



Authorised officers (Ticket Inspectors)

You must have a valid ticket when you are travelling on public transport. This is a requirement by law.

There may be circumstances however where you can travel without one. These include where you have

- taken all reasonable steps to purchase a ticket before and after your trip; or
- you have not had the opportunity to purchase your ticket, e.g. the machine is not working.

Powers of Authorised Officers

Authorised Officers can:

1. Ask your name and address if they have reasonable grounds to believe that you have committed or are going to commit an offence under the *Transport Act*. They must alert you of their grounds for the belief that you have no valid ticket.
2. Detain or arrest you without a warrant if they believe on reasonable grounds that it's necessary. For example, if you can't prove your identity or address. They can also detain you for the amount of time that it takes to verify your identity.
3. If you do not have a form of ID e.g. a student card, they have the right to ask you to give them the phone number of someone who can verify who you are.
4. Use force that is 'reasonable' to detain you. If you are being detained, ticket inspectors must hand you over to police as soon as possible.
5. Fine you for committing an offence e.g. fare evasion.
6. Seize your ticket if you don't validate it.
7. Ask you to show proof of concession e.g. a Student card or Health Care Card.

Your Rights when dealing with Authorised officers

You can:

1. Travel without a ticket if you have taken steps to do so or have not had the opportunity to do so.
2. Apply to have a ticket that has been seized to be returned to you.
3. Ask the ticket inspector their name; place of duty and to produce their authority, e.g. their identification card. You can also ask for this in writing.
4. Make a complaint if you believe that you have been mistreated or unfairly fined by ticket inspectors.

Young Peoples Legal Rights Centre
Inc No A0041616E
ABN 12 794 935 230

www.youthlaw.asn.au

Tel 9611 2412 Fax 9620 3622 Email info@youthlaw.asn.au
At Frontyard, 19 King Street, Melbourne VIC 3000

Complaints

Complaints about infringement notices or the conduct of authorised officers can be made to:

- The transport company involved (e.g. Metlink, Connex, Yarra Trams);
- The Dept of Infrastructure (Revenue Enforcement Group);
- If no satisfactory resolution of complaint, proceed to the Public Transport Industry Ombudsman.

See Information sheets under Fines on the Youthlaw website for more information www.youthlaw.asn.au.

The Office of the Public Transport Industry Ombudsman has been established to hear complaints from public transport users in relation to:

- Failure to provide services;
- Fares and ticketing;
- Conduct of staff;
- Use of public transport facilities and land.

Ombudsman will only hear complaints after you have first attempted to resolve the issue with Metlink.

The public transport ombudsman has the ability to hear complaints regarding the conduct and behaviour of public transport staff. They can hear complaints about Authorised Officer where the Authorised officer has exceeded their statutory powers under the Transport Act

The Public Transport Ombudsman will investigate the matter and suggest a conciliation process that you could be involved in with the public transport provider. If you are happy with the resolution, the resolution will be confirmed and the case will be closed. If you are not happy with the result and the ombudsman thinks that there could be further investigation, the investigation will continue.

The decision of the ombudsman will be binding on the transport provider and you will receive written reasons for their decision.

Resolutions may include

- providing an explanation for an event ;
- providing an apology;
- Providing some form of compensation.

Some tips when using public transport

- If you are using a concession ticket, ensure that you have with you at all times, a current Health Care Card or concession card. A Student Card is not sufficient.
- Ensure you validate your ticket on every trip when the machines are working and you are able to do so.
- Be cooperative when questioned by Authorised Officers particularly if they are only exercising their duty. For example tell them your name and address.
- If you think that you should not have been fined, obtain legal advice before paying it.

Useful contacts

Customer Feedback Connex

Address: GPO Box 5092BB, Melbourne VIC 3001
Phone: 1 800 800 705 (Connex Customer Feedback Line)
Email: www.connexmelbourne.com.au/help_contact
Web: www.connexmelbourne.com.au

Metlink/Viclink

Address: GPO Box 4693TT, Melbourne Victoria 3001
Phone: 131 638 (Metlink)
Email: feedback@metlinkmelbourne.com.au
Web: www.metlinkmelbourne.com.au

V Line Passenger

Phone: 1800 800 120 (customer feedback)
Contact: www.vlinepassenger.com.au/feedbackform
Web: www.vlinepassenger.com.au

Yarra Trams

Address: GPO Box 5231 BB, Melbourne VIC 3000
Phone: 1800 800 166 (customer feedback)
Contact: www.yarratrams.com.au/contact/customer_feedback
Web: www.yarratrams.com.au

Public Transport Ombudsman

The Public Transport Ombudsman can be contacted to make a complaint at www.ptovic.com.au

Address: Public Transport Ombudsman, PO Box 538, Collins Street West, Melbourne VIC 8007
Phone: (03) 8623 2111, 1800 466 865, 1800 809 623 (TTY)
Fax: (03) 8623 2100
Email: enquiries@ptovic.com.au
Web: www.ptovic.com.au
Online complaints: www.ptovic.com.au/content/complaintform.html

Youthlaw

Address: At Frontyard, 19 King Street Melbourne 3000
Phone: (03) 9611 2412
Email: info@youthlaw.asn.au
Web: www.youthlaw.asn.au