

# Bus Travel Benefit

## FAQ

### Q Why can I do this?

Pursuant to the operation of certain Commonwealth FBT laws, employers are able to offer employees an exempt benefit related to a motor vehicle in particular circumstances. This effectively enables employees to salary package their bus travel between work and home.

### Q How does it work?

Once you set-up the Bus Travel benefit, you will receive your *go* Bus Travel Benefit card in the mail. Once received, all you will need to do is touch the card on and off on your bus travel to and from work.

Journeys will be automatically paid for through your *go* Bus Travel Benefit card, using pre-tax funds from your salary packaging account.

### Q How many trips can I do?

You can salary package the cost of your bus travel expenses to and from work, on TransLink's bus network throughout South East Queensland.

There is no limit on the amount you can salary package, only the type of journey.

### Q Where can I use my *go* Bus Travel Benefit card?

Your card can be used for bus travel expenses to and from work, throughout South East Queensland on the TransLink bus network. Note that your entire journey must be undertaken on a bus and cannot be mixed with other forms of public transport.

### Q Why can I only use the *go* Bus Travel Benefit card on a bus?

Federal Legislation does not allow for other modes of public transport to be salary packaged.

### Q I have access to the FBT Exemption cap, how will this affect it?

The bus travel benefit is exempt from FBT and has no effect on the FBT concessional cap.

### Q What is the initial card deposit of \$25 for?

As you have not accumulated a balance on your card, an initial \$25 is required on your first payment to ensure you have adequate funds for your first fortnightly travel pattern. This amount will be kept in case your travel pattern varies in the future.

### Q Can I get multiple cards for my family?

No. This benefit is only available for your work related bus travel.

### Q How do I get started?

To start salary packaging your bus travel expenses, please apply online by visiting [remservsalarypackage.com.au/bus](http://remservsalarypackage.com.au/bus).

### Q How long will it take for my *go* Bus Travel Benefit card to get to me?

Your card will be issued once pre-tax deductions arrive in your RemServ account. This will take between five to seven business days.

### Q My card hasn't arrived, how long will it take?

If you have not received your card within five to seven working days of funds arriving in your RemServ account, please contact us on **1300 30 40 10**.

### Q Can I get reimbursed for my travel prior to starting this benefit?

No. This benefit will commence at the time you receive your card and cannot be back-dated.

### Q How do I top-up my *go* Bus Travel Benefit card?

You do not need to top-up your card. If you start travelling a different distance or frequency than you originally nominated, you will need to amend your contributions. You can do this by visiting [remservsalarypackage.com.au](http://remservsalarypackage.com.au) and downloading the 'I would like to amend my bus travel' form. Please return the completed form to us by emailing [remserv@remserv.com.au](mailto:remserv@remserv.com.au).

### Q How do I amend the amount going to my *go* Bus Travel Benefit card?

To amend your contributions, visit [remservsalarypackage.com.au](http://remservsalarypackage.com.au) and download the 'I would like to amend my bus travel' form. Please return the completed form to us by emailing [remserv@remserv.com.au](mailto:remserv@remserv.com.au).

### Q Can funds be taken off my *go* Bus Travel Benefit card?

No. Funds will only be taken off your card if you cease salary packaging the Bus Travel benefit, or cease your salary packaging account in full. All funds would then be returned to your payroll to be taxed and returned to you as salary.

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### Q What happens if my *go* Bus Travel Benefit card is used for invalid travel?

As part of your salary packaging arrangement, the *go* Bus Travel Benefit card can only be used for travel to and from work on any TransLink bus within South East Queensland. Any form of travel other than this is considered to be invalid. You will receive a notification if invalid travel occurs, outlining what's required.

### Q What happens if my card is lost, stolen or damaged?

Please contact TransLink immediately on **13 12 30**. TransLink is available 24 hours a day, seven days a week.

TransLink will cancel your card instantly and notify us to re-issue your card. You will receive a replacement card at no cost within five to seven business days. The balance of your previous card will also be transferred to your replacement card.

### Q Why does my online account balance not match the amount that appears when I touch on?

Your RemServ online account balance represents the amount of funds you have in your salary packaging account.

For your security, your *go* Bus Travel Benefit card is only permitted to have a maximum of \$25 available on it at any one time. Once the balance falls below \$5, the card will automatically be topped up by the available funds in your salary packaging account. This is why there may appear to be a difference in balance on your card and balance in your salary packaging account.

To keep track of your card balance, you can visit [translink.com.au/go](http://translink.com.au/go). This will match the amount that appears when you touch on.

### Q There are funds in my salary packaging account but not on my card?

There are a number of reasons why funds may be in your salary packaging account and not on your *go* Bus Travel Benefit card. Please call us on **1300 30 40 10** to discuss how this could have occurred.

### Q How do I dispute a *go* Bus Travel Benefit card transaction?

Please log your dispute with TransLink on **13 12 30**. TransLink are available 24 hours a day, seven days a week.

They will investigate the transaction and provide you with an outcome.

### Q Why have my contributions changed?

We will automatically update your contributions in line with any public transport price changes. Contributions will change as and when public transport fares change, please review your account on a regular basis and contact us if you would like to discuss further.

### Q What happens if I change employers?

Salary packaging is provided to you by your employer, as part of your workplace benefits program.

If you are changing departments within the Queensland Government and your new department offers the Bus Travel benefit, you can contact us to request a transfer of your salary packaging account and your *go* Bus Travel Benefit card will remain active.

If your new employer is not under Queensland Government and offers salary packaging and this benefit, you will need to notify us to cease your arrangement with your current employer. Any available balance remaining on your *go* Bus Travel Benefit card will then be returned to your payroll, to be taxed and returned to you as salary. You will then need to set-up a new arrangement with your new employer, and you will be re-sent a *go* Bus Travel Benefit card.

If your new employer does not offer salary packaging or you are transferring to a Queensland Government department that does not yet offer the Bus Travel benefit, you will need to notify us to cease your arrangement. Any available balance remaining on your *go* Bus Travel Benefit card will then be returned to your payroll to be taxed and returned to you as salary.

### Q What happens if I cease packaging?

Any available funds still remaining on your *go* Bus Travel Benefit card will be returned to your payroll to be taxed and returned to you as salary.

#### IMPORTANT INFORMATION

Salary packaging is only available to eligible employees of the Queensland Government as per the Standing Offer Arrangement PTD0027-16. The implications of salary packaging for you (including tax savings and impacts on benefits, surcharges, levies and/or other entitlements) will depend on your individual circumstances. The information in this publication has been prepared by RemServ for general information purposes only, without taking into consideration any individual circumstances. RemServ and the Queensland Government recommend that before acting on any information or entering into a salary packaging arrangement and/or a participating agreement with your employer, you should consider your objectives, financial situation and needs, and, take the appropriate legal, financial or other professional advice based upon your own particular circumstances. You should also read the Salary Packaging Participation Agreement and the relevant Queensland Government Salary Packaging Information Booklets and Fact Forms available via the Queensland Government Contracts Directory. The Queensland Government strongly recommends that you obtain independent financial advice prior to entering into, or changing the terms of, a salary packaging arrangement.

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