

2018/2019

# Annual Report

**PUBLIC  
TRANSPORT  
OMBUDSMAN**





# × Scheme members



\* Ventura Bus Lines has joined the PTO Scheme as a member in its own right with effect from 1 July 2019.



# × Our value proposition

The Public Transport Ombudsman is a fair, free and fast service to sort out public transport complaints and help make the system better for everyone.

We're here to listen.

We have the power to act, influence and drive change.

We are highly skilled.

We help people reach agreements.

We're impartial and achieve fair resolutions.

We act on opportunities to improve the system.

We're here for the whole community.

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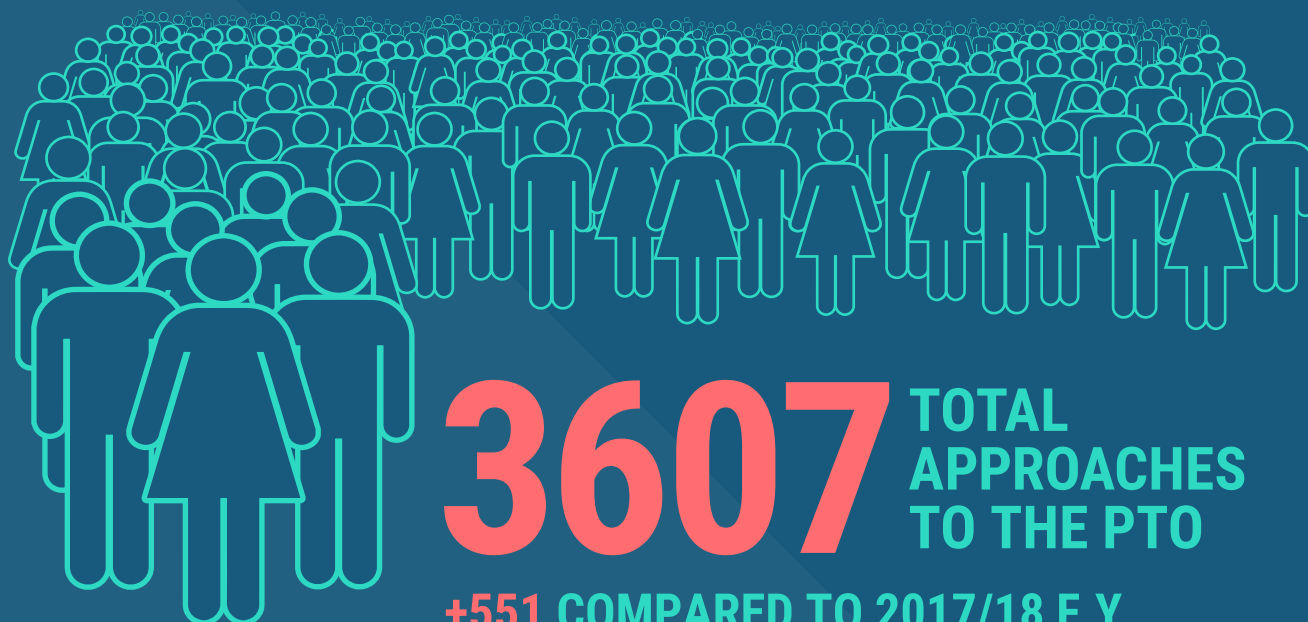
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# ✕ Year at a glance



**579**  
INVESTIGATIONS  
OPENED

-16 COMPARED TO  
2017/18 F.Y.



**2201**  
COMPLAINTS  
RECEIVED

+503 COMPARED TO  
2017/18 F.Y.



**347**  
ENQUIRIES ABOUT  
MEMBERS

+32 COMPARED TO  
2017/18 F.Y.



**480**  
APPROACHES RELATED  
TO NON MEMBERS

+32 COMPARED TO 2017/18 F.Y.










**6964**  
ISSUES WITHIN  
APPROACHES

+2427 COMPARED TO 2017/18 F.Y.

# × Top 7 issues

*\* From 1 July 2018 we made changes to the way we categorise some issues. Infrastructure and Rolling Stock was replaced by two categories: Land and Infrastructure and Trams, Trains and Buses. A distinct Accessibility category was created. Myki is now part of Ticketing and we also changed the way we categorise staff complaints - see page 12 for details.*

ISSUE	DESCRIPTION	2018/19	2017/18
 <b>STAFF *</b>	About employees and agents involved in public transport, includes poor conduct, customer service failings and lack of responsiveness	<b>2035</b>	<b>886</b>
 <b>SERVICE DELIVERY</b>	About inability to meet customer expectations, includes disruptions, cancellations, crowded, late and replacement services	<b>1666</b>	<b>1085</b>
 <b>TICKETING *</b>	About ticketing systems used by public transport users in Victoria – includes myki, regional paper tickets and SkyBus	<b>1386</b>	<b>1104</b>
 <b>LAND &amp; INFRASTRUCTURE *</b>	About the use of land by public transport operators, stations and stops and construction of new tracks, stations and stops	<b>659</b>	<b>787</b>
 <b>TRAMS, TRAINS &amp; BUSES *</b>	About the condition and performance of vehicles that passengers travel in during their journey	<b>359</b>	
 <b>INFRINGEMENT NOTICES</b>	About issues connected to being reported for non-compliance with the ticketing conditions or the issue of a fine	<b>328</b>	<b>377</b>
 <b>ACCESSIBILITY *</b>	About accommodating diversity and providing equal access to public transport and infrastructure for all people	<b>194</b>	<b>N/A</b>

# Chair's report



It is with great pleasure that I present my 4th Annual Report as Chair of the PTO.

