



If you want respect – model it

Young People's & Authorised Officers

Online Survey

Report on findings - October 2010

About Youthlaw, Campaign Respect and the survey

Youthlaw is a not-for-profit, state-wide community legal centre for young people, which specialises in providing free and confidential legal advice to young people up to the age of 25. Through its casework it has identified young people's widespread dissatisfaction with authorised officers and regular experiences of young people being treated disrespectfully, targeted, and humiliated. Youthlaw has also observed through consultations that young people do not tend to make official complaints when they feel unfairly treated.

Campaign Respect was started up by a group of young people at Youthlaw back in May 2009. It was initiated because of widespread dissatisfaction with authorised officers and regular experiences of young people of being treated disrespectfully, humiliated and abused and the escalation of these interactions into verbal and sometimes physical abuse.

The campaign aims to promote respectful relations between young people & authorised officers by:

- ongoing monitoring of the conduct & performance of authorised officers in relation to young people via face to face and online surveys
- Mobilising young people in response to this issue using digital activism
- Developing a broad systemic complaints process accommodating individual & non-identified complaints & documenting a range of experiences from disrespect to verbal & physical abuse
- Increase number of formal complaints made by young people and uptake of legal advice
- Lobby for adherence by authorised officers to their Code of Conduct in the way they interact with young people (e.g. via Department of Transport, Public Transport Ombudsman & operators)

Research phase 1: Face to face survey – November 2009.

The campaign surveyed **352** fifteen to twenty five year olds in October 2009 at train stations and Federation Square, Melbourne. The survey tested whether or not authorised officers treat young people they approach on public transport '*in a respectful, non-threatening and courteous manner*' (as required by Department of Transport's (DOT) Code of Conduct for Authorised Officers, p10).

Research phase 2: Online survey: May to July 2010

The campaign has completed a second stage of research via an online survey of a further **274** young people which ran from May to July 2010.

A similar survey was adopted as for the initial research phase, except that the survey was administered via an online survey instrument, survey monkey www.surveymokey.com. With the aim of collecting comparative data from the two phases of surveying many of the questions were replicated in the online survey.

The questionnaire was vetted and pilot tested with volunteers and friends of Youthlaw, as well as interested Victorian government departments particularly the Department of Transport.

Survey respondents were anonymous.

Major findings

Again some of the major findings of that survey indicate that although young people are major users of public transport they do not feel that they are treated like other user cohorts. Over 70% either agreed or strongly agreed that there is a problem with how authorised officers treat young people using public transport.

- Nearly 44% felt talked over and not listened to
- 39% experienced intimidation
- 35% had personally experienced aggressive or rude language
- 30% had personally experienced aggressive body language
- 18% had been physically handled
- 13% shown racial or cultural insensitivity
- Nearly half had witnessed aggressive body language or rude language
- 37% witnessed some other young person be physically handled
- 35% witnessed a young person being shown racial or cultural insensitivity

From this survey 1 in 5 young people made a complaint, but nearly 80% didn't feel their complaint was responded to satisfactorily. Of the 4 out of 5 who never made a complaint, about 30% said they had no reason to, even though others felt they had grounds for complaint. They either

- Couldn't be bothered (28%)
- Didn't know how to make a complaint (28%)
- Felt there was no point making a complaint because they wouldn't be listened to anyway. (37%)

Survey findings in detail

1. About Survey Participants

Age

Surveys were completed by young people from a broad spread of ages between 15 and 25 years.

As with the first survey, 17 year olds represented the age completing the most surveys i.e. 16%.

Participants aged less than 18 years accounted for nearly one third of the total number of young people participating, compared to nearly half in the earlier survey.

The percentage of young people aged between 18 and 20 years who completed the survey was 28.5% (27.5% in earlier survey). 29.5% (24.5% in earlier survey) of young people were between 21 and 25 years.

Table 1: Age of Participants

Your Age		
Answer Options	Response Percent	Response Count
15	7.9%	22
16	8.6%	24
17	15.5%	43
18	9.0%	25
19	10.8%	30
20	8.6%	24
21	10.1%	28
22	11.9%	33
23	7.2%	20
24	3.6%	10
25	6.8%	19
<i>answered question</i>		278
<i>skipped question</i>		0

Gender

As with the first survey there was a balanced representation of genders, with 55.5% female (51.1% in earlier survey), 44.2% (48.6% in earlier survey) male and 1 participant identifying as queer.

