

Staff Advisory 2021:16

QR Codes on public transport

QR codes are being progressively rolled out on key parts of our public transport network.

By 1 July there will be QR Codes at key locations across the public transport network, including:

- Key metro stations including seven locations (Southern Cross, Flinders Street, Parliament, Flagstaff, Melbourne Central, North Melbourne and Richmond stations)
- V/Line stations
- Tram stops within the Free Tram Zone
- Planned disruption replacement bus stops

Where QR Codes are on stations, platforms and stops, customers should check-in every time – regardless of the duration of their trip.

To support passenger awareness on the use of QR codes, information will be available on our PTV channels, including the PTV website and app, social, call centre IVR and station announcements.

QR codes use the [Services Victoria app](#), which has tools and processes in place to protect data and keep personal information secure.

We continue to encourage all passengers to [register their myki](#), especially when they don't have a smartphone.

QR Codes allow the Department of Health with contact tracing to directly contact those who may have travelled on a service that has been identified as a COVID exposure site.

The Department of Transport will continue to work closely with the Department of Health, public transport operators and stakeholders as the rollout continues.

