

Public Transport Q&A's – Customer Facing – COVID-19

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Key messages (updated):

- From 6pm on Friday 26 March COVIDSafe settings have been further relaxed allowing for more visitors in the home, reduced mask wearing and an increase in the number of people allowed in live music venues and other settings.
- Public transport services are running to the normal timetable, including V/Line services
- Face masks remain mandatory on public transport and in ride share vehicles and taxi services
- Masks should always be carried with you and worn if you can't physically distance yourself from others.
- When travelling on public transport you must wear a fitted face mask covering your nose and mouth unless you have a lawful reason for not doing so. Please ensure you wear the mask for your entire journey. We have plenty of cashless ways to top up your myki [online](#) or at your nearest station or stop.
- Cash payments are available for those people for whom cash is their preferred or only option.
- The myki bus network will remain cashless with the permanent removal of transactions onboard buses using myki from 13 July 2020.
- All residents and travellers from anywhere in Australia wishing to enter Victoria must apply for a permit.
- When travelling interstate please check the visiting state's [entry conditions](#) before you leave Victoria.
- For a full and up to date list of public exposure sites, please visit coronavirus.vic.gov.au. If you think you may have been exposed, please get tested immediately and follow Department of Health (DH) instructions.
- We strongly encourage you to register your myki so that we can contact you if you have been exposed to COVID-19 on a public transport service.
- Visit coronavirus.vic.gov.au for details on coronavirus restrictions and the latest advice.
- Please plan ahead using our [Journey Planner](#) and check [disruptions information](#) before you travel. If you need help with journey planning, please call us on 1800 800 007.

Face Masks (updated)

Key messages

- Face masks must be carried at all times and are mandatory in the following situations:
 - On Public transport
 - In rideshare and taxi services
 - In sensitive settings such as aged care facilities and hospitals.
- Face masks are strongly recommended you cannot keep 1.5 metres distance from other people, such as at busy stations and stops.
- When travelling on public transport you must wear a fitted face mask covering your nose and mouth unless you have a lawful reason for not doing so.
- Please ensure you wear a mask for your entire journey.
- Wearing a face mask helps keep you and others safe.
- For more information on mask wearing, visit coronavirus.vic.gov.au
- The Department of Transport is working closely with our public transport operators to make sure that customers are aware of the requirement to wear a mask when travelling on the network.
- Victoria Police and Protective Service Officers (PSOs) will be enforcing the wearing of face masks and can issue \$200 fines for those not wearing a fitted face mask without a valid exemption. This includes when travelling on public transport. Victoria Police and PSOs will be conducting regular patrols across the network to ensure everyone is wearing a fitted mask.

- A fitted face mask needs to cover both your nose and mouth. Face shields, bandanas, or scarves or loose snoods, loose buffs or loose gaiters on their own are not considered a sufficient face covering.
- There are exemptions for children under 12 years, individuals with breathing difficulties, and those who have physical conditions that make it difficult to wear a fitted face mask. These conditions may not be visibly obvious to others and we urge all our public transport customers to be kind and respect each other.
- Please note that only Victoria Police and Protective Service Officers (PSOs) are authorised to enforce the public health directions regarding wearing face masks on public transport.
- If you wish to raise concerns about compliance with the public health directions, please contact the Police Assistance Line (PAL) on 131 444 and press #2 to report a confirmed breach of government-mandated COVID-19 restrictions. For more information on mask requirements and exemptions visit coronavirus.vic.gov.au/face-masks

Should I wear a face mask on public transport?

- Yes, wearing a fitted face mask on trams, trains and buses is mandatory unless you have a valid exemption. Face masks are strongly recommended on platforms and stops and when you cannot physically distance yourself from others.

Will you be providing face masks for passengers?

- Masks are not being provided to passengers at train stations or on-board trams and buses. You need to have your own face mask and carry a mask with you whenever you leave your home.

Will bus drivers or other public transport staff deny access to people who are not wearing a mask?

- Our public transport staff will not deny entry to services as some Victorians are exempt from wearing a face mask.
- However, those without a lawful exemption who do not wear a face mask risk getting fined by Victoria Police.
- Victoria Police are patrolling the community including public transport.

What do I do if I see people on public transport not wearing a face mask?

- The Department of Transport is working closely with our public transport operators to make sure that customers are aware of the requirement to wear a mask when traveling on the network. Posters, decals and corflutes are on display at train stations, tram and bus stops across the public transport network and recorded voice announcements are being played on trains, trams and buses to provide customers with the latest transport advice regarding safe travel, including the requirement to wear a fitted face mask when travelling.
- Please do not approach fellow passengers who are not wearing face masks. Only Victoria Police and Protective Service Officers (PSOs) are authorised to enforce the public health directions regarding wearing face masks on public transport services.
- If you wish to raise concerns about compliance with the public health directions, please contact the Police Assistance Line (PAL) on 131 444 and press #2 to report a confirmed breach of government-mandated COVID-19 restrictions.

Can I enter a Hub or Customer Service Centre if I don't have a mask?

- From 6pm Friday 26 March 2020 masks will no longer be mandatory in retail settings, this includes Hubs and Customer Service Centres.
- This applies to customers and staff
- However, you still need to carry a mask at all times and it's strongly encouraged to wear a mask when you cannot maintain physical distance from other people.

What kind of face coverings can I wear?

- There are two types of face masks suitable for community use: cloth masks and surgical masks. A face mask needs to cover both your nose and mouth.
- You must wear a fitted face mask that covers the nose and mouth. This means that face shields, bandanas, or scarves or loose snoods, loose Buffs or loose neck gaiters on their own are not considered sufficient face covering.

Do I have to wear a face mask if I am travelling on a V/Line service within regional Victoria?

- Yes. Everyone in Victoria must wear a fitted face mask on all trams, trains and buses, wherever they live.

Am I allowed to take off my face mask to eat or drink on board a public transport service?