Where they live

Nearly all survey participants were from metropolitan regions (other than 3%). The survey sample also contains participants from a fairly wide spread of Melbourne metropolitan areas, as well as some from regional areas shown in Figure Three. Survey participants mostly live in the inner metropolitan suburbs 27%, northern region (16.1%) and eastern region suburbs (24.1%), with significant percentages coming from the southern (20.1%) and western suburbs (9.1%) of Melbourne.

For a detailed table on where participants live see appendix 2.

Which country were you born in?

Australia	236
Pacific	8
Asia	9
Africa	9
Europe	7
North America	1
South America	2
Middle East	1
Blank	1

How would you describe your ethnic background? (i.e. Australian, Italian, Chinese, Eritrean etc...)

Australian	144
Australian/ Asian	5
Australian/ European	20
Australian / Middle Eastern	1
Australian/ Pacific	4
Australian/ African	1
Australian/ American	2
Australian / Other	2
Asian	17
Pacific Islander	6
Middle Eastern	3
African	8
European	34
South American	3
Other	14
Blank	9

Mode and use of public transport

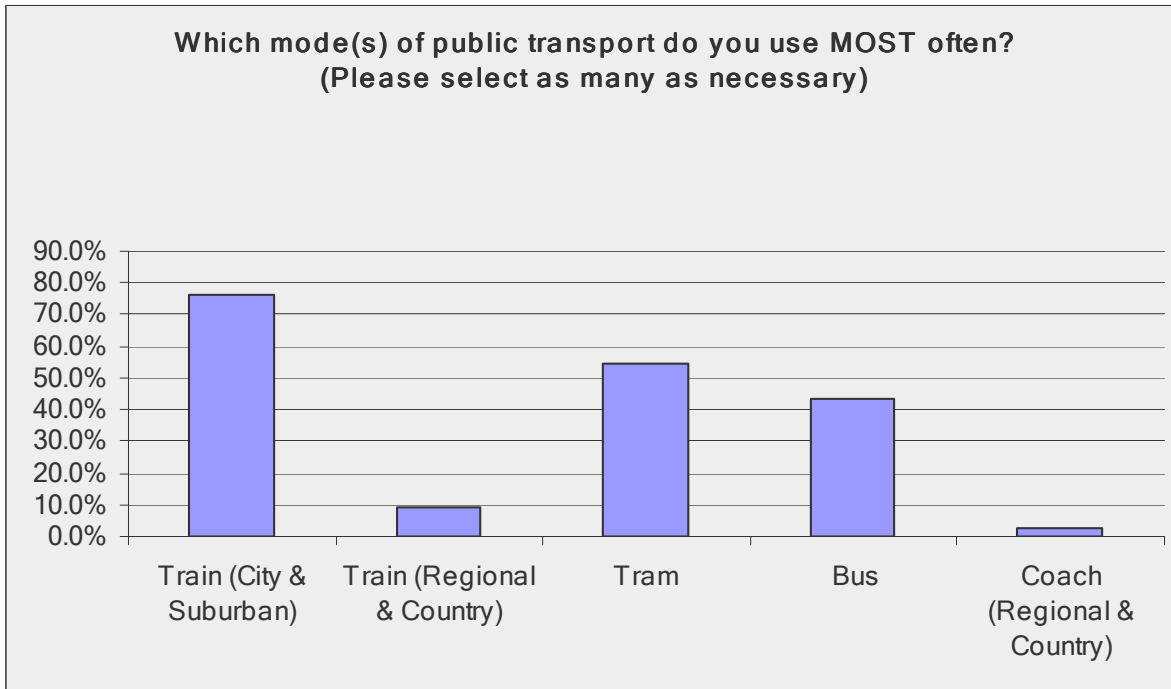
The survey confirmed that young people are mostly heavy users of public transport. As shown in table 2

Table 2: Frequency of use of public transport

How often do you use public transport?		
Answer Options	Response Percent	Response Count
5 or more days per week	57.6%	148
3-4 days per week	20.6%	53
1-2 days per week	13.2%	34
1-3 days per month	5.4%	14
Less than once per month	3.1%	8
<i>answered question</i>		257
<i>skipped question</i>		21

Participants most commonly selected the city and suburban trains (76.2%), trams (54.3%) and buses 43.4% as the modes of public transport they used most often.