This year marks the 15th year of operation of the PTO. During that time, we have handled more than 38,000 approaches from the public and handled in excess of 4100 investigations into concerns raised about all manner of public transport and related complaints.

The PTO is required under its Charter to commission an independent review of its performance every five years. This year the review was headed by Dr. Gavin McBurnie from Queen Margaret University – Consumer Dispute Resolution Centre. The Centre provides expert academic research of consumer dispute resolution centres and the Board of the PTO were impressed with the quality of their report and findings.

The Board were proud to receive a positive report which formed the view that the PTO is meeting the standards required to be considered a valued and effective dispute resolution Scheme. After fifteen years of operation, the Board believed it was time to consider a broader review of the Scheme, so we requested an independent opinion about our governance and jurisdiction, taking a 'best in breed' approach.

Some of the review recommendations related to the governance structures and strengthening the independence of the Scheme, in addition to some broader ideas about the reach of the Scheme to possibly

include complaints not currently in jurisdiction. Many ideas were informed by other reviews and surveys conducted by the PTO relating to awareness and the value of the PTO as perceived by consumers.

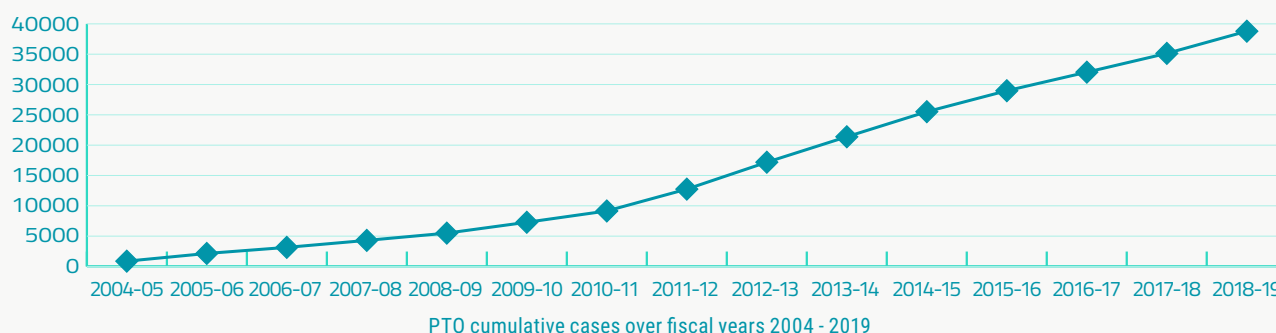
Overall, the review provided the Board and Government with some interesting ideas to consider, and while some of the decision-making rests with Government, the PTO Board welcomes the opportunity to discuss the review findings with the Department of Transport in the near future.

More information about the Scheme Review and the recommendations can be found on [page 10](#) of this report.

It has been another year of growth in approaches to the Scheme and once again, Treasure and her team have delivered highly skilled complaint handling services and provided our members with many useful insights on how they can improve the system for everyone.

I wish to extend my thanks to all the Industry and Consumer Directors on the PTO Board and Company Secretary for their professionalism and dedication, and to our members' staff who continue to take a cooperative and proactive approach to working with the PTO team.

Kay Rundle  
Chair



# × Ombudsman's report



This year we are presenting a smaller and more refined report from previous years because we now publish more focused information more regularly, in the form of annual bulletins of special interest. So far, we have released an Accessibility Bulletin and a Customer Experience Bulletin, and later we plan to release a bulletin focusing on the experiences of regional travellers. The bulletins allow our stakeholders to obtain more specialised information about the kinds of complaints we hear and how we respond to them. We hope that focusing on these key areas will make it easier for some of the more system-wide issues to be resolved and services to be improved. You can find out more about these bulletins on [page 12](#).

Sharing our data to inform system improvements is a key recommendation from the recent independent review of the Scheme. There were also some other operational recommendations which were aimed at ensuring general awareness of, and accessibility to, PTO services are improved. This echoes projects that my office has been working on, such as improving our website and working with our members on how they can make customers aware of the PTO by removing barriers to escalating their complaint to the PTO.

Overall the Scheme review was very positive about the compliance of the PTO and how we deliver our services with the PTO meeting the Benchmarks for Customer-Based Dispute Resolution Schemes, which are; accessibility, accountability, fairness, independence, efficiency and effectiveness. I would like to thank all the members and other stakeholders who participated in that review. I am pleased the reviewer confirmed my own view that a key strength of the Scheme is the work we do in looking at system-wide issues and encouraging our members to find solutions.

My office will continue to focus on the issues affecting people with low levels of complaint efficacy such as young people, people with a disability or those who may be experiencing vulnerability, and we will continue to press for the fairest and most accessible public transport system possible.

Considering the level of disruptions across all areas of the network, there hasn't been a dramatic increase in approaches to the PTO (18%), however, complaints have risen by 21%. This shows that while the planned disruptions have been accepted overall, and the planning for replacement services and the associated communications has been successful to date, disruptions in particular, have generated increased complaints. Disruption complaints increased 54% from 138 to 212. My office has a systemic investigation open to review how unplanned disruptions can be handled better. The key issues are around the manner, quality and consistency with which information about the disruption and the alternative travel options are provided by operators and PTV to customers.

