

WE CAN HELP WITH PUBLIC TRANSPORT FINES



**PUBLIC
TRANSPORT
OMBUDSMAN**

LISTEN · ACT · RESOLVE · IMPROVE

The Public Transport Ombudsman (PTO) can help with public transport fines in certain circumstances.

If you request an internal review of your public transport fine, and the Department of Transport and Planning (DTP) doesn't withdraw the fine, we can help in certain circumstances. These circumstances include:

- personal circumstances such as disability, homelessness, mental illness, family violence or serious addiction
- unexpected or extraordinary circumstances have resulted in a fine.

How will the PTO help me, if my fine isn't withdrawn after internal review?

We'll speak with you about your circumstances and see if we can help.

If we can help, we will independently look at DTP's decision to fine you. We may ask you for more information or evidence (if you have it) as part of this process.

If we can't help, we'll explain why, and give you other options for assistance.

What to do before you complain to the Public Transport Ombudsman (PTO).

Before you complain to us, you need to ask the Department of Transport and Planning (DTP) to review its decision to fine you. Here's how to do this.

1 Request an internal review.

Requesting an internal review means asking DTP to withdraw your fine, based on the reasons and evidence you provide. To submit a request, follow the instructions on your Infringement Notice or go to vic.gov.au/public-transport-fines

2 Get an outcome.

An internal review has two possible outcomes:

- Your fine gets withdrawn or replaced with a warning. This means you don't have to pay the fine or take further action.
- Your fine is not withdrawn. This means you must take further action.

3 Take further action, if you need to.

If your fine is **not** withdrawn, you can:

- pay the fine by the new due date
- ask for more time to pay the fine
- make a complaint to the PTO about the fine
- challenge the fine in the Magistrates Court. You may want to get legal advice if you choose this option.

If the PTO helps me with a fine, what outcome(s) can I expect?

It's important to understand that the PTO can't withdraw your fine, only DTP is able to do this. What the PTO can do is:

- make recommendations to DTP about a fine's fairness
- give DTP new information or evidence.

DTP may re-consider and withdraw your fine, based on recommendations or new information from the PTO. In some cases, your fine may be withdrawn and replaced with a warning.

The PTO can support case workers (and their clients) with fines matters.

If your client's application for internal review is not successful, you can:

- contact and work with the PTO as your client's Authorised Representative
- have your client work directly with us.

Our trained staff will speak with you and/or your client so that the PTO can:

- understand any circumstances that may have contributed your client's offence
- help you gather information, documentation or other evidence.

Who we are

We're an independent dispute resolution service. We help people with complaints about public transport operators and agencies in Victoria. Our service is free, fair and fast. We've helped over 53,000 people since 2004.

How we can help

If you've complained to an operator/agency, and you're not satisfied with the response, you can complain to the PTO. We'll work with you and the operator to resolve your complaint.

Complaints we can help you with

As well as complaints about fines, the PTO can help with complaints about:

- late, overcrowded or cancelled services
- myki or other ticketing problems
- public transport information, including timetables and service disruption advice
- accessibility, which means issues that make it hard to access or use vehicles, facilities, information, or customer service processes
- public transport staff, including Authorised Officers
- noise, dust or other disruptions caused by project or maintenance works
- the safety or cleanliness of stations, stops or vehicles.

How to make a complaint to the Public Transport Ombudsman (PTO)

You can complain to us by phone, email, through our website or by mail.

If your complaint is about a fine, please include your Infringement Number, if you have it.

Not sure where to get help with a fine?

The PTO can point you in the right direction. Contact us for assistance.



Phone: 1800 466 865

Monday to Friday, 9am to 5pm.

You can also call us via your preferred National Relay Service (NRS) call type: accesshub.gov.au/about-the-nrs

Or talk to us with an interpreter, if you need to, by calling the Translation and Interpreting Service: 131 450



Email: enquiries@ptovic.com.au



Submit a complaint at our website: ptovic.com.au/complaints/make-a-complaint



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