- Based on Department of Health advice you can temporarily take off your face mask to eat or drink. We encourage passengers to be considerate of others and only do so when necessary. Please limit the time spent eating and drinking and where possible wait until the end of your journey when travelling a short distance.
- If you must eat or drink on board, ensure you are practicing good hand hygiene by washing or sanitising your hands, and remember to put your face mask back on, covering your mouth and nose once finished.
- Please continue to follow any standard rules around food and drinks on board, for example hot food or drink cannot be brought on board V/Line coach services.

What are the lawful excuses or exceptions for not wearing a face mask?

- The recommendation to wear a face mask does not apply to children (people aged under 12 years), individuals with breathing difficulties, and those who have physical conditions that make it difficult to wear a face mask.
- For information on lawful excuses or exceptions for not wearing a fitted face mask please visit the [Department of Health website](#).

I have an exemption from wearing a face mask. Why are exemptions not included on posters reminding customers to wear a face mask.

- The health and safety of all our customers is of the utmost importance to us. When communicating to passengers, a consistent message to wear a mask is the most effective approach.
- There is also limited space on signage and time during announcements which limits our ability to detail all the lawful exemptions, without risking a loss in clarity of the overall message that face masks must otherwise be worn.
- The [PTV website](#) details the lawful exemptions to wearing a face mask and we direct customers to coronavirus.vic.gov.au for the most up to date health advice and information on mask wearing.
- Public transport staff are advised not to deny entry to services as some Victorians are exempt from wearing a face mask.

Public Transport Staff and mask wearing

Do public transport staff, including drivers need to wear a fitted face mask while working?

- In line with current health advice staff are always required to carry a mask. Staff must also wear a fitted face mask when they are interacting with passengers on the public transport network and cannot maintain physical distance unless an exemption applies for health or safety reasons.

- This includes staff wearing a mask on station platforms, concourses, bus bays and ticket barriers.
- Bus and coach drivers are required to wear a mask whenever the bus or coach is in service.
- Masks can be removed once within train or tram driver cabins, station offices or depot areas and when driving a bus out of service.
- Masks are not required for employee only areas such as offices, booking offices or retail settings, signal boxes or depots unless staff are unable to maintain physical distance.
- Face masks can also be removed when eating or drinking and for other essential reasons such as communicating with someone who is hearing impaired.

Travelling interstate (updated)

Travelling to Victoria from Interstate

Victorian Permit System in place from 6pm 11 January

- To help stop the spread of COVID-19, all residents, and travellers from anywhere in Australia wishing to enter Victoria from 6pm 11 January 2021 must apply for a permit.
- Areas will be designated green, orange or red zones by the Chief Health Officer based on public health advice. Restrictions will apply for different zones.
- You will be able to apply for a permit online at <http://service.vic.gov.au> or by calling the Coronavirus hotline on [1800 675 398](tel:1800675398).
- Based on current health advice, here are the different zones: <http://coronavirus.vic.gov.au/travelpermits>.
- Each adult needs their own permit.
- If you reach the border without a valid Victorian Border Crossing Permit, you will be turned away at the border and face a possible fine.
- Victorian border communities in New South Wales will continue to be able to access the 'border bubble' using their driver's license or other photo ID to prove their residential address.
- There is currently no similar border exception proposed for residents living on the South Australian border. Regular updates on NSW and the impact on our borders will be provided at coronavirus.vic.gov.au.

Travelling to South Australia

From Friday 26 February, travel to **South Australia** from Victoria and Greater Melbourne is permitted.

All travellers wanting to enter South Australia must complete a [Cross Border Travel Registration](#) at **least 7 days before travelling**.

For further information regarding requirements of travel into SA please visit the [South Australian Government COVID-19 website](#).

It is important to ensure you are permitted to travel before you book a ticket or board your service.

Public Transport services are running to a normal timetable.

Interstate Q&A's – General

Will Victorians be required to obtain a permit to go to another state or territory?

No not unless that State or Territory themselves requires a permit for travel.

Will there be a bubble with South Australia like the border bubble with New South Wales?

No currently there is not a border bubble established with SA, communities on the border of South Australia will need to use the [permit system](#).

Will Victorians living on the border of SA be able to travel into SA border community to buy supplies?

Yes, however they will be required to apply and obtain a permit to return to Victoria.

Will the NSW border bubble remain and is there proposal to change it?

Those living in NSW/VIC border communities will continue to be able to access the 'border bubble'— using their driver's license or photo ID to prove their residential address. Please check coronavirus.vic.gov.au for updates.

Is there a permit system available for essential travel?

There are exemptions in place for some travellers such as in a medical emergency. More information on restrictions and exemptions to travel is available at coronavirus.vic.gov.au.

How is the permit system being enforced?

Authorised Officers will continue to monitor arrivals at our airports, and Victoria Police officers will continue to guard our state's borders.

Latest advice when using public transport

Hygiene (updated)

- If you feel unwell, get tested and stay at home.
- Wear a fitted face mask for your entire journey.
- Practise good hand hygiene, cough into your elbow and keep your distance from other passengers if you can.
- We have installed 550 touchless and manual hand sanitising stations across the network.
- Stringent health, safety and cleaning protocols in line with the expert health advice are in place.

Cash handling

- Public transport service desks will accept cash. Customers are still encouraged to pay online, on the phone or use contactless payment methods where possible.
- Cash is accepted at myki card vending machines located across the network.

Will there be limits on passenger numbers on public transport?

- We will not be limiting the number of people on board trains, trams and buses because this is likely to cause crowding in other areas such as platforms and tram stops.

What steps can I take to keep myself safe when travelling by public transport?