More detailed information about our complaint data can be found on [page 20](#) of the report.

I wish to extend my thanks to the PTO Board and Company Secretary for their ongoing guidance and commitment and to the very supportive, skilled and committed PTO team.



Treasure Jennings  
Public Transport Ombudsman

# ✕ Board members



## KAY RUNDLE

*Chair*

Kay has been the Chair of the PTO since November 2015. Kay has an extensive background as a former CEO of local government and has held several directorships and Chair appointments.



## GLENYYS ROMANES

*Independent Non-executive Director since January 2018*

Glenyys has a keen interest in public transport and has extensive experience in different levels of Government including as former Member of the Victorian Parliament, elected Councillor in Local Government and Mayor of the former Brunswick Council.



## LLEWELLYN PRAIN

*Independent Non-executive Director since January 2016*

Llewellyn is an experienced company director and currently also serves on boards in the water and health sectors. She has a background in law and public policy. Llewellyn has a vision impairment and is passionate about improving disability inclusion in our community.



## MARK DAVIES

*Independent Non-executive Director since July 2016*

Mark is a Chartered Accountant and former CEO of Surf Coast Shire Council and continues to provide consultancy services to the sector.





## BERNARD STUTE

*Company Secretary*

Bernard has extensive experience in Government and public transport having worked in excess of 16 years in this sector. He is a lawyer and has supported the PTO in the role of Company Secretary since its inception.



## DR. CHRIS LOWE

*Industry Director (BusVic) since December 2017*

Chris is the CEO of BusVic.



## MARIKA HARVEY

*Industry Director (Public Transport Victoria) since December 2018*

Marika is the General Manager, Public Transport Operations at the Department of Transport.



## PETE RYAN

*Industry Director (Metro Trains) since March 2018*

Pete is the Executive Director, Finance and Commercial at Metro Trains Melbourne.





## × Scheme review

Under the PTO Charter we are required to have our performance independently reviewed every five years. We provide our services in line with the six benchmarks for industry-based customer dispute resolution (The Benchmarks) which are accessibility, accountability, effectiveness, efficiency, fairness and independence.

2019 marks the 15th year of operation for the PTO and the third such review of our performance.

We engaged the service of Dr Gavin McBurnie from the [Consumer Dispute Resolution Centre \(CDRC\) at Queen Margaret University](#) (Scotland, UK) because it is a centre of excellence in the provision of research and consultancy services for consumer complaint handling organisations such as the PTO.

The Board of the PTO took this opportunity to look at the Scheme broadly and asked the reviewers to consider the governance structures of the PTO and provide us with advice based on aspiring to achieve a 'best in breed' consumer dispute resolution model.

The recommendations highlighted opportunities for the PTO to review aspects of our operations to improve fairness, and to consider changes to some of our governance arrangements. There were also recommendations regarding the scope and reach of the Scheme in light of broader consumer feedback.

While there may be some logical areas where expanding the PTO's jurisdiction might improve consumer outcomes, overall the Scheme meets the needs of the travelling public and those affected by public transport works.

Increasing public awareness of the PTO and improving the ease with which a person can complain to us when they are dissatisfied continues to be an area of opportunity and the report recommended the PTO continue to simplify how consumers find out about and access the PTO. The PTO is working with its members on ensuring clear pathways for consumer redress, especially those who wish to exercise their right to complain to the PTO.

The full report and the Board's response to these recommendations are available [here](#).



Increasing public awareness of the PTO and improving the ease with which a person can complain to us when they are dissatisfied continues to be an area of opportunity



# ✖ Staff and the customer experience

In the last year there has been a great deal of change on the public transport network and our analysis indicates that construction, disruption and reliability issues have translated to more pressure on staff across the network and this has resulted in more complaints. At the same time, we have changed the way we record and categorise staff complaints so that we can more accurately measure complaints and provide meaningful data to our members on staff related issues. This has led to a new baseline for staff issues. In summary, all these factors combined to elevate the recording of staff issues this year and it is not easy to strictly compare last year's figure of 886 with this year's figure of 2035.

You can read more about the customer experience of public transport, including staff interactions, in our first annual Customer Experience Bulletin. The bulletin looks at the customer experience from a whole of journey perspective and highlights where customers are most dissatisfied with their experience. Myki related issues as a group were most problematic, however the biggest single complaint issue about staff related to drivers, which includes failure to pickup and set down, safe driving and conduct more generally. Safety is a challenging area of complaints for operators and PTV and we encourage more work on training and support for drivers.

The following is a summary of the data we published. You can view the entire Customer Experience Bulletin on our website [here](#).

1

## Journey planning and wayfinding

Planning and wayfinding is how people navigate around public transport and make their travel plans

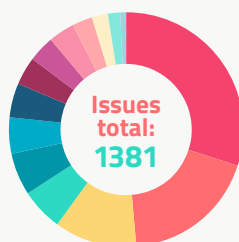


- Information Availability (93)
- Website/Social Media (73)
- Timetables (92)
- Information Accuracy (40)

2

## Buying and managing tickets

Buying and managing tickets includes myki and paper tickets in some regional locations.

