: [REDACTED] Not Relevant F: 3072 8422

david.millward@qr.com.au
queenslandrail.com.au
facebook.com/queenslandrail
twitter.com/queenslandrail



From: George S Chemali [mailto:george.chemali@translink.com.au]
Sent: Tuesday, 5 December 2017 1:14 PM
To: Millward, David - Comm Ed
Subject: RE: Go Cards [REDACTED] Not Relevant

Hi David – hope all is well, are you please able to complete the attached form, basically just the main items travel days, names and I'll take care of the rest. These should be ready in 1-2 days

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m [REDACTED] Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
f /TransLinkQLD e /TransLinkSEQ



 Please consider the environment before printing this email.

From: Millward, David - Comm Ed [mailto:David.Millward@qr.com.au]
Sent: Friday, 1 December 2017 2:49 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Go Cards [REDACTED]

Thank you George – you're a Champion!

From: George S Chemali [mailto:george.chemali@translink.com.au]
Sent: Friday, 1 December 2017 2:48 PM
To: Millward, David - Comm Ed
Subject: RE: Go Cards [REDACTED]

Thanks David I have escalated this for immediate approval

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m

Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au



/TransLinkQLD



/TransLinkSEQ



TRANSLink



Please consider the environment before printing this email.

From: Millward, David - Comm Ed [<mailto:David.Millward@qr.com.au>]

Sent: Friday, 1 December 2017 2:46 PM

To: George S Chemali <george.chemali@translink.com.au>

Subject: RE: Go Cards

Not Relevant

Hi again George,

These are the names if you need them for the Go Cards:

[Redacted]

Regards,
David

From: Millward, David - Comm Ed

Sent: Friday, 1 December 2017 12:24 PM

To: 'george.chemali@translink.com.au'

Subject: Go Cards

Greetings George,

Thank you for taking my call and as discussed, our Executive GM Travel Marty Ryan has asked if we could provide the [Redacted] with Go Cards (email attached and below) [Redacted]

[Redacted]

[Redacted]

Go Cards required for the period [Redacted]

[Redacted] or whatever period you and Translink are able to support with). [Redacted]

I know this a little unusual, but we are hoping you can assist.

Kind regards,
David



Queensland Rail

David Millward

Customer and Community Education Coordinator

RC1-13, 305 Edward St Bne,

GPO Box 1429 • Brisbane Qld 4001,

T: 3072 1624 M: [Redacted] F: 3072 8422

david.millward@qr.com.au

queenslandrail.com.au

facebook.com/queenslandrail

twitter.com/queenslandrail

*Connecting Communities
and Communities Connecting*

From: Symons, Sindy
Sent: Thursday, 30 November 2017 12:15 PM
To: Millward, David - Comm Ed
Subject: FW: [REDACTED]

Hi David – can you see if we can get some GoCards?

From: Noordink, Kristy **On Behalf Of** Ryan, Martin
Sent: Thursday, 30 November 2017 12:10 PM
To: Symons, Sindy
Subject: FW: [REDACTED]

Hi Sindy,

Please see below email correspondence from Kelly Walker.

Marty has asked if it is possible to obtain a couple of preloaded GO Cards for this family.

Many thanks,
Kristy.

From: Walker, Kelly
Sent: Thursday, 30 November 2017 10:13 AM
To: Ryan, Martin
Subject: FW: [REDACTED]

How would I get some GO cards loaded? Or would you prefer we donate 2 tickets to the raffle?
Kel



KELLY WALKER
SENIOR MANAGER ONBOARD CUSTOMER SERVICE

Old Central Station Concourse, 290 Ann Street
Brisbane, Queensland 4000
T: +61 7 3072 0069
M: [REDACTED]
F: +61 7 3235 2881
W: queenslandrailtravel.com.au



**Christmas holiday seats
selling fast!**

Book your seats today at queenslandrailtravel.com.au

From: Birse, Gene
Sent: Thursday, 30 November 2017 9:57 AM
To: Walker, Kelly
Cc: Ferguson, Kirsty
Subject: FW: [REDACTED]

Kelly,
Are you able to help out with the below, if not could we either donate a return trip for 2 people to the raffle to help raise more funds for the family.



GENE BIRSE
STATION MASTER

Proserpine Railway Station, Hinschen St
Proserpine, Qld 4800
T: 8959601
M: [REDACTED]
F: 8959602
W: queenslandrailtravel.com.au



From: Ferguson, Kirsty
Sent: Thursday, 30 November 2017 8:37 AM
To: Birse, Gene
Subject: [REDACTED]

Hi Gene,

I spoke to [REDACTED] who is the main contact person as [REDACTED]

Maybe some city passes would assist them getting around Brisbane [REDACTED]

Thank you so much Gene.

Kind Regards,

Kirsty

KIRSTY FERGUSON
CUSTOMER OPERATIONS ATTENDANT LEVEL 3

Proserpine Station,
Hinschen St Proserpine 4800
T: 8959601
F: 8959602
W: queenslandrailtravel.com.au

Christmas holiday seats selling fast!

Book your seats today at queenslandrailtravel.com.au

Queensland Rail's number one priority is safety. Queensland Rail has a program of testing for alcohol and illicit substances. Please be aware any person who enters a Queensland Rail premises for business purposes may be randomly tested for alcohol (breath test) and illicit substances (oral fluids test). Please also ensure you are wearing the appropriate Personal Protective Equipment for the site you are visiting. Call your Queensland Rail contact person if you need more information. This email (which includes all attachments and linked documents) is intended for and is confidential to the addressee, it may also be subject to legal professional privilege or otherwise protected from disclosure. If the addressee is a government agency in receipt of a Right to Information Act (2009) application in relation to this email, contact must be made with Queensland Rail ABN 68 598 268 528 in accordance with the third party consultation process provided for in Part 3, Division 3, Section 37 of that legislation. If you are not the addressee, or if you have received this email in error, you must not use, rely upon, disclose or reproduce it (or any part of it) in any way. Please notify the sender of your receipt of it and delete it in its entirety. Neither Queensland Rail (or any of its related entities) accepts any liability for computer viruses, data corruption, delay, interference, interception, unauthorised access or amendment of this email. The views expressed in this email, unless clearly stated otherwise, are the views of the sender. They do not necessarily represent the view or policy of Queensland Rail or any of its related entities.

WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and any legal privilege and confidentiality attached to this email is not waived or destroyed by that mistake.

It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with your computer system).

Christmas holiday seats selling fast!

Book your seats today at queenslandrailtravel.com.au

From: Ferguson, Kirsty
Sent: Thursday, 30 November 2017 8:37 AM
To: Birse, Gene
Subject: [REDACTED] Not Relevant

Hi Gene,

I spoke to [REDACTED] who is the main contact person [REDACTED]
[REDACTED]

Maybe some city passes would assist them getting around Brisbane [REDACTED]
[REDACTED]

Thank you so much Gene.

Kind Regards,

Kirsty



KIRSTY FERGUSON
CUSTOMER OPERATIONS ATTENDANT LEVEL 3

Proserpine Station,
Hinschen St Proserpine 4800

T: 8959601

F: 8959602

W: queenslandrailtravel.com.au

Christmas holiday seats selling fast!

Book your seats today at queenslandrailtravel.com.au

Queensland Rail's number one priority is safety. Queensland Rail has a program of testing for alcohol and illicit substances. Please be aware any person who enters a Queensland Rail premises for business purposes may be randomly tested for alcohol (breath test) and illicit substances (oral fluids test). Please also ensure you are wearing the appropriate Personal Protective Equipment for the site you are visiting. Call your Queensland

Marty has asked if it is possible to obtain a couple of preloaded GO Cards for this family.

Many thanks,
Kristy.

From: Walker, Kelly
Sent: Thursday, 30 November 2017 10:13 AM
To: Ryan, Martin
Subject: FW: [REDACTED]

How would I get some GO cards loaded? Or would you prefer we donate 2 tickets to the raffle?
Kel



KELLY WALKER
SENIOR MANAGER ONBOARD CUSTOMER SERVICE

Old Central Station Concourse, 290 Ann Street
Brisbane, Queensland 4000
T: +61 7 3072 0069
M: [REDACTED]
F: +61 7 3235 2881
W: queenslandrailtravel.com.au



**Christmas holiday seats
selling fast!**

Book your seats today at queenslandrailtravel.com.au

From: Birse, Gene
Sent: Thursday, 30 November 2017 9:57 AM
To: Walker, Kelly
Cc: Ferguson, Kirsty
Subject: FW: [REDACTED]

Kelly,
Are you able to help out with the below, if not could we either donate a return trip for 2 people to the raffle to help raise more funds for the family.



GENE BIRSE
STATION MASTER

Proserpine Railway Station, Hinschen St
Proserpine, Qld 4800
T: 8959601
M: [REDACTED]
F: 8959602
W: queenslandrailtravel.com.au



PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Company/Government Agency

ABN (if applicable)

Address

State

Post Code

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

George Chemali

TMR -TransLink Division

61 Mary Street

QLD

4000

3338 4321

george.chemali@translink.com.au

Airtrain go explore promotion - FOC approved by Damien Boorman 21/12/17

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
10 x go explore	10	\$ 10.00	\$ 100.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 100.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

1675

Fulfilment Method

☐ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

George Chemali

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

A/Director (Ticketing)

Signature

Date

22/12/2017

Susan T Nepe

From: George S Chemali
Sent: Wednesday, 9 May 2018 11:40 AM
To: Susan T Nepe
Subject: Fwd: YOUR APPROVAL REQUIRED (FW: Airtrain & Tram competition)

Regards

George Chemali
Manager, Business Development
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

P Please consider the environment before printing this email.

Begin forwarded message:

From: Damien J Boorman <damien.boorman@translink.com.au>
Date: 21 December 2017 at 5:17:11 pm AEST
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: YOUR APPROVAL REQUIRED (FW: Airtrain & Tram competition)

Approved – please capitalised the L in TransLink

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m Not Relevant f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
f [/TransLinkQLD](#) f [/TransLinkSEQ](#)



Please consider the environment before printing this email.

From: George S Chemali
Sent: Tuesday, 19 December 2017 2:11 PM
To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: YOUR APPROVAL REQUIRED (FW: Airtrain & Tram competition)

Hey mate

REQUIRE APPROVAL: for 10x 1day go explore cards
WHAT FOR: for familisation and promotion purposes at Air train

See copy below:

Airtrain & Tram competition 18 December – 8th January

*Copy: Win a chance to be one of the first customers to catch **airtrain & tram** with 10 return tickets to be given away and to sweeten the deal, you will also be given a Translink go explore card to create a great adventure on the Gold Coast!*



Airtrain & tram is a seamless one ticket journey between Brisbane Airport and Surfers Paradise.

*Below title: Win one of ten return tickets with **airtrain & tram** and a go explore card!
Competition closes at midnight on the 8th January.*

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



From: Marketing [<mailto:marketing@airtrain.com.au>]
Sent: Wednesday, 13 December 2017 3:57 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Airtrain & Tram competition

Hi George,

Here is the form filled out as much as possible,

As I mentioned this is to go live Monday in association with services starting. Are you able to let me know by Friday COB?

Kind regards,



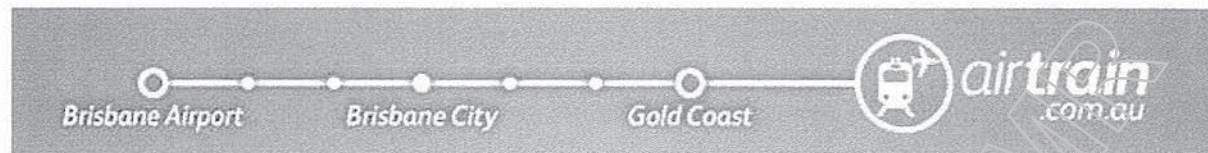
Marketing and Sales Manager

Not Relevant

marketing@airtrain.com.au

Mob Not Relevant
Tel +61 7 3637 7321
Fax +61 7 3216 3361

PO Box 66, Pinkenba, Brisbane QLD 4008
Alpinia Drive, Domestic Airport Station



From: George S Chemali [<mailto:george.chemali@translink.com.au>]
Sent: Wednesday, 13 December 2017 1:56 PM
To: Marketing <marketing@airtrain.com.au>
Subject: RE: Airtrain & Tram competition

Hi Not Relevant

This sounds great, see attached form.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://plus.google.com/+TransLinkSEQ)



 Please consider the environment before printing this email.

From: Marketing [<mailto:marketing@airtrain.com.au>]
Sent: Tuesday, 12 December 2017 4:46 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: Airtrain & Tram competition

Hi George,

Thanks for the chat earlier, as per our discussion if you could send across the form for famil tickets that would be great.

Also here are my thoughts for our upcoming promotion of Airtrain & Tram (competition).

Airtrain & Tram competition 18 December – 8th January, using the GIF attached.

Copy: Win a chance to be one of the first customers to catch **airtrain** & **tram** with 10 return tickets to be given away and to sweeten the deal, you will also be given a Translink go explore card to create a great adventure on the Gold Coast!

Airtrain & tram is a seamless one ticket journey between Brisbane Airport and Surfers Paradise.

Below title: Win one of ten return tickets with **airtrain** & **tram** and a go explore card!
Competition closes at midnight on the 8th January.

Kind regards,

Not Relevant



Marketing and Sales Manager

marketing@airtrain.com.au

Mob Not Relevant
Tel +61 7 3637 7321
Fax +61 7 3216 3361

PO Box 66, Pinkenba, Brisbane QLD 4008
Alpinia Drive, Domestic Airport Station



WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and any legal privilege and confidentiality attached to this email is not waived or destroyed by that mistake.

It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with



Gold Coast Project - go explore Card Stock Order Form

P.O.Number (if applicable)

Contact Person

Not Relevant

Company/Government Agency

Gold Coast Tourism

ABN (if applicable)

Address

Suite N301 Oracle North, 12 Charles Ave

Broadbeach QLD 4218

State

QLD

Post Code

4218

Phone

07 5584 6229

Fax

Email

@gctourism.com

Sender to keep

606 37661655 090

Purpose of Order (what the cards will be used for)

go explore card stock associated with the promotion for Gold Coast.
Japan Jetstar Trade Famil

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
ADULT (go explore) 13 x 3 day	13	\$ 30.00	\$ 390.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 390.00

TransLink Use

Order Number

Internal Order #51

Fulfilment Method

☐ New Order from CTS

☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager (Product)

Signature

Date

16/01/2018



TRANSLink

Request for promotional travel products

Requestor details

Title: Not Relevant First name: Surname:
Role: Global Partnerships Exec Organisation: Gold Coast Tourism
Email: @gctourism.com Phone: 0755846229

Event / Promotion details

Title: Japan Jetstar Trade Famil 2018

Website:

Quantity requested:

13

Card type (if known): go Card

Dates: 5 / 02 / 18 to 8 / 2 / 18

☐ Child
☒ Adult

Overview of event / promotion:

(this may include - venue/location, organising body, industry sector, event significance)

Gold Coast Tourism & Tourism & Events QLD are hosting the annual Jetstar Japan Trade Fair

Target audience to receive travel products:

(e.g. organisation, industry, nationality)

Japan Travel Agents

Justification for free travel:

(Why should this event/promotion receive free travel support?)

mode of transport for them to promote to their customers when visiting the GC

Commercial benefits for TransLink:

(e.g. new business opportunities, increased brand awareness)

increased Japanese customers

Office use only

Please circle

- | | | | | |
|----|--|---|---|---|
| 1) | Is the request for a relevant industry or event? | Y | / | N |
| 2) | Will new business opportunities be created? | Y | / | N |
| 3) | Greater than 2:1 ROI expected? | Y | / | N |

Approved / Not approved

Name:

Position:

Signature:

Date: 8 2 18

Susan T Nepe

From: George S Chemali
Sent: Monday, 13 November 2017 12:00 PM
To: Susan T Nepe
Subject: FW: REQUIRE YOUR APPROVAL {FW: Go Cards request for Famil group}

Follow Up Flag: Follow up
Flag Status: Completed



Hi Sue,

Are you able to please process these – thanks😊

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



From: Damien J Boorman
Sent: Wednesday, 8 November 2017 2:54 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: REQUIRE YOUR APPROVAL {FW: Go Cards request for Famil group}

approved

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

85 George Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m Not Relevant f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



From: George S Chemali
Sent: Wednesday, 8 November 2017 1:58 PM
To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: REQUIRE YOUR APPROVAL {FW: Go Cards request for Famil group}

Hey mate,

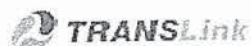
REQUIRE YOUR CONSIDERATION/APPROVAL

REQUEST FROM: Gold Coast Tourism
REQUEST FOR APPROVAL: 13 x 3 day travel cards
PURPOSE: 12 key agents for the Japan Jetstar Trade Famil in February next year.
RECOMMENDATION: I have reviewed the request and believe it fits within the policy guidelines for free travel requests

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: mailto: [redacted]@gctourism.com]
Sent: Wednesday, 8 November 2017 12:51 PM
To: George S Chemali <george.chemali@translink.com.au>
Cc: Kate J Allen <kate.allen@translink.com.au>
Subject: Go Cards request for Famil group

Good morning George and Kate

I hope you're having a great day so far and enjoyed your Melbourne Cup celebrations!

GCT in conjunction with Tourism & Events Queensland will be hosting 12 key agents for the Japan Jetstar Trade Famil in February next year. As well as specialising in FIT, some of the famil attendees are also Group Sales Managers. At present, I am contacting GCT product members whom we wish to incorporate in the itinerary for an expression of interest to be involved in this famil.

We wish to incorporate use of the G:Link showcasing it as a great mode of transport for visitors in the famil itinerary, for the group to get to & from various product visits
Please find attached request, I assume this form is still valid?

I look forward to hearing from you

Kind regards

Not Relevant

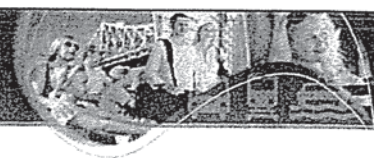
Not Relevant

Executive Global Partnerships
Gold Coast Tourism Corporation

+61 7 5584 6229 [REDACTED]@gctourism.com
Suite N301 Oracle North, 12 Charles Avenue Broadbeach QLD 4218
DestinationGoldCoast.com

*This email is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's consent.

Released under RTI - DTMR



go Card Order Form - Internal Orders

go cards will be issued with a deposit (\$10 for adult cards and \$5 for all other card types) plus a minimum of \$5 travel credit

go cards are non-transferrable. Customers wishing to purchase concession, child, and senior cards are required to comply with go card terms and conditions of travel.

P.O.Number (if applicable)

Contact Person

George Chemali

Company/Government Agency

TransLink

ABN (if applicable)

Address

61 Mary Street

Brisbane

State

QLD

Post Code

4000

Phone

3338 4394

Fax

Email

Purpose of Order (what the cards will be used for)

Gold Coast Tourism - TEQ Japan Teachers Famil

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
10 x 3 day go event	10	\$ 12.00	\$ 120.00
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
		Total	\$ 120.00

PLEASE RETURN ORDER FORM BY EMAIL

EMAIL: products@translink.com.au

PLEASE INDICATE YOUR PAYMENT REQUIREMENTS:

☐ Credit Card ☐ EFT ☐ Cheque

TransLink Use

Order Number

CE133

Fulfilment Method

☒ New Order from CTS ☐ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager Products

Signature

Date

13/02/2018

25/3/19



Request for promotional travel products

CE133

goevent
10x 3 days

\$120.

Requestor details

Title: [Not Relevant] First name: [Redacted] Surname: [Redacted]
Role: executive - global partnerships Organisation: gold coast tourism
Email: [Redacted]@gctourism.com Phone: 075584 6229

Event / Promotion details

Title: GCT TEQ Japan Teachers Famil

Dates: 26/3/18 to 26/3/18

Website:

Quantity requested: 10

☐ Child
☒ Adult

Card type (if known): go Card

Overview of event / promotion:

(this may include - venue/location, organising body, industry sector, event significance)

Tourism and Events Queensland is inviting a group of decision makers from High School and

Target audience to receive travel products:

(e.g. organisation, industry, nationality)

Japanese Schools

Justification for free travel:

(Why should this event/promotion receive free travel support?)