- Everyone has a role to play to keep our network safe – stay home if you're unwell, practice good hand hygiene, travel outside the peak and keep your distance where you can.
- We'll continue to provide clear travel advice and helpful information to keep everyone safe as we travel.
- Follow this advice:
 - Never travel if you are unwell
 - Travel outside peak times if you can (7am – 9am and 4pm – 6pm), as this can help with physical distancing
 - Wear a face covering for your entire journey
 - Practise good hand hygiene and cover your mouth and nose with a tissue when you cough, or otherwise into your elbow
 - Keep your distance, where you can
 - Respect the clearance zone around our drivers
 - Use every fourth step on the escalator and don't pass others
 - Spread out along the platform
 - Keep doorways clear

- Plan ahead. If it's raining, carry an umbrella so you don't need to gather under shelters at stops
- Check listed exposure sites and follow the health advice provided.
- [Register your myki](#) so that we can contact you if you have been exposed to COVID-19 on a public transport service.
- Download the COVIDSafe app and have it active while you travel

Should I use public transport system if I am unwell?

- If you feel unwell, get tested and stay at home.
- If you do become unwell while travelling, please speak to a member of staff or press the emergency intercom button on your tram, train or at the station.
- Passengers who feel ill are advised to get off their service and speak to a member of staff, press the emergency button or if appropriate call Triple Zero (000).
- On Metropolitan trains there are emergency buttons at every station and medics based at the following stations during the morning peak:
 - North Melbourne
 - Flinders Street
 - Richmond
- Emergency buttons on board trams alert the driver, who has a direct link to the Yarra Trams operations centre, who can then contact emergency services if needed.
- On V/Line trains emergency buttons are located on board each VLocity train, which alerts the conductor who can contact emergency services if appropriate.

Information on network (updated)

What has the Department of Transport done to inform passengers of how to travel safely?

Posters, decals, corflutes and recorded voice announcements have been utilised across the network since the start of the pandemic. Regular reviews are undertaken, and updates made to our customer information to ensure the most relevant and up to date information is provided.

Our visual communications and voice announcements encourage passengers to wash their hands before they travel, cough and sneeze into their elbow and wear a fitted face mask for their entire journey.

The collective cooperation of our passengers ensures we can keep on top of this virus.

Communication material across the network includes:

Metro Trains:

- In July and August 2020, Metro Trains installed updated posters and floor decals on board trains encouraging people to practise good hygiene and to wear of fitted face masks.
- In February 2021 a new mask wearing campaign was launched with stronger messaging around needing to wear a face mask while travelling.
- Posters, signage and floor decals are in the process of being updated at all Metro Train stations.
- There are also posters, and floor and window decals at select stations and on some services reminding passengers to keep a safe distance when travelling, advising customers to hold on and reminding passengers that all high touch surfaces are regularly cleaned.

Yarra Trams

- In June 2020 Yarra Trams installed updated decals, posters and corflutes at metropolitan tram stops to remind passengers to maintain physical distancing where possible, to wear a fitted face mask and practise passenger safety on board trams.
- In August 2020, extra posters were added across the tram network encouraging customers to practise good hand hygiene and to wear a fitted face mask.
- In February 2021 decals were added on the doors of trams with the new mask wearing campaign to advise customers that they must wear a face mask before travelling. Information was also added to the interior of all trams, this included stickers and hangers.
- In March 2021, Yarra Trams introduced an updated recorded voice announcement featuring the voice of Brett Sutton, Victoria's Chief Health Officer to remind passengers to wear a fitted face mask whilst travelling.
- Tram floor decals and signage at tram stops were also updated with this stronger mask wearing message. Customers are also reminded that all high touch surfaces on trams are regularly cleaned.

V/Line

- In August 2020, posters reminding passengers to wear face masks and instructing passenger safety have been installed on V/Line services.
- For example, passengers are reminded to hold on and take a seat where possible. All high touch surfaces are regularly cleaned.
- V/Line displays digital information regarding mask wearing and since February 2021 has been progressively updating information at station entry points and high traffic areas to ensure all customers are reminded to
- wear a face mask while travelling.
- In April 2021, the new mask wearing decals will be installed on V/Line train entry doors.

Buses

- At the beginning of August 2020, double sided bus hangers were installed providing information about cashless transactions and reminders to wear face masks on board.
- In March 2021 the exterior of buses were updated with decals on windows near all doors at eye level to ensure maximum visibility advising customers that they must wear a face mask while travelling.

COVID-19 cases on the public transport network (updated)

What plans do you have in place if someone diagnosed with COVID-19 travelled on public transport while contagious?

- There are well established protocols based on the guidelines issued by the Department of Health (DH), which are in place for the safety of passengers and staff.
- DH will advise Department of Transport and the relevant operator/operators of confirmed cases where there is a risk of further transmission because of their travel on public transport, or to assist in identifying close contacts. This will only occur for confirmed cases.
- All staff who were in immediate contact with the ill passenger will be contacted and advised to seek urgent medical care as well as provide them with support services.
- As soon as possible, the operator will remove the train, tram or bus from service for decontamination and cleaning before it can return to service.
- We're cleaning high-touch surfaces like next-stop buttons, door handles, myki touch points, handrails and grab straps regularly and deep-cleaning trains, trams and buses, stations and stops every night.
- We strongly recommend that you register your myki so that we can contact you if you've travelled on a public transport service that's been listed as a COVID-19 public exposure site.

Is there any information available about confirmed cases on public transport?

- We strongly encourage you to register your myki so that we can contact you if you have been exposed to COVID-19 on a public transport service.
- The [Department of Health website](#) provides details on high risk locations and outbreaks, including public transport services where there is a higher risk that you may have been exposed to COVID-19.
- Please continue to check regularly for [public exposure sites](#), including exposure date and time and advice on testing and isolation.
- If you have travelled on a PTV service that has been identified as a public exposure site for COVID-19 you must get tested immediately and quarantine until you receive a negative result.

How can passengers register their myki?

- If you already have a myki, you can [register your myki online](#) ptv.vic.gov.au/myki or
- If you have an existing myki account, you can also register your card using the **PTV app**.
- You'll need your 15-digit myki number to register and registration is instant.
- If you buy a myki from a retailer, ticket office window or myki machine or buy a Mobile myki, it's unregistered. You can register a myki immediately after Purchase.
- If you don't have an email or digital access you call 1800 800 007 to register your myki.
- If you don't need to travel straight away you can also [buy a registered myki online](#) or by calling [1800 800 007](tel:1800800007) and choose to print your name on it.