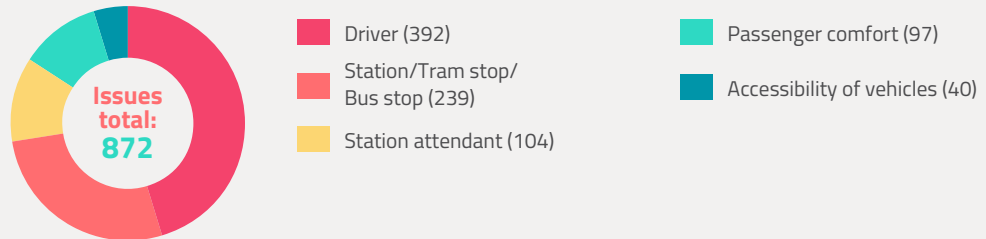


- Refund/Reimbursement (417)
- Concessions & free travel (54)
- Top Up (257)
- Vending Machine (51)
- Charges (157)
- Lost/Stolen/Damaged (49)
- Account (80)
- Point of Sale (39)
- Terms & Conditions/VFTM (80)
- Mobile (28)
- Replacement (68)
- Card Reader/Gate (24)
- Balance transfer (67)
- Dormant (10)

3

## On your journey

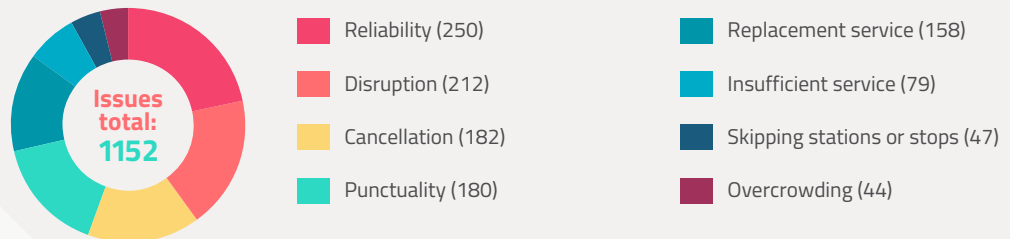
On journey experiences include all aspects of travel from the time of setting out until you reach your destination, and considers accessibility, comfort and staff interactions along the way.



4

## Complications and disruptions

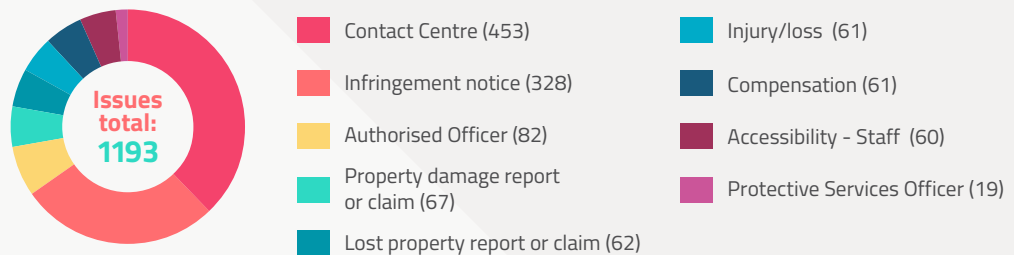
Complications and disruptions cover issues relating to the way disruptions are communicated and managed as well as other service delivery related complaints that interrupt a person's travel plans



5

## Claims, compensation and contact centre

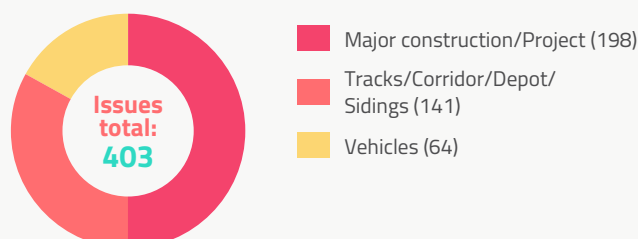
Claims, compensation and contact centre relates to the experience a consumer has after they have completed their travel and includes making a complaint or seeking compensation, dealing with a fine or locating lost property.



6

## Community experience

Community experience includes the experiences of people living near tram, train or bus lines and those affected by works, such as the level crossing removals or the Melbourne Metro Tunnel project.



# ✖ Investigations

**The PTO has a team of skilled and impartial Conciliators to help consumers and members reach agreement and resolve disputes. We do this by conducting investigations into the cause and handling of complaints, while guiding the parties through a confidential process designed to address outstanding issues and focus on a fair outcome.**

**If there is no agreement, we may assess the case formally and look at whether the resolution offered by the member is fair. We also have the power to make a binding determination on unresolved matters if we do not think the offer of resolution goes far enough.**

## Complaint causes

The way members' staff interact with consumers seeking information, assistance or providing feedback is often part of an unresolved dispute. Consumer concerns about staff were the most common type of issue within investigations. Of the 702 staff issues recorded within our investigations, 569 related to the way customer relations and contact centre staff handled complaints or provided customer service.

As discussed in our Customer Experience Bulletin (see [page 12](#)) during the year, drivers feature significantly, and bus drivers more often than tram and train drivers. Bus and coach drivers deal with other road users, changing road conditions, passenger queries and ticketing sales. Tram and train drivers have a more specialised role with a different level of interaction with customers. Bus and coach driver conduct made up 52 of the 87 driver issues within investigations; concerns included dangerous driving and failure to pick up or set down passengers.

Issues with service delivery drove a significant number of investigations. Consumers sought investigation of a range of issues such as reliability (52), disruption management (40), cancelled services (35) and how replacement services are provided (30).

Ticketing issues (341) continue as a cause of unresolved complaints requiring investigation and conciliation, including refund/reimbursement issues (130), myki top-up (63), balance transfers (24) and myki replacement (20).

