

Passenger Compensation Code

From 1 December 2024

VICTORIA State Government | Department of Transport and Planning

ptv.vic.gov.au

PUBLIC TRANSPORT VICTORIA

YT_07/25

Authorised by the Department of Transport and Planning, 1 Spring Street, Melbourne

The following information outlines the Passenger Compensation Code, including circumstances in which compensation will be made available to passengers and the process of applying for compensation.

Compensation

Under our agreement with Public Transport Victoria (PTV), if our monthly performance for punctuality or reliability falls below set thresholds, Yarra Trams will provide compensation equal to one daily fare of the travelled fare type to eligible passengers.

Threshold	%
Service Delivery	98.5
Punctuality	82

Yarra Trams publishes performance results online at yarratrams.com.au, once they have been publicly released by the Department of Transport and Planning, typically no later than 10 days after the end of each month. Where results are published later than 10 days after the month, Yarra Trams will extend the date passengers can apply for compensation equal to the number of days the results have been delayed.

A Compensation Notice will be issued online at yarratrams.com.au and ptv.vic.gov.au notifying passengers of their eligibility to claim for compensation.

If there is free or discounted public transport:

- no compensation will be payable during any period of free public transport; and
- compensation will only be payable where public transport is discounted to the value of the discounted rate of travel.

For information about which passengers are eligible to claim for compensation and the myki *compensation process*, please refer to the table headed *Passenger compensation overview.*

Eligible passengers are able to make one compensation claim per month.

Additional compensation offer

In addition, compensation may be claimed regardless of what type of fare you hold if your service was delayed by more than 30 minutes and:

– you were not advised of the reason for the delay by Yarra Trams when on board a tram service, and/ or

– no alternative transport options were communicated to you by Yarra Trams.

Compensation provided for these reasons will be of the same value or type as the fare you held for the start of that journey.

You may only claim for one of the above occurrences for any one day.

Assessment of compensation claims

All compensation claims will be assessed on merit using the information provided and available data including Automatic Vehicle Monitoring, myki and PTV policies.

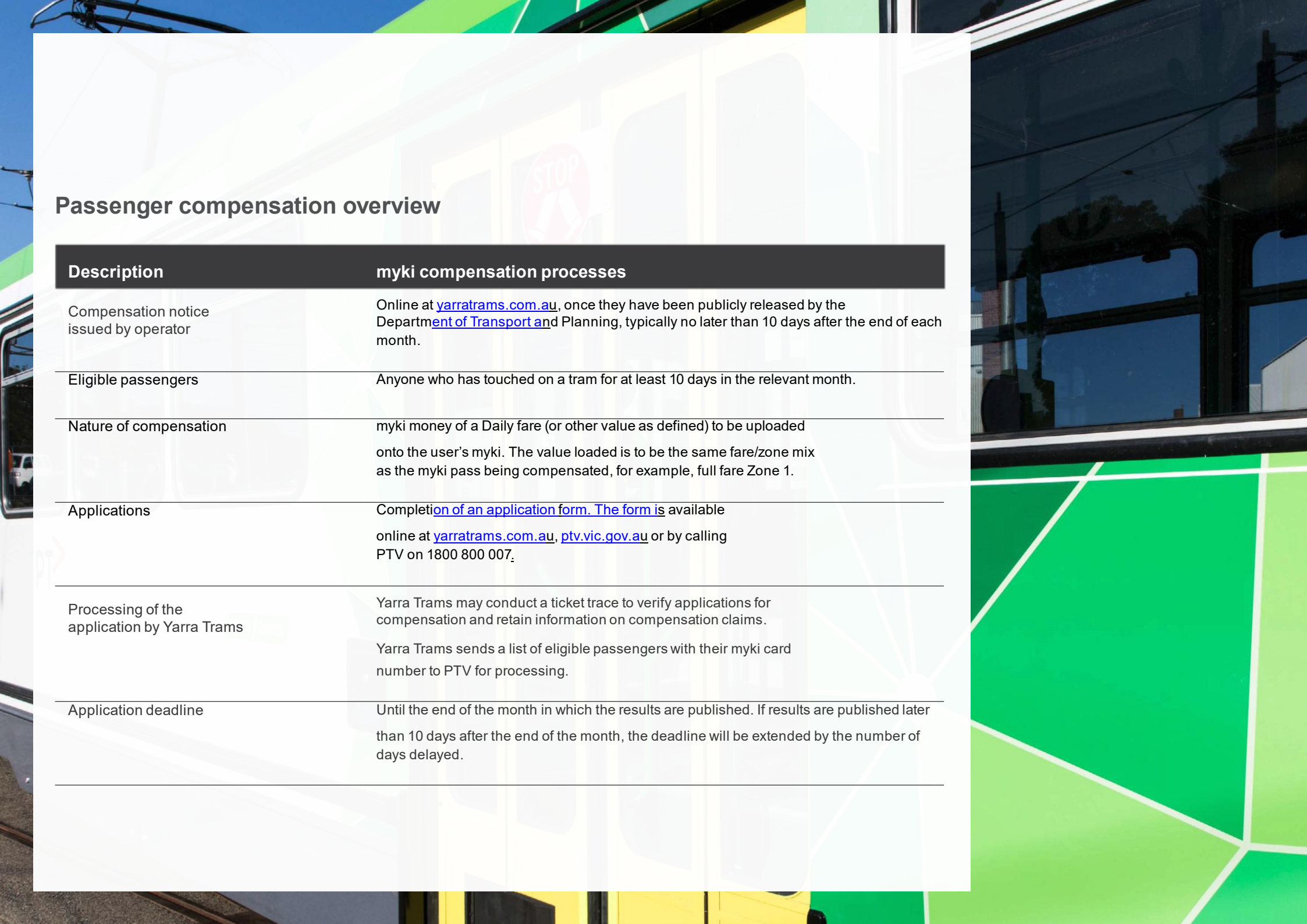
Interpreter service

The Compensation Claim Form can be provided in the following languages by calling the PTV Customer Service Team on **1800 800 007** between 6am and midnight daily.

– Arabic
– Cantonese
– Greek
– Hindi
– Italian
– Mandarin
– Punjabi
– Sinhalese
– Spanish
– Vietnamese

Copies of the claim form are also available on request in large print, Braille and audio formats.

For the interpreter service please call **131 450.**



Passenger compensation overview

Description	myki compensation processes
Compensation notice issued by operator	Online at yarratrams.com.au, once they have been publicly released by the Department of Transport and Planning, typically no later than 10 days after the end of each month.
Eligible passengers	Anyone who has touched on a tram for at least 10 days in the relevant month.
Nature of compensation	myki money of a Daily fare (or other value as defined) to be uploaded onto the user's myki. The value loaded is to be the same fare/zone mix as the myki pass being compensated, for example, full fare Zone 1.
Applications	Completion of an application form. The form is available online at yarratrams.com.au, ptv.vic.gov.au or by calling PTV on 1800 800 007.
Processing of the application by Yarra Trams	Yarra Trams may conduct a ticket trace to verify applications for compensation and retain information on compensation claims. Yarra Trams sends a list of eligible passengers with their myki card number to PTV for processing.
Application deadline	Until the end of the month in which the results are published. If results are published later than 10 days after the end of the month, the deadline will be extended by the number of days delayed.