Table 3: Modes of public transport most used



Participants had the option of selecting multiple modes. The significant use of both trams and buses as well as trains reminds us that any initiative targeting young people needs to cut across all three modes.

Perceptions of roles of Authorised Officers

The earlier survey asked “*What do you think is the role(s) of authorised officer?*” Participants could choose multiple options, being:

- Ensure passenger safety
- Customer service
- Report public transport infringements

Just over half (53.4%) chose “Ensure passenger safety”, 43.4% chose “Customer service” and 70% chose “Report public transport infringements”.

Building on this question in the first survey, the online survey asked questions (8, 9 & 10) of participants designed to further illicit their perception of the role of the authorised officer in relation to ensuring passenger safety, customer service and reducing fare evasion.

Question 8

I think that authorised officers play an important role in ensuring passenger safety in Melbourne?

Answer Options	Response Percent	Response Count
Agree	33.6%	86
Disagree	52.7%	135
Don't know	13.7%	35
<i>answered question</i>		256
<i>skipped question</i>		22

While just over one third agreed officers play an important role in ensuring passenger safety, nearly two thirds either disagreed or weren't sure if authorised officers play such a role.

Question 9

I am comfortable in asking an authorised officer for directions or information if I need to?

Answer Options	Response Percent	Response Count
Agree	54.5%	139
Disagree	38.8%	99
Don't know	6.7%	17
<i>answered question</i>		255
<i>skipped question</i>		23

Well over half of the participants felt comfortable approaching officers for directions or information in their customer service capacity.

Question 10

I believe that authorised officers play an important role in reducing fare evasion in Melbourne?

Answer Options	Response Percent	Response Count
Agree	48.6%	124
Disagree	39.6%	101
Don't know	11.8%	30
<i>answered question</i>		255
<i>skipped question</i>		23

Nearly half of the participants believe authorised officers play an important role in reducing fare evasion.

The responses to these three questions show that many young people perceive and appreciate that authorised officers have a multi-layered role.

Contact with Authorised Officers

Most of the survey participants have had personal interactions with authorised officers, with 87.4% (81% in earlier report) reporting direct interaction with an authorised officer in the past few years. Most of these interactions related to the offence of failing to have a valid ticket (58%) and some 29% for behavioural offences i.e. feet on seats.

Nature of conduct by Authorised Officers

“When I was given a fine for failing to have a ticket on a train I was treated rudely and the officer stood over me and would not listen or take in to consideration what I was saying.”(online survey respondent)

According to the Code of Conduct authorised officers must *“treat young people in a respectful, non-threatening and courteous manner”* (Code of Conduct DOT 2009: 10). The survey participants were asked to indicate their level of agreement (using a five point Likert scale) with the three statements designed to demonstrate how well officers are complying with this aspect of the Code:

- *‘I have never felt threatened by authorised officers’* and
- *‘Authorised officers always treat me in a respectful & courteous manner’*,
- *‘I believe there is a problem with how authorised officers treat young people using public transport’*

Table 4: Young people and authorised officers

Please rate the following?						
Answer Options	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	
a) I have never felt threatened by authorised officers	26.5%	30.5%	16%	16%	11%	
b) authorised officers always treat me in a respectful & courteous manner	27.5%	33.5%	18%	14%	6.5%	
c) I believe there is a problem with how authorised officers treat young people using public transport	10%	8.5%	12%	25.5%	45%	
<i>answered question 254</i>						
<i>skipped question 24</i>						

