



Minister for Transport and Main Roads  
Minister for Digital Services

Our ref: PET52369  
Your ref: A1239615

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11 March 2024

Mr Neil Laurie  
The Clerk of the Parliament  
Parliament House  
George Street  
BRISBANE QLD 4000

Dear Mr Laurie

I refer to petitions 3990-23 and 4030-24, lodged with the Legislative Assembly on 13 February 2024 about a request to alter bus route 723 on the Gold Coast.

I am advised the extension of route 723 along Lindfield Road—to stop closer to Helensvale Plaza and Helensvale Library—would negatively impact the journey time of existing customers and limit customers' ability to access connecting rail and bus services at Helensvale station. As a result, the Department of Transport and Main Roads (TMR) is not considering extending route 723 at this time.

Residents can access Helensvale Plaza by catching route 723 to Helensvale station, then, transferring onto route 725 to travel to Sir John Overall Drive at Helensvale Plaza, Helensvale (stop ID: 300282). The return journey from Helensvale Plaza would start from Lindfield Road at Helensvale Plaza, Helensvale (stop ID 319246) to Helensvale station, and transfer onto route 723 to make the return journey. TMR acknowledges changing between these services does require waiting times.

Residents may also be eligible for the Gold Coast City Council's (GCCC) Council Cab Service. This service assists seniors and people with disability to travel to their local shopping centre and back. For more information and to determine eligibility, residents can access the GCCC's website at [www.goldcoast.qld.gov.au/Services/Roads-transport-parking/Public-transport/Council-cab-services](http://www.goldcoast.qld.gov.au/Services/Roads-transport-parking/Public-transport/Council-cab-services). Various community transport providers also offer alternative transport options. For further information please visit the Queensland Government's website at [www.qld.gov.au/disability/out-and-about/travel-transport/community-transport](http://www.qld.gov.au/disability/out-and-about/travel-transport/community-transport).

TMR will continue to monitor demand for services and identify opportunities for service improvements in future reviews of the area.

Yours sincerely

A handwritten signature in black ink, appearing to read "Bart Mellish".

**BART MELLISH MP**  
**Minister for Transport and Main Roads**  
**Minister for Digital Services**