Showcasing the G:Link as a suitable mode of transport for their future school trips to the Gold C

Commercial benefits for TransLink:

(e.g. new business opportunities, increased brand awareness)

increased awareness to high school and junior schools in market

Office use only

Please circle

- | | | | | |
|----|--|---|---|---|
| 1) | Is the request for a relevant industry or event? | Y | / | N |
| 2) | Will new business opportunities be created? | Y | / | N |
| 3) | Greater than 2:1 ROI expected? | Y | / | N |

Approved / Not approved

Name:

Position:

Signature:

Date: 26 3 18

Susan T Nepe

From: George S Chemali
Sent: Thursday, 8 February 2018 4:11 PM
To: Damien J Boorman; Susan T Nepe
Subject: RE: For your approval by Monday 12th Feb (GC tourism Famil request)
Attachments: GLink request form.pdf

Thanks Damien

Sue – FYI for processing please, I have a meeting with Ticketmates next week, so I could possibly take them with me.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



Please consider the environment before printing this email.

From: Damien J Boorman
Sent: Thursday, 8 February 2018 4:08 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: For your approval by Monday 12th Feb (GC tourism Famil request)

approved



Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

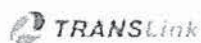
61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4077 | m Not Relevant f 07 3338 4600

e damien.boorman@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



Please consider the environment before printing this email.

From: George S Chemali
Sent: Thursday, 8 February 2018 12:26 PM
To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: For your approval by Monday 12th Feb (GC tourism Famil request)

Hi Damien,

REQUEST : APPROVAL FOR 10 X 3DAY TRAVEL CARDS

Request from : Gold coast tourism/ Tourism and Events Queensland (TEQ)

For: 10 x 3 day travel cards

Why: Tourism and Events Queensland is inviting a group of decision makers from Japanese High School and Junior High Schools to Queensland to promote the destination and activities to encourage Southern Queensland as the ideal destination, along with activities, for future school group. The visit will include Brisbane and Gold Coast, with 10 teachers accompanied by a Tourism and Events Queensland host.

Commercial Benefit: Is to increase public transport awareness through international schooling groups.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



 Please consider the environment before printing this email.

PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

26/2/2019

Carrin 26/2

P.O. Number (if applicable)			
Contact Person	Sue Nepe		
Company/Government Agency	TMR -TransLink Division		
ABN (if applicable)			
Address	61 Mary Street		
State	QLD		
Post Code	4000		
Phone			
Fax			
Email			

FOC

exp. 26/2/2019

Purpose of Order (what the cards will be used for) Reissue of 200 x 3 day go event order # CE97 to Inala Medical Centre Relocation. See attached information

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
200 x go event	200	\$ 12.00	\$ 2,400.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 2,400.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number	CE134 FOC		
Fulfilment Method	<input type="checkbox"/> New Order from CTS <input checked="" type="checkbox"/> Use card stock on hand at TransLink		
Contact Name & Number	Sue Nepe		
Cost Centre / Internal Order	5272		
GL Account	55080		
Approved By (must be approved by financial delegate responsible for cost centre above)	Steve Pree		
Position	Manager Product		
Signature			
Date	14/02/2018		

Original order CE97

Susan T Nepe

From: Steven J Pree
Sent: Thursday, 8 February 2018 9:12 AM
To: Products
Cc: George S Chemali
Subject: RE: go event card - INALA Medical Centre Relocation - reissue of go event cards

Hi Sue,

This is approved. If you can complete an internal order form so that I can sign off on it please as finance will require this.

Cheers
Steve

Steve Pree
Manager (Product)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4120 | f 07 3338 4600 | m Not Relevant
e steven.pree@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



Customers first Ideas into action Be courageous Unleash potential Empower people

From: Products
Sent: Thursday, 8 February 2018 8:14 AM
To: Steven J Pree <steven.pree@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: RE: go event card - INALA Medical Centre Relocation - reissue of go event cards

Good morning Steve

Can you please approve the reissue of 200 3x day *go event* order for Inala Medical Centre. Below is background to order CE97 Inala Medical Centre Relocation:

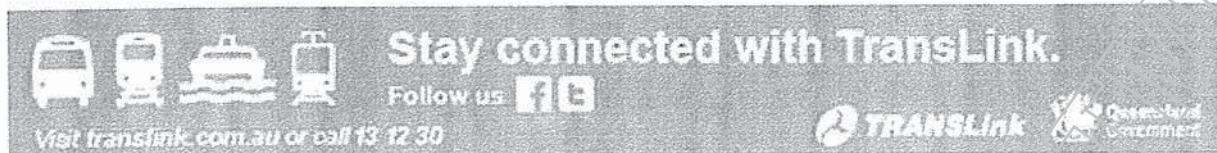
- 5 June 2017 – order was received into Business Development Team.
- Due to the nature of this event – getting patients from Inala Medical Centre to Forest Lakes Medical Centre - Business Development approved this was the best product for the customer.
- During this time June/July 2017 we also had *go event* cards which did not work due to the expiry date we had put on the cards – these orders at this time were refunded (3 events).
- After discussion with George and yourself, I would like to suggest that we extend the expiry date out to 12 months. This would give the patient time to use the card (up to 3 times), and also as a patient unless you had an issue you would not be going backwards and forwards to the GP.

Please let me know if you require any further information.

Kind regards
Sue

Sue Nepe
Advisor (Retail & Distribution)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4394 | f 3338 4600
e susan.nepe@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
f /TransLinkQLD e /TransLinkSEQ



Please consider the environment before printing this email.

From: Steven J Pree
Sent: Monday, 15 January 2018 9:14 AM
To: Susan T Nepe <susan.nepe@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: RE: go event card - INALA Medical Centre Relocation - REFUND

Hi Sue,

From what I can make of the email trail below and the attached you provided – these cards weren't actually purchased for an event and that they've only used 9 of them. Without further information, I don't believe they are a candidate for a refund as our policy stipulates that they do expire two days after the event.

George can you confirm if they were purchased for an event specifically or for ongoing use?

Steve Pree
Manager (Product)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4120 | f 07 3338 4600 | m Not Relevant
e steven.pree@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
f /TransLinkQLD e /TransLinkSEQ



Customers first Ideas into action Unleash potential Empower people

From: Susan T Nepe
Sent: Monday, 15 January 2018 9:09 AM
To: Steven J Pree <steven.pree@translink.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>
Subject: FW: go event card - INALA Medical Centre Relocation - REFUND

Hi Steve

We have received a request from Inala Medical Centre for refund of go event cards which did not work in June 2017. Order 1652/CE97

This order was processed around the same time as the orders we processed for below conferences and the cards did not work due to the expiry date we put on the cards (processed June/July 2017)

- XXVI Congress ISB conference
- Institute of Australian Geographers Conference
- APS conference

Email from Inala Medical Centre was initially received in the office on 1 December.

Please approve the request to process a refund on these faulty cards due to expiry date issues. The order was processed by invoice so the refund will have to go through SSQ if approved.

Many thanks
Sue

Sue Nepe
Advisor (Retail & Distribution)
TransLink Division | Department of Transport and Main Roads

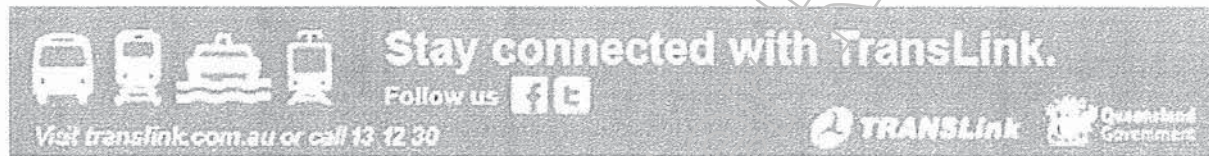
61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4394 | f 3338 4600

e susan.nepe@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

f [/TransLinkQLD](https://www.facebook.com/TransLinkQLD) e [/TransLinkSEQ](https://www.facebook.com/TransLinkSEQ)



Please consider the environment before printing this email.

From: George S Chemali
Sent: Thursday, 11 January 2018 3:04 PM
To: Susan T Nepe <susan.nepe@translink.com.au>
Subject: FW: go event card

FYI - 191 cards potentially to be refunded

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

f [/TransLinkQLD](https://www.facebook.com/TransLinkQLD) e [/TransLinkSEQ](https://www.facebook.com/TransLinkSEQ)



Please consider the environment before printing this email.

From: Not Relevant [mailto: \[redacted\]@ipn.com.au](mailto: [redacted]@ipn.com.au)

Sent: Thursday, 11 January 2018 3:00 PM

To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: go event card

Hi George

This is correct.

Kind Regards,

Not Relevant

Business Manager
IPN Medical Centres
Level 2, Unit 13, 3986 Pacific Highway, Loganholme, QLD 4129
P O Box 7170, Loganholme, QLD 4129
T: 07 3451 1210 | M: Not Relevant F: 07 3451 1280

From: George S Chemali [<mailto:george.chemali@translink.com.au>]
Sent: Thursday, 11 January 2018 2:48 PM
To: Not Relevant
Subject: RE: go event card

Thanks Not Relevant

So you are saying you have used 9 of the 200 cards ?

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: Not Relevant [<mailto:Not Relevant@ipn.com.au>]
Sent: Thursday, 11 January 2018 9:28 AM
To: George S Chemali <george.chemali@translink.com.au>
Subject: Re: go event card

Hi George,

I have only just got back from leave and no one has gotten back to me.

Kind Regards,

Not Relevant
Business Manager
IPN Medical Centres

Level 2, Unit 13, 3986 Pacific Highway, Loganholme, QLD 4129

P O Box 7170, Loganholme, QLD 4129

T: 07 3451 1210 | M: [REDACTED] | F: 07 3451 1280

On 4 Jan 2018, at 10:52 am, George S Chemali <george.chemali@translink.com.au> wrote:

Hi [REDACTED]

Hope you a wonderful Christmas and new year.

Just wondering if anyone has got back to you about your issue?

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m [REDACTED]

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

<image001.png> /TransLinkQLD <image002.png> /TransLinkSEQ

<image003.gif>

 Please consider the environment before printing this email.

From: [REDACTED] [mailto:[REDACTED]@ipn.com.au]

Sent: Friday, 15 December 2017 6:27 AM

To: George S Chemali <george.chemali@translink.com.au>

Subject: RE: go event card

Hi George,

See answers below in red.

Kind regards,

[REDACTED]
Business Manager
IPN Medical Centres

Level 2, Unit 13, 3986 Pacific Highway, Loganholme, QLD 4129

P O Box 7170, Loganholme, QLD 4129

T: 07 3451 1210 | M: [REDACTED] | F: 07 3451 1280

From: George S Chemali [mailto:george.chemali@translink.com.au]

Sent: Tuesday, 12 December 2017 9:40 AM

To: [REDACTED]

Subject: go event card

Hi [REDACTED]

Thanks for the phone call.

As discussed are you able to please send me:

- Original order form attached
- Number of cards used 200

- Number of cards remaining 191

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m  Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
<image001.png> /TransLinkQLD <image002.png> /TransLinkSEQ

<image003.gif>



Please consider the environment before printing this email.

WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and any legal privilege and confidentiality attached to this email is not waived or destroyed by that mistake.

It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with your computer system).

Opinions contained in this email do not necessarily reflect the opinions of the Department of Transport and Main Roads, or endorsed organisations utilising the same infrastructure.

WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and

Susan T Nepe

From: [REDACTED]@ipn.com.au>
Sent: Thursday, 15 June 2017 9:11 AM
To: Products
Cc: [REDACTED] Not Relevant
Subject: RE: Go Event Card

Follow Up Flag: Follow up
Flag Status: Completed

Hi Sue,

I have followed up our accounts department this morning and requested that they forward you remittance ASAP.

Thank you for following this one up.

Kind regards,

[REDACTED]
State Business Coordinator
IPN Medical Centres

P: 07 3451 1200 | M: [REDACTED] Not Relevant 07 3451 1280
PO Box 7170, Loganholme QLD 4129

From: Products [mailto:products@translink.com.au]
Sent: Wednesday, 14 June 2017 2:25 PM
To: [REDACTED]
Subject: RE: Go Event Card

Hi [REDACTED]

Just wanted to keep on top of your order #CE97. As soon as it is paid, can you please send through the remittance.

I have checked today but no payment has been received. It may take a couple of days for it to show up in our system.

Many thanks
Sue

Sue Nepe
Advisor (Retail & Distribution)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4394 | f 3338 4600
e susan.nepe@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
f /TransLinkQLD e /TransLinkSEQ



Stay connected with TransLink.
Follow us  

Visit translink.com.au or call 13 12 30



 Please consider the environment before printing this email.

From: Products
Sent: Friday, 9 June 2017 1:54 PM
To: [REDACTED] Not Relevant [REDACTED]@ipn.com.au>
Subject: RE: Go Event Card

Hi [REDACTED]

Attached please find your invoice for order # CE97.

The Department's EFT details are below:

ACCOUNT NAME: DEPARTMENT OF TRANSPORT & MAIN ROADS
ACCOUNT NUMBER: 10007539
BSB NUMBER: 064-013
BANK: COMMONWEALTH BANK
BRANCH: QUEEN STREET, BRISBANE

Please include the invoice number in the reference field of your payment and email confirmation / remittance advice to CPLEFTRemittancesQTMR@dsitia.qld.gov.au.

If you can also let me know once the payment has been made so that I can process your order, I'll keep an eye on this end too.

Kind regards
Sue

Sue Nepe
Advisor (Retail & Distribution)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4394 | f 3338 4600
e susan.nepe@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

f /TransLinkQLD e /TransLinkSEQ



Stay connected with TransLink.
Follow us  

Visit translink.com.au or call 13 12 30



 Please consider the environment before printing this email.

From: [REDACTED] [mailto:[REDACTED]@ipn.com.au]
Sent: Tuesday, 6 June 2017 10:42 AM
To: Ryan Z Kerr <Ryan.Kerr@translink.com.au>; [REDACTED]@ipn.com.au>
Cc: George S Chemali <george.chemali@translink.com.au>; Products <products@translink.com.au>
Subject: RE: Go Event Card

Hi Ryan,

Is AMEX an accepted form of payment online as it is not processing?

Kind regards,

Not Relevant

State Business Coordinator
IPN Medical Centres

P: 07 3451 1200 | M: Not Relevant 07 3451 1280
PO Box 7170, Loganholme QLD 4129

From: Ryan Z Kerr [mailto:Ryan.Kerr@translink.com.au]
Sent: Tuesday, 6 June 2017 10:34 AM
To: [REDACTED]
Cc: George S Chemali; Products
Subject: RE: Go Event Card

Hi [REDACTED]

Thank you for ordering TransLink's go Event card, please visit the link below to complete payment, a tax invoice will be issued to you once payment is completed.

<http://shop.translink.com.au/goaccessCE3>

Thank you in advance.

Regards,

Ryan Kerr
Product Development Officer (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4098 | f 07 3338 4600 |
e ryan.kerr@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

From: [REDACTED] [mailto:[REDACTED]@ipn.com.au]
Sent: Tuesday, 6 June 2017 10:29 AM
To: [REDACTED] [mailto:[REDACTED]@ipn.com.au]; GoBusiness <GoBusiness@translink.com.au>
Cc: Ryan Z Kerr <Ryan.Kerr@translink.com.au>
Subject: RE: Go Event Card

Thank you [REDACTED] can you please follow this up on Friday to make sure the order is progressing as I would hate for this order to be missed.

Kind Regards,

[REDACTED]
Business Manager
IPN Medical Centres
Level 2, Unit 13, 3986 Pacific Highway, Loganholme, QLD 4129
P O Box 7170, Loganholme, QLD 4129
T: 07 3451 1210 | M: Not Relevant F: 07 3451 1280

From: [REDACTED]
Sent: Tuesday, 6 June 2017 8:52 AM
To: gobusiness@translink.com.au
Cc: Ryan.Kerr@translink.com.au; Nichole Johnson
Subject: FW: Go Event Card

Good Morning,

Please find attached a completed Go Event order form; would you kindly ensure this order is processed ASAP.

Thank you

Kind regards,

[REDACTED]
State Business Coordinator
IPN Medical Centres

P: 07 3451 1200 | M: [REDACTED] 07 3451 1280
PO Box 7170, Loganholme QLD 4129

From: [REDACTED]
Sent: Monday, 5 June 2017 4:57 PM
To: [REDACTED]
Subject: FW: Go Event Card

Hi [REDACTED]

Here is the email as requested.

Can you please make this a priority please as we are on limited time now til Forest Lake opens.

Kind regards,

[REDACTED]
Not Relevant

Business Manager
IPN Medical Centres
Level 2, Unit 13, 3986 Pacific Highway, Loganholme, QLD 4129
P O Box 7170, Loganholme, QLD 4129
T: 07 3451 1210 | M: [REDACTED] F: 07 3451 1280

From: Ryan Z Kerr [<mailto:Ryan.Kerr@translink.com.au>]
Sent: Monday, 5 June 2017 11:19 AM
To: [REDACTED]
Cc: George S Chemali
Subject: Go Event Card

Hi [REDACTED]

Thank you for your time just now, please see attached the go Event Card order form. If you are paying by invoice, please allow 30 days for processing and distribution and two weeks for credit card. If you have any questions please don't hesitate to contact me.

The go Event Card is \$12 for 3 days of UNLIMITED TRAVEL anywhere in South East Queensland on all public transport travel modes (excluding Airtrain).

- \$12 for 3 days unlimited travel.
- Add extra days from \$4 per day (maximum 8 days).
- Valid on all TransLink bus, train, tram and ferry services in South East Queensland.



Map Link:

<https://translink.com.au/plan-your-journey/maps>

Regards,

Ryan Kerr

Product Development Officer (Business Development)

TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4098 | f 07 3338 4600 |

e ryan.kerr@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

f [/TransLinkQLD](#) e [/TransLinkSEQ](#)



Please consider the environment before printing this email.

WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and any legal privilege and confidentiality attached to this email is not waived or destroyed by that mistake.

It is your responsibility to ensure that this email does not contain

and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with your computer system).

Opinions contained in this email do not necessarily reflect the opinions of the Department of Transport and Main Roads, or endorsed organisations utilising the same infrastructure.

WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and any legal privilege and confidentiality attached to this email is not waived or destroyed by that mistake.

It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with your computer system).

Opinions contained in this email do not necessarily reflect the opinions of the Department of Transport and Main Roads, or endorsed organisations utilising the same infrastructure.

WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and any legal privilege and confidentiality attached to this email is not waived or destroyed by that mistake.

It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with your computer system).



PRODUCT DEVELOPMENT - TRANSLINK

go explore Order Form -FOC

☐ New Cards (will include a mandatory deposit)

☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Not Relevant

Company/Government Agency

Gold Coast Tourism

ABN (if applicable)

Address

suite N301 Oracle North, 12 Charles Avenue

Broadbeach

State

QLD

Post Code

4218

Phone

5584 6229

Fax

Email

@gctourism.com

Purpose of Order (what the cards will be used for)

Business Development issue: GC Tourism hosting 30 travel agents, wholesale and head office product staff from NZ for annual trade faml on the Gold Coast

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
33x 3 day go explore	33	\$ 30.00	\$ 990.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
Total			\$ 990.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

52

Fulfilment Method

New Order from CTS

☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager Products

Signature

Date

28/02/2018

Susan T Nepe

From: George S Chemali
Sent: Tuesday, 27 February 2018 11:15 AM
To: Damien J Boorman; Susan T Nepe
Subject: RE: For your approval : Famil requests
Attachments: GLink request form.pdf; GLink request form.pdf

Thanks Damo
Sue – FYI for processing please

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: Damien J Boorman
Sent: Tuesday, 27 February 2018 11:14 AM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: For your approval : Famil requests

approved

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m Not Relevant f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: George S Chemali
Sent: Monday, 26 February 2018 4:12 PM
To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: For your approval : Famil requests

Hi Damien,

Please find attached, two famil request applications for your approval.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au



/TransLinkQLD



/TransLinkSEQ



Please consider the environment before printing this email.