- 27% (cf with 44% in earlier survey) agree or strongly agree that they have *“never felt threatened by an authorised officer”*, but 57% disagree with this statement. (cf with 37% in the earlier survey)
- 20.5% (cf with 35% in earlier survey) of participants reported that they either agree or strongly agree with the statement that *“authorised officers always treat me in a respectful and courteous manner”*, with 61% either disagreeing or strongly disagreeing. (cf with 39%)
- Over 70% either agreed or strongly agreed that they *“believe there is a problem with how authorised officers treat young people using public transport”*. (this was a new question)

Young people's experience of authorised officers behaviour

In question 16 of the survey participants were presented with a range of behaviour types, possibly exhibited by authorised officers, namely:

- a) Aggressive or rude language
- b) Aggressive body language
- c) Physically handled (grabbed, pushed or shoved)
- d) Shown racial or cultural insensitivity
- e) Not listened to
- f) Talked over
- g) Intimidation

In relation to these behaviour types, they had the choice to select from:

- experienced any one of the behaviours, and/ or
- witnessed someone else experiencing one of the behaviours and/or
- never experienced or witnessed any of them.

The results were as follows:

Personally experienced

- 34.7% had personally experienced aggressive or rude language (23% in earlier survey)
- 29.5% had personally experienced aggressive body language (31% in earlier survey)
- 43.6% felt talked over (38% earlier survey) and not listened to (34% earlier survey)
- 39% experienced intimidation (39% earlier survey)
- 18% has been physically handled (7.5% earlier survey)
- 13% shown racial or cultural insensitivity ((7.5% earlier survey)

Witnessed

- Nearly half had witnessed aggressive body language or rude language
- 37% witnessed some other young person be physically handled
- 35% witnessed a young person being shown racial or cultural insensitivity
- 42% talked over and 40.8% not listened to
- 45.5% witnessed intimidation
- 37% witnessed other being physically handled
- 35.2% witnessed racial or cultural insensitivity

Never personally experienced or witnessed a young person be

- Aggressive or rude language 23%
- Aggressive body language 27.5%
- Physically grabbed/handled 45.3%
- Shown racial or cultural insensitivity 51.4%
- Not listened to 25.6%
- Talked over 22%
- Intimidation 24.4%

Participants, who had been personally treated or had witnessed the above mentioned treatment, were then asked to describe what happened and how they felt about the experience. 180 out of 274 young people responded to this open question. A full list of responses is found at Appendix B.

Below are a mixed sample under the range of behaviour types:

Discriminatory treatment of young people

“only me (a young male) and another guy wearing a hoodie were asked to show their tickets. I felt very angry about this. Why check me, but virtually no-one else?”

Aggressive or rude language/ and or body language

“The person was yelled at by the officer, and the officer was standing very close to the person and were in their personal space. I felt scared, to know that if I had ever forgotten to buy a ticket or my ticket had expired that I might be treated like that. And I'm scared to talk to any of the officers, from fear of being treated the way this person was treated.”

“Personally I had a conductor rudely tell me to remove my feet from a seat, except my feet weren't actually on the seat - my legs were crossed at the knee, and I had one foot hooked under the (empty) seat in front; it wasn't actually touching the seat at all. I guess it was fair enough from the perspective of 'what if someone wanted to sit there' but to be rudely told that if I didn't move my feet instantly I'd be issued with a fine seemed a little excessive.”

“I work with young people who catch public transport daily, Many of the young people I work with have learning and intellectual disabilities, which are not visible. I have had numerous students come to school distressed after being approached by ticket inspectors on the train. They are often rude and aggressive towards young people when asking for tickets and concession cards, on a number of occasions i have had students who have been travelling with a valid concession ticket and health care card, but have been distressed and upset by the inspectors and not understood what they have meant when asking for their tickets, then talking aggressively to the young person when giving them a fine (even though they have had the appropriate ticket and concession card) but not had id on them to confirm their address or name to issue a ticket.”