What about replacement buses or those customers who may have a paper ticket on V/Line?

- Just like QR code check-in, the Department of Transport can only contact people who have an account and have registered their myki cards.
- If you have a registered myki and touch on and off when using public transport or have booked through V/Line's online booking system, we are able to contact you.
- Emails have been sent to registered myki passengers that have touched on their myki at a hotspot location
- V/Line has passenger records for reserved services which capture name, phone and email. V/Line has been sharing this information with the Department of Health when requested.
- People should continue to check the [Department of Health](#) website for the latest information as this is continually updated every day.

How are you protecting people's privacy?

- PTV handles passenger information in line with the appropriate privacy standards and in line with the State of Emergency Declaration.
- Myki travel data is protected by the Privacy & Data Protection Act 2014 (PDPA) and by section 221(7)(a) of the Transport (Compliance & Miscellaneous) Act 1983 (TCMA).
- The Department of Transport is able to send push notifications while the State of Emergency remains in force.
- For more information please visit <https://www.ptv.vic.gov.au/footer/legal-and-policies/myki-privacy-policy/> or email privacy@transport.vic.gov.au

Should passengers be concerned?

- The health and safety of passengers and staff is our top priority. We are working around the clock to provide safe travel for Victorians – our vehicles and stations have never been cleaner.
- With the continued use of face masks providing additional protection – Victorians should have every confidence to use public transport. Wearing a face mask is mandatory on public transport, while in taxis or ride share vehicles. Our health, safety and cleaning protocols are stringent and in line with the expert health advice.
- Having an account and registering your myki is just another added measure to provide people with the latest health advice. Passengers should continually check the DH website for the latest list of exposure sites.

If there is an outbreak of coronavirus within train, tram, or bus drivers or with train or tram controllers how will you keep services running?

- A driver, like any other member of the community, will need to follow medical advice if diagnosed with COVID-19.
- We have well established protocols based on the guidelines issued by the Department of Health, in any instance of a positive case across the network.
- As per the Department of Health guidelines, any driver or staff that tests positive for coronavirus will self-isolate. Staff who have come into close contact with a worker who has tested positive, will be tested and asked to self-isolate.
- As soon as possible, the operator will remove the rolling stock from service for decontamination and cleaning before it can return to service. Depots and common areas such as meal rooms will also be cleaned and decontaminated.
- As a general rule, train and tram drivers do not have close contact with passengers and so there would be minimal risk to passengers who have been travelling on the network.

Hand sanitiser (updated)

Will hand sanitiser be made available to public transport users?

- Yes, we've installed touchless and manual hand sanitising stations across our busiest train stations, tram stops and bus terminals Victoria-wide.

Why are you installing these touchless hand sanitising stations?

- Good hand hygiene is one of our best defences in slowing the spread of COVID-19. Providing hand sanitiser to our passengers will help reduce chances of transmission for those who rely on public transport.
- Passengers should still wash hands before and after their journey and carry their own hand sanitiser, while also keeping a safe distance from other passengers when they can.

How many touchless hand sanitising stations are you installing across the network? (updated)

- There are over 500 touchless hand sanitising stations across the network, both in metropolitan and regional Victorian public transport.
- There are 250 dispensers across metropolitan train stations, with 19 dispensers at Southern Cross Station alone. There are also 49 dispensers across the V/Line train network.
- There are 170 dispensers at major tram stops with 45 dispensers across the metropolitan and regional bus networks.

Why don't you have them at all stations?

- The priority for the roll-out is our busiest stations, tram stops and bus terminals across Victoria. These hand sanitisers will be found across the network in metropolitan Melbourne and regional Victoria.
- To keep passengers safe, we're continuing to regularly clean high-touch surfaces across the network, as well as nightly deep-cleaning on trains, trams and buses.

How often will the hand sanitiser stations be topped up?

- The hand sanitising stations will be monitored regularly and topped up as needed.

Who do I contact if the hand sanitiser at the station / stop I use is not working / empty?

- Either speak to one of our staff at the station or phone our call centre on 1800 800 007 and select option 2. The call centre is open from 6am to midnight daily (all night Friday and Saturday).

Will there be hand sanitiser on board trains, trams and buses?

- No, hand sanitiser stations will only be installed at stations, stops and terminals.
- We're continuing to regularly clean high-touch surfaces across the network, as well as nightly deep-cleaning on trains, trams and buses.

What kind of hand sanitiser is being used?

- Hand sanitiser with 70 per cent alcohol content is being rolled out across the network. A hand sanitiser must have a minimum 60 per cent alcohol content to be effective in killing microbes.

How long will the hand sanitising stations be available across the public transport network?

- As coronavirus restrictions begin to ease, we will continue to monitor our response and follow the advice of Victoria's Chief Health Officer.
- We will monitor the need for the hand sanitising stations over the coming months.

PTV hubs

Are the PTV Hubs open?

- Yes. Our Southern Cross, Geelong Westfield Shopping Centre and Bendigo Marketplace Hubs are all open.

What does COVID-19 mean for PTV Hubs?

- We have changed the way our PTV Hubs operate to help protect staff and customers.
- All staff have been provided with personal protective equipment (PPE) to protect them and the health and safety of our customers.
- Our PTV Hubs have been equipped with hand sanitiser dispensers for customer use at point of entry as well as physical distancing measures being in place.
- There is regular cleaning of all high touch surfaces within the hubs and protective screens have been put in place to minimize staff to customer contact.

Can I still get help without having to visit my local PTV Hub?

- Most transactions performed at a PTV Hub can be performed online.
- For assistance please go online ptv.vic.gov.au or call 1800 800 007.
- To top up your myki you can use the myki machines at stations or by following the [links](#) on the PTV website.