Released under RTI - DTMR

Request for promotional travel products

Requestor details

Title: Not Relevant First name: Surname:
 Role: executive - global partnerships Organisation: gold coast tourism
 Email: @gctourism.com Phone: 075584 6229

3 Days goeydore

Event / Promotion details

Title: NZ Mega Trade Famil

Dates: 23/3/18 to 25/3/18

Website:

Quantity requested: 33

☐ Child
☒ Adult

Card type (if known): go Card

Overview of event / promotion:

(this may include - venue/location, organising body, industry sector, event significance)

Gold Coast Tourism is hosting approx 30 travel agents, wholesale and head office product staff from NZ as well as 1 airline rep from the NZ region Aust NZ and a travel

Target audience to receive travel products:
 (e.g. organisation, industry, nationality)

Journals from Travel Memo) for our annual trade fam on the Gold Coast. Throughout the itinerary we will be introducing the agents to a variety of new products and experience. The aim is for them to take home new knowledge of the destination and offerings available, to sell to the clients back home.

New Zealand travel agents

Justification for free travel:

(Why should this event/promotion receive free travel support?)

Showcasing the G:Link as a suitable mode of transport for their clients, if suggesting an alternative mode of transport compared to hire car (taxi) uber

Commercial benefits for TransLink:

(e.g. new business opportunities, increased brand awareness)

increased awareness to NZ travel trade, information passed on to holiday makers visiting from NZ

Office use only

Please circle

- | | | | | |
|----|--|---|---|---|
| 1) | Is the request for a relevant industry or event? | Y | / | N |
| 2) | Will new business opportunities be created? | Y | / | N |
| 3) | Greater than 2:1 ROI expected? | Y | / | N |

Approved / Not approved

Name:

Position:

Signature:

Date: 25 3 18



PRODUCT DEVELOPMENT - TRANSLINK

go explore Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

Lift and peel
 Sender to keep
607 32890001 097

P.O.Number (if applicable)

Contact Person

Not Relevant

Company/Government Agency

Gold Coast Tourism

ABN (if applicable)

Address

suite N301 Oracle North, 12 Charles Avenue

Broadbeach

State

QLD

Post Code

4218

Phone

5584 6229

Fax

Email

@gctourism.com

Purpose of Order (what the cards will be used for)

Business Development issue: GC Tourism hosting 9 agents from Japan as part of the Qantas KIX famil. They are visiting the Gold Coast for 3 days for hotel site inspections and tours.

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
9 x 3 day go explore	9	\$ 30.00	\$ 270.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 270.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

53

Fulfilment Method

☐ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager Products

Signature

Date

28/02/2018

Susan T Nepe

From: George S Chemali
Sent: Tuesday, 27 February 2018 11:15 AM
To: Damien J Boorman; Susan T Nepe
Subject: RE: For your approval : Famil requests
Attachments: GLink request form.pdf; GLink request form.pdf

Thanks Damo
Sue – FYI for processing please

Regards



George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m Not Relevant

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



Please consider the environment before printing this email.

From: Damien J Boorman
Sent: Tuesday, 27 February 2018 11:14 AM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: For your approval : Famil requests

approved

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

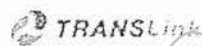
61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4077 | m Not Relevant f 07 3338 4600

e damien.boorman@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



Please consider the environment before printing this email.

From: George S Chemali
Sent: Monday, 26 February 2018 4:12 PM
To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: For your approval : Famil requests

Hi Damien,

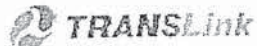
Please find attached, two famil request applications for your approval.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

Request for promotional travel products

Requestor details

Title: Not Relevant First name: Surname:
 Role: executive - global partnerships Organisation: gold coast tourism
 Email: @gctourism.com Phone: 075584 6229

Event / Promotion details

Title: Japan - Qantas KIX Famil

Dates: 29 / 3 / 18 to 01 / 04 / 18

Website:

Quantity requested: 9

☐ Child
☒ Adult

Card type (if known): go Card

Overview of event / promotion:

(this may include - venue/location, organising body, industry sector, event significance)

Gold Coast Tourism is hosting 7 agents from Japan as part of the Qantas KIX famil. They are visiting the GC for 3 days for hotel site inspections and tours

Target audience to receive travel products:
 (e.g. organisation, industry, nationality)

Japanese travel agents

Justification for free travel:

(Why should this event/promotion receive free travel support?)

Showcasing the G:Link as a suitable mode of transport for their clients visiting from Japan for holidays

Commercial benefits for TransLink:

(e.g. new business opportunities, increased brand awareness)

increased awareness to Japan travel trade. Japanese translated GLink maps and brochures will be placed in their welcome packs

Office use only

Please circle

- | | | | | |
|----|--|---|---|---|
| 1) | Is the request for a relevant industry or event? | Y | / | N |
| 2) | Will new business opportunities be created? | Y | / | N |
| 3) | Greater than 2:1 ROI expected? | Y | / | N |

Approved / Not approved

Name:

Position:

Signature:

Date: 01 04 18

PRODUCT DEVELOPMENT - TRANSLINK

Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

Sender to keep
 606 39745853 095
 Lift and peel

P.O.Number (if applicable)

Contact Person

Not Relevant

Company/Government Agency

Gold Coast Tourism

ABN (if applicable)

Address

Suite N302 Oracle North

12 Charles Ave, Broadbeach

State

QLD

Post Code

4218

Phone

5584 6226

Fax

Email

@gctourism.com

Purpose of Order (what the cards will be used for)

Business Development issue - China Travel Trade Familiarisation, organised by Gold Coast Tourism.

The famill will promote east of travel via tram on the GC to key travel agents from China, who will then promote the tram to their clients back in China.

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
9 x 1 day go explore	9	\$ 10.00	\$ 90.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 90.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

54

Fulfilment Method

☐ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager Products

Signature

Date

15/03/2018

Travel request form

By completing this form, I agree to the travel terms and conditions AND agree to send TransLink copies of the publication/s to gobusiness@translink.com.au. Media famil requests must complete **Sections 1 and 2**. We require a minimum of four weeks lead time to ensure your order is processed.

Section 1:

Company details (requesting company)

Organisation: Gold Coast Tourism	Position: Executive - Global Partnerships	Company ABN: 75 009 935 184
Title: Not Relevant	First name: Not Relevant	Surname: Not Relevant
Phone: 0755846226	Email: [Redacted]@gctourism.com	

Delivery address for your cards

Contact name (Who are the cards being delivered to?):

[Redacted]

Delivery address:

Suite N301 Oracle North, 12 Charles Avenue

Suburb:

Broadbeach

Contact phone number:

0755846226

State:

Q L D

Postcode:

4 2 1 8

Any special delivery instructions?

Please go to level 3 reception and dial phone extension 6226

Event famil details

Famil type:

(please tick)



Travel



Corporate



Media (please complete Section 2)

Dates requiring public transport

Start date:

2 1 / 0 4 / 1 8

End date:

2 1 / 0 4 / 1 8

Number of travel days:

1

Date the cards are required by:

2 0 / 0 4 / 1 8

Number of cards (one per person):

9

Modes of transport



Bus



Train



Ferry



Tram

Purpose of visit:

China Travel Trade Familiarisation, Organised by Gold Coast Tourism.

Send your completed form back to: gobusiness@translink.com.au

Travel destination (e.g. Brisbane, Gold Coast or Sunshine Coast):

Gold Coast

Justification for free travel: (Why should this event/promotion receive free travel support and how will it benefit TransLink?)

This Familiarisation will promote ease of travel via tram on the Gold Coast to key travel agents from China, who will then promote the tram to their clients back in China.

TransLink regulates film and photography production to ensure that activities are carried out safely and without disruption to other passengers and businesses. Do you require a permit?

(please tick)

Yes

☐

No

☒

Host details:

(Host/s leading the famil group)

1. Name:

[Redacted]

Organisation:

Gold Coast Tourism

Email:

[Redacted]@gctourism.com

Phone:

[Redacted]

2. Name:

[Redacted]

Organisation:

[Redacted]

Email:

[Redacted]

Phone:

[Redacted]

Participant details

(Participants using the travel cards. If you have extra participants please attach a list)

Title: Full name:

[Redacted]

Not Relevant

Organisation:

Beijing Youth Travel Service Co.,Ltd(Cook Navigation)

Email:

[Redacted]@qq.com

Beijing Baicheng International Travel Co.,Ltd

[Redacted]@baicheng.com

Shanghai New Comfort International Travel Co.,Ltd

[Redacted]@qq.com

China Comfort Travel Henan Co.,Ltd

[Redacted]

China International Travel Service(Jiangsu)Co.Ltd

[Redacted]@qq.com

Zhejiang Everbright International Co.Ltd

[Redacted]

Lion Travel

TBC

China Travel Trade

TBC

Participant 8

Send your completed form back to: gobusiness@translink.com.au



(54)

Susan T Nepe



From: George S Chemali
Sent: Thursday, 15 March 2018 1:57 PM
To: Susan T Nepe
Subject: FW: Travel Request - Gold Coast Tourism
Attachments: TRANSLINK - Travel Request Form China Trade Famil.pdf

Hey sue, please see famil attached for processing - thx

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



 Please consider the environment before printing this email.

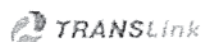
From: Damien J Boorman
Sent: Thursday, 15 March 2018 1:53 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Travel Request - Gold Coast Tourism

approved

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m Not Relevant f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



 Please consider the environment before printing this email.

From: George S Chemali
Sent: Thursday, 15 March 2018 10:13 AM
To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: FW: Travel Request - Gold Coast Tourism

Hi Damien,

Are you able to please approve the 9 go explores for a Chinese famil on the gold coast.
Thanks.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m [Redacted]
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

From: [Redacted] [mailto:[Redacted]@gctourism.com]

Sent: Thursday, 15 March 2018 8:47 AM

To: George S Chemali <george.chemali@translink.com.au>

Subject: Travel Request - Gold Coast Tourism

Good Morning George,

I hope you're well! ☺

Attached is a travel request for a group of Chinese Travel Trade who we've been able to secure for a post Adelaide Australian Tourism Exchange familiarisation visit to the Gold Coast.

Please let me know if you have any questions at all.

Cheers,

[Redacted]

[Redacted]

Executive - Global Partnerships
Gold Coast Tourism Corporation

+61 7 5584 6226 [Redacted]@gctourism.com
Suite N301 Oracle North, 12 Charles Avenue Broadbeach QLD 4218
DestinationGoldCoast.com

* This email is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's consent.



PRODUCT DEVELOPMENT - TRANSLINK

goAccess Order Form -FOC

- ☐ New Cards (will include a mandatory deposit)
- ☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Company/Government Agency

ABN (if applicable)

Address

State

Post Code

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

Steven Pree

TransLink Division

61 Mary Street

QLD

4000

33384120

steven.pree@translink.com.au

FOC Cardstock for Noosa Council to provide public transport training for Visitor Information Centre volunteers

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
1-day go explore	15	\$ 10.00	\$ 150.00
\$20 preloaded go card	5	\$ 20.00	\$ 100.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 250.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

FOC / 1689

Fulfilment Method

☐ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager Products

Signature

Date

22/03/2018

Susan T Nepe

From: [REDACTED]@logikalprojects.com>
Sent: Thursday, 22 March 2018 10:49 AM
To: Steven J Pree
Cc: [REDACTED]
Subject: RE: Go Cards

Hi

That is fantastic – thanks Steven. Agree Go Explore would work better.

Maybe do a couple of the Go Cards and they can send a few people on an extended expedition

Kind Regards

[REDACTED]
From: Steven J Pree <steven.pree@translink.com.au>
Sent: Thursday, 22 March 2018 11:42 AM
To: [REDACTED]@logikalprojects.com>
Cc: [REDACTED]@accessionconsulting.com.au>
Subject: RE: Go Cards

Hi [REDACTED]

I can arrange some FOC cards for the training purposes – the treasure hunt idea sounds like a great activity. I think my recommendation would be to provide *go explore* cards as this is the product we'd really like to push in Noosa – particularly from the Visitor Information Centre. It also means the volunteers won't run into a situation where they run short of travel balance while out and about on the network.

I'll organise 15 x 1-day *go explore* cards for you and provide them to [REDACTED] tomorrow if that works? Bear in mind it will only work on the Sunbus services so if the treasure hunt is planned to extend beyond Cooroy on a QR service let me know as we can always do a few \$20 preloaded go cards as well.

Cheers
Steve

Steve Pree
Manager (Product)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4120 | f 07 3338 4600 | m [REDACTED]
e steven.pree@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



Customers first Ideas into action Be courageous Unfeash potential Empower people

From: [Redacted] Not Relevant [Redacted] mailto:[Redacted]@logikalprojects.com]
Sent: Thursday, 22 March 2018 10:26 AM
To: Steven J Pree <steven.pree@translink.com.au>
Cc: [Redacted] <[Redacted]@accessionconsulting.com.au>
Subject: Go Cards

Hi Steven

Unfortunately I wont be able to join [Redacted] at the meeting tomorrow but I wanted to ask you a question about the GoCards.

Noosa Tourist Office has trained up their volunteers and taught them how to explain the workings of the Go Card and Go Explore but they were wondering if Translink might provide a small number of Cards so their volunteers could go out and use the buses. The Tourist Office Manager was thinking of sending them on a treasure hunt where they had to use public transport to get to certain attractions etc. That way the volunteers could speak from experience about how easy it is to get around.

Does Translink provide GoCards for training purposes in this sort of example, say 5-10 cards with some preloaded amount?

Kind Regards

[Redacted]
Project Manager - Noosa Transport Strategy

[Redacted] Not Relevant [Redacted]

WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and any legal privilege and confidentiality attached to this email is not waived or destroyed by that mistake.

It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with your computer system).

Opinions contained in this email do not necessarily reflect the opinions of the Department of Transport and Main Roads, or endorsed organisations utilising the same infrastructure.



PRODUCT DEVELOPMENT - TRANSLINK

go explore Order Form -FOC

☐ New Cards (will include a mandatory deposit)

☐ Existing Cards (list card numbers on page 2)

P.O.Number (if applicable)

Contact Person

Company/Government Agency

ABN (if applicable)

Address

State

Post Code

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

George Chemali

TMR -TransLink Division

61 Mary Street

QLD

4000

Promotional purposes - Gold Coast Tourism and Travel Expert are looking to run a promotion to promote the Gold coast. The promotion will run from April - Jun and promote activities/attractions situated to the FIT market (Free-independent-traveller). The Fit market is our largest GLink commuter in the tourism segment

go card product

Quantity

Value on card (including deposit for New Cards)

Total Amount

50x go explore	50	\$ 10.00	\$ 500.00
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		Total	\$ 500.00

PLEASE RETURN ORDER FORM EMAIL TO: products@translink.com.au

TransLink Use

Order Number

56

Fulfilment Method

☐ New Order from CTS ☒ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager Products

Signature

Date

29/03/2018

PD01 - 2016

Susan T Nepe

From: George S Chemali
Sent: Thursday, 29 March 2018 9:29 AM
To: Susan T Nepe
Subject: FW: Your approval required

Hi Sue,

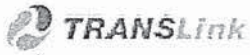
Are you able to please process 50x go explore for promotional purposes please.

Approval below in yellow.

Regards

George Chemali
Manager (Partnerships & Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
 /TransLinkQLD  /TransLinkSEQ



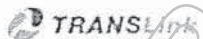
Please consider the environment before printing this email.

From: Damien J Boorman
Sent: Friday, 23 March 2018 3:04 PM
To: George S Chemali <george.chemali@translink.com.au>
Subject: RE: Your approval required

See below

Damien Boorman
A/Director (Marketing & Communications)
Passenger Transport Services
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4077 | m Not Relevant | f 07 3338 4600
e damien.boorman@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
 /TransLinkQLD  /TransLinkSEQ



Please consider the environment before printing this email.

From: George S Chemali
Sent: Monday, 19 March 2018 2:02 PM

To: Damien J Boorman <damien.boorman@translink.com.au>
Subject: Your approval required

Hey mate,

Just wondering if you've had a chance to look at the following:

1. Promotion of go explore/Airtrain through Travel Expert
Required for your approval : 50 go explore for promotional purposes
approved

2. Gold Coast University Hospital go event trial
Required for your approval : Approval to proceed with trial
Discuss 1 on 1

3. The Development of a "Public Transport Education Program" Briefing Note
Required for your approval : Approval to proceed
You were going to nudge jazz for her feedback?

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4321 | f 07 3338 4600 | m

e george.chemali@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



 Please consider the environment before printing this email.

Susan T Nepe

From: George S Chemali
Sent: Thursday, 29 March 2018 10:03 AM
To: Susan T Nepe
Subject: FW: FYA : Partnership opportunities
Attachments: IMG_8681 (3).jpg



Hi Sue, this is the original email – see yellow below

Regards

George Chemali
Manager (Partnerships & Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant

e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.

From: George S Chemali
Sent: Wednesday, 7 March 2018 11:09 AM
To: Boorman, Damien <damien.boorman@translink.com.au>
Subject: FYA : Partnership opportunities

Hi Damien,

Further to our Airtrain discussions, last week was quite productive in terms of partnering with our stakeholders to provide better customer outcomes.

Meetings with Airtrain, Gold Coast tourism and Ticketmates, were well received through discussions and agreeance around the following projects:

1. **Promotion of go explore/Airtrain through Travel Expert**

Travel Expert (<https://www.texpert.com/en/about/aboutus.aspx>) is the equivalent of Flight Centre (in Hong Kong), with over 30 retail stores. Travel Expert in partnership with Gold Coast Tourism are looking to run a promotion to promote the Gold Coast. The promotion will run from April – Jun and promote activities/attractions situated to the FIT market (Free-independent-traveller). The FIT market is our largest GLink commuter in the tourist segment.

Details of promotion: Airtrain have agreed to provide a 25% discount to all travel expert bookings and we would look to provide free go explore cards to the first 50 bookings.

Required for your approval : 50 go explore for promotional purposes

2. **Promotion of go explore/Airtrain/Theme parks – distributed through Glink Kiosks**

After recent price hikes with Village Road Show theme park ticketing, up to 40% (good timing with Comm Games :P) – Couldn't of come at a better time but also present a great opportunity to promote the go explore product through:

- a. go explore+Theme park Bundle
- b. go explore +Theme park+ Airtrain bundle

Not only these packages will be appropriately priced but they will be able to be collected/redeemed from the G:Link kiosks, contracts team/product teams have been informed and are also onboard.

3. Promotion of AirTrain and go event

Airtrain have agreed to provide a 20% discount for all delegates (conference organisers) who purchase the go event product through TransLink. The redemption will be through a promotion code that we provide to the conference organisers. Promotion through the go event page on translink.com.au

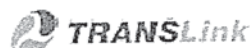
These initiatives are pretty much ready to go pending your approval, I will also brief Simon and his team to keep them in the loop, Kerry is also across these.

Regards

George Chemali
Manager (Business Development)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4321 | f 07 3338 4600 | m Not Relevant
e george.chemali@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](https://www.facebook.com/TransLinkQLD)  [/TransLinkSEQ](https://twitter.com/TransLinkSEQ)



 Please consider the environment before printing this email.



go Card Order Form - External Orders

go cards will be issued with a deposit (\$10 for adult cards and \$5 for all other card types) plus a minimum of \$5 travel credit

go cards are non-transferrable. Customers wishing to purchase pensioner concession, child, and senior cards are required to comply with go card terms and conditions of travel.