“as a school girl in uniform felt grossed out by one inspector who spoke to my chest the whole time and asked me how i spent my day (VERY creepily, hard to convey in text)

“very disrespectful to my female friend with a short haircut (calling her a dyke)”

Physically grabbed/handled

*“i watched a 16 yr old skater kid get chased off the tram then tripped before 4 officers held him down with his arm behind his back. He was obviously in a lot of pain crying out... when the officers were asked by the members of public to calm down, they said they would fine us for disrupting official business. we were verbally abused for staying to make sure the kid was ok (which he most definitely wasn't). The police were called (*by members of public e.g. us) & after they finally got the tram inspectors off the kid, he produced a ticket which had been in his pocket the whole time! There was not even an apology for the way he had been treated. In any other situation, it would have been classed as a serious assault...”*

Shown racial or cultural insensitivity

“The officer made me call my sister to verify my address, and while I was waiting for my sister to pick up the officer made a comment directed at my ethnicity, warning me not to talk to my sister in another language.”

“I was traveling on a train when authorised officers came into my carriage and checked everyones tickets. I had one. There was a group of young sudanese muslim girls sitting near me. When the officers asked for their tickets, they requested their concession cards. Two of the girls didn't have concession cards but were explaining they were under 16 so didn't need them. The officers requested photo id - which they also didn't have (because they were so young) and at first didn't understand clearly because they officers were asking in a threatening manner. The officers then

said they needed to talk to their parents to ascertain their age. One of the girls tried to explain she lived with her elder sister who was not contactable at work. During this explanation, an authorised officer accused her of lying that that she didn't have parents and that her sister wasn't a good enough - it had to be her parents or legal guardian. The girl didn't understand what a legal guardian was and just kept saying she lived with her sister..."

"I've witnessed a couple of situations in which young people, who told the inspectors they were visiting from overseas and were clearly not confident in their English, were grossly intimidated. Three or four inspectors stood over the person, in my view totally unnecessarily given the context – i.e. it wasn't as if there was the risk of violence or of the person running away - while the inspector asking the person questions seemed to get frustrated at their lack of English. The inspector was then very rude in demanding to be given the person's phone to call their friend to check their address. It made me quite upset, and totally ashamed of Melbourne - public transport inspectors are a key face of the city to visitors, and in these situations, and in general, I've only known them to be aggressive, intimidatory and rude, seeming to take delight in catching fare evaders and thus reflecting extremely negatively on Melbourne more broadly."

Not listened to

"couldn't immediately produce a ticket, yet when I did find my correct and validated ticket and showed it to the inspector he said he would cancel the fine and never did. received a fine in the mail. He didn't listen to me was aggressive and I felt unsafe around his presence."

"I made a mistake by getting on a tram one stop before the city saver area for which I had a ticket. I did not have coins to buy a two hour ticket. I assumed that getting off at the next stop and then getting back on again (utilising the so-called grace period) would not be worth it as if I explained my mistake to the authorised officers who were already on the tram they would understand. Unfortunately the authorised officers would not listen to anything I said. They told me I was a liar in front of all the other passengers on the tram..."

Talked over

"After returning from the airport late on a Sunday night, I jumped on the #75 tram after purchasing a two hour full fare for zone 1 & 2. Shortly after departing, inspectors arrived and asked to see my ticket. I complied, however once handing the ticket over, forgot that it had not been validated. The officers gave me a fine, and I accepted I had done wrong, but they would not listen to me in any way. They talked over me, talked socially amongst themselves and acted disrespectfully (they did not look at me in the eyes). When I saw that they failed to listen to me, I refused to give my identification and exclaimed that I would only do so if they talked to me properly. The officer who dealt with me stood over me and threatened me with arrest if I did not comply."

"The officer asked me if i had a ticket, i told him i did and i showed it to him. He didn't believe that i was a concession, (i'm 14 but i'm told i look much older) and he just kept talking over me when i tried to explain to him that i was born in 1995. I wasn't sure if i had my student i.d card with him, but when i found it, i showed him and he threw the ticket and my i,d at me and walked away."

Intimidation or threatening behaviour

"i didn't appreciate being stood over by 4 officers and being patronised when I explained I was homeless and had no money".

"...I felt physically intimidated by the two large male authorised officers who stood over me and wouldn't allow me to stand for the duration. Did not give names or employee numbers even though they were asked directly."

"Only today (21st April 2010) I was standing by the the ticket machine at Burnley Station when a group of ticket inspectors came and stood in a group near to where I was standing. There was about seven officers in total, all men. Why do they travel in large groups that are extremely intimidating (deliberately intimidating?)? How is this professional? Are we attempting to eradicate gangs with another type of gang?"