Myki, Ticketing and cash payments

Return of cash handling (updated)

- We've returned cash payments for those people for whom cash is their preferred or only option.
- Given the current status of the COVID-19 pandemic in Victoria, there is negligible risk associated with the use of cash for transactions.
- To make myki payment easy we've added 100 myki Quick Top Up machines and made it even simpler to manage your myki online, in a safe, cashless way.
- When using cash, please follow these infection prevention and control measures:
 - Perform hand hygiene after handling cash.
 - Avoid touching the face and/or mask. If the face and/or mask must be touched, hand hygiene should be performed both before and after touching the face and/or mask.
- This advice is subject to change in the event of a recurrence of widespread community transmission of COVID-19.
- For ease and convenience, payment with debit or credit is still preferred.
- The myki bus network will remain cashless with the permanent removal of transactions on board buses using myki from 13 July 2020. All myki's must be topped up ahead of time.
- COVID-19 Tickets purchased from the V/Line website from 10:00pm 31 January 2021 onwards must be collected from a V/Line station or V/Line ticket agent prior to travel.
- Email confirmations displayed on a smart phone or device will no longer be accepted as a valid ticket to travel for tickets purchased beyond this date
- V/Line has also resumed on board catering services.

What other options do passengers have to pay?

- Public transport passengers must travel with a valid ticket. If you need to travel on public transport, there are plenty of ways to top up your myki or purchase a ticket.
- You can top up your myki by:
 - using a myki ticket machine located at all stations
 - by using a credit or debit card with staff at stations
 - set up myki auto top up
 - through the PTV website at ptv.vic.gov.au/myki, or
 - by phone on 1800 800 007.

Why have you returned cash handling?

- We understand that for some people cash is their preferred or only option.
- We have followed advice from the Chief Health Officer and Department of Health and Human Services throughout the pandemic.
- Current advice is that given the current status of coronavirus in Victoria, there is negligible risk associated with the use of cash for transactions and we are now able to return the option of in-person cash payments.

How long will this be in place for?

- We will continue to take the advice of experts and update passengers on any changes to payment methods.

Is it safe to accept cash payments?

- Given the current status of the COVID-19 pandemic in Victoria, the latest advice from the Department of Health and Human Services is that there is negligible risk associated with the use of cash for transactions.
- When using cash please follow these infection prevention and control measures:
 - Perform hand hygiene after handling cash.
 - Avoid touching the face and/or mask.
 - If the face and/or mask must be touched at any time, then hand hygiene should be performed both before and after touching the face and/or mask.
- This advice is subject to change in the event of a recurrence of widespread community transmission of COVID-19.

Why isn't cash being reintroduced on myki enabled buses?

- In July, the Minister for Public Transport Ben Carroll announced the permanent removal of cash transactions on board buses using myki which, among other benefits, will help with implementation of boarding through all doors.

Will passengers who purchased monthly or yearly myki passes and no longer wish to use them receive a refund?

- The Department of Transport is considering all refunds for passengers who no longer wish to use their myki pass.
- If a passenger elects to request a refund for their myki pass, they will be refunded the pro-rata balance of remaining days and the pass will be rendered unusable for travel on the network.

Can monthly or yearly myki passes be paused, so they don't expire?

- During this time, passengers can request to put their [myki pass on hold](#). They will be issued a new card loaded with their existing balance, which will be activated the next time they touch on the network.
- Public Transport Call Centre please see: [COVID-19: myki pass refund options](#)
- If you haven't used your myki in more than 30 days, present your myki at a myki machine before you touch on for your next trip. This will ensure that any pending balance top-ups are applied to your card.
- If you don't have access to a myki machine, your online top-up will be re-activated once you travel and can then be collected at any myki reader the next day.

Myki Refunds for International visitors

- Customers should visit the PTV Hub at Southern Cross Station to obtain a refund of their myki.

Collecting myki dormant actions

- Customers can now collect their dormant actions at the following locations:
 - myki machines
 - Ticket Office Terminals (at the ticket windows at manned stations)
 - myki retailers
 - Customers can also call the contact centre to have dormant actions re-activated, ready for collection from a myki reader.
- If you haven't used your myki in more than 30 days, present your myki at a myki machine before you touch on for your next trip. This will ensure that any pending balance top ups are applied to your card.
- If you don't have access to a myki machine and you simply touch on, your online top up will be re-activated and can be collected at any myki reader on the following day.

Additional myki dormant FAQs

Why can't I see my top up on my myki card?

- If it has been more than 30 days since a passenger last used their myki card, any top ups they've added since may not show when they first touch on.
- These funds are in the myki system, but the information is 'dormant' waiting to be uploaded to the readers once the card is first used (after 30 days). This can take up to 24 hours.

How can I activate my dormant top ups?

- If you had a negative myki balance (less than \$0) when you last travelled, and have top-ups sitting dormant in the system, please go to any myki machine and present your card.
- If you had a positive balance (more than \$0) you can still touch on your card and travel as normal and the dormant payments will be added within 24 hours.
- If you can't present your card on a myki machine, it may take up to 24 hours for dormant top ups to be activated on your myki.

For additional support collecting dormant myki actions, please call our PTV Call Centre on **1800 800 007**.

V/line paper tickets (updated)

V/Line paper tickets can be purchased:

- at staffed V/Line stations, select Metro Trains stations and most ticket agents
- online at www.vline.com.au, or
- by calling 1800 800 007 from 6am to midnight, seven days a week (all night Saturday and Sunday).

What if I don't live near a station or V/Agent to purchase a ticket?

If you are unable to collect your ticket at a station or outlet, you can purchase a ticket from a conductor or coach driver on board.

Can tickets purchased online still be posted to me?

- Yes, we're still posting V/Line tickets purchased online as normal.
- For customers wishing to have their tickets posted, please allow the following time to receive your tickets.
 - Ordinary and Registered postage: seven (7) business days prior to travel
 - Express postage: five (5) business days prior to travel.

Will an email receipt of my V/Line ticket be a valid ticket to travel with?

- No. Email receipt or smartphone screenshots are no longer valid tickets. You must have a physical ticket.

Do I need to send my tickets back?