P.O.Number (if applicable)

Contact Person

Sue Nepe

Company/Government Agency

TransLink

ABN (if applicable)

Address

61 Mary Street

State

QLD

Post Code

4000

Phone

Fax

Email

Purpose of Order (what the cards will be used for)

Out of the Box - QPAC go event cards for their volunteers from Tuesday 26 June to Sunday 1 July 2018

go card product	Quantity	Value on card (including deposit for New Cards)	Total Amount
100 x go event x 6 days	100	\$ 24.00	\$ 2,400.00
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
		Total	\$ 2,400.00

PLEASE RETURN ORDER FORM BY EMAIL

EMAIL: products@translink.com.au

PLEASE INDICATE YOUR PAYMENT REQUIREMENTS:

☐ Credit Card

☐ EFT

☐ Cheque

TransLink Use

Order Number

CE141

Fulfilment Method

☐ New Order from CTS

☐ Use card stock on hand at TransLink

Contact Name & Number

Sue Nepe

Cost Centre / Internal Order

5272

GL Account

55080

Approved By (must be approved by financial delegate responsible for cost centre above)

Steve Pree

Position

Manager Products

Signature

Date

1/05/2018

Susan T Nepe

From: Steven J Pree
Sent: Monday, 30 April 2018 3:17 PM
To: Susan T Nepe
Subject: FW: Out of the box reminder - volunteer go event cards
Attachments: Translink Ticketing Advice 0760_2018 Out of the Box Festival.pdf

Follow Up Flag: FollowUp
Flag Status: Flagged

Hey Sue,

Can I please ask you to take the lead on organising these cards for the Out of the Box event please? Looks like 6 day cards as FOC's?

Thanks
Steve

Steve Pree
Manager (Product)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4120 | f 07 3338 4600 | m Not Relevant
e steven.pree@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



Customers first Ideas into action Be courageous Unleash potential Empower people

From: Kara Montgomery
Sent: Monday, 30 April 2018 2:59 PM
To: Steven J Pree <steven.pree@translink.com.au>
Cc: Andrew Z Silajew <andrew.silajew@translink.com.au>
Subject: Out of the box reminder - volunteer go event cards

Hey Steve,

Just a reminder that QPAC will require 100 go event cards for their volunteers for the Out of the Box event.

Cards will need to be issued from the first day until the last day of the event (Tuesday 26 June to Sunday 1 July 2018) and applies on all TL services excluding Airtrain.

6 days

We'll send out another ticketing advice closer to the event date to remind operators.

Attached is the ticketing advice sent early this year - The purpose of issuing the ticketing advice early was in order for QR to commence the process of taking group bookings for schools who will be attending the Out of the Box festival.

Kind regards,

Kara Montgomery
A/Principal Policy Advisor (Ticketing)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4362 | f 07 3338 4600 m Not Relevant

e kara.montgomery@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 /TransLinkQLD  /TransLinkSEQ



Customers first Ideas into action Be courageous Unleash potential Empower people

Released under RTI - DTMR

Susan T Nepe

From: Policy
Sent: Tuesday, 1 May 2018 11:46 AM
To: Susan T Nepe
Subject: Out of the box Festival - 26 June-1 July 2018
Attachments: 201802200757.pdf; Translink Ticketing Advice 0760_2018 Out of the Box Festival.pdf

Hi sue,

Here's the approved BN and ticketing advice regarding the 2018 Out of the Box.

QPAC will require 100 go event cards for their volunteers for the event.

Cards will need to be issued from the first day until the last day of the event (Tuesday 26 June to Sunday 1 July 2018) and applies on all TL services excluding Airtrain.

We'll also send out another ticketing advice closer to the event date to remind operators.

My contact at QPAC will give me a call back to confirm timeframe cards are required by, and delivery address.

Thanks Sue,

Kind regards,

Kara Montgomery
A/Principal Policy Advisor (Ticketing)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4362 | f 07 3338 4600 m Not Relevant

e kara.montgomery@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

 [/TransLinkQLD](#)  [/TransLinkSEQ](#)



Customers first Ideas into action Be courageous Unleash potential Empower people

From: Policy
Sent: Tuesday, 20 March 2018 3:59 PM
To: Wietske Smith <wietske.smith@translink.com.au>
Cc: Kara Montgomery <kara.montgomery@translink.com.au>; Andrew Z Silajew <andrew.silajew@translink.com.au>
Subject: FOR YOUR APPROVAL: TransLink Ticketing Advice No. XXXX2018 - Out of the box Festival - 26 June-1 July 2018

Hi Wietske,

Please find attached for your consideration and approval the above Ticketing Advice.

The festival is not until June, however we would like to get the advice out soon so that QR can start taking group bookings from schools for children attending.

Also attached is an extract of the brief sent to Matt for approval of the free travel – for your information.

Regards

Andrew Silajew
Senior Advisor (Ticketing Policy)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4231 | f 3338 4600

e Andrew.Silajew@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au



[/TransLinkQLD](https://www.facebook.com/TransLinkQLD)



[/TransLinkSEQ](https://plus.google.com/+TransLinkSEQ)



TRANSLink



Please consider the environment before printing this email.

Released under RTI - DTMR

TransLink Ticketing Advice

No: 0760

To: All TransLink Operators

Date: 21 March 2018

Subject: 2018 Out of the box Festival

TransLink operators and stakeholders are advised of the Out of the Box (OOTB) Festival which will be held at the Queensland Performing Arts Centre from Tuesday 26 June to Sunday 1 July 2018.

To support the many schools that attend the festival, children aged 8 years and under who are in possession of an Out of the Box Festival ticket will be entitled to travel free of charge on off-peak Queensland Rail City Network services from their nominated boarding station to the festival at South Bank when they register their group travel with Queensland Rail.

Groups that register their travel with the Queensland Rail group booking officer will be permitted to have one (1) adult per two (2) children travel free of charge. Groups will need to present their group booking confirmation upon arrival at their nominated station. Travel is only valid on the day of their booking and the group must remain together for travel.

Out of the Box volunteers will be permitted to travel for free on all off-peak TransLink services (excluding Airtrain) to and from the event from Tuesday 26 June to Sunday 1 July 2018. Further detailed information about the type of pass or product Out of the Box volunteers will use will be communicated closer to the event.

This free travel offer is only available to schools and volunteers attending ticketed events as part of the Out of the Box Festival 2018. The free travel offer (excluding volunteers) is not available on any other TransLink service. Schools that don't register their travel with Queensland Rail will be required to purchase a valid ticket for travel or use a go card.

Attached for your reference is an image of the Queensland Rail group ticket.

A reminder ticketing advice will be also be distributed closer to the event.

Should you have any questions regarding this information, please contact Kara Montgomery on 3338 4362 or email kara.montgomery@translink.com.au.

Regards,

Wietske Smith
A/General Manager, Passenger Transport Services
TransLink Division, Department of Transport and Main Roads

Sample image of OOTB Group Booking Ticket

Group Booking Ticket		TRANSLink	
4000001948		Public Transport Tax Invoice ABN: 46 097 411 749	
Date of Issue: <i>Wednesday, 12 March 2014</i>			
Group Booking Name:		Date of Travel:	
<i>Manly West State School</i>		<i>Wednesday, 25 June 2014</i>	
ABN of organisation (if applicable):		Journey 1: Boarding Time:	
<i>N/A</i>		<i>8:35 AM</i>	
		Journey 1 Origin:	
		<i>LOTA</i>	
Group Booking Address:		Journey 1 Destination:	
<i>226 Manly Road Manly West 4179</i>		<i>SOUTH BRISBANE</i>	
		Journey 1 Transfer:	
		<i>N/A</i>	
		Journey 2: Boarding Time:	
		<i>1:15 PM</i>	
Passenger Class		Journey 2 Origin:	
		<i>SOUTH BRISBANE</i>	
Number of people travelling:		Journey 2 Destination:	
<i>Adult 14</i>		<i>LOTA</i>	
<i>Child 140</i>		Journey 2 Transfer:	
<i>Concession Nil</i>		<i>N/A</i>	
		Ticket valid for zones:	
		<i>Zone 1 to 4</i>	
Total Payment received:		Payment type:	
<i>\$0.00 (Total includes GST)</i>		<i>CASH</i>	
OFFICE USE			
Group Booking Ref No.: <i>142506154LOTSOU</i>		Group booking contact number: <i>1300 768 595</i>	

(Front)

Queensland Rail Group Booking Travel Conditions
<ul style="list-style-type: none"> This ticket confirms your booking on Queensland Rail City Network only. Large groups travelling on bus and / or ferry services may not be conveyed on the one vehicle or vessel due to limited capacity. A charter service may be the best option for large groups. This Group Ticket is only valid for travel between the departure location and destination location, for the times and date stated on the front. All passengers travelling on this ticket must travel together as a group. Any passengers travelling separately must be in possession of a valid Translink go card, ticket or pass. The free travel component for group bookings made with Queensland Rail is only valid on the Queensland Rail City Network. An additional fare will be payable for travel on bus and ferry services. Alterations to the booking will only be processed where 7 working days notice is given. Twenty four hours notice must be provided to cancel the booking and obtain a refund on the whole group ticket. Partial refunds cannot be processed without 7 working days notice. Refunds are not permitted on or after the day of travel. A refund administration fee may apply. The Group Ticket must be presented upon request by an authorised person. Failure to comply with these conditions may result in a penalty. This ticket is invalid if altered. Translink's "Conditions of Travel" apply.

(Back)

Briefing Note

Approved
19/2/18

To Matthew Longland

Copy to Wietske Smith, Damien Boorman

Subject *Approval to support the 'Out of the Box Festival 2018'*

Our ref
Your ref
Date 18 February 2018

Background

- QPAC has approached TransLink Division to provide free off-peak rail travel for children aged 1 – 8, their carer's and 100 festival volunteers to the Out of the Box Festival 2018.
- Out of the Box Festival runs from Tuesday 26 June to Sunday 1 July 2018 and will present over 300 performances, workshops and free events to more than 100,000 children aged eight years and under with their families, carers and teachers.
- 2018 marks the 26th birthday for the Out of the Box Festival, an event that has connected with over 700,000 children and has been supported by the Department of Transport and Main Roads since its inception.
- The Out of the Box Festival 2018 has been identified to fit, and consistent with the TransLink Division 'Free Travel Policy' where legacy events such as Out of the Box and Schoolies have been supported by Government for numerous years.

Comment

- Out of the Box programming is underpinned by prioritising that is relevant for children aged 1-8 and to then make connections which address emotional, social and sensory components vital to holistic learning and development, particularly this year as the festival theme is 'Journeys'.
- Supporting the festival will help promote an accessible public transport system, which provides safe and efficient movement of people to and from locations within Brisbane's central hub and in-line with the city's cultural events.
- Attendees will be exposed to TransLink, go card and Queensland Rail and will be encouraged to travel using public transport services as part of the event experience.

Department of Transport and Main Roads

Enquiries Wietske Smith
Telephone +61 7 3338 4110
Facsimile +61 7

Action Taken Form

Subject: Not Relevant – Free travel for Gold Card DVA holders

Document ID:	COR18/MC/115 - MC100543
--------------	-------------------------

- Esther Large A/Manager (Policy), Passenger Transport Policy phoned
- was seeking advice on the 50% transport concession for Gold Card holders and 100% concession for TPI/EDA Card holders.
- Esther confirmed to that only veterans that have TPI/EDA embossed on their Gold Cards receive 100% transport concession and that all other Gold Card holders receive a 50% transport concession.
- mentioned the extension of the concession to White Card holders. Esther confirmed that as of last Friday, 9 February 2018, White Card holders also receive a 50% transport concession and that this was implemented on the network as a way for Government to honour Queensland veterans.
- Esther further advised there was currently no intention to change the concessions framework at this point in time.
- thanked Esther for the information with no further action or follow up expected from

Contact officer details:

Name:	Esther Large
Position:	A/Manager (Policy)
Telephone:	3338 4475
Date:	13 February 2018

Name:	
Position:	
Telephone:	
Date:	



ANZAC Day Commemoration Committee Qld Inc
PO Box 3246 Stafford DC QLD 4053
Ph 07 3263 7118 Fax 07 3175 0608
Email: office.adcc@anzacday.org.au

Mr Peter Milward
Deputy Director General
TransLink Division
GPO Box 1549
Brisbane Q. 4001

Dear Mr Milward

I am commencing preparations, in my role as Honorary Chair of the ANZAC Day Ceremonies Committee for the 2018 Students' Ceremony to be held in ANZAC Square on Monday 23 April.

Background

The ANZAC Day Commemoration Committee is a voluntary organisation comprising representatives from Military and Service organisations, the Churches, Returned Service Associations, the Red Cross, Government and Community organisations. Our Patron is His Excellency the Governor of Queensland, our Chairman, the Premier and the Vice Chairman, the Leader of the Opposition. Business is conducted, throughout the year, by a five-member Executive.

The Committee produces education material for schools, assists in the funding of memorials, veterans' homes and associations concerned with the care of former service personnel and their families. We also play a key role in the commemoration of ANZAC Day, organising the Brisbane City Dawn Service and the Students' Commemoration Ceremony.

The Students' Ceremony is held as close to (and before) ANZAC Day as possible. Representative groups of children from schools across South-East Queensland travel to ANZAC Square to participate.

Schools are actively involved in the ceremony, providing a choir, cadets to form the Catafalque Party, assistance with reception of VIP guests, reading tributes and providing a representative from each school to lay a wreath.

His Excellency The Governor heads the official guest list, which includes the Premier of Queensland, Opposition Leader, the Lord Mayor, Director General of Education, senior members of the Defence Forces in Queensland and community leaders.

This Year's Ceremony

In 2018, our thoughts will particularly turn to the final battles of the Great War leading to the Armistice declared on 11 November 1918. The significant Australian involvement in the battle of Villers-Bretonneux on 24-25 April 1918 which was a decisive turning point in the War will be especially commemorated

The Students' Ceremony provides our next generation with the opportunity to reflect on the efforts of Defence Force personnel in Australia and overseas, in times of conflict, peacekeeping operations and natural disasters.

The Role of Public Transport

Prior to the implementation of integrated transport in South East Queensland, QR Citytrain (now Queensland Rail City Network) kindly assisted with the provision of free rail travel to students attending for several years and for the last ten years we have been most appreciative of continuing support from TransLink. As we encourage only representative contingents from each participating school and travel is generally outside peak hours, limited adjustments are made to City Network schedules and it does not impact adversely on normal patronage.

Transit Officers and Station Staff are on hand to divert pedestrian traffic from the subway during the ceremony and to assist in moving the students from Central Station to ANZAC Square.

TransLink and Queensland Rail are acknowledged and thanked on all programs, advertisements and in television coverage.

It would be greatly appreciated if TransLink would consider assisting us in 2018. Quite often the provision of free transport is a key factor in a school's decision to attend.

I look forward to your response.

Yours sincerely

Not Relevant

Hon Chair
ANZAC Ceremonials Committee

February 2018



OFFICE OF THE
LORD MAYOR
Brisbane

Office
City Hall
King George Square
Brisbane Qld 4000 Australia
Tel 07 3403 4400
Fax 07 3403 9930
LORDMAYOR@brisbane.qld.gov.au
Postal
GPO Box 2287
Brisbane Qld 4001 Australia

16 April 2018

Mr Matthew Longland
Deputy Director-General
TransLink Division
Department of Transport and Main Roads
GPO Box 50
BRISBANE QLD 4001



Dear Mr Longland

The Lord Mayor was contacted by [redacted] Not Relevant from the International Police Association about the upcoming National AGM of the International Police Association.

In his email, [redacted] wrote:

"I was wondering if the BCC could donate 20 tickets (for the City Cat) for visiting Police Officers (retired and serving) who are attending Brisbane between 18 to 21 October 2018 for the National AGM of the International Police Association. I would like the visitors to jump on a City Cat and go from one end of the City Cat route to the other to showcase the beautiful River City."

As TransLink is responsible for fares and ticketing policy in South East Queensland, the Lord Mayor would appreciate if you could consider [redacted] request and respond to him directly. [redacted] can be contacted by phone on [redacted] by email at nationaltreasurer@ipa-australiapolice.com.au or by writing to PO Box 16025, City East QLD 4002.

Thank you for your assistance with this matter.

Yours sincerely

John Cowie
MANAGER
LORD MAYOR'S ADMINISTRATION OFFICE

Ref: LM01138-2018

Our ref COR18/ORG/203

Department of
Transport and Main Roads

2 May 2018

Not Relevant

International Police Association
nationaltreasurer@ipa-australiapolice.com.au

Dear

I refer to your correspondence with the Right Honourable, the Lord Mayor of Brisbane, Councillor Graham Quirk, requesting 20 CityCat tickets for visiting Police Officers attending the National Annual General Meeting of the International Police Association in October 2018. The Lord Mayor referred your feedback to my office for consideration and direct response to you.

As you can appreciate, TransLink receives many requests for free or discounted travel from many worthy community groups and organisations such as charities, volunteer groups, non-profit organisations, council and government agencies. Unfortunately, due to funding limitations and to provide a fair and consistent approach, TransLink is unable to fulfil your request.

It should be noted, however, that Queensland Police Officers and Police Liaison Officers are eligible to travel free of charge on TransLink services, though must produce their official identification (including badge) when requested.

This free travel benefit is offered on the understanding that a Queensland Police Officer travelling on a TransLink service will take action should a situation arise requiring policing services and help create a safe and secure environment for the travelling public and our staff.

I understand this is not the outcome you were hoping for, however trust this information is of assistance.

Yours sincerely

Martin Bradshaw
General Manager (Passenger Transport Services)
Department of Transport and Main Roads

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email correspondence@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291

TMR – BRIEF FOR DECISION

Date: 3 May 2017

SUBJECT: Free Travel for Seniors during Seniors Week
(August 19 – 27 August 2017)**RECOMMENDATION(S):**

That you **indicate and approve** your preferred option, noting that Option 1, which maintains the Department of Transport and Main Roads (TMR) position not to provide free event travel for specific sectors, is TMR's preferred option.

BACKGROUND:

The Council on the Ageing (COTA) has written to TMR requesting free travel for Seniors during Seniors Week between Saturday 19 August and Sunday 27 August 2017 (**Attachment 1**).

TMR has traditionally declined free travel requests from COTA in line with Departmental policy position, to avoid the perception that certain groups are unfairly receiving benefits over other groups, as well as due to cost and operational considerations. The exception to this was in 2015 where, at the request of your office, TMR provided free travel to Seniors for the final weekend of Seniors Week via a flash pass solution. This was announced three days prior to the free travel being offered.

Patronage data was unable to be captured on train, ferry or light rail during the 2015 free travel weekend, due to the multiple boarding points available to customers where a driver was not present to count the customers. Analysis, based on the use of the count key on bus services shows there was no obvious net patronage gain of Seniors compared with the following weekend where free travel was not provided.

Furthermore, patronage data indicates approximately 58 percent of Seniors travelling on the 2015 free travel weekend still paid for their travel by touching on and off with their go card. These factors indicate that Seniors were largely unaware of the initiative.

Despite this, 11,431 Seniors still benefited from free travel on buses and ferries over the course of the weekend in 2015. The total implementation cost to the state was \$25,031.39, representing \$14,224.57 in forgone revenue in South East Queensland (SEQ), \$2,027.30 in reimbursements to regional operators, and \$8,769.52 in communications activities.

KEY ISSUES:Equity and Precedent

There is a risk that groups who have previously had their requests declined may perceive this initiative as unfair or seek to have the original decision overturned.

Approving the request for free travel will also set a precedent and expectation that TMR will fund free travel for Seniors Week each year.

Cost and Operational Considerations

TMR have not budgeted for free travel during Seniors Week, and as such free travel would result in foregone revenue to the State (refer *Financial Implications* below). In 2016/17 TMR have already foregone a considerable amount of revenue due to free travel that has been afforded to customers due to severe weather events and Queensland Rail operational issues.

The ticketing option able to be delivered if this was approved would be via the same flash pass solution used in 2015, whereby Seniors present their Seniors Card to a bus driver and this is recorded via a count key, thereby offering TMR limited patronage data.

TMR is unable to deliver free travel through a go card ticketing solution due to technical limitations of the ticketing system, competing work packages scheduled for delivery and Next Generation Ticketing probity considerations.

APPROVED/NOT APPROVED

option 1.

Hon. Jackie Trad MP
Deputy Premier
Minister for Transport and
Minister for Infrastructure and Planning

Date: 15/05/17.

Author details: Lee-Ann Lawrence Position: Director Product and Online Services Telephone: 3338 4536 Date completed: 27 April 2016	Endorsed by: Wietske Smith Position: Acting General Manager (PTC&F) Telephone: 3338 4110 Date approved: 28 April 2017	Endorsed by: Matthew Longland DDG: DDG (TransLink) Telephone: 3066 7320 Date approved: 2 May 2017	Endorsed by: Neil Scales Director-General Telephone: 3066 7316 Date approved: 3/5/17
--	---	--	---

Alternatively, Seniors customers could continue to touch on and touch off with TMR organising a mass adjustment to reimburse Seniors after the event, however this is not advised. This action places considerable pressure on the system which holds a limited number of auto load transactions. A mass adjustment will likely impact customers across the network attempting to receive online top-ups, tertiary pass/concession delivery, job seeker pass/concession delivery and other activities associated with go card.

OPTIONS:

TMR has developed four options to address COTA's request for your consideration. The comprehensive benefits, risks and mitigations for each of these options is detailed in **Attachment 2**.

TMR Recommends Option 1 (see **Attachment 2**) whereby no free travel is permitted during Seniors week. This option is consistent with TMR's existing position on free travel and ensures that TMR does not forgo further revenue or patronage data.

Option 1 has no ongoing financial impact to the State and no system or customer risks. Furthermore, the Queensland Government implemented the Fairer Fares package in December 2016 to deliver a fair, affordable and sustainable fare revenue stream to allow the network to continue to grow.

FINANCIAL IMPLICATIONS:

Options	SEQ – Forgone revenue (ex gst)	Regional – Forgone revenue (ex-gst)	Marketing	Total Cost
Option 1 - No Free travel (recommended)	Nil	Nil	Nil	Nil
Option 2 – Free Friday (25 August 2017)	\$42,573	\$10,727	\$10,000	\$63,300
Option 3 – First weekend of the event (Saturday 19 and Sunday 20 August)	\$46,436	\$15,449	\$10,000	\$71,885
Option 4 – Free travel during Seniors week (9 free days)	\$305,764	\$96,318	\$20,000	\$422,082

ELECTION COMMITMENT(S):

The Queensland Government implemented the Fairer Fares package in December 2016 to deliver a fair, affordable and sustainable fare revenue stream to allow the network to continue to grow.

RESULTS OF CONSULTATION:

No consultation was undertaken.

RIGHT TO INFORMATION: Contents/attachments suitable for publication?

☒ Yes ☐ No

MEDIA OPPORTUNITY: Is there a media opportunity for the DP's Office?

☒ Yes ☐ No



22 March 2017

RECEIVED

24 MAR 2017

Hon Jackie Trad MP
Deputy Premier, Minister for Transport and
Minister for Infrastructure and Planning
Member for South Brisbane
deputy.premier@ministerial.qld.gov.au

Dear Deputy Premier,

As you may be aware, COTA Queensland coordinates Queensland Seniors Week on behalf of the Queensland Government which provides \$100,000 to subsidise events and activities held during Seniors Week (this year to be held 19-27 August).

We acknowledge the support provided from in 2015, when free public transport was made available on all Translink and qconnect services for the last two days of the week's celebration.

In the evaluation of previous year's celebrations, community organisations indicated they could see the potential social benefits of offering free public transport during the entirety of Seniors Week to Seniors go card holders. This initiative has been offered in some other states and territories at various times, and provides an opportunity for seniors to use and enjoy public transport, possibly for the first time.

I am also aware that the Gold Coast trial of free off-peak transport for seniors has increased the take-up of the Queensland Government Seniors Card and the Seniors + go card. This could also be a useful by-product of free public transport for seniors during Seniors Week.

If you would like further information about COTA Queensland's views on mobility for people as they age, please don't hesitate to contact me on telephone 3316 2999.

Yours sincerely

Not Relevant

Chief Executive

ATTACHMENT 2

Options	Benefits	Risks/issues	Recommended mitigations
Option 1 - No Free travel (preferred option)	<ul style="list-style-type: none"> - No ongoing financial impact to the State. - Consistent with historical TMR approach of no free travel, avoiding a precedent for other groups. - Avoids issues associated with inability to deliver a go card system solution. - Fairer Fares implemented in December 2016 provides 93% of SEQ public transport customers a reduction in their fares which would have some positive impact for this cohort. - No system or customer risks. 	<ul style="list-style-type: none"> - Inconsistent approval of free benefit, noting free travel was provided in 2015 though not in 2016. 	<ul style="list-style-type: none"> - Messaging for seniors travel should remain focussed on seniors being eligible for a 50% concession fares on all services and, in SEQ, Senior go card holders who make two paid journeys a day can then travel for free for the rest of the day (free capping) and the additional 20% savings for travel during off peak times. - TMR to advise that free travel during 2015 was a "one off gesture of goodwill"
Option 2 – One day of free travel "Seniors Go Free on Friday" (25 August 2017)	<ul style="list-style-type: none"> - Satisfies senior customers who are receiving a "free travel" benefit they have not received before. - Positive media opportunity if successfully implemented. - A marketing campaign can be created to advise seniors customers of this opportunity. - May encourage greater use of public transport amongst this user group. - Reduced pressure on costs/revenue impacts to TransLink and less significant patronage reporting risk on light rail, rail and ferry services, given the limitation of free travel to one day - Minimises customer, operational and system risks associated with managing large volumes of requests for adjustments due to accidental 'touch on'. - Does not conflict with Ekka event which eliminates issue regarding special event ticket refund requests. 	<ul style="list-style-type: none"> - Financial impact (\$63,300) that is currently unfunded. - No patronage data on rail, light rail and ferry for 1 day due to lack of go card usage. Bus patronage can only be recorded as a count key and does not provide accurate forgone revenue if using the same method for free travel by showing a seniors card as eligible for the free benefit. - Unanticipated loss of patronage data on rail, ferry and light rail due to lack of go card usage, which will impact patronage and revenue forecast and Service Delivery Statement (SDS) measure reporting against 2017-18 budget. - Sets a precedent for coming years that funding will need to be acquired for. - Likely to increase free travel requests from other interest groups. - May result in negative feedback from other passenger groups and community groups who do not receive free travel. - Potential crowding issues at peak times if seniors are permitted to travel free at any time, which may result in negative feedback from affected commuters. 	<ul style="list-style-type: none"> - If this option is selected it is recommended that no adjustments are undertaken for an accidental 'touch on' and no refunds are provided for the purchase of paper tickets

		<ul style="list-style-type: none"> - The 'flash pass' approach is open to fraud in regional Queensland due to regional operators collecting the revenue and no differentiation between 'seniors' and other concession types. 	
Option 3 – Free travel for first weekend (Saturday 19 and Sunday 20)	<ul style="list-style-type: none"> - Off-peak fares apply on weekends, meaning foregone revenue is less than Option 2 - Satisfies senior customers who are receiving a "free travel" benefit they have not received before. - Positive media opportunity if successfully implemented. - A marketing campaign can be created to advise seniors customers of this opportunity. - May encourage greater use of public transport amongst this user group - Free travel provided over 2 days which may receive a more positive reception than 1 day of free travel 	<ul style="list-style-type: none"> - Significant financial impact \$71,885 that is currently unfunded. - Unanticipated loss of patronage data on rail, ferry and light rail due to lack of go card usage, which will impact patronage and revenue forecast and SDS measure reporting against 2017-18 budget. - Sets a precedent for coming years that funding will need to be acquired for. - Likely to increase free travel requests from other interest groups. - May result in negative feedback from other passenger groups and community groups who do not receive free travel. - Potential crowding issues at peak times if seniors are permitted to travel free at any time, which may result in negative feedback from affected commuters. - Overlap with Ekka event may result in some seniors seeking refunds for tickets purchased (\$28 fee to the State per transaction) - The 'flash pass' approach is open to fraud in regional Queensland due to regional operators collecting the revenue and no differentiation between 'seniors' and other concession types. - For regional Seniors customers, some <i>qconnect</i> services may not operate over weekend periods therefore regional customers do not benefit from the free travel offer. 	<ul style="list-style-type: none"> - If this option is selected, due to the significant cost and operational impacts, it is recommended that a policy of "no adjustments" is applied for accidental 'touch on' and no refunds for the purchase of paper tickets (including Ekka special event travel tickets). This is consistent with the current policy applied for the Gold Coast free bus travel for Seniors initiative the City of Gold Coast administers.
Option 4 - Free travel during Seniors week at all times (9 free days)	<ul style="list-style-type: none"> - Seniors receive free travel for 9 days. - Positive media opportunity - May encourage greater use of public transport amongst this user group. - A comprehensive marketing campaign can be created to advise seniors customers of this opportunity. 	<ul style="list-style-type: none"> - Very significant financial impact (\$422,082) that is currently unfunded. - Unanticipated loss of patronage data on rail, ferry and light rail due to lack of go card usage, which will notably impact patronage and revenue forecast and SDS measure reporting against 2017-18 budget. - Sets a precedent for coming years that funding will need to be acquired for. - Likely to increase free travel requests from other interest groups. - May result in negative feedback from other passenger groups and community groups who do not receive free travel. - Potential crowding issues at peak times if seniors are permitted to travel free at any time, 	<ul style="list-style-type: none"> - If this option is selected, due to the significant cost and operational impacts, it is recommended that a policy of "no adjustments" is applied for accidental 'touch on' and no refunds for the purchase of paper tickets (including Ekka special event travel tickets). This is consistent with the current policy applied for the Gold Coast free bus travel for Seniors initiative the City of Gold Coast administers.

		<p>which may result in negative feedback from affected commuters.</p> <ul style="list-style-type: none"> - Overlap with Ekka event may result in some seniors seeking refunds for tickets purchased (\$28 fee to the State per transaction) - The 'flash pass' approach is open to fraud in regional QLD due to regional operators collecting the revenue and no differentiation between 'seniors' and other concession types. - For regional Seniors customers, some <i>qconnect</i> services may not operate over weekend periods therefore regional customers do not benefit from the free travel offer. 	
--	--	--	--


Released under RTI - DTMR

Our ref COR17/ORG/402
Your ref 63272827, TT138/332/02

Department of
Transport and Main Roads

19 October 2017

Mr Matthew Tilly
Manager Transport and Traffic
PO Box 5042
GOLD COAST MC Qld 9729


Dear Mr Tilly

Thank you for your letter about an extension of the free Seniors bus travel initiative.

TransLink, a Division of the Department of Transport and Main Roads (TMR), is pleased to continue the Memorandum of Understanding (MoU) with the City of Gold Coast and will accept your request to extend the Gold Coast Seniors free off peak travel initiative on Surfside Buslines to include weekends. This new variation will align with the existing variation and continue until Tuesday 30 June 2020.

TransLink Division would like to review on 15 June of each following year, the terms of the variation to the MoU, including the average fare and off peak times with the City of Gold Coast.

It should be noted that formal TMR approval is required for any City of Gold Coast media release announcing the amendment to this initiative.

As part of the continuation to this agreement, TransLink proposes the following variation to the MoU:

- The free travel offer for eligible seniors will continue on Surfside Buslines off peak times currently from 8:30am until 3:30pm, Monday to Friday including public holidays and now weekends for customers who apply to council and are issued with a sticker.
- The existing sticker should continue to be used for the duration of the extension.
- The free travel offer is not extended to any other TransLink service.
- The free travel offer will conclude on Tuesday 30 June 2020.
- Council agrees to provide a letter to all eligible seniors which include clear reference of the end date of Tuesday 30 June 2020.
- Council agrees that any media announcements are clear of the end date of Tuesday 30 June 2020.
- Council agrees to pay for free seniors travel to TransLink as specified by the financial model provided.

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email correspondence@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291

- Council agrees to provide the total number of seniors registered for the scheme via email to TransLink by the 15th working day of the following month.
- TransLink will provide a monthly patronage report to council via email by the 15th working day of the following month.
- Council and TransLink agree that TransLink will not be required to provide any refunds to users of the Free Seniors Travel who mistakenly touch on or touch off with their go card during the nominated free bus travel times.

With regard to invoicing the following conditions should apply:

- Council will be required to raise a purchase order that will be valid for the duration of the free travel period.
- The purchase order number is to be provided to TransLink for inclusion on invoices.
- TransLink will invoice Gold Coast City Council in line with financial quarters.
- Invoices will be payable within 30 days from date of issue.

An amount payable by the Gold Coast Council to TransLink for the provision of travel for seniors from 8:30am until 3:30pm, public holidays and weekends will be calculated as per the following:

- The formulae is the average fare x number of trips 'counted' by the bus operator. The 'count' value will be monitored to ensure travel patterns are in line with forecast expectations.
- The current average fare of \$0.821 (incl GST) to be applied to travel.
- The actual fare may vary during the seniors free travel arrangement period to reflect any amendments to the fares policy.

Please arrange for an authorised representative of Council to sign a copy of this letter agreeing to the revised terms, and return a signed copy to the Acting Principal Policy Advisor, Samantha Liedtke.

Yours sincerely

Matthew Longland
Deputy Director-General (TransLink)
Department of Transport and Main Roads

The City of Gold Coast agrees to the variation of the original Agreement as set out in this letter:

Name: _____

Position: _____

Date: _____

Our ref COR18/ORG/52

Department of
Transport and Main Roads

6 February 2018

Not Relevant

Honorary Chair
ANZAC Day Ceremonies Committee
PO Box 3246
STAFFORD DC QLD 4053

Dear

Thank you for your recent letter requesting TransLink's support for free rail travel for students, teachers and carers attending the 2018 Student's Ceremony in ANZAC square on 23 April 2018.

I am pleased to advise that your request has been approved and a TransLink representative will be in touch with you closer to the event date to discuss the operational requirements.

I trust this information is of assistance and I wish you every success with this year's ANZAC Student Ceremony.

Yours sincerely

Matthew Longland
Deputy Director-General (TransLink)
Department of Transport and Main Roads

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email correspondence@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291

Our ref COR18/ORG/104

Department of
Transport and Main Roads

26 February 2018

Not Relevant

Chief Executive
Queensland Performing Arts Complex
PO Box 3567
SOUTH BANK QLD 4101

Dear

Thank you for your proposal of 11 December 2017 in relation to free off-peak rail travel to the 'Out of the Box Festival 2018' for children aged 1-8 years, their carers and 100 volunteers.

TransLink has been a proud partner of this event since its inception and I am pleased to provide the following support in 2018:

- Free off-peak rail travel for children aged 1-8 years from Tuesday 26 June to Sunday 1 July 2018 (via Queensland rail group booking only).
- Free off-peak rail travel for 1 adult per 2 children from Tuesday 26 June to Sunday 1 July 2018 (via group booking only).
- Free off-peak rail travel for up to 100 festival volunteers Tuesday 26 June to Sunday 1 July 2018.

To progress these arrangements and leverage the agreed relationship opportunities, please contact Mr George Chemali, Manager Business Development, TransLink, via email at george.chemali@translink.com.au or by telephone on 3338 4321.

I thank you for involving TransLink in the 'Out of the Box Festival 2018' and wish you the very best for this year's event.

Yours sincerely

Matthew Longland
Deputy Director-General (TransLink)
Department of Transport and Main Roads

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email correspondence@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291

Our ref: DG33784

Your ref: COM 02710-2017

28 JUN 2017

Mr Michael Hogan
Director-General
Department of Communities,
Child Safety and Disability Services
GPO Box 806
BRISBANE QLD 4001

Dear Mr Hogan *Michael*

I refer to a letter of 17 May 2017 from Mr A.G. Hayes, Acting Director-General, Department of Communities, Child Safety and Disability Services (DCCSDS), about the Gold Coast Schoolies Community Safety Response.

The Department of Transport and Main Roads (TMR) will be pleased to assist with planning of the public transport arrangements for the 2017–2019 Gold Coast Safety Responses.

TMR has funded additional tram and bus services from its existing budget during schoolies celebrations on the Gold Coast in 2016. TMR has also provided free travel to Red Frog volunteers, to assist with their response at the schoolies event, since 2014.

To ensure schoolies attendees had access to safe transport options when travelling to and from the events hub in Surfers Paradise, TMR provided 15 additional light rail services for the Schoolies Response week in 2016. While trams operate past midnight on Friday and Saturday nights, services usually terminate at midnight from Thursday to Sunday. The additional services were allocated across the Thursday to Sunday period and allowed operating times to be extended beyond midnight across the entire week of celebrations.

To determine an appropriate level of service for this year's event, TMR will be reviewing data captured from events held in previous years and estimated patronage figures submitted by its operators. As part of this process, officers from TMR will work closely with DCCSDS to identify if additional light rail or bus services will be required to support this year's event.

Should the costs associated for additional transport services for 2017–2019 not be identified in the DCCSDS coordinated Gold Coast Safety Response project expenditure, then further discussions to identify a long-term funding source will need to take place with DCCSDS.

I encourage you to contact Mr Peter Jenkins, Senior Advisor (Network Events), TransLink Division, TMR, by email at peter.jenkins@translink.com.au or telephone on Not Relevant to assist you with the planning for public transport arrangements for the 2017, 2018 and 2019 Gold Coast Safety Responses.

I trust this information is of assistance and look forward to working with DCCSDS to ensure the continued success of the Gold Coast Schoolies Community Safety Response.

Yours sincerely



Neil Scales
Director-General
Department of Transport and Main Roads

Released under RTI - DTPR



Queensland
Government

Office of the
Director-General

Department of
Transport and Main Roads

Our ref: DG34165

Your ref: COM 05068-2017

13 SEP 2017

Mr Michael Hogan
Director-General
Department of Communities
Child Safety and Disability Services
GPO Box 806
CITY EAST QLD 4001

Dear *Michael* Mr Hogan

Thank you for your letter of 30 August 2017 about additional public transport services to support the Gold Coast Schoolies Community Safety Response 2017 (safety response).

The Department of Transport and Main Roads (TMR) is pleased to assist the Department of Communities, Child Safety and Disability Services (DCCSDS) in providing services that assist our young people to remain safe during the Schoolies season. For Schoolies in 2017, TMR will provide three additional tram services from Monday to Friday and one additional bus service at night. This will include:

- one northbound tram service (20–24 November 2017)
- two southbound tram services (20–24 November 2017)
- one westbound 740 bus services (18–24 November 2017).

TMR will also support the safety response by providing complimentary travel for Red Frog volunteers (who display or produce identification such as the official pass or uniform) for travel on light rail.

These measures aim to provide all passengers with a safe journey during the upcoming Schoolies season.

I trust this information is of assistance.

Yours sincerely

Neil Scales
Director-General
Department of Transport and Main Roads



Deputy Premier
Minister for Transport and
Minister for Infrastructure and Planning

Our ref: COR17/MC/265

19 MAY 2017

Not Relevant

Chairperson
Surfers Paradise Alliance
PO Box 279
SURFERS PARADISE QLD 4217

Dear

I refer to your letter of 15 March 2017 regarding payment for additional light rail services during your public events.

The Palaszczuk Government is committed to promoting the growth of cultural tourism on the Gold Coast and across Queensland.

I understand that representatives from the Surfers Paradise Alliance met with representatives from the Department of Transport and Main Roads (TMR) regarding your events, and a request was made for exemption from the costs to provide additional light rail services, to accommodate the increased demand for public transport on event days.

It is the Queensland Government's standard policy that any promoter, whose event imposes increased demand on public transport, is required to fund the cost of providing additional services to cater for this demand.

TMR is not provided with a funding allocation to cover the costs of events organised by clubs, promoters and alliances such as yours. Therefore, TMR will be seeking reimbursement to cover the cost of the additional light rail services required to maintain a safe and effective public transport system during all Surfers Paradise Alliance events.

I trust this information is of assistance.

Yours sincerely

JACKIE TRAD MP
DEPUTY PREMIER
Minister for Transport and
Minister for Infrastructure and Planning

1 William Street
PO Box 15009 City East
Queensland, 4002 Australia
Telephone +61 7 3719 7100
Email deputy.premier@ministerial.qld.gov.au
ABN 90 856 020 239

Helen M Wall

From: TransLink Correspondence
Sent: Monday, 29 January 2018 12:03 PM
To: Not Relevant
Subject: TransLink correspondence - CCN: EN201801121620594527 – WE64370 - TMR Website Enquiry Response

Our Reference: CCN: EN201801121620594527 – WE64370 – COR18/WE/20

Dear

Thank you for contacting the Department of Transport and Main Roads (TMR) about public transport concessions in Queensland for Veterans.

As you can appreciate, the government has finite resources able to be allocated for transport concessions. Each jurisdiction is responsible for determining how this funding is applied to the concession framework within that jurisdiction.