"...general physical intimidation (I'm a slight 5'8 woman, I don't think I need 3 very large men

standing around me to wait to see whether I can find my ticket) Again, some are lovely, but unfortunately it's the nasty ones that stick in my mind...."

Harassment

"... feel as though the constant harassment of checking tickets on trains treat most people, particularly, young people like criminals even when we are traveling with a ticket..."

Other

"I've never experienced problems with authorised officers. They always seem like normal human beings to me. It is a tiny bit creepy the way they come in a gang of four or five onto a tram with five people on it, wearing their big black coats, but I only ever pity them. It must be a terrible job."

Complaints About Authorised Officers

From this survey 1 in 5 young people made a complaint(8% in earlier survey), but nearly 80% (60% in earlier survey) of those who complained didn't feel their complaint was responded to satisfactorily.

Of the 4 out of 5 who never made a complaint about 30% said they had no reason to, but even though others felt they had grounds for complaint they either:

- 28% couldn't be bothered
- 28% didn't know how to make a complaint (20% in earlier survey)
- 37% felt there was no point making a complaint because they wouldn't be listened to anyway. (60% in earlier survey)

Participants were asked who they would make future complaints about treatment by authorised officer to if the need ever arose — responses shown in Table 5.

Table 5: Making Complaints in the Future

If in the future you needed to make a complaint about treatment by authorised officers, who would you go to? (Please select as many as necessary)		
Answer Options	Response Percent	Response Count
Parents	28.5%	67
Friends	26.0%	61
Teachers	8.1%	19
Public Transport Ombudsman	33.6%	79
Department of Transport	47.7%	112
Public Transport Operators (Metro Trains/Yarra Trams/ V-Line)	38.3%	90
Metlink	41.3%	97
Lawyer	18.3%	43
Someone else?		16
answered question		235
skipped question		43

The most common response was Department of Transport at 47.7% (compare 24% in 2009 survey). 26 percent (compare 27% in 2009 survey) of participants responded that they would tell friends, 28.5% parents (compare 38% in 2009 survey), 38.3% (compare 35% in 2009 survey) per cent responded that they would complain to public transport operators, 41.3% (compare 31% in 2009 survey) per cent responded Metlink.

Higher percentages than in the earlier survey responded that they would take future complaints to the Public Transport Ombudsman 38.3% (compare 15% in 2009 survey) and to lawyers 18.3% (compare 6% in 2009 survey).

How young people would like to be treated by authorised officers

In Question 18 participants were asked the open questions: *“How would you like to be treated (by authorised officers)?”* 109 young people out of 274 responded. The full list of responses is found at Appendix 3. Here is a sample of the responses:

Respectfully & equally

“With respect and courtesy, like most other passengers. I would also like to be helped when needed, and have my questions answered in a more professional manner, rather than simply be ignored.”

“With respect, obviously. Just because I have a card identifying me as a student, enabling me to get cheaper fares, doesn't mean I should be treated like a second class citizen. I'm sure if the person without a ticket on the V-Line train was middle-aged they would have been treated completely different.”

“The same way as they treat businesspeople in suits - with respect and without presuming that because I'm young, I'm definitely trying to evade fares.”

“As a person who is truthful, and though makes mistakes is not a “systematic rorter of the system.”

“Fairly and respectfully. Also would like to be heard and my cultural beliefs and values respected.”

Model respect

“with respect how do they expect respect from us if they are rude and do not listen and what about warnings for a change”

“with reason and respect. we're both capable of that.”

“With respect and them to not to act as police officers”

“Less aggressively and with respect. I think officers need to have conduct requirements that aim to improve what seems to be an institutionalised aggressive and intimidating approach to public transport users.”

“Better! Respected. Asked what my name is, offered their name”

With courtesy and politeness

“I understand that, despite buying a ticket, I had to validate it. I travel on this particular tram almost nightly. I guess I had to cop it. What I do object to, however, is being treated like a social outcast. They couldn't speak to me with any sense of politeness or decency. They gathered around me (there were 4 officers) like I was a criminal attempting escape. I just want to be listened to and treated with respect; I'm not a criminal, I'm just trying to get home.”

