



Queensland
Human Rights
Commission

Safe and Inclusive Public Transport Project

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Acknowledgment of Country



The Queensland Human Rights Commission acknowledges Aboriginal and Torres Strait Islander peoples as the First Australