



ACTIVITY EIGHT:

From the Bus Security Officers

There are many people employed by Transperth to ensure passengers have a safe travel experience. These people are selected and trained to provide a number of services to help passengers. This activity gives students an opportunity to meet the Transperth people who come into direct contact with passengers.

Student Outcomes

Society and the Environment

Strand: Natural and Social Systems
Political and Legal Systems

NSS 4.2 The student understands that rules and laws result from decisions about rights and responsibilities.

Strand: Resources
People and Work

R 4.3 The student understands that people act in various ways to make workplaces more effective.

Strand: Investigation, Communication and Participation
Conducting Investigations

ICP 3.2 The student gathers information from more than one source and records useful information using a variety of techniques.

ICP 4.2 The student consistently applies social data-gathering techniques to collect and record accurate information from a variety of sources.

Purpose

This activity will provide an opportunity for the student to:

- Describe how the purpose of law making is to protect people and their property
- Explore the roles and responsibilities of the Bus Security Officers
- Identify examples of work situations that require use of appropriate equipment, materials, clothing and behaviour – safety regulations.

Preparation

- Teachers can prepare the following focus questions on the blackboard:

Focus Question 1: Why does Transperth employ Bus Security Officers?

Focus Question 2: What is the role of a Bus Security Officer?

Focus Question 3: What are their rights and responsibilities?

- Photocopy *Resource Five - From the Bus Security Officers: Mal and Mohammed*.

Procedure

1. In groups, students can explore the topic using the focus questions to gather relevant information.
2. Students can plan a strategy to gather information.
3. Brainstorm the following as part of information collection:
 - Why does Transperth employ Bus Security Officers?
 - What is the role of a Bus Security Officer?
 - What special equipment does a Bus Security Officer have?
 - Does a Bus Security Officer have special training?
 - What skills does a Bus Security Officer need?
 - What are your Bus Security Officer experiences?
4. Read *Resource Five - From the Bus Security Officers: Mal and Mohammed*.



5. Ask the following questions:
 - How would the Bus Security Officer react to aggression, bullying and/or violence at the bus station?
 - What sort of bullying do you think Bus Security Officers witness?
 - What would you do in response to bullying if you were a Bus Security Officer?
 - How would you react to some of the situations that confronted you during your day at work?
 - What special skills does a Bus Security Officer need to deal with these situations?
 - Why have Bus Security Officers been employed to oversee behaviour on the bus service?
6. Create a series of interview questions for a Bus Security Officer.
7. Invite a Bus Security Officer to visit your school so students can present their questions.

Variation

There are many and varied careers available for students when they leave school. Research all the careers that are available in the public transport sector.

Fact File

If people are caught fighting or pushing people around on Transperth services they can be served a summons for *'disorderly conduct'* or *'violent behaviour'*. They can also be arrested and detained by Bus Security Officers or Transit Officers. If their actions result in someone else being hurt the fine can skyrocket as high as \$36,000 or 10 years in prison, depending on the severity of the person's injuries.

From the Kids

"It's really good to have Bus Security Officers around to ask for help or to make you feel safe when some people are being rowdy." – Sharon (16)



INTERVIEW TRANSCRIPT ONE

Mal – Bus Security Officer

What is your role with Transperth? I'm a part of the Security Officer management team.

What are your responsibilities? I manage the Esplanade Busport and liaise with loads of other bus personnel to ensure passenger safety.

Why did you become a Security Officer? I got into security because I enjoy helping people and I am not scared to stand up for those being picked on.

What is your favourite part of the job? Helping older people and getting to meet some great people.

What is your least favourite part of the job? I don't really have a least favourite part, but having to tell people that they can't do some things is hard, and so is dealing with difficult people.

What is the best experience you have had on the job? I was working at Kwinana bus station and a lady who had come in on a bus had a heart attack. I administered first aid and called an ambulance. She ended up okay.

What do you believe are the most important qualities you need to be successful and enjoy your role? You have to enjoy helping people and be open minded as you meet all sorts of people.

What advice would you give students who are thinking of a career in Security? It's a growing industry. It's tough, but if you're not afraid to stand up for others, it's well worth a shot.

What did you do before becoming a Security Officer? I was a bus driver, truck driver and a tyre fitter.



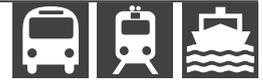
Where are you from? Perth.

Favourite food? Curry.

Favourite colour? Blue.

Favourite music? I love rock and roll, especially AC/DC.

Ambitions or dreams? To be rich would be nice! I wouldn't mind owning a 1957 Chevy or a HK Monaro.



INTERVIEW TRANSCRIPT TWO

Mohammad – Bus Security Officer

What is your role with Transperth? I'm a Security Officer.

What are your responsibilities? I advise people, help them find their way and let them know the rules of the bus station.

Why did you become a Security Officer? I like to help people and I wanted to earn an honest living.

What is your favourite part of the job? It's all good. People are happy when you help them out and if I can't help them I refer them to the information centre for assistance with timetables. I also love to help with first aid.

What is your least favourite part of the job? Some stations are difficult to work at – there are some difficult passengers and some kids like to fight. I don't like it when you're yelled at by customers when you're just doing your job.

What is the best experience you have had on the job? A lady injured herself getting off the bus. She had cut her leg pretty badly. I helped her out by giving first aid. She was so happy and said thank you.

What do you believe are the most important qualities you need to be successful and enjoy your role? You have to have patience and be polite to people even if they're rude.

What advice would you give students who are thinking of a career in Security? You need to be responsible and stay away from crime. For this job you need a Police Clearance. It's a hard job – but it's worth it.

What did you do before becoming a Security Officer? I studied English at TAFE.



Where are you from? Palestine. I was born in Turkey and lived in both Iraq and Iran before I came to Australia three and a half years ago.

Favourite food? Tikka – Lamb meat shish-kebab.

Favourite colour? Green.

Favourite music? I listen to both Arabic and English music.

Ambitions or dreams? I want to get married, have kids and work to provide for my future. I want a nice quiet life.