## Accessibility

In 2018/19 we changed the way we record issues about accessibility to make them more visible in our data. Issues about barriers to access or unsatisfactory treatment of consumers with special needs require special focus during investigations. We consider the data not only in terms of resolving individual complaints but to inform our work with members on improving the system (see systemics section [page 16](#)). We investigated 17 complaints with 36 issues about access – these included 14 staff issues, 6 about trams, trains or buses, 5 about compliance with the Disability Standards for Accessible Transport and 4 about stations, stairs and escalator/lift/ramp access.

## Outcomes

In 2018/19 we finalised 603 investigations. Of these, 86% were based on agreement between the parties. 91% of these cases were finalised within 90 days.

Resolutions involving financial redress, including refunds/reimbursements, offers of settlement or goodwill payments totalled \$32,520. Other outcomes included detailed explanations, apologies, training and counselling of staff and changes in process.



Agency	No. of Cases
Public Transport Victoria	230
Metro Trains	96
V/Line	77
BusVic, includes Broadmeadows Bus Service, CDC, Dysons, Latrobe Valley Bus Lines, McHarry's, Moonee Valley Bus Lines, Sita Bus Lines, Ventura	59
Yarra Trams	43
Transdev	33
Level Crossing Removal Project	32
SkyBus	4
Rail Projects Victoria	3
VicTrack	2
Southern Cross Station	0

579

Investigations  
Commenced

## × Case study

**Cass was travelling on a myki for almost two years before she and her sister realised that the staff at her local train station had given her an incorrect myki. Cass was in receipt of a disability support pension for an intellectual disability and should have been travelling on a Disability Support Pension (DSP) myki. Instead she had been given a child myki.**

Station staff are able to sell a DSP myki to members of the public and will ask to see a concession entitlement issued by Centrelink. On a DSP myki, passengers receive discounted full fares, free weekend travel and 2-4 free travel vouchers each year. Because she had the wrong myki, Cass had missed out on the free weekend travel and the free travel vouchers.

The PTO received a complaint from Cass' sister after she was given confusing advice from the PTV Contact Centre. The Contact Centre had

also declined her request to reimburse Cass for her weekend travel costs on the child myki.

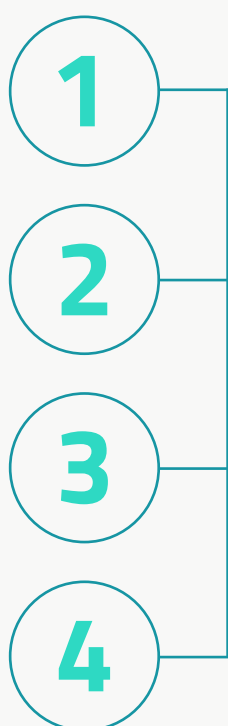
The PTO contacted PTV and investigated to understand the extra costs Cass had incurred, and the entitlements she had missed out on, while travelling on the incorrect myki.

PTV apologised to Cass and her sister for their experience. In addition to the free travel vouchers which Cass had not received, PTV offered Cass a goodwill payment in recognition of the Contact Centre's handling of her complaint, and reimbursement for the weekend travel charges.

We worked with PTV to analyse Cass' myki travel history to ensure the amount offered was fair. When we found that further reimbursement was owed to Cass, we asked PTV to revise their offer. Cass and her sister were happy with the outcome, and asked that PTV credit the payments to Cass' new DSP myki.

# × Systemic issues

When the PTO identifies issues that have the potential to impact a large number of consumers, these may be raised with a member as a systemic issue. Issues come to our attention in various ways including approaches to our office and conversations with stakeholders during outreach activities. Our process for handling systemic issues involves initially classifying the matter into one of four categories:



## **Improvement Opportunity**

An informal process used to highlight a specific situation to an operator who may want to improve a current set of practices.

## **Systemic Enquiry**

A more formal process which involves using the information from the members to decide whether the issue has the potential to cause widespread or repeated detriment.

## **Systemic Investigation**

A formal process involving a thorough analysis of complaint data, operator records and the operator's response to understand the scale of an issue and means of stemming detriment and providing redress.