- If customers ring to cancel their tickets they are **not** required to post their tickets back from Wednesday 17 February. After this date, normal refund processes will apply.
- If any customers call to get a refund after the date of travel, tickets are only to be refunded if they didn't travel due to COVID-19 restrictions. Agents may need to ask the customer why they are cancelling. Agents should remind customers of the standard refund rules. Agents can consult with their TL for approval. This will be in effect until midnight Wednesday 17 February.

Removal of myki transactions on board buses

Why isn't cash being reintroduced on myki enabled buses?

In July the Minister for Public Transport Ben Carroll announced the permanent removal of cash transactions on board buses using myki, which, among other things, will help with the implementation of boarding through all doors.

What happens if I board a bus and don't have money on my myki?

- All passengers must top up their myki cards before they travel.
- If you don't have enough balance on your myki when boarding a bus, you will be travelling without a valid ticket and could face a fine.
- There are a range of options available including topping up your myki online or by calling 1800 800 007.
- All passengers are required to travel with a valid ticket.

My bus route still has paper tickets how is removing cash possible?

- If your service doesn't have myki, then these changes won't apply.
- We recommend speaking to the bus driver when boarding, who will be able to advise you of the current process.

What's the benefit of removing on board ticketing?

- The removal of ticketing means that bus drivers at stops will remain focused on passengers boarding and alighting – this is expected to deliver a safer network and a faster one with the introduction of All Door boarding.
- The removal of cash means the bus network can aim to be converted to All Door Boarding by the end of 2021. This will bring boarding buses into line with trams – passengers can use any door to ensure faster boarding and alighting times.
- Already more than 30% of buses in Melbourne have been converted to All Door Boarding, along with major bus interchanges at locations such as Chadstone, Northland, Southland, Eastland, Doncaster, Fountain Gate, Werribee Plaza and Highpoint. All Door Boarding delivers a user experience that is more consistent with trams.
- All Door Boarding will provide significant benefits for passengers with accessibility requirements, including people with mobility aids, mobility impairments or travelling with children. This is because passengers will be able to board through all doors, which will reduce pressure on passengers with accessibility requirements to board quickly to avoid delaying other passengers – they can take their time as they do when boarding trams.
- If you are vision impaired or have another reason to board via front the door, you can.
- Please remember that some seats directly behind the driver will be unavailable because of physical distancing measures.
- Please ask the driver if you need help.

Will removing cash apply to myki town buses as well as those in Melbourne?

- Yes. This change will apply to all myki buses – including Melbourne, Geelong, Ballarat, Bendigo, LaTrobe Valley and other bus services where myki is accepted.
- If myki isn't accepted on your bus this change won't apply to you.

If cash is no longer accepted, what options do passengers have to pay?

- Customers have a range of options available.
- Mobile myki: If you have an android phone you may be able to download the mobile myki app. When you top up with mobile myki using a credit or debit card your balance is available instantly.
- Online: You don't need to register to top up a myki online at ptv.vic.gov.au/myki
- Please top up 90 minutes prior to travel.
- Auto top up: If you link your myki with your credit or debit card you can have your myki automatically top up when your balance reaches a nominated amount.
- Retail Agent: You can top up at a range of retail agents across Melbourne, including 7-Eleven stores.
- Railway Stations: Myki machines are available at railway stations.
- Major Interchanges: Many major bus interchanges have myki machines.
- By Telephone: Call 1800 800 007 to top up by telephone
- If you travel frequently, a myki Pass may be the best option.

Will Authorised Officers continue to check public transport, including buses?

- All passengers are required to travel with a valid ticket.
- The presence of Authorised Officers on the network, including buses, continues to be important to help improve safety, assist passengers to travel with a valid ticket and provide support during disruptions.
- Training and support in line with Department of Health (DH) guidelines has been provided to Authorised Officers to ensure they can deliver their activities in COVID safe ways.

Has prepaid bus been introduced in other states?

- Yes, Perth, Canberra, Adelaide, Sydney and Brisbane have pre-pay travel options for some bus routes.

More about myki auto top up

What is auto top up?

- Auto top up is the most convenient way to travel for myki Money customers.
- All you need to do is set a minimum balance, top up amount and payment details (e.g. credit card).
- Your myki will automatically top up with the top up amount you choose when the myki balance falls below the set minimum balance.

What are the benefits to using auto top up?

- No physical contact with any ticketing equipment or customer service staff to be travel ready
- You don't need to queue for a myki machine or ticket office again.
- You won't accidentally travel without a valid ticket.
- Control your myki Money balance, and account monitoring.
- Set and forget to make topping up easier.
- Save time on your journey.

How do I set up auto top up?

- Visit: <https://www.ptv.vic.gov.au/myki>
- Login to your account.
- Make sure your myki is registered.
- Choose a minimum balance.
- Select your auto top up amount.
- Nominate your payment details
- Auto top up (Auto-load) for Android Mobile myki, can be done directly from your Mobile myki within Google Pay).
- For example, when your myki Money balance reaches \$10, you could top up with \$25.

Can I use auto top up on a myki Pass?

- No. You can have auto top up and a myki Pass on the same myki. Auto top up won't change the balance of your myki Pass, it simply tops up your myki Money.

Is there a delay between the day I top up and the day my credit card/bank account was debited?

- Auto top up adds myki Money to your myki card and requests payment later. This ensures that any delays in the banking process do not affect your ability to travel on your myki straight away.

What happens after I set up my auto top up?

- When auto top up is set up or changed, \$1 is debited to confirm the details provided are valid. When you next touch on or check your balance at a myki machine the \$1 will be added to your myki Money.

What happens if I don't have enough money in my bank account or credit card when my auto top up is triggered?

- If we need to reverse an auto top up added to your card because of a failed payment, the auto top up details linked to your card are cancelled.
- This means that if you want to continue travelling using auto top up to add value to your myki, you will need to set up your auto top up service again.
- You will need to wait 24 – 48 hours after your payment is reversed to be able to do this.
- For more information on myki auto top up visit the PTV website (ptv.vic.gov.au/myki)

Safety and staff

What features exist to keep passengers safe on the network?

