

Fact Sheet

Transdev Queensland Network Officers (NOs) have been operational since November 2023, serving various areas including Redland Bay, Victoria Point, Capalaba, Carindale, and neighboring regions.

In collaboration with Translink and the Queensland Government, Network Officers oversee fare evasion and other transportation-related offences on Transdev Queensland-operated services.

These officers travel on Transdev Queensland buses, including school services and loading school buses at school gates, while also patrolling public transport infrastructure like shopping center interchanges, ferry terminals, and other stops.

Network Officers are Authorised Persons under the Transport Operations (Passenger Transport) Act 1994. They have the power to:

- Require customers to produce a valid ticket
- Require customers to show evidence of concessional requirement
- Require customers to provide information such as name, address, age, and evidence of these under certain situations
- Require customers to leave public transport infrastructure
- Authority to issue warning notices and penalty infringement notices
- Authority to direct a person to leave or not to enter a public passenger vehicle.

Network Officers DO NOT have the power to physically remove persons.

Identifiable by their distinctive uniform comprising grey pants, a blue polo shirt, a black cap, and a black load-bearing vest displaying an authorized identification card, Network Officers play a crucial role in maintaining order and safety.

To support safe transport for students, schools can:

- Ensure awareness among students and guardians of their passenger obligations, emphasizing the necessity of valid tickets for all bus travel, including school services.
- Collaborate with Network Officers during bus loading operations, assisting in identifying students who may not comply with requirements.
- Respond to emails from the Operations Performance Specialist regarding fare evasion or behavioral issues, working towards a solution and providing student details to Transdev QLD if necessary.
- Share correspondence from Transdev Queensland with parents and caregivers if the Code of Conduct is breached and /or in the event of an offence occurring.
- Request Network Officers to attend and speak with students about the role of Bus Operators, Network Officers, and passenger responsibilities.

Transdev Queensland and Network Officers anticipate fostering a positive and professional relationship with your school community. For further details, please contact us at (07) 3248 6130.