## **Issues of Ongoing Interest**

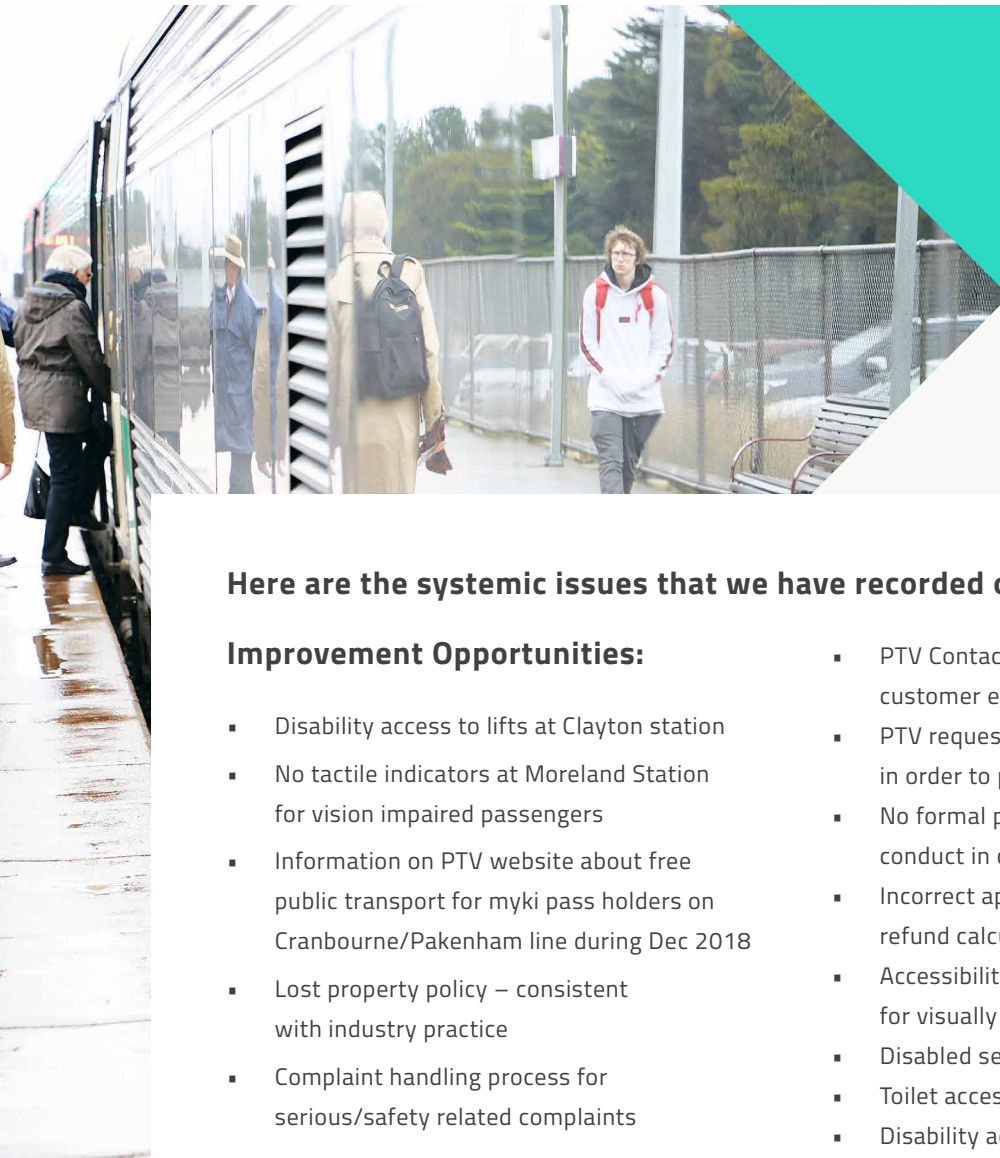
We monitor various sources of information for a period of time to understand the extent or impact of an issue and its nature.

## **Case Study**

An example of a current systemic enquiry is our review of the accessibility of the Warrnambool to Melbourne V/Line service. We heard from the Disability Resource Centre on behalf of people who use the service that access for people travelling with mobility aids is very restricted. Photographs were provided which showed that the very limited area allocated for wheelchair access is sometimes used by other passengers for their luggage, leaving no room for people travelling with mobility aids. People complained that wheelchair accessible toilets are often not available and indeed, when we visited

the Warrnambool train at Southern Cross Station the only accessible toilet on the train was out of order.

As part of our enquiry, we have been talking with V/Line about their obligations under the Disability Standards for Accessible Transport, which set out the standards that service providers need to meet, to ensure they are complying with the Disability Discrimination Act. We are keen to work with V/Line to explore practical options for making the service more accessible, particularly as it appears that fully accessible trains on the Warrnambool line are still some years away.



## Here are the systemic issues that we have recorded over the past year:

### Improvement Opportunities:

- Disability access to lifts at Clayton station
- No tactile indicators at Moreland Station for vision impaired passengers
- Information on PTV website about free public transport for myki pass holders on Cranbourne/Pakenham line during Dec 2018
- Lost property policy – consistent with industry practice
- Complaint handling process for serious/safety related complaints
- PTV Contact Centre issue where customer emails not received
- PTV request for myki to be submitted in order to process refund
- No formal procedure to assess staff conduct in customer facing roles
- Incorrect application of pass refund calculation
- Accessibility at railway stations for visually impaired travellers
- Disabled seating on V/Line coaches
- Toilet accessibility on long haul trains
- Disability access to peak hour services
- Delay in processing myki refunds
- Incorrect information provided by PTV Contact Centre

### Systemic Enquiries:

- Information on PTV website about reimbursement criteria for medical grounds
- Notification to other train lines/ modes of transport about disruptions on another train line
- Issues arising out of the Travel Assistance Program to assist students in the City of Wyndham: myki issues around account setup, cheque payment and multi credit card issues
- Guaranteed connecting service issues
- Service disruption advice on PTV app
- V/Line accepting first class bookings after service replaced by coach
- Train access for special needs passengers at Flinders Street Station when train changed direction
- Performance based compensation: How to apply
- Performance based compensation: Access to information
- Accessing trams at superstops
- V/Line wheelchair access in carriage and toilets
- Mobile myki
- Unplanned service disruption – disruption management





# x In the community

**We make ourselves readily available to people by promoting knowledge of our services, being easy to use and having no cost barriers, in accordance with the Benchmark of Accessibility.**

**In the past year we have engaged with the community and expanded our network of partners to ensure that information about the PTO gets out to those who need us most.**

## **Outreach**

We began the new year at university campuses across Melbourne to engage with students and staff about public transport issues and how they can involve our office when things go wrong. Myki and concession issues featured strongly in the issues raised with us, and as always, we received lots of general feedback on the public transport system, both bad and good.