“I would like to be treated in a polite and friendly manner and listened to when spoken to. Not a person standing over me, treating me like scum.”

“I would like to be treated with the presumption that I had abided by the law, or tried to abide by the law to the best of my ability. If authorised officers so presumed, then I think that the ordinary rules of courtesy and good manners would follow.”

“I would just like them to be polite and clear. It would be nice if they had a friendly attitude. They are quite intimidating.”

With understanding of my situation

“With attention to situation, case by case. Sensitivity”

“respect and understanding of homeless”

“More empathy for problems like the ticket machine not accepting change. Not everyone carries around a bunch of loose change.”

“Nicely. It's not my fault that i'm on the dole and can't always afford a ticket.”

“He could of at least been empathetic in regards to my situation... Yet, he was just rude and didn't care... If ticket inspectors want respect for the work they do they need to earn it just like everyone else...”

“a little more care, empathy, time and patience when working with young people as most of the time they are doing the right thing, just not understanding what is being asked of them.”

Conclusions and recommendations

Bringing the Code of Conduct to life....

Treating young people in a respectful, non-threatening and courteous manner

Treating young people in a respectful, non-threatening and courteous manner

The findings indicate as a group authorised officers have a significant way to go to be seen as treating young people appropriately. One of the most poignant findings of the survey was that over 70% of respondents either agreed or strongly agreed that they “*believe there is a problem with how authorised officers treat young people using public transport*”.

Although the Code of Conduct provides for specific treatment of young people as a special group, interestingly many young people ask to be treated the same as all other public transport users. Some report feeling targeted or treated unfairly on the basis of being a child or young person.

This arguably raises issues of communication and customer service and the demand for public transport operators to further strengthen customer service to young people.

Significant numbers of responses from young people acknowledged they had made a mistake i.e. did not validate ticket or inadvertently had feet on a seat and that the officer was obliged to report the infringement. What they often objected to was the way some officers, at times, went about their role in an impolite and threatening way.

Quite a few participants also made criticisms about how officers use the powers they have.

Under Victorian law¹ authorised officers and public transport operators, as public authorities, must act compatibly with human rights and give proper consideration to relevant human rights when making a decision or exercising a power.

In relation to their interactions with young people several *Charter* rights potentially come into play:

- equality before the law (section 8),
- protection from degrading treatment (section 10),
- privacy (section 13)
- protection of children (section 17) and
- right to liberty and security of person (section 21)

¹ Section 38(1) Charter of Human Rights and Responsibilities 2006 (Vic)

RECOMMENDATIONS

- a. Department of Transport to raise awareness of misconduct issues by providing all authorised officers with a summary of this research.
- b. Department of Transport to redevelop codes, standards or guidelines to maximise authorised officers compliance with the *Victorian Charter of Human Rights and Responsibilities* when exercising powers under the *Graffiti Prevention Act* or powers relating to reporting infringements and non-compliance of the *Transport Act 1983*.
- c. Department of Transport and Public Transport Operators to provide adequate training to maximise authorised officers compliance with the *Victorian Charter of Human Rights and Responsibilities*, so that all commuters, including young people are treated in a respectful, non-threatening and courteous manner.
- d. Department of Transport to introduce and provide training for a caution process whereby authorised officers are required to let each commuter know their rights when they are being reported.
- e. Department of Transport to require greater accountability of Public Transport Operators with respect to meeting their obligations under the *Victorian Charter of Human Rights and Responsibilities*, the *Transport Act* and other relevant laws, via the provision of training, support and performance assessment of authorised officers.
- f. Government to resource initiatives that provide appropriate treatment and support of vulnerable and at-risk young people on the public transport system. One such initiative is Whitelion's pilot program, sponsored by Metlink, involving outreach workers being deployed on the public transport system to help young people who appear vulnerable and/or come to the attention of public transport staff or the travelling public.

Young people and the complaint making process

The survey finding highlight that a significant number of participants (28.2%) are not aware of the complaint-making processes available to them. And that even if young people may have had grounds to complain about treatment by Authorised Officers most do not complain.