Veterans that reside in Queensland are eligible to receive free travel if they hold a Department of Veterans' Affairs (DVA) Gold Health Card embossed with either TPI (Totally and Permanently Incapacitated) or EDA (Extreme Disablement Adjustment). Holders of a DVA Gold Card (All Conditions) are able to receive a transport concession which is 50% off a full adult fare.

As you may be aware, an election commitment was made by the Honourable Anastacia Palaszczuk MP, Premier and Minister for Trade on 10 November 2017, that veterans who hold a DVA White Health Card (Specific Conditions) would also be able to access a 50% transport concession.

Work is underway to implement this important initiative. It is expected that an announcement on the availability of the concession – and how to access it, will be made in early 2018.

The Queensland Government also introduced the 'Fairer Fares' package in December 2016. Under this initiative, more than 93 per cent of public transport users in South East Queensland will save money with cheaper fares and reduced travel zones.

For any further enquiries you may have about concession travel on public transport in Queensland, please contact the TransLink Contact Centre on 13 12 30. The Contact Centre staff will be pleased to assist you.

I trust this information is of assistance.

Yours sincerely

TransLink Correspondence Team
TransLink Division | Department of Transport and Main Roads

GPO Box 50 Brisbane Qld 4001 | t 07 3338 4000
e correspondence@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au



Nathan R Schumacher

From: TransLink Correspondence <Correspondence@translink.com.au>
Sent: Monday, 24 April 2017 4:16 PM
To:
Subject: TransLink correspondence - CCN: RQ201704212020288311 – WE59558 - TMR Website Enquiry Response

Our Reference: CCN: RQ201704212020288311 – WE59558 – COR17/WE/144

Dear Not Relevant

Thank you for contacting the Department of Transport and Main Roads (TMR) about Anzac Day free travel arrangements for Defence Force personnel and veterans.

We note, a TMR representative has been in phone contact with you in relation to your feedback.

As advised by the TMR representative, we can confirm, on Anzac Day, free travel is available on all public transport services for Defence Force personnel and veterans in uniform and/or wearing service medals, this includes international veterans wearing uniform and/or service medals.

Accompanying veteran spouses, family members wearing service medals and children in official Scout, Girl-Guide or military association uniform can also travel free of charge.

You may wish to print a copy of this letter and carry it with you to ensure you are able to travel seamlessly on the public transport network on Anzac Day.

We trust this information has been helpful to you.

Yours sincerely

TransLink Correspondence Team

TransLink Division | Department of Transport and Main Roads

GPO Box 50 Brisbane Qld 4001 | t 07 3338 4000

e correspondence@translink.com.au

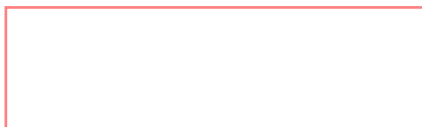
w www.translink.com.au w www.tmr.qld.gov.au




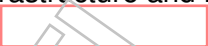

Our ref COR17/MC/184

Department of
Transport and Main Roads



3 March 2017



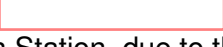
Dear 

I refer to your email of  to the Honourable Jackie Trad MP, Deputy Premier, Minister for Transport and Minister for Infrastructure and Planning about public transport arrangements after the conclusion of the  concert on . The Deputy Premier has asked that I respond on her behalf.

I note that you have also written to the Honourable Annastacia Palaszczuk MP, Premier and Minister for the Arts, about the same matter.

I apologise for the frustration and distress you experienced due to the missed train connection after the  concert ended on the night of .

TransLink, a Division of the Department of Transport and Main Roads (TMR), acknowledges the number of people wanting to catch free shuttle buses after the concert was significantly higher than expected, based on previous experience with concerts held at the Queensland Sports and Athletics Centre (QSAC), which resulted in delays in travel from QSAC to Banoon Station.

Past experience shows, it normally takes about 45 minutes from the end of a concert to move everyone from the stadium to Banoon Station which leaves sufficient time for people to catch scheduled rail services. However, on the night of  it took about 70 minutes to move everyone from the stadium to Banoon Station, due to the unprecedented demand.

Shuttle buses are provided under a contract between Stadiums Queensland, which manages QSAC, and the Brisbane City Council, which operates the buses. The number of buses was expected to be sufficient based on previous experience and the increase in demand could not have been foreseen.

TransLink Division had urged people attending the concert to check timetables and familiarise themselves with the times that the last trains were leaving Banoon after the concert and, out of the 40,000 people who attended the concert, a significant proportion travelled home by public transport and many provided positive feedback about their experience.

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email correspondence@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291

I am sure you will appreciate, TransLink Division provides special event services to more than two million people each year to a range of community and cultural events and will use the lessons learnt from this event to incorporate improved plans for future events as QSAC.

TransLink Division is regrettably unable to provide a refund of the taxi fare you incurred on the night, however, as a customer service gesture, please find enclosed two TransLink Complimentary travel passes, valid for travel between zones 1-8. Please note, these passes adhere to strict conditions and each pass is valid for one full day of travel in the zones marked on the passes by the issuing officer.

Please also note that you must date the passes in pen prior to travelling.

Once again, I apologise for the frustration and distress you have experienced and trust this information is of assistance.

Yours sincerely

Danny Foster
Acting General Manager (Passenger Transport Services)
Department of Transport and Main Roads

Enc (2)

Our ref COR17/ORG/207

Department of
Transport and Main Roads

16 May 2017

Not Relevant

Mercy Community Services
[redacted]@mercycs.org.au

Dear [redacted]

Thank you for your letter of 24 April 2017 and your request for support for the community services that Mercy Community Services provides.

I acknowledge the good work Mercy Community Services does by providing support services to the people of Queensland, however, I am sure you will appreciate, TransLink receives many requests for sponsorship and donations from worthy community groups and organisations such as charities, volunteer groups and non-profit organisations.

Unfortunately, due to funding limitations, TransLink is unable to provide further assistance to Mercy Community Services at this time.

As you are aware, the Queensland Government, as part of its Fairer Fares package to make public transport more affordable for Queenslanders, also introduced 50 per cent fare concession for asylum seekers with effect from 3 April 2017. For more information about the Asylum Seeker concessions and the Fairer Fares package, please visit the TransLink website at www.translink.com.au.

I trust this information is of assistance.

Yours sincerely

Wietske Smith
General Manager (Passenger Transport Customer and Futures)
Department of Transport and Main Roads

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email correspondence@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291

Our ref COR18/ORG/203

Department of
Transport and Main Roads

2 May 2018

Not Relevant

International Police Association
nationaltreasurer@ipa-australiapolice.com.au

Dear

I refer to your correspondence with the Right Honourable, the Lord Mayor of Brisbane, Councillor Graham Quirk, requesting 20 CityCat tickets for visiting Police Officers attending the National Annual General Meeting of the International Police Association in October 2018. The Lord Mayor referred your feedback to my office for consideration and direct response to you.

As you can appreciate, TransLink receives many requests for free or discounted travel from many worthy community groups and organisations such as charities, volunteer groups, non-profit organisations, council and government agencies. Unfortunately, due to funding limitations and to provide a fair and consistent approach, TransLink is unable to fulfil your request.

It should be noted, however, that Queensland Police Officers and Police Liaison Officers are eligible to travel free of charge on TransLink services, though must produce their official identification (including badge) when requested.

This free travel benefit is offered on the understanding that a Queensland Police Officer travelling on a TransLink service will take action should a situation arise requiring policing services and help create a safe and secure environment for the travelling public and our staff.

I understand this is not the outcome you were hoping for, however trust this information is of assistance.

Yours sincerely

Martin Bradshaw
General Manager (Passenger Transport Services)
Department of Transport and Main Roads

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email correspondence@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291

DG34165

DIRECTOR-GENERAL ACTION SHEET

RESPONSE/ADVICE:

- ☒ Director-General reply
☐ Deputy Director-General reply
☐ General Manager reply
☐ Briefing Note for information

- ☒ Departmental action – detailed below
☐ Departmental officer to contact
☐ For departmental information and file
☐ Refer to other organisation

TIMEFRAME:

☐ 5 days URGENT☒ 10 days☐ Other

DIRECTOR-GENERAL'S OFFICE COMMENTS/INSTRUCTIONS

Branch to review/prepare a DG reply.

Reviewed by: J. Grew

Date: 19.17

EXECUTIVE SERVICES USE ONLY:

X Reference:

Previous:

0833784

File ID: ☐ 110/00654RESTRICTED: YES NO

Security Access:

Accountable area:

TD

CC to:

Privacy breach: ☐ DocTrak.Privacy

Subject:

Notes:

Enquirer:

Topic:

Safety Issues

CATEGORY

☐ Legal/Legislative☐ Enquiry☐ Department-instigated☒ Service Request☐ Information☐ Compliment☐ Community Engagement☐ Complaint – Standard☐ Complaint – Intermediate☐ Complaint – ComplexHas enquirer previously raised issue with department? ☒ Yes ☐ No

DocTrak no:

DG34165

☐ URGENT
☐ ROUTINE

Due Date to ES:

25/9/2017

Executive Services Use Only



Your reference: DG33784
Our reference: COM 05068-2017

30 AUG 2017

Office of the
Director-General

Department of
**Communities, Child Safety
and Disability Services**

Mr Neil Scales
Director-General
Department of Transport and Main Roads
GPO Box 1549
BRISBANE QLD 4001

Neil
Dear Mr Scales

OFFICE OF THE
DIRECTOR-GENERAL
1 SEP 2017
RECEIVED

Thank you for your correspondence regarding the delivery of additional transport services for the 2017–2019 **Gold Coast Schoolies Community Safety Response** (the Safety Response).

As you are aware, the Safety Response is a whole-of-government activation, lead by the Department of Communities, Child Safety and Disability Services (DCCSDS), and is designed to manage the influx of thousands of young people who choose to celebrate the end of their schooling, and to minimise disruption to the community.

DCCSDS partners with nine government agencies to ensure our vulnerable youth remain safe during the Schoolies season. Each of these agencies contributes and supports the Safety Response with associated costs, incurred by each agency's respective budgets.

DCCSDS is requesting TransLink provide minimal services to ensure the safe passage of young people and volunteers from Surfers Paradise, following the closure of the Schoolies Hub each night. This transport service request has been significantly reduced following the introduction of the light rail.

These services ensure the school leavers and volunteers are transported to their accommodation safely at the end of the evening. The complimentary travel for volunteer services are a vital component to the Response, as they support young people not only within the precinct, but also ensures safe travel home by escorting those in need. DCCSDS will continue to assess this on an annual basis to ensure minimal services are requested.

On 16 August 2017, officers from DCCSDS met with Mr Peter Jenkins, Senior Advisor (Network Events), TransLink Division, Department of Transport and Main Roads, to discuss transport requirements for the Safety Response. It was determined the service requirements for 2017 would be three additional tram services operating Monday to Friday, and one additional bus service, nightly, to ensure the safe passage of young people from Surfers Paradise to the Nerang heavy rail link to Brisbane. This is a reduction of four bus services from the 2016 Safety Response.

1 William Street
Brisbane Queensland 4000
GPO Box 806 Brisbane
Queensland 4001 Australia
General Enquiries
Telephone +61 7 3828 2625
Facsimile +61 7 3470 9500
Email dgoffice@communities.qld.gov.au
Website www.communities.qld.gov.au

DCCSDS anticipates approximately 22,000 young people will choose Surfers Paradise to celebrate the completion of their schooling. Therefore, the need for minimal extra transport services still exist.

Please find below, the list of additional services requested for 2017. The service request is for a three-year period (2017–2019), and will be assessed on an annual basis.

- One northbound tram service (Monday 20 to Friday 24 November 2017)
- Two southbound tram services (Monday 20 to Friday 24 November 2017)
- One western bound 740 bus service (Saturday 18 to Friday 24 November 2017).

It is imperative these additional services are provided and financially supported by the Department of Transport and Main Roads to support young people with little or no means of public transport options available to them.

I would appreciate your support in relation to this request and await your advice.

Yours sincerely

Michael Hogan
Director-General

Executive Services - Profile Request Form

Date of request

09/03/2017

Requested by

Nicole Pratt

Select document type

MC - Ministerial Correspondence

Minister:

Minister for Transport

Select sub-document type

MBN-Dept. Instigated - Decision Brief

Priority

Urgent [5 days]

Requesting Area

Government & Stakeholder Relations

Requested due date [for Dept-instigated briefing notes only]

17/03/2017

Subject

Surfers Paradise Alliance request for exemption of cost for additional trams for Gold Coast event

Notes

Need an MC profile - decision brief and letter

Are there any attachments?

If yes, attachments to be sent along with this request

☐ Yes

☐ No

Enquirer Details [for correspondence only]

Name, including title - Mr/Mrs/the Honourable etc

Address, including Suburb and Post Code

April 24, 2017

The Manager
TransLink Division
Department of Transport and Main Roads
GPO Box 50
Brisbane
Queensland 4001

TransLink Division
Date Received
26 APR 2017
Ref No.

Dear Sir/Madam

Please find enclosed a Request for Support for your consideration.

Mercy Community Services is a not for profit Catholic organisation providing community services to people throughout Queensland. The organisation employs more than 700 staff to support more than 4,000 people, and provides innovative and responsive services in the areas of child protection, multicultural community support, family mental health, community and residential based aged care, and disability support.

We hope you will consider our request of support for the Romero Centre - supporting people seeking asylum in Brisbane. Families, individuals and children who are seeking asylum face complicated challenges. Our Romero Centre team at Dutton Park helps make it easier by providing emergency support, welcoming activities and a wide range of expert services.

Please do not hesitate to contact me on 07 3866 4106 or email Not Relevant @mercycs.org.au.

Thank you for considering our request. Any support you can provide will be greatly appreciated.

Sincerely

Fundraising and Corporate Relations Specialist



Translink

Request for Support
April 2017



Introduction

Thank you for taking the time to review this request for support.

If you decide to support us it means we can be there for vulnerable people when they need it most. There is much to do, and your contribution will help to improve the lives of the people in local communities who we support. We value you and appreciate your generosity as we work towards a world where people, families and communities are strong in spirit, healthy and connected.

The donations and support we receive allow us to extend our reach in the community and continue to develop and deliver innovative, flexible and essential services.

Our most immediate need is raising funds for Mercy Community Services' Romero Centre, supporting people seeking asylum and refugees living in our community. The Romero Centre does not receive government funding, instead relies solely on community donations to provide this individualised case work support service that meets the urgent and other needs of people seeking asylum.

Our reach in Queensland communities is extensive, and your contribution will help us do even more.

We trust this proposal helps you to choose Mercy Community Services as one of your chosen charity beneficiaries.

Small act
BIG IMPACT

"We value the generosity of donors and supporters who assist us to support and inspire people in need to live healthy, connected lives."

Not Relevant

CEO Mercy Community Services

Romero Centre

The Romero Centre provides essential services for people seeking asylum.

The expertise and care delivered through individualised case support work that the Romero Centre provides is unique, and demand is continually growing. Other services are referring their clients to the Romero Centre as they don't have the capacity to support them.

People seeking asylum who are placed in such a complex situation are incredibly vulnerable.

They have high levels of stress and require immediate, intensive care and support from our case work support officers.

Support provided is culturally appropriate, individually tailored and may involve:

- urgent accommodation assistance (including utilities costs, for example)
- food parcels and food vouchers
- assistance with health-related needs
- transport assistance
- supported referrals to specialist practitioners and/or services such as dentists, psychiatrists, torture and trauma counselling or mental health services
- connecting people with legal experts and specialists in asylum seeking processes.

How can Translink support us?

One simple way for the Romero Centre to provide support to people seeking asylum is by assisting with transportation needs. Our clients often have little or no income and it is vital that they are able to safely access appointments and essential services such as counselling and visits to the Centre for English lessons.

We utilise public transport and are able to provide Go Cards as a way to support them.

We are finding that as demand for our services grows so too do our costs. At present, we pay \$10 to activate each new Go Card and then we are providing support to clients by topping up the value on the Go Card when the dollars run low.

So far this financial year, the Romero Centre has spent more than \$6,000 on Go Cards and topping these cards up with money.

We are aware that Translink recently announced the 50% concession for people seeking asylum and refugees which is a wonderful initiative.

We are hopeful that Translink would be open to discussing how can Translink assist us in reducing some of the costs involved for us in providing transport assistance to people seeking asylum?

We would welcome an opportunity to meet to discuss further.

Should you require further information please contact Fundraising and Corporate Relations Specialist, on 07 3866 4106 or email @mercy.org.au.

Once again, thank you for your consideration. We look forward to hearing from you.

Small act
BIG IMPACT

About Mercy Community Services

Mercy Community Services SEQ Limited is a not for profit Catholic organisation providing specialist support services to people throughout Queensland. Our organisation values the human dignity of every person and is committed to enhancing the quality of life and wellbeing of those who access our services.

Mercy Community Services drives innovative, integrated, inclusive, coordinated and responsive social services in the areas of child protection, multicultural community support, family mental health, community and residential based aged care, support for people seeking asylum, and disability support. For more information about our organisation, please visit www.mercycs.org.au

For more information about Mercy Community Services Romero Centre, please visit www.romero.mercycs.org.au

Registered Charity

Mercy Community Services SEQ Limited is a registered charity with the Australian Charities and Not-for-Profits Commission (ACNC). Donations of \$2.00 and over are tax deductible.



Date: 24 July 2017
Contact: Mr Matthew Shrimpton
Location: Nerang Administration
Telephone: 07 5582 831
Your reference:
Our reference: 63272827, TT138/332/02

Mr Matt Longland
Deputy Director General TransLink Division
Department of Transport and Main Roads
GPO Box 50
Brisbane QLD 4001

TransLink Division
Date Received
7 AUG 2017
Ref No.....

Dear Mr Longland

Extension of Free Seniors Bus Travel initiative to include weekend travel

I am writing to formally request that the Department of Transport and Main Roads (TMR) approve a variation to its existing Memorandum of Understanding (MoU) with the City of Gold Coast to extend the hours of off-peak travel for the City's Free Seniors Bus Travel initiative.

The existing MoU, which expires on 30 June 2020, allows eligible seniors within the city to travel for free on Surfside Buses during the off-peak hours of 8.30am – 3.30pm Monday to Friday including public holidays. Given the success of the initiative, the City is requesting that TMR approve an extension of the off-peak hours to include all day travel on Saturday and Sunday.

As you are aware, the Free Senior Bus Travel initiative commenced in September 2013 and has been extremely well received by seniors across the city. Over 29,000 seniors are now registered for the scheme with over 3 million trips made on Surfside buses since its inception.

The initiative not only makes use of existing bus services that have low patronage but also improves the quality of life for many Gold Coast seniors. Thanks to the initiative, seniors now have better access to affordable transport with data showing that more seniors are using off-peak buses to shop, attend appointments, and socialise with friends. This independence allows seniors to connect more with their local community.

In its recently adopted budget for 2017/18, the City has committed additional funding to expand the initiative to include free weekend travel. TMR's approval of the extended off-peak hours will provide greater travel choices for Gold Coast seniors and make it easier for them to travel about the city on weekends.

It is proposed that the introduction of free weekend bus travel for eligible seniors commences on Monday 30th October 2017. This will allow sufficient time to obtain TMR approval of the "flash pass" sticker to be placed on user gocards, update current printed collateral and website information relating to the initiative and to provide notification of the changes to registered scheme users.

I thank TMR for its ongoing support of the City's Free Seniors Bus Travel initiative and trust the community benefit that free weekend travel will provide to Gold Coast seniors is acknowledged.

I look forward to receiving your advice in due course.

Should you have any questions or concerns regarding this matter, please contact Mr Matthew Shrimpton, Executive Coordinator Transport Policy, Planning and Program on 07 5582 8131.

