



# Authorised Officers on public transport

viclink 

metlink 



## Travelling with a valid ticket

Victoria is progressively switching to a new ticketing system called myki and while this is happening you may notice two types of ticketing equipment operating across the train, tram, coach and bus networks.

The myki and Metcard systems are operating in parallel until December 2012, so you can use either a myki or a Metcard if you are travelling in Zones 1 and / or 2.

During this time the number of myki sales and top up outlets will gradually increase, while the number of Metcard sales outlets will gradually decrease.

In metropolitan Melbourne, a valid ticket can either be a myki or Metcard. To make sure you are travelling with a valid ticket visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) or call **131 638** before you travel.

In regional Victoria, a valid ticket can either be a V/Line ticket, a ticket purchased on a regional coach or bus, or a myki for regional town buses in Geelong, Ballarat, Bendigo, Seymour, Warragul and the Latrobe Valley. To make sure you are travelling with a valid ticket in regional Victoria visit [viclink.com.au](http://viclink.com.au) or call **136 196** before you travel.



## Authorised Officers

### Who are Authorised Officers?

Authorised Officers are employed by public transport operators to check tickets, improve customer safety, provide customer information and help during special events.

Authorised by the Victorian Government, Authorised Officers undergo extensive training and must:

- report behavioural and ticketing offences against the *Transport (Compliance & Miscellaneous) Act 1983* and Regulations
- act as a deterrent to vandalism, fare evasion and anti-social behaviour
- provide customer service to all public transport passengers
- assist the travelling public with all aspects of public transport services which includes helping to ensure the network is safe
- maintain the highest degree of integrity and professionalism at all times.

Authorised Officers:

- must display their badge when checking tickets and on request, show their identity card to passengers
- cannot search bags or any person's belongings
- may work in uniform or in plain clothes
- sometimes work in teams to ensure the tickets of large numbers of customers can be checked quickly and efficiently.

### What are Authorised Officers' powers?\*

Authorised Officers have the authority to:

- check your ticket and concession card identification where appropriate, even when you have left the vehicle or a paid area of a station

If an Authorised Officer has reasonable grounds to believe an offence has occurred, they can:

- ask for your name and address
- ask to see evidence which confirms your identity
- lawfully arrest you until your name and address are verified
- lawfully arrest you until police arrive if you refuse to comply
- tickets must be surrendered to officers for use as evidence when requested otherwise a further offence is committed.

\*The above represents just some of the powers of Authorised Officers. The powers are exercised under and subject to the *Transport (Compliance & Miscellaneous) Act 1983*. Any information obtained in the exercise of these powers is collated, retained and used in accordance with the *Information Privacy Act 2000* and the *Transport (Compliance & Miscellaneous) Act 1983*.

## What is a valid ticket?

You must always have a valid ticket with you while travelling on any metropolitan train, tram or bus, or any regional train, coach or bus. To ensure you are travelling with a valid ticket you must:

- buy your ticket before your journey or upon boarding a tram, coach or bus
- validate your Metcard or touch on your myki when entering a paid area of a station and each time you board a tram or bus or show your valid V/Line ticket on request
- check your ticket is valid for the zones that you are travelling in
- carry both your ticket and a valid concession card if travelling on a concession fare.



## What happens if I don't have a valid ticket when travelling?

If you do not have a valid ticket when travelling on public transport or refuse to show your ticket on request, you may have committed an offence under the *Transport (Compliance & Miscellaneous) Act 1983* or its Regulations.

Authorised Officers will write a report of the alleged offence committed. You will be asked to provide your name and address and evidence confirming these details such as a driver's licence.

It is important to note that Authorised Officers do not issue infringement notices or fines to passengers. Instead, they provide a report (with any additional evidence attached) of the incident to the Department of Transport. The Department of Transport then determines whether the matter should progress and an infringement notice (fine) issued. The money from the fine goes directly to the Victorian Government, except for a small administration fee which is paid to the operator to help offset the costs of enforcement.