- We want to assure Victorians that there are more personal safety and security initiatives in place across the network than ever before.
- Your safety and wellbeing remain our priority.
- There are other things in place to keep you safe while travelling, including:
 - mobile PSO units
 - CCTV cameras
 - Emergency Assistance Buttons
 - safety zones and drivers connected to the emergency response centre, and
 - Authorised Officers
 - Protective Services Officers
- If you feel unsafe at any time you can call Triple Zero (000)

How are you protecting public transport staff from COVID-19?

- We are working closely with all transport operators to help keep staff well and safe, based on the expert medical advice from the Department of Health.
- Face masks are provided to public transport staff.
- Additional measures are in place to protect critical workforces such as train drivers and control centre staff including reducing access to key facilities, increased separation of teams and enhanced cleaning regimes.
- Yarra Trams is implementing several measures including additional cleaning and covering some driver cabin door holes and Yarra Trams and some bus operators are asking passengers to keep the first row free.
- Drivers' cabins on Metro trains are fully separated from passenger carriages, unlike on trams and buses.

How are bus drivers being protected, given that they are more exposed than train and tram drivers?

- Cash transactions were permanently removed from on board buses from 13 July, with the aim of limiting potential transmission risks to our drivers and passengers.
- Buses, including drivers' cabs, are undergoing nightly deep cleans as part of the increased cleaning protocol we've introduced.
- A number of bus operators have introduced 1.5m exclusion areas around the drivers' seat by restricting access to the first few rows of seats and implementing rear door boarding.

Do restrictions extend to transport staff?

- Yes, the same way they do to all Victorians.
- Transport staff are encouraged to keep group interactions to two people where possible.
- When this isn't possible, we encourage all employees to practice physical distancing where possible and ensure good hand hygiene.
- Face masks are provided to all public transport staff.

Authorised Officers

Key Messages

- All passengers are required to travel with a valid ticket.
- The presence of Authorised Officers on the network, continues to be important to help improve safety, assist passengers to travel with a valid ticket and provide support during disruptions.
- The presence of Authorised Officers and Conductors on the public transport network continues to be important as more customers begin travelling in line with the easing of COVID-19 restrictions.
- Authorised Officers and Conductors can deliver their full range of duties in line with COVIDSafe Plans including ticket checking. Training and support in line with Department of Health (DH) guidelines have been provided to ensure they can deliver their activities in

COVIDSafe ways.

Is it safe for Authorised Officers to be checking tickets on the network during COVID-19?

- It is a condition of travel that passengers must travel with a valid ticket.
- For both staff and passenger safety, training and support in line with Department of Health guidelines has been provided to Authorised Officers and Conductors to ensure they can undertake their duties in COVIDSafe ways.
- This includes:
 - Maintaining physical distance and contactless ticket checking where possible, with passengers encouraged to hold on to and present their myki for inspection.
 - Regular cleaning of equipment with disinfectant wipes and use of hand sanitiser.

What does the redeployment of Protective Services Officers on the public transport network mean for Authorised Officers (AOs)?

- AOs continue to have a customer service focused presence across the transport network, including in the evenings (after 6pm).
- In addition to our AOs, there are other measures in place to keep you safe while travelling, including:
 - Station based and mobile PSO units (mobile PSOs have a flexible work model which means they can get on and off trains and go to other train stations as required)
 - CCTV cameras
 - Emergency Assistance Buttons
 - Safety Zones and drivers connected to the emergency response centre.

Protective Service Officers

What's has changed for Protective Services Officers (PSOs) because of COVID-19?

- The Victorian Government has increased the range of 'designated places' where PSOs can exercise their powers so PSOs can be redeployed from the public transport network and into communities, boosting police resources to help slow the spread of coronavirus.

Why is the Victorian Government changing where PSOs are stationed?

- Throughout the different restriction levels, PSOs have been stationed at a number of premium stations supported by mobile units to continue to ensure passenger safety on the public transport network. This will also boost police resources to ensure coronavirus restrictions are followed. It ensures PSOs can be redeployed to where they are needed most.
- These are responsible changes as fewer people use public transport because of coronavirus restrictions.
- PSOs can exercise power across the greater metro Melbourne area and large regional centres including Geelong, Ballarat and Bendigo, as well as the transport network.
- PSOs will continue to be a highly visible presence at 97 major railway stations across the network, including all premium railway stations and associated transport hubs and will maintain a mobile presence across the transport network to ensure passenger safety on public transport.
- For more details please visit police.vic.gov.au

Cleaning

- Since March there has been extensive, deep cleaning of our tram's trains and buses as well as regular sanitation of all high touch surfaces on and off board.
- To ensure passenger safety, independent auditors continue to conduct thorough assessments and inspections of the cleaning taking place across our entire public transport network to ensure our high standards are met. We are also working closely with the operators to ensure action is taken to address any areas identified for improvement.

What cleaning is happening on public transport?

- With increased funding under the Working for Victoria initiative, there is increased cleaning of high touch surfaces on V/Line trains and Yarra Trams.
- We're making sure all public transport is cleaned deeply and regularly.
- We've increased cleaning, with a focus on the place's passengers spend the most time.
- We're cleaning high-touch surfaces like next-stop buttons, door handles, myki touch points, handrails and grab straps regularly and deep-cleaning trains, trams and buses, stations and stops every night.
- These measures are in place to protect all passengers on Victoria's public transport based on advice from the Department of Health.

What are the increased cleaning measures?

- On Metro Trains, in addition to the current cleaning arrangements, all carriages will undergo nightly sanitation, with all touch surfaces wiped down and entire carriages sprayed with disinfectant.
- Melbourne's trams undergo a deep clean every night, which involves wiping of high touch areas like next stop buttons, handrails and grab straps. This is in addition to the current cleaning arrangements.
- On V/Line trains, in addition to the current cleaning arrangements, all carriages will undergo nightly sanitation, with all touch surfaces wiped down.
- There will also be increased cleaning across Melbourne's buses, including nightly sanitisation of touch surfaces and increased daily cleaning and fumigation every three days.
- "Touch point" cleaning at stations, is also taking place meaning that infrastructure such as escalator handrails, myki machines, lift buttons and ticket office counters and windows will be cleaned regularly.