Yours faithfully

Matthew Tilly
Manager Transport and Traffic
For the Chief Executive Officer
Council of the City of Gold Coast

Released under RTI - DTMR



Cabinet and Executive Services | Governance Branch

Action Sheet

For Cabinet and Executive Services to complete

DocTrak ID: MC100543

Due to CES: 23/02/2018

[Lock Form](#)

Priority Level:

Routine

Restricted Access:

No

Document Type:

Ministerial_Correspondence

Signatory:

For necessary action

Response Timeframe:

10 days

Accountable Area:

Translink Division

Date Received in Minister's office:

08/02/2018

Enquirer Details:

The Hon Shayne Neumnn MP

Subject:

On behalf of Not Relevant about free travel for all Gold Card DVA holders

Notes:

X-ref: TF/18/760

- As advised by DLO (YYau), TransLink to contact and prepare an Action Taken form with relevant details and progress to CES. No response required by MP.
- Referred from the Office of the Premier

[Reset Form](#)

WHEN FORM IS READY FOR TRACKING →

[SUBMIT](#)

Mary Macnamara

From: The Premier <The.Premier@premiers.qld.gov.au>
Sent: Thursday, 8 February 2018 4:19 PM
To: clair.parsons@aph.gov.au; Transport and Main Roads
Subject: TF/18/760 - Message for Mr Neumann
Attachments: SIGNED VERSION OF DOC18156147 - Message for Mr Neumann.pdf

Please find attached a message from the Office of the Premier

Yours Sincerely

Office of the Premier

Please consider the environment before printing this email

To view and print portable document format (PDF) files attached to this email, you can download the free [Adobe Reader](#)

From: Parsons, Clair (S. Neumann, MP) [<mailto:Clair.Parsons@aph.gov.au>]
Sent: Monday, 8 January 2018 11:40 AM
To: Ipswich Electorate Office <ipswich@parliament.qld.gov.au>
Subject: Constituent Enquiry - DVA and Translink

Good morning Ipswich EO team

can be contacted on Are you able to represent his concerns to TransLink?

Kind regards

Clair Parsons | Community Liaison Officer

Hon Shayne Neumann MP

Federal Member for Blair

Shadow Minister for Immigration and Border Protection

T: (07) 3201 5300 | **M:** **E:** Clair.Parsons@aph.gov.au

EO: Shop 28-29; 68 Hunter Street; BRASSALL QLD 4305 | **MAIL:** PO Box 5117 BRASSALL QLD 4305

Home of the
Yagara People



I acknowledge the Traditional Owners and Custodians of the land I work on as the first people of this country.

Consider the environment before you print this email.

NOTICE - This e-mail and any attachments are confidential and only for the use of the addressee.

If you have received this e-mail in error, you are strictly prohibited from using, forwarding, printing, copying or dealing in anyway whatsoever with it, and are requested to reply immediately by e-mail to the sender or by telephone to the Parliamentary Service on +61 7 3553 6000.

Any views expressed in this e-mail are the author's, except where the e-mail makes it clear otherwise. The unauthorised publication of an e-mail and any attachments generated for the official functions of the Parliamentary Service, the Legislative Assembly, its Committees or Members may constitute a contempt of the Queensland Parliament. If the information contained in this e-mail and any attachments becomes the subject of any request under Right to information legislation, the author or the Parliamentary Service should be notified.

It is the addressee's responsibility to scan this message for viruses. The Parliamentary Service does not warrant that the information is free from any virus, defect or error.

This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited.

Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

This email is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's consent. Unless otherwise stated, the State of Queensland accepts no liability for the contents of this email except where subsequently confirmed in writing. The opinions expressed in this email are those of the author and do not necessarily represent the views of the State of Queensland. This email is confidential and may be subject to a claim of legal privilege. If you have received this email in error, please notify the author and delete this message immediately



Office of the
Premier of Queensland
Minister for Trade

For reply please quote: ECU/CN – TF/18/760 – DOC/18/15617

8 FEB 2018

The Honourable Shayne Neumann MP
Member for Blair
clair.parsons@aph.gov.au

1 William Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3719 7000
Email ThePremier@premiers.qld.gov.au
Website www.thepremier.qld.gov.au

Dear Mr Neumann

Thank you for your email of 8 January 2018, on behalf of your constituent, Not Relevant requesting all Veteran Affairs Gold Card holders have access to free public transport. I have been requested to reply to you on behalf of the Premier and Minister for Trade.

As the issue you have raised falls within the responsibility of the Minister for Transport and Main Roads, the Honourable Mark Bailey MP, I have taken the liberty of forwarding your email to his office for consideration.

Again, thank you for taking the time to write to the Premier.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

Briefing Note

Approved

Our ref
Your ref
Date 18 February 2018

To Matthew Longland
Copy to Wietske Smith, Damien Boorman
Subject *Approval to support the 'Out of the Box Festival 2018'*

19/2/18

Background

- QPAC has approached TransLink Division to provide free off-peak rail travel for children aged 1 – 8, their carer's and 100 festival volunteers to the Out of the Box Festival 2018.
- Out of the Box Festival runs from Tuesday 26 June to Sunday 1 July 2018 and will present over 300 performances, workshops and free events to more than 100,000 children aged eight years and under with their families, carers and teachers.
- 2018 marks the 26th birthday for the Out of the Box Festival, an event that has connected with over 700,000 children and has been supported by the Department of Transport and Main Roads since its inception.
- The Out of the Box Festival 2018 has been identified to fit, and consistent with the TransLink Division 'Free Travel Policy' where legacy events such as Out of the Box and Schoolies have been supported by Government for numerous years.

Comment

- Out of the Box programming is underpinned by prioritising that is relevant for children aged 1-8 and to then make connections which address emotional, social and sensory components vital to holistic learning and development, particularly this year as the festival theme is 'Journeys'.
- Supporting the festival will help promote an accessible public transport system, which provides safe and efficient movement of people to and from locations within Brisbane's central hub and in-line with the city's cultural events.
- Attendees will be exposed to TransLink, go card and Queensland Rail and will be encouraged to travel using public transport services as part of the event experience.

Department of Transport and Main Roads

Enquiries Wietske Smith
Telephone +61 7 3338 4110
Facsimile +61 7



OFFICE OF THE
LORD MAYOR
Brisbane

Office
City Hall
King George Square
Brisbane Qld 4000 Australia
Tel 07 3403 4400
Fax 07 3403 9930
LORDMAYOR@brisbane.qld.gov.au
Postal
GPO Box 2287
Brisbane Qld 4001 Australia

12 April 2018

Mr Matthew Longland
Deputy Director-General
TransLink Division
Department of Transport and Main Roads
GPO Box 50
BRISBANE QLD 4001

TransLink Division Date Received 18 APR 2018 Ref No.

Dear Mr Longland

The Lord Mayor was contacted by [redacted] Not Relevant Co-Convenor, Brisbane CBD Bicycle User Group, about the cost of fares in South East Queensland.

[redacted] wrote to the Lord Mayor to request that the fares on the ferry services between Bulimba and Tenerife be made free [redacted] suggested that making these fares free will create an incentive for people to ride a bike to the Brisbane CBD by removing the extra cost.

As TransLink is responsible for fares and ticketing policy in South East Queensland, the Lord Mayor would appreciate if you could consider [redacted] feedback and respond to him directly. For more information [redacted] can be contacted on [redacted] or via email at convenors@cdbbug.org.au. Alternatively, the group's postal address is GPO Box 2104, Brisbane, Qld, 4001.

Thank you for your assistance with this matter.

Yours sincerely

John Cowie
MANAGER
LORD MAYOR'S ADMINISTRATION OFFICE

Ref: LM01098-2018



OFFICE OF THE
LORD MAYOR
Brisbane

Office
City Hall
King George Square
Brisbane Qld 4000 Australia
Tel 07 3403 4400
Fax 07 3403 9930
LORDMAYOR@brisbane.qld.gov.au

Postal
GPO Box 2287
Brisbane Qld 4001 Australia

16 April 2018

Mr Matthew Longland
Deputy Director-General
TransLink Division
Department of Transport and Main Roads
GPO Box 50
BRISBANE QLD 4001

TransLink Division
Date Received
20 APR 2018
Ref No.

Dear Mr Longland

The Lord Mayor was contacted by [Redacted] Not Relevant from the International Police Association about the upcoming National AGM of the International Police Association.

In his email, [Redacted] wrote:

"I was wondering if the BCC could donate 20 tickets (for the City Cat) for visiting Police Officers (retired and serving) who are attending Brisbane between 18 to 21 October 2018 for the National AGM of the International Police Association. I would like the visitors to jump on a City Cat and go from one end of the City Cat route to the other to showcase the beautiful River City."

As TransLink is responsible for fares and ticketing policy in South East Queensland, the Lord Mayor would appreciate if you could consider [Redacted] request and respond to him directly. [Redacted] can be contacted by phone on [Redacted] by email at nationaltreasurer@ipa-australiapolice.com.au or by writing to PO Box 16025, City East QLD 4002.

Thank you for your assistance with this matter.

Yours sincerely

John Cowie
MANAGER
LORD MAYOR'S ADMINISTRATION OFFICE

Ref: LM01138-2018

Profile Request

Priority:	Routine	
Department: *	Transport and Main Roads	Referring Site:
Contact Confirmation Number:	EN201801121620594527	Accountable Area: * Unassigned

Document Details			
Document Type:	Website Enquiry	Sub Document Type: *	For reply direct
Subject:	Enquiry	Category:	Enquiry
Notes:		Third Party Details	Yes
Service/Request Type:	Other	Consent Given:	

Address block details (on the outgoing letter)			
Author Type:	Member of the public	Organisation:	
Author Name:	Not Relevant	Preferred Method of Contact:	By email
Title:		Phone Number:	
First Name:		Email Address:	
Last Name:			
Address:			
Postcode:	none		

Details	
Has Enquirer Previously Raised Issue with Dept?:	
Feedback:	<p>why get free Public Transport in Queensland only if you hold A. DVA Gold card or are over 65 and TPI or EDA.</p> <p>Please let me know how I can have this addressed so all eligible veterans may benefit. It is also known Defence wheter serving mmbers or passed are the ones to stand up for this country and provide protection alongside Police and emergency services. Police get a free ride. Only have to show the badge? I await your response.</p>
Requested Outcome:	
Complaint Reviewed:	

Requested by: QTMR Agent
Date requested: 12/01/2018 04:26:32 PM

Released under RTI - DTMR

URGENT

DG33784

DIRECTOR-GENERAL ACTION SHEET

RESPONSE/ADVICE:

- ☒ Director-General reply
- ☐ Deputy Director-General reply
- ☐ General Manager reply
- ☐ Briefing Note for Information

- ☒ Departmental action – detailed below
- ☐ Departmental officer to contact
- ☐ For departmental information and file
- ☐ Refer to other organisation

RECEIVED

23 MAY 2017

EXECUTIVE SERVICES

TIMEFRAME:

☒ 5 days URGENT

☐ 10 days

☐ Other

30/05/17

DIRECTOR-GENERAL'S OFFICE COMMENTS/INSTRUCTIONS

Branch to review : DG understood this would be funded from Dept Communities?

Reviewed by:

J. Price

Date:

23517

EXECUTIVE SERVICES USE ONLY

X Reference:

DG31211

Previous:

File ID: ☒ 110/00534654

RESTRICTED: YES

NO

Security Access:

Accountable area:

TD

CC to:

Privacy breach: ☐ DocTrak Privacy

Subject:

Notes:

Please note and action comments/instructions from the office of the D-G indicated on this action sheet.

Enquirer:

CATEGORY

☒ Enquiry

☐ Service Request

☐ Compliment

☐ Complaint – Standard

☐ Complaint – Intermediate

☐ Complaint – Complex

☐ Legal/Legislative

☐ Department-Instigated

☐ Information

☐ Community Engagement

Has enquirer previously raised issue with department? ☐ Yes ☒ No

Topic: Safety Issues



Our reference: COM 02710-2017

Office of the
Director-General

Department of
**Communities, Child Safety
and Disability Services**

Mr Neil Scales
Director-General
Department of Transport and Main Roads
GPO Box 1549
BRISBANE CITY QLD 4000

OFFICE OF THE
DIRECTOR-GENERAL
23 MAY 2017
RECEIVED

Dear Mr Scales

As part of the Queensland Government's Statewide Safer Schoolies Initiative, the Department of Communities, Child Safety and Disability Services has lead agency responsibility for the whole-of-government coordination of the Gold Coast Schoolies Community Safety Response (the Safety Response) and its operational delivery.

The Safety Response is not an event that has been created to attract school leavers to the Gold Coast, but a complex safety initiative which relies on the coordinated efforts and contribution of government agencies, the Council of the City of Gold Coast, and numerous non-government organisations.

As you would be aware, the Department of Transport and Main Roads is a key contributor of the Safety Response, with representation on the inter-departmental coordination committee (known as the Gold Coast Schoolies Coordination Network) and the Traffic and Transport Reference Group.

Historically, support has included the provision of additional bus and tram services to support the local community and visiting young people; the promotion of road closures through your department's fixed variable message boards; and assistance with the engagement of key passenger transport operators.

Since the introduction of the Gold Coast Light Rail, less additional bus services have been required to support the Initiative.

The Department of Communities, Child Safety and Disability Services has recently negotiated a further three-year partnership agreement with the Council of the City of Gold Coast, which will see the state working closely with local government to deliver the 2017, 2018 and 2019 Safety Responses on the Gold Coast.

Transport services form an integral part of the safety strategy to support young people, and will continue to be integrated into the Queensland Government's response to this high-risk period.

I seek your department's ongoing support of the Initiative through the provision of additional bus and tram services for the 2017, 2018 and 2019 Gold Coast Safety Responses.

1 William Street
Brisbane Queensland 4000
GPO Box 806 Brisbane
Queensland 4001 Australia
General Enquiries
Telephone +61 7 3828 2625
Facsimile +61 7 3470 9500
Email dgoffice@communities.qld.gov.au
Website www.communities.qld.gov.au

To assist school leavers to disperse from the Surfers Paradise precinct in the safest and quickest way following the conclusion of the nightly diversionary activities, I would like to recommend the continued provision of:

- two additional nightly tram services (12:20am and 12:40am) from Sunday to Thursday during the Safety Response. This is to align with the closure of the Schoolies Hub (Schoolies only zone on central Surfers Paradise beach – each night the Schoolies Hub experiences up to 25,000 visits, with up to 8000 young people in the Schoolies Hub at any given time)
- additional bus services at peak periods to disperse crowds from central Surfers Paradise.

Transport services will be reviewed annually to ensure the current delivery model is meeting demand and any cost savings are realised.

I understand these additional services may be outside the current contractual arrangements with the light rail and bus operators, and I seek your support to provide these as part of your department's commitment and contribution to the Safety Response.

Additionally, it is my understanding our departments will continue to work closely together, along with the Queensland Police Service, to identify any potential public safety risks associated with the normal operations of the light rail over the Schoolies period.

I highly recommend all potential risks are carefully considered in light of the environment and expected behaviour, and the necessary controls are implemented accordingly.

I would like to take this opportunity to thank you for your department's ongoing support of the Safer Schoolies Initiative and helping to keep young people safe.

If you require any further information in relation to the Safety Response, please contact Ms Kim Daniel, Director, Safer Schoolies Initiative, Department of Communities, Child Safety and Disability Services, on 5583 9900.

Thank you for your consideration of this matter.

Yours sincerely

A.G. Hayes
Acting Director-General



Cabinet and Executive Services | Governance Branch

Action Sheet

For Cabinet and Executive Services to complete

DocTrak ID: MC100543

Due to CES: 23/02/2018

[Lock Form](#)

Priority Level:

Routine

Restricted Access:

No

Document Type:

Ministerial_Correspondence

Signatory:

For necessary action

Response Timeframe:

10 days

Accountable Area:

Translink Division

Date Received in Minister's office:

08/02/2018

Enquirer Details:

The Hon Shayne Neumnn MP

Subject:

On behalf of Not Relevant about free travel for all Gold Card DVA holders

Notes:

X-ref: TF/18/760

- As advised by DLO (YYau), TransLink to contact and prepare an Action Taken form with relevant details and progress to CES. No response required by MP.
- Referred from the Office of the Premier

[Reset Form](#)

WHEN FORM IS READY FOR TRACKING →

[SUBMIT](#)

Profile Request

Priority:	Routine	
Department: *	Transport and Main Roads	Referring Site: Accountable Area: * Unassigned
Contact Confirmation Number:	RQ201704212020288311	

Document Details

Document Type:	Website Enquiry	Sub Document Type: *	For reply direct
Subject:	Service request	Category:	Service request
Notes:		Third Party Details Consent Given:	Yes
Service/Request Type:	Other		

Address block details (on the outgoing letter)

Author Type:	Organisation	Organisation:	Indian Veterans Queensland
Author Name:	Not Relevant	Preferred Method of Contact:	By email
Title:		Phone Number:	
First Name:		Email Address:	
Last Name:			
Address:			
Postcode:			

Details

Has Enquirer Previously Raised Issue with Dept?:	
Feedback:	<p>To pay tributes to those soldiers Indian Exservicemen and women become part of ANZAC day parade. For the first time a contingent of about 20 to 30 Exservicemen, offers who have made Australia as their home will participate in ANZAC day March in Brisbane in proper dress and with their service Medals which they earned during their regular service.</p> <p>2 You are requested to allow these veterans and their relatives free travel at par with their Australian veteran brothers and sisters for which they will be highly obliged Kindly confirm at earliest so that all concerned can be intimated . Thanks.</p> <p>With warm regards.</p>

Requested Outcome:
Complaint Reviewed:

Requested by: QTMR Agent
Date requested: 21/04/2017 08:29:14 PM

Released under RTI - DTMR

Nathan R Schumacher

From: Kara Montgomery <kara.montgomery@translink.com.au>
Sent: Thursday, 1 February 2018 1:42 PM
To: TLCMU-DB
Cc: Lee-Ann M Lawrence; Andrew Z Silajew
Subject: ANZAC Schools Commemoration Ceremony 2018
Attachments: Translink Letter 2018.doc

Categories: Joanne

Good afternoon corro team,

Not Relevant

(Chairperson of the ANZAC Schools' Commemoration Committee) has requested free rail travel for schools to attend the ANZAC Schools Commemoration Ceremony to be held in ANZAC Square on Monday 23 April 2018.

TransLink has supported free rail travel for the students to attend this ceremony for many years.

The letter of request is usually progressed to DDG TransLink for approval.

Please find attached the request for the event this year, to be placed into RM8 and progressed to DDG for consideration.

We require a response as soon as possible (before the 9th February as Queensland Rail need to organise the schools group bookings which take a considerable amount of time.

Any questions, please don't hesitate to let me know.

Thanks in advance,

Kind regards,

Kara Montgomery
A/Principal Policy Advisor (Ticketing)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4362 | f 07 3338 4600 m Not Relevant

e kara.montgomery@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au



/TransLinkQLD



/TransLinkSEQ



Customers first Ideas into action Be courageous Unleash potential Empower people

From: [Policy](#)
To: [Danielle A Wills](#)
Cc: [Policy](#)
Subject: FW: Lifeline Bookfest Brisbane - free travel response....
Date: Wednesday, 30 May 2018 3:03:50 PM
Attachments: [image002.png](#)
[image003.png](#)
[image007.png](#)
[image008.png](#)

Hi Danielle

Please see the original email that was sent to Bookfest.

Let me know if your require anything further.

Thanking you

Sam
Regards

Samantha Liedtke
Senior Advisor, Product
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4418 | f 3338 4600
e samantha.liedtke@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
 [/TransLinkQLD](#)  [/TransLinkSEO](#)

From: Samantha I Liedtke
Sent: Monday, 28 August 2017 11:27 AM
To: Chantelle Y Wright <Chantelle.Wright@translink.com.au>
Subject: FW: Lifeline Bookfest Brisbane - free travel response....

Hi Chantelle

Change to fit as required.....

Regards

Samantha Liedtke
A/Principal Policy Advisor
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4418 | f 3338 4600
e samantha.liedtke@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
 [/TransLinkQLD](#)  [/TransLinkSEO](#)

From: Policy
Sent: Thursday, 27 April 2017 3:53 PM
To: Not Relevant [@uccommunity.org.au](#)
Cc: John Crawford <john.crawford@translink.com.au>

Subject: FW: Lifeline Bookfest Brisbane

Hello

Not Relevant

Thank you for your inquiry.

