

Activity One – Worksheet

Bus Security Officer – Interview Transcript

Mohammad – Bus Security Officer

What is your role at 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 got into security because I like to help people, I wanted to earn an honest living and I am not scared to stand up for those being picked on.

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 on timetables. I get to meet lots of great people and I love to help with first aid, I find it really rewarding.

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. Having to tell people that they can't do some things is hard and 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 herself pretty badly. I helped her out by giving first aid. She ended up ok and was so happy and she said thank you.

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

What advice would you give young people 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 Iran and Iraq before I came to Australia three and a half years ago.

Favourite Food? Tikka – Lamb shish-kebab.

Favourite Colour? Green.

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

Answer the following questions:

1. Why does Transperth employ Bus Security Officers?

2. What is the role of a Bus Security Officer?

3. What skills does a Bus Security Officer need?

4. What are your Bus Security Officer experiences?

Activity Two – Worksheet

Transit Officer – Interview Transcript

Sue – Transit Officer

What is your role at Transperth? I'm a Transit Officer.

What are your responsibilities? I have three major responsibilities: customer service, safety, and security. In terms of customer service, Transit Officers perform many duties such as helping people with wheelchairs and directing people who are unsure of where to go. As for safety and security, Transit Officers are a presence on the train station and on trains – they help people feel safe. We also monitor people's safety at all times. We watch the way they board trains and access train stations. Sometimes, Transit Officers also help locate missing children or people.

Why did you become a Transit Officer?

I almost fell into it by accident. My friend was applying for a position, I went with her to the information day and here I am. I was actually looking for something completely different from what I was doing and this was a complete career change, an exciting challenge.

What is your favourite part of the job?

Being part of a strong team of people who work really well together. I really love all the people I work with. We are a really tight knit group who always back each other up, particularly in dangerous situations. I also really enjoy interacting with the different people we help and meet while doing our job.

What is your least favourite part of the job?

I hate dealing with young people who disrespect each other and themselves. It is also really sad to see young people hurting themselves with drugs and alcohol and not caring about the consequences.



What is the best experience you have had on the job?

There's not really one experience that I can say was my best experience. I have had a lot of great experiences on this job. I really enjoy it, especially the relationships we build with regular train travellers and the people that we help. There was an elderly lady who fell at the station once and I helped her by administering first aid. Now, whenever she sees me she always comes by and says hello. There was also a teenage boy, who was hanging around the wrong crowd and sometimes getting into trouble. He used to hang around the station a lot and one day I had to talk to him because he had done something wrong. We started chatting and I could see he had a lot of potential and he was just hanging around the wrong people. I told him that. After that he would always come and have a chat whenever he came to the station. One day he told me that he had decided to go back to school and was studying to be a chef at TAFE. He was also hanging out with a new group of people and seemed really happy. I was really proud of him.

Sue – Transit Officer (cont.)

What do you believe are the most important qualities you need to become successful and enjoy your role?

You need a lot of patience and common sense. Most importantly, you need some life experience and maturity because you can find yourself in some very challenging or dangerous situations where you have to make accurate split-second decisions that can affect your safety and the safety of others. You also have to like working with people. You deal with a variety of different people from varying backgrounds, ages, cultures and needs, so you need to be able to adapt the manner in which you communicate to suit each individual person you talk to.

What advice would you give young people who are thinking of becoming a Transit Officer?

Get a trade or diploma first, as well as some experience in the workforce. I don't believe you can come straight out of school and become a Transit Officer. You need life experience because you need to be able to read situations and make accurate spontaneous decisions – that is something you learn with experience.

What did you do before becoming a Transit Officer?

I have had many different jobs. I have worked as a hairdresser, a truck driver, customer service manager and a tutor for students studying through distance education.

Where are you from? Victoria

Favourite Food? Thai

Favourite Colour? Yellow, it reminds me of the sunshine – it is a really warm colour.

Ambitions or dreams? I want to win lotto so I can travel more. I would use some of my winnings to help out and do volunteer work in India and Vietnam.

Answer the following questions:

1. Why does Transperth employ Transit Officers?

2. What is the role of a Transit Officer?

3. What skills does a Transit Officer need?

4. What are your Transit Officer experiences?

5. What other security measures are there in place to keep people safe on the public transport system?

6. What other services are the first responders to a rail incident?