If you do not cooperate with requests from Authorised Officers in the exercise of their powers under the *Transport (Compliance & Miscellaneous) Act 1983*, you may be lawfully arrested and held until police arrive. If the matter cannot be resolved, then police may arrest you and the matter may go before the Magistrates' Court or the Children's Court.

If you produce a ticket that is not valid for that particular journey, or you produce a faulty ticket, the matter will be reported. The ticket must be surrendered by you and will be produced in court as evidence if required. Once you have surrendered your ticket to an Authorised Officer you will be issued with a receipt and may receive a travel permit to complete your journey. However, next time you travel, you must have a valid ticket for your journey.

**Don't risk a fine – always travel with a valid ticket.**

## What if I see someone being reported and intervene?

Under the *Transport (Compliance & Miscellaneous) Act 1983*, you may be charged with hindrance or obstruction if you intervene while another passenger is being reported. Often you may see only a small part of an incident. If you want to report the behaviour of an Authorised Officer, you can do so by calling the customer feedback numbers outlined in this brochure.

Physical assaults on staff are a criminal offence and will not be tolerated. Any person who assaults staff may be prosecuted.

This document is a summary of legislation only and is not intended as legal advice. To find out more, please refer to the *Transport (Compliance & Miscellaneous) Act 1983* and its Regulations and other appropriate legislation.

A ticket issued by or on behalf of an operator remains the property of the operator at all times. A ticket issued by or on behalf of the Public Transport Ticketing Body remains the property of that Body at all times.

## What happens if I have to surrender my ticket?

If the ticket you were travelling on was surrendered as evidence and still had valid unused journeys or value when it was surrendered, you may be eligible to have the ticket value refunded or reissued once investigations are complete.

For further information about a surrendered Metcard, call the Department of Transport on **1300 135 066**.

For further information about a surrendered myki, call the myki call centre on **13 6954 (13 myki)**.

## How can I provide feedback?

Customer feedback lines are in place to accept your feedback. If you feel you have been treated unfairly by an Authorised Officer you can contact the relevant operator with your feedback. However, please understand that reported matters will not be withdrawn simply because you are annoyed or angry about being reported.

Metro – Customer feedback  
1800 MY METRO (1800 69 63876) 6am – midnight daily  
Visit: [metrotrains.com.au](http://metrotrains.com.au)

Yarra Trams – Customer feedback  
1800 800 166 6am – midnight daily  
Visit: [yarratrams.com.au](http://yarratrams.com.au)

Metropolitan buses  
Contact the relevant bus company. If you are unsure who the operator is call Metlink on 131 638 6am – midnight daily.  
Visit: [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

V/Line trains and coaches  
V/Line Customer Relations  
1800 800 120 6am – midnight daily  
Visit: [vline.com.au](http://vline.com.au)  
Mail: Reply Paid 5343, Melbourne VIC 3001

Regional town buses  
Contact the relevant bus operator. If you are unsure of who the operator is call 136 196 6am – midnight daily.  
Visit: [viclink.com.au](http://viclink.com.au)

You can call the myki call centre for further information on 13 myki (13 6954) from 6am – midnight daily.  
Visit: [myki.com.au](http://myki.com.au)

For information about your infringement contact the Department of Transport call 1300 135 066. Call this number only after you have received an infringement notice.  
Mail: Department of Transport, GPO Box 2797, Melbourne VIC 3001



For metropolitan train, tram and bus information contact Metlink on **131 638** 6am – midnight daily or visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

For regional train, bus and coach information call **136 196** between 6am – midnight daily or visit [viclink.com.au](http://viclink.com.au)

**For translated information**

Arabic	9321 5440	Mandarin	9321 5454
Cantonese	9321 5441	Somali	9321 5446
Croatian	9321 5442	Spanish	9321 5447
Dinka	9321 5452	Sudanese	9321 5453
Greek	9321 5443	Turkish	9321 5448
Italian	9321 5444	Vietnamese	9321 5449
Macedonian	9321 5445	All other foreign languages	9321 5450