I am sure you will appreciate, TransLink receives many requests for sponsorship and donations from worthy community groups and organisations such as charities, volunteer groups and non-profit organisations.

Unfortunately, due to funding limitations, TransLink is unable to provide complimentary travel for the two Bookfest events at this time.

I trust this information is of assistance.

Regards

Samantha Liedtke

A/Principal Policy Advisor

TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4418 | f 3338 4600

e samantha.liedtke@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au



[/TransLinkQLD](#)



[/TransLinkSEQ](#)

From: John Crawford

Sent: Tuesday, 18 April 2017 7:43 AM

To: [redacted] <[\[redacted\]@ucommunity.org.au](mailto:[redacted]@ucommunity.org.au)>; Policy <policy@translink.com.au>

Cc: [redacted] <[\[redacted\]@ucommunity.org.au](mailto:[redacted]@ucommunity.org.au)>; Thomas F Giles

<Thomas.Giles@translink.com.au>

Subject: RE: Lifeline Bookfest Brisbane

Hi

I have moved on for the events area for six months but will forward your email to our Ticketing Policy area for their attention.

Regards,

John

John Crawford

Manager (Events)

TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4140 | m [redacted] Not Relevant

e John.Crawford@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au



[/TransLinkQLD](#)



[/TransLinkSEQ](#)



Please consider the environment before printing this email.

From: [Redacted] [mailto:[Redacted]@ucommunity.org.au]

Sent: Thursday, 6 April 2017 10:30 AM

To: John Crawford <john.crawford@translink.com.au>

Cc: [Redacted]@ucommunity.org.au>

Subject: Lifeline Bookfest Brisbane

Hi John,

Kylie Tait from Queensland Rail has suggested I contact you.

I was wondering if there would be any opportunity to set up a 'free' Translink public transport partnership to travel to the Lifeline Bookfest in June and January? This Lifeline Bookfest is a run twice yearly at the Brisbane Convention Centre to raise vital funds for the Lifeline Crisis Support Line – 13 11 14.

With many thanks in advance,

[Redacted]

UnitingCare Queensland Marketing

P: 07 3253 4481

A: Level 5, 192 Ann Street, Brisbane QLD 4000

E: [Redacted]@ucommunity.org.au

www.unitingcareqld.com.au



Information collected by UnitingCare Community (UCC) may contain personal information. Please refer to our Privacy policy <http://www.ucommunity.org.au/privacy-policy> for information about how we handle your personal information, your rights to seek access to and correct personal information, and how to complain about breaches of your privacy by UCC. NOTICE This e-mail and any attachments are intended for the addressee(s) only and may be confidential. They may contain legally privileged or copyright material. You should not read, copy, use or disclose them without authorisation. If you are not the intended recipient please contact the sender as soon as possible by return e-mail and then please delete both messages. This notice should not be removed.

Danielle A Wills

From: TransLink Correspondence
Sent: Friday, 15 September 2017 11:27 AM
To: TLCMU-DB
Cc: TransLink Correspondence
Subject: FW: TransLink correspondence – COR17/ORG/460 – request for funded go cards – Ubobo State School

Hi TLCMU

Could you please log this one in as an ORG for GM response please. Relates to COR17/ORG/460.

Thank you

Regards

Jigna Chadda
Correspondence Officer
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001

t 07 3338 4419 | f 33384600

e jigna.chadda@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au

f [/TransLinkQLD](https://www.facebook.com/TransLinkQLD) t [/TransLinkSEQ](https://www.twitter.com/TransLinkSEQ)



Please consider the environment before printing this email.

From: MANTTAN, Jason (jmant37) [mailto:jmant37@eq.edu.au]
Sent: Thursday, 14 September 2017 5:08 PM
To: TransLink Correspondence
Subject: RE: TransLink correspondence – COR17/ORG/460 – request for funded go cards – Ubobo State School

Hi,

Thankyou for your reply email, but I must say it's rather disappointing. It's disappointing that some very minor support couldn't be found for 12 school students who are making the journey to Brisbane for a school camp. Half of these students have never been to Brisbane and almost none have been on a train or a catamaran/ferry. These are experiences that are common and 'run of the mill' for those that live in the South-East, but for these kids that live in rural Ubobo (population of about 30 residents), it's new and particularly exciting.

The P&C here at Ubobo have raised considerable funds, and the student's own Project Club has also raised funds over the past two years, running election stalls and the like, to be able to afford such a trip. I've even gone off to get my HR licence so I can drive the hire bus, all in an effort to keep the cost of camp as low as possible.

To me, sponsorship or donation to encourage young people use some of the Translink services for the first time would be the ideal donation to support. It's hard to understand how \$130 couldn't have been found for this particular request.

Should you decide to reconsider this decision, we would do our best to acknowledge support through our Facebook page, in our newsletter, in our monthly District News publication, and on our school website. It's the least we could do to show our appreciation.

Kind regards,

Jason Manttan
Principal

Ubobo State School

16 Cedarvale Road, Ubobo, QLD, 4680
T: 07 4974 1120 | F: 07 4974 1100

jmant37@eq.edu.au | www.uboboss.eq.edu.au

From: TransLink Correspondence [<mailto:Correspondence@translink.com.au>]

Sent: Wednesday, 13 September 2017 2:54 PM

To: MANTTAN, Jason (jmant37) <jmant37@eq.edu.au>

Subject: TransLink correspondence – COR17/ORG/460 – request for funded go cards – Ubobo State School

Our Reference: COR17/OR/460

Dear Mr Manttan

I refer to your communication with the Office of the Right Honourable, the Lord Mayor of Brisbane, Councillor Graham Quirk, on 16 August 2017 about your request for funded go cards to assist with public transport travel during your school's upcoming camping trip to Brisbane. Your correspondence was forwarded to TransLink, a division of the Department of Transport and Main Roads (TMR), for consideration and response.

As you would appreciate, TransLink receives many requests for sponsorship and donations from worthy community groups and organisations such as charities, volunteer groups and non-profit organisations.

Unfortunately, due to funding limitations, TransLink is unable to provide complimentary travel at this time.

To assist you with your ticketing requirements prior to travel, you are able to purchase go cards at a number of retailers, including 7-Elevens' or at Queensland Rail stations. For a full listing of retailers in the South East Queensland (SEQ), please follow the link below:
<https://translink.com.au/tickets-and-fares/go-card/buy-and-top-up>.

The cost of the go card is \$10 for adult and \$5 for concession and increments of \$5.00 can be added to the go cards as required. The go cards can be used for travel, across all modes of transport. A refund of any remaining funds at the end of camping trip can be obtained from one of the hundreds of retailers across the network.

You are also able to order bulk go cards (10 or more) online, by clicking on the link below:
https://shop.translink.com.au/pages/shop.sf/en_AU/?ObjectPath=/Shops/shop/Categories/BulkGoCards.
Alternatively, please contact TransLink on products@translink.com.au to commence the purchase process.

For any further enquiries you may have in relation to the go card or public transport travel in SEQ, please contact the TransLink Call Centre on 13 12 30 (available anytime). Alternatively, please visit TransLink's website at www.translink.com.au for more information.

We trust this information is of assistance and we wish you and the students a pleasant stay in Brisbane.

Yours sincerely

TransLink Correspondence Team
TransLink Division | Department of Transport and Main Roads



WARNING: This email (including any attachments) may contain legally privileged, confidential or private information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If this email was not intended for you and was sent to you by mistake, please telephone or email me immediately, destroy any hardcopies of this email and delete it and any copies of it from your computer system. Any right which the sender may have under copyright law, and any legal privilege and confidentiality attached to this email is not waived or destroyed by that mistake.

It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with your computer system).

Opinions contained in this email do not necessarily reflect the opinions of the Department of Transport and Main Roads, or endorsed organisations utilising the same infrastructure.

The State of Queensland through the Department of Education and Training (the Department) - Notice
This email and any attachments may contain legally privileged or confidential information and may be protected by copyright. You must not use or disclose them other than for the purposes for which they were supplied.

The privilege or confidentiality attached to this message and attachments is not waived by reason of mistaken delivery to you.

If you are not the intended recipient, you must not use, disclose, retain, forward or reproduce this message or any attachments. If you receive this message in error please notify the sender by return email or telephone and destroy and delete all copies.

The Department carries out monitoring, scanning and blocking of emails and attachments sent from or to addresses within the Department of Education and Training for the purposes of operating, protecting, maintaining and ensuring appropriate use of its computer network.

All reasonable precautions will be taken to respect the privacy of individuals in accordance with the Information Privacy Act 2009 (Qld). The Department's email system may use servers that are outside of Australia.

The Department does not accept any responsibility for any loss or damage that may result from reliance on, or the use of, any information contained in this email and/or attachments.

It is your responsibility to ensure that this email and any attachments do not contain and are not affected by computer viruses or defects.

Unless specifically stated, this email should not be construed as a purchase order or an arrangement to provide a service.

Released under RTI - DTMR

Our ref COR18/ORG/196

Department of
Transport and Main Roads

9 May 2018

Not Relevant

Co-Convenor
Brisbane CBD Bicycle User Group
GPO Box 2104
BRISBANE QLD 4001

Dear

I refer to your recent correspondence with the Right Honourable, the Lord Mayor of Brisbane, Councillor Graham Quirk, requesting free travel on the CityCat network. Your correspondence was referred to me for consideration and response.

I acknowledge your suggestion to provide free travel on CityCats between Bulimba and Teneriffe to encourage more commuters to use bicycles when travelling to the Brisbane CBD.

While the Department of Transport and Main Roads (TMR) is not considering extending free travel for CityCat services at this time, I can assure you TMR is conscious that cost of living pressures are a concern for many Queenslanders, and we are committed to finding ways to make public transport more affordable.

As you may be aware, some of the initiatives that have been implemented to address the cost of public transport fares have included the Queensland Government's Fairer Fares package which was rolled out in December 2016. Since its introduction, Fairer Fares has helped save more than \$79.5 million for South East Queensland commuters.

Please be assured that we will continue to do all we can to make public transport as affordable and reliable as possible for all users.

I trust this information is of assistance and thank you for your interest in the public transport network.

Yours sincerely

Matthew Longland
Deputy Director-General (TransLink)
Department of Transport and Main Roads

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email correspondence@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291

List of Free Travel requests since 1 January 2017

Date	Request	Outcome	Reference
May 2018	Request for 20 free tickets for the City Cat for visiting Police Officers attending an AGM of the International Police Association	Declined	City Cat tickets - Incoming City Cat tickets - Response
April 2018	Anzac Day – Free Travel for veterans and families wearing medals, including children participating in events from guides, scouts, and military associations.	Approved (<i>legacy arrangement</i>)	TransLink Integrated Ticketing and Fares Policy Manual – Anzac Day Free Travel document
April 2018	Schools Anzac Commemoration Ceremony Event	Approved (<i>legacy arrangement</i>)	ANZAC Schools Commemoration travel request ANZAC Schools Commemoration travel approval See TransLink Integrated Ticketing and Fares Policy Manual – Anzac Day Free Travel document above
November 2017	Red Frog volunteers support for Schoolies week	Approved (<i>legacy arrangement</i>)	TransLink Free Travel Policy - Red Frog reference
September 2017	Ubobo State School – request for funded go cards	Declined	Ubobo State School – Incoming – 1 Ubobo State School – Incoming – 2 Ubobo State School – Response – 1 Ubobo State School – Response – 2A Ubobo State School – Response – 2B
July 2017	COTA request for Seniors Week	Declined	COTA - incoming COTA - response
April 2017	Lifeline Bookfest	Declined	Lifeline Bookfest incoming and response

TransLink Free Travel Policy Framework

Policy Classification	TransLink Integrated Fares and Ticketing Policy Manual
Background	<p>Currently there is no policy framework to address free travel requests that are outside of the TransLink Integrated Ticketing and Fares Policy Manual.</p> <p>TransLink Division receives numerous requests from charities, not for profit organisations, schools, and businesses for discounted or free travel. These types of requests may also include sponsorship arrangements which TransLink has not supported for a number of years. In general these types of free travel requests would not be supported under this free travel policy.</p> <p>TransLink has previously supported free travel requests for the purpose of promoting public transport, for safety and security issues, or for the purposes of education.</p>
Introduction of the framework, and purpose	<p>This free travel policy framework has been developed to provide a fair, equitable and efficient approach with requests for free travel and to ensure any decision by the organisation to provide free travel is complicit with government guidelines.</p> <p>The policy intention aims to remove any ambiguity and subjective assessment of free travel requests and improve the consistency of decision outcomes.</p> <p>Free travel is generally not supported unless it meets one of the following criteria:</p> <ul style="list-style-type: none"> • where it is deemed that no free travel will cause an unacceptable risk to public safety or security at the event • Aligned to a Queensland Government priority, or Department of Transport and Main Roads initiative. • Provides an opportunity to promote public transport or educate on the benefits of public transport <p>And meets the following criteria:</p> <ul style="list-style-type: none"> • Where free travel is requested for an event, the event must be identified as NOT being for commercial gain, <ul style="list-style-type: none"> ➤ If it does not align with this criteria, the event has means to fund costs of providing such free travel at no material loss to the department. <p>TransLink will retain existing free travel legacy arrangements as per current operational procedures. These include:</p> <p>Free travel for Red Frog Volunteers for the Schoolies event</p> <p><i>Tourism and Events Queensland (TEQ) and Gold Coast Tourism in providing free travel for international journalists to promote public transport as a part of the familiarisation scheme.</i></p> <p>Where possible, TransLink will provide smart card products to capture patronage and validate the value of the travel undertaken.</p>

27.18 Anzac Day

Free travel on Anzac Day will be offered on all TransLink services (excluding Airtrain) to current serving Australian and defence force personnel in uniform and veterans in uniform or wearing their service medals.

Accompanying Australian and International veteran spouses, family members wearing the medals of servicemen and women and children participating in official proceedings wearing their full, official uniform representing Scouting, Girl-Guides and Military associations will also be entitled to travel for free.

Schools attending Anzac Day commemorations will be required to put their request for free travel in writing to the Director General, Department of Transport and Main Roads.

Released under RTI - D1411000



OFFICE OF THE
LORD MAYOR
Brisbane

Office
City Hall
King George Square
Brisbane Qld 4000 Australia
Tel 07 3403 4400
Fax 07 3403 9930
LORDMAYOR@brisbane.qld.gov.au
Postal
GPO Box 2287
Brisbane Qld 4001 Australia

6 September 2017

Mr Matthew Longland
Deputy Director-General
TransLink Division
Department of Transport and Main Roads
GPO Box 50
BRISBANE QLD 4001

TransLink Division
Date Received
11 SEP 2017
Ref No.....

Dear Mr Longland

The Lord Mayor was contacted on 16 August by Mr Jason Manttan, Principal of Ubobo State School, who requested some funded go cards to assist with travel during their school camp to Brisbane in October.

The email stated:

"... We also plan on using a wide variety of the public transport on offer, knowing that most of our students have never been on a train, or the Citycat, or the hop on-hop off bus around Brisbane City. I'm wondering if you might be able to help out in this endeavour with some loaded Go Cards for the students. At this stage, we expect to use less than \$10.00 per person with Go Cards. Again, this is an experience in itself to use public transport without any cash on hand. Experiences like this are common for city students, but for students of Ubobo, they are completely foreign. To add to the trip, I have also gone off to get my HR licence so I can drive a bus for the students. Again, some haven't experienced bus travel before. ..."

As this issue falls within the jurisdiction of the TransLink, the Lord Mayor would appreciate if you could consider this feedback and respond directly to Mr Manttan. If further information is required, Mr Manttan can be contacted on (07) 4974 1120 or by email at jmant37@eq.edu.au.

Thank you for your assistance in this matter.

Yours sincerely

Trish Levey
ACTING MANAGER
LORD MAYOR'S ADMINISTRATION OFFICE

Ref: LM04025-2017
Please quote reference number when replying.

From: TransLink Correspondence
Sent: Wednesday, 13 September 2017 2:54 PM
To: Jmant37@eq.edu.au
Subject: TransLink correspondence – COR17/ORG/460 – request for funded go cards – Ubobo State School

Our Reference: COR17/OR/460

Dear Mr Manttan

I refer to your communication with the Office of the Right Honourable, the Lord Mayor of Brisbane, Councillor Graham Quirk, on 16 August 2017 about your request for funded *go* cards to assist with public transport travel during your school's upcoming camping trip to Brisbane. Your correspondence was forwarded to TransLink, a division of the Department of Transport and Main Roads (TMR), for consideration and response.

As you would appreciate, TransLink receives many requests for sponsorship and donations from worthy community groups and organisations such as charities, volunteer groups and non-profit organisations.

Unfortunately, due to funding limitations, TransLink is unable to provide complimentary travel at this time.

To assist you with your ticketing requirements prior to travel, you are able to purchase *go* cards at a number of retailers, including 7-Elevens' or at Queensland Rail stations. For a full listing of retailers in the South East Queensland (SEQ), please follow the link below:

<https://translink.com.au/tickets-and-fares/go-card/buy-and-top-up>.

The cost of the *go* card is \$10 for adult and \$5 for concession and increments of \$5.00 can be added to the *go* cards as required. The *go* cards can be used for travel, across all modes of transport. A refund of any remaining funds at the end of camping trip can be obtained from one of the hundreds of retailers across the network.

You are also able to order bulk *go* cards (10 or more) online, by clicking on the link below:

https://shop.translink.com.au/epages/shop.sf/en_AU?ObjectPath=/Shops/shop/Categories/BulkGoCards.

Alternatively, please contact TransLink on products@translink.com.au to commence the purchase process.

For any further enquiries you may have in relation to the *go* card or public transport travel in SEQ, please contact the TransLink Call Centre on 13 12 30 (available anytime). Alternatively, please visit TransLink's website at www.translink.com.au for more information.

We trust this information is of assistance and we wish you and the students a pleasant stay in Brisbane.

Yours sincerely

TransLink Correspondence Team

TransLink Division | Department of Transport and Main Roads

GPO Box 50 Brisbane Qld 4001 | t 07 3338 4000

e correspondence@translink.com.au

w www.translink.com.au w www.tmr.qld.gov.au



Joanne Richardson

From: TransLink Correspondence
Sent: Monday, 25 September 2017 1:59 PM
To: jmant37@eq.edu.au
Subject: TransLink Correspondence - COR17/ORG/464 - request for funded go cards
Attachments: GM(PTS) Signed Response - COR17ORG464.pdf

Mr Jason Manttan
Principal
Ubobo State School
jmant37@eq.edu.au

Our Reference: COR17/ORG/464

Dear Mr Manttan

Please find the attached document in response to your recent communications regarding TransLink's public transport network.

Yours sincerely

TransLink Correspondence Team

TransLink Division | Department of Transport and Main Roads

GPO Box 50 Brisbane Qld 4001 | **t** 13 12 30
e correspondence@translink.com.au
w www.translink.com.au **w** www.tmr.qld.gov.au



Please consider the environment before printing this email.

25 September 2017

Mr Jason Manttan
Principal
Ubobo State School
jmant37@eq.edu.au

Dear Mr Manttan

Thank you for your follow-up email of 14 September 2017 about your request for funded *go* cards to assist public transport travel during your school's upcoming camping trip to Brisbane.

I acknowledge your disappointment with the Department of Transport's initial response to you from 13 September 2017 and your request for reconsideration into TMR's original decision to decline your request for provision of funded *go* cards for your school's upcoming camping trip.

As you would appreciate, providing free travel would set a precedence for other organisations making similar requests. As such, I regret to advise TMR is unable to assist with your request for funded *go* cards on this occasion.

As previously advised, *go* cards are able to be purchased at a number of retailers throughout South East Queensland. Alternatively, a bulk order of *go* cards can be made via the TransLink website at www.translink.com.au or by emailing TransLink at products@translink.com.au.

I regret this is not the outcome you were hoping for, however, I trust this information is of assistance.

Yours sincerely

Martin Bradshaw
General Manager (Passenger Transport Services)
Department of Transport and Main Roads

TransLink Division
61 Mary Street
Brisbane Qld 4000
GPO Box 50, Brisbane
Queensland 4001 Australia
Telephone 13 12 30
Email correspondence@translink.com.au
Website www.translink.com.au
ABN 39 407 690 291