- g. Reconfigure the complaints process so that complaints against authorised officers are lodged at a centralised contact point and are investigated independently of public transport operators.
- h. Department of Transport to have greater oversight of complaints against authorised officers.
- i. Public Transport Ombudsman, public transport operators, and non government organisations to further raise awareness among young people regarding grounds for complaints and the avenues through which they can make complaints.

If you have queries about this research please contact Tiffany Overall of Youthlaw on 03 9611 2422, tiffany@youthlaw.asn.au

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Appendix 1 Survey (attached)

Appendix 2 - Table: Where Participants Live

Melbourne Inner	Northern	Southern	Eastern	Western
Melbourne: 23	Brunswick: 6	Notting Hill: 1	Vermont South: 1	Ascot Vale: 1
Fitzroy: 5	Sydney Rd: 1	Caulfield South: 1	Forrest Hill: 1	Keilor: 2
Carlton: 7	Coburg: 2	Caulfield: 2	Templestowe: 1	Avondale Heights: 1
St Kilda: 7	Northcote: 5	Glen Waverley: 6	Hawthorne: 1	North Melbourne: 4
Richmond: 6	Brunswick West: 2	Carnegie: 1	Surrey Hills: 2	Footscray: 3
Collingwood: 3	Preston: 2	Dandenong: 1	Doncaster: 2	Melton: 1
Elwood: 2	Fawkner: 1	Bentleigh: 2	Kew: 4	Altona: 1
Southbank: 3	Watsonia: 1	South Yarra: 1	Knox: 1	Braybrook: 1
Albert Park: 1	Reservoir: 2	Narre Warren: 1	Mitcham: 1	Ardeer: 1
South Melbourne: 2	Broadmeadows: 2	Yarraman: 1	Croydon:10	Altona North: 1
Port Melb: 5	Thomastown: 2	Wheelers Hill: 3	Boronia: 3	Altona Meadows: 2
South Yarra: 2	Epping: 2	Narre Warren North: 1	Ringwood: 2	Sunshine: 1
Balaclava: 3	Eaglemont: 1	Elsternwick: 2	Ringwood east: 1	Footscray West: 2
Cremorne: 1	Lower Plenty: 1	St Kilda East: 3	Box Hill: 1	Essendon: 1
Fitzroy North: 1	Eltham: 1	Brighton East: 1	Croydon Hills: 2	Hillside: 1
Flemington: 1	Diamond Creek: 3	Cockatoo: 1	Ferntree Gully: 3	Taylors Lakes: 1
Alphington: 1	Pascoe Vale Sth: 1	Chadstone: 1	Kilsyth: 1	Moonee Ponds: 1
Abbotsford: 1	Brunswick East: 1	McKinnon: 1	Woonga Park: 1	
	Thornbury: 1	Malvern: 4	Montrose: 1	
	Viewbank: 1	Ormond: 1	Seville: 1	
	Roseanna: 1	Mornington Peninsula: 1	Glen Iris: 5	
	Craigieburn: 1	Gembrook: 1	Healseville: 1	
	Westmeadows: 1	Ashwood: 1	Wantirna: 1	
	Mill Park: 1	Glen Huntly: 2	Mooroolbark: 4	
	Bulla: 1	Clayton: 1	Camberwell: 2	
	Montmorency: 1	Berwick: 2	Blackburn: 1	
		Prahran: 1	Blackburn south: 1	
		Clayton South: 1	Lilydale: 2	
		Malvern East: 1	Montrose: 1	
		Parkdale: 1	Croydon South: 1	
		Frankston: 1	Hawthorne: 1	
		Cheltenham: 1	Surrey Hills: 3	
		Dandenong: 1	Scoresby: 1	
		Bentleigh East: 1	Vermont: 1	
		Endeavour Hills: 2	Burwood East: 1	
		Narre Warren South: 1		
		Langwarrin: 1		
Totals				
74	44	55	66	25
27.0%	16.1%	20.1%	24.1%	9.1%

Appendix 3 Responses to question 17 - available on request

Appendix 4 Responses to question 18 - available on request