Will myki and ticketing equipment be cleaned more often?

- Yes. We've increased cleaning, with a focus on high-touch surfaces and places with high passenger volume.

What can passengers do to keep the network clean?

- Practise good hand hygiene and cover your mouth and nose with a tissue when you cough, or otherwise into your elbow.

Will you change air-conditioning or heating to prevent the transmission of coronavirus?

- The advice from the Chief Health Officer is that there is no evidence that air-conditioning, or heating increases the risk of transmission.

Physical Distancing

Key messages

- All Victorians are being asked to play their part to keep each other safe.
- There are things passengers can do to make their trip easier:
 - Plan ahead and travel outside of traditional peak hours if you can.
 - Wear a fitted face mask for your entire journey
 - Keep your distance, where possible.
 - Spread out along platforms and at bus and tram stops to use all the space available.
 - Maintain a four-step distance from each other on escalators.
 - If a service or lift is busy, consider waiting for the next one.
 - If you feel unwell, stay at home and get tested.
- Public transport is an essential service and we will not be limiting the number of people on board trains, trams and buses because this is likely to cause crowding in other areas such as platforms and tram stops.

- The current peak period timetable is designed to use all available fleet and run as many services as the network can sustain. Despite this, there are still some services which are popular and remain overcrowded.
- We have introduced a number of measures to support safe travel including adding 450 extra services to reduce crowds, disinfecting and sanitising all services, stops and stations, mandatory wearing of masks in line with public health advice and installing over 500 hand sanitisers on the public transport network,

Planned Disruptions

- Works across all Big Build projects continue as all projects adhere to the advice from Department of Health to protect worker safety and jobs.
- Physical distancing practices and increased personal hygiene measures are in place across all of our sites.
- To ensure the safety of all workers and the community, all construction and maintenance work undertaken will operate under a High Risk COVIDSafe plan. We've seen a reduction in the number of people travelling on public transport as people stay home, which means fewer people are using replacement buses.
- Despite significantly fewer passengers than normal, we're maintaining a high number of replacement buses and coaches.
- The increased cleaning being carried out across the network includes rail replacement buses.

Are you putting lives at risk by continuing to work?

- No. Work on our sites is exempt under current advice from Department of Health. The project sites are implementing strict health and safety protocols to slow the spread of coronavirus.
- Our construction partners are also implementing physical distancing practices and increased personal hygiene.
- This includes the provision of personal protective equipment and measures to reduce staff contact, including staggering shifts.

How are passengers using replacement buses being kept safe?

- All Victorians are being asked to play their part to keep each other safe including making responsible choices about using our public transport network.
- We have seen a reduction in the number of people travelling on public transport as people stay home, which means less people using replacement buses.
- Despite significantly less passengers than normal travelling, we've maintained a high number of replacement buses and coaches to help with physical distancing.
- We are encouraging passengers to travel at a safe distance, where they can.
- The seats directly behind the drivers have been closed to passengers.
- We will continue to monitor passenger numbers and ensure appropriate resources are allocated for passengers on replacement buses and coaches.
- The increased cleaning being carried out across the network includes rail replacement buses. This includes additional cleaning crews being called in to undertake nightly sanitation of all touch surfaces and enhanced cleaning during bus layovers at major interchanges.

How will you direct people during disruptions? Will there be staff to help passengers?

- There will still be staff at stations to direct passengers to replacement buses.
- We ask all our passengers to stay safe while travelling, wear a mask for your entire journey, practice good hygiene and if you're unwell, stay home and get tested.

Why are you disrupting people so much during a pandemic?

- Works are scheduled well in advance and work on many major projects has continued throughout the restrictions with safety measures in place. Where restrictions allow it, work is continuing as planned.

Automatic functions

What are automatic functions?

- Automatic functions are machine-based functions that don't need to be carried out by an operator.
- For example, a door that opens without having to press a button or turn a handle.

Have transport operators activated all possible automatic functions on the network to limit how many surfaces we need to touch?

- Yes, where possible, all transport operators have activated automatic options to help slow the spread of COVID-19
- This includes some road signals, limited tram, bus and coach services.
- We've also increased the hygiene and commercial cleaning procedures on all trains, trams and buses to help keep you safe.
- Victoria's metropolitan and regional trains don't currently have an automatic open function, so we've increased our cleaning and hygiene measures across the network to help keep you safe and slow the spread of COVID-19.

Additional Information

Southern Cross Station waiting rooms

- To ensure customers are practicing social distancing, our waiting rooms at Southern Cross station will be closed until further notice.
- If customers need travel assistance, please speak to station staff or call Travellers Aid on (03) 9670 2072.

Travellers Aid

Travellers Aid opening hours have changed to 6.30am – 7.00pm Monday to Sunday.

Tour and Charter buses

Are there any caps on Tourism and Charter Bus Operators?

There is no patron cap on Tour and Charter Bus operations. Physical distancing will not be enforced, but passengers are asked to maintain physical distance where possible.

- **Do I need still have to wear a mask on Tour and Bus Charters?**
- Yes. Masks must continue to be worn on Tour and Bus Charters as per the Chief Health Officer's directions.
- We are working closely with all transport operators, the Department of Health and Victoria Police to ensure our services are safe for everyone to use. Victoria Police are responsible for enforcing the Chief Health Officer's directions.

Travelling from the Airport

- All international arrivals to Australia will be transferred to a hotel and placed in quarantine for 14 days.
- All international passengers will be picked up by dedicated Skybus services and taken directly and securely to hotels. This means that there will be no international passenger pickups until further notice.

Helpful links

[PTV website COVID-19 page](#)

[Department of Health \(DH\) COVID-19 updates](#)

[Translated resources COVID-19](#)

[Information for people with disability - COVID-19 To find out more about current restrictions](#)