PTO staff attended a number of disability expos across metropolitan and regional Victoria to provide advice about our services, record complaints and get first-hand information about systemic accessibility challenges on public transport.

We participated in Law Week in Melbourne, putting on a question and answer session with other Ombudsman Schemes to explain how alternative dispute resolution Schemes such as ours promote fair, free and fast access to justice.

## **Engaging in languages other than English**

This year saw us refresh the information about the PTO that we have available in languages other than English. Our website has expanded information in 11 languages other than English, and for the first time ever we promoted posts through our Facebook page in other languages – initially Hindi and Punjabi. Engaging with migrant resource centres and ethnic community associations across Victoria saw information about the PTO shared in different languages with diverse community groups.

At the same time, PTO staff underwent cultural awareness training, to ensure that we continue to be sensitive to the needs of people from culturally and linguistically diverse backgrounds who approach us for help with their public transport complaints.



11

Languages  
Translated

15

Events  
Attended

2500+

Facebook  
Followers

## Accessibility

The accessibility of public transport continues to be a major focus of the work we do.

In April we released our first annual Accessibility Bulletin, which looked at some of the accessibility challenges facing Victorians using public transport or affected by public transport works. The bulletin noted that since 2014, between 5% and 7% of the total complaints we received were about the accessibility of public transport. We feel that this under-represents the experiences of people who do not find public transport accessible, and we continue to hear from advocacy agencies who tell us that people who are more vulnerable are very often unlikely or unwilling to complain when things go wrong.

Our systemic issues process is one way in which we can address systemic failings in respect of accessibility and bring about improvements in the public transport system. We have been building partnerships with organisations in the community like the Disability Resource Centre to identify and address barriers to accessible public transport and make sure everyone feels they have a voice when it comes to complaining about public transport.

## Travel Assistance Program

We continue to work with WEstjustice and other partners to support students in the City of Wyndham who face challenges getting to school because of housing instability. In 2019 the program has been expanded to more schools with the help of a grant from the State Government.

Last year, schools in the original pilot raised with us some of the administrative challenges of managing myki for a wide cohort. This year, students in the expanded pilot have been travelling on the new monthly vulnerable persons pass, which is being trialled by the Department of Transport. This pass is not without its challenges, primarily as students interact with Authorised Officers and public transport staff who are not familiar with the pass and how it works. We are working hard to ensure that all students on the program have the best support and travel outcomes.

Partners in the program include Victorian Council of Social Service, the Department of Education, the Department of Transport, PTV, the City of Wyndham and Metro. All members of the Steering Committee have an overriding commitment to support the students on the program to get the support they need and to continue their schooling.

# ✖ Approaches with issues by member

BUSVIC	2018-2019
Totals	198
Investigation	59
Member – Complaint	105
Member – Enquiry	5
Referral For Internal Escalation	29
<b>Top Issues</b>	
Staff	232
Service Delivery	135
Buses	44

PUBLIC TRANSPORT VICTORIA	2018-2019
Totals	1294
Investigation	230
Member – Complaint	594
Member – Enquiry	210
Referral For Internal Escalation	260
<b>Top Issues</b>	
myki	1271
Staff	654
Service Delivery	235


LEVEL CROSSING REMOVAL PROJECT	2018-2019
Totals	101
Investigation	32
Member – Complaint	37
Member – Enquiry	2
Referral For Internal Escalation	30
<b>Top Issues</b>	
Land and Infrastructure	147
Staff	88
Service Delivery	17

RAIL PROJECTS VICTORIA	2018-2019
Totals	30
Investigation	3
Member – Complaint	14
Member – Enquiry	2
Referral For Internal Escalation	11
<b>Top Issues</b>	
Land and Infrastructure	26
Staff	22

METRO TRAINS	2018-2019
Totals	621
Investigation	96
Member – Complaint	382
Member – Enquiry	38
Referral For Internal Escalation	105
<b>Top Issues</b>	
Service Delivery	590
Staff	338
Land and Infrastructure	201

SKYBUS	2018-2019
Totals	35
Investigation	4
Member – Complaint	10
Member – Enquiry	16
Referral For Internal Escalation	5
<b>Top Issues</b>	
Staff	21
Service Delivery	17
Ticketing	15





SOUTHERN CROSS STATION 2018-2019	
Totals	3
Member – Complaint	1
Referral For Internal Escalation	2
<b>Top Issues</b>	
Staff	4
Land and Infrastructure	2
Accessibility	1

TRANSDEV 2018-2019	
Totals	198
Investigation	33
Member – Complaint	113
Member – Enquiry	24
Referral For Internal Escalation	28
<b>Top Issues</b>	
Staff	177
Service Delivery	159
Buses	62

VICTRACK 2018-2019	
Totals	10
Investigation	2
Member – Complaint	3
Member – Enquiry	1
Referral For Internal Escalation	4
<b>Top Issues</b>	
Land and Infrastructure	8
Staff	3

V/LINE 2018-2019	
Totals	350
Investigation	77
Member – Complaint	163
Member – Enquiry	25
Referral For Internal Escalation	85
<b>Top Issues</b>	
Service Delivery	365
Staff	267
Trains and Coaches	68

YARRA TRAMS 2018-2019	
Totals	287
Investigation	43
Member – Complaint	158
Member – Enquiry	24
Referral For Internal Escalation	62
<b>Top Issues</b>	
Service Delivery	212
Staff	129
Trams	95



# × Summary financial report

The following is a concise version of the Financial Report for the Public Transport Ombudsman Ltd. for the year ending 30 June 2019. The financial statements and specific disclosures contained in this concise financial report have been derived from the full financial report and the concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the entity as the financial report.

## DISCUSSION AND ANALYSIS OF THE COMPREHENSIVE INCOME STATEMENT

### REVENUE FROM ORDINARY ACTIVITIES

Revenue for the period ending 30 June 2019 was \$2,070,003. This was derived from the following sources:

- Annual Levies from Members: \$2,050,878
- Interest Income: \$17,125; and
- Other Income: \$2,000

### OPERATING EXPENSES

Operating Expenses for the period ending 30 June 2019 were \$2,083,527. The majority of operating expenses were employee benefits (\$1,567,132), telephone and IT expenses (\$138,901) and occupancy expenses (\$136,802).

### INCOME TAX

The Australian Taxation Office ("ATO") issued a private tax ruling declaring that the company is deemed exempt from income tax for the financial years ending 30 June 2019 to 30 June 2022.

## DISCUSSION AND ANALYSIS OF THE STATEMENT OF FINANCIAL POSITION

### TOTAL ASSETS

Total assets increased by \$195,372 during the period due primarily to an increase in total current assets of \$221,536 and a decrease in non-current assets of (\$26,164).

### TOTAL LIABILITIES

Total Liabilities increased by \$208,896 during the period. This is due to an increase in total current liabilities of \$154,590 and non-current liabilities of \$54,306.

## DISCUSSION AND ANALYSIS OF THE STATEMENT OF CASH FLOWS

### CASH FLOWS FROM OPERATING ACTIVITIES

Cash at the end of the financial year as shown in the statements of cash flows is \$893,986. This was derived from:

- Cash outflow from operating activities (\$29,979)
- Cash outflow from investing activities (\$29,893); and
- Cash and cash equivalents at the beginning of financial year \$953,858.

*Audited Financial Statements and Directors' Report for the Public Transport Ombudsman Limited have been lodged with ASIC in accordance with the Corporations Act requirements.*

## INCOME STATEMENT

For the year ended 30 June 2019

	2019 \$	2018 \$
<b>REVENUE</b>	<b>2,070,003</b>	<b>1,933,672</b>
Employee benefits expense	1,567,132	1,415,740
Depreciation and amortisation expense	56,057	61,794
Occupancy costs	136,802	132,563
Telephone and IT expenses	138,901	131,668
Consultancy expenses	60,582	32,161
Other expenses from ordinary activities	124,053	151,629
<b>(Loss) / Surplus before income tax expense</b>	<b>(13,524)</b>	<b>8,117</b>
Income tax expense	-	-
<b>Total Comprehensive (Loss) / Income for the year</b>	<b>(13,524)</b>	<b>8,117</b>

## BALANCE SHEET

As at 30 June 2019

	2019 \$	2018 \$
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	893,986	953,858
Trade and other receivables	601,722	322,800
Other Assets	4,097	1,611
<b>Total Current Assets</b>	<b>1,499,805</b>	<b>1,278,269</b>
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	29,560	67,272
Intangible Assets	31,598	20,050
<b>Total Non-Current Assets</b>	<b>61,158</b>	<b>87,322</b>
<b>Total Assets</b>	<b>1,560,963</b>	<b>1,365,591</b>
<b>CURRENT LIABILITIES</b>		
Trade and other payables	168,716	157,712
Provisions	-	28,158
Employee benefit liability	80,381	71,166
Other liabilities	760,032	597,503
<b>Total Current Liabilities</b>	<b>1,009,129</b>	<b>854,539</b>
<b>NON-CURRENT LIABILITIES</b>		
Provisions	28,158	-
Employee benefit liability	56,078	29,930
<b>Total Non-Current Liabilities</b>	<b>84,236</b>	<b>29,930</b>
<b>Total Liabilities</b>	<b>1,093,365</b>	<b>884,469</b>
<b>NET ASSETS</b>	<b>467,598</b>	<b>481,122</b>
<b>EQUITY</b>		
Retained surplus	467,568	481,122
<b>Total equity</b>	<b>467,568</b>	<b>481,122</b>

## STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2019

	2019 \$	2018 \$
<b>Total Equity at the beginning of the financial year</b>	<b>481,122</b>	<b>473,005</b>
Total comprehensive income for the year	(13,524)	8,117
<b>Total Equity at the end of the financial year</b>	<b>467,598</b>	<b>481,122</b>

## STATEMENT OF CASH FLOW

For the year ended 30 June 2019

	2019 \$	2018 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from Members	1,933,651	2,179,524
Payments to suppliers and employees	(1,980,755)	(1,907,580)
Interest received	17,125	13,881
<b>Net cash inflow from operating activities</b>	<b>(29,979)</b>	<b>285,825</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payments for office equipment	(6,973)	(14,848)
Proceeds from office equipment	(22,920)	-
<b>New cash (outflow) from investing activities</b>	<b>(29,893)</b>	<b>(14,848)</b>
<b>Net increase in cash and cash equivalents</b>	<b>(59,872)</b>	<b>270,977</b>
Cash and cash equivalents at the beginning of financial year	953,858	682,881
<b>Cash and cash equivalents at the end of financial year</b>	<b>893,986</b>	<b>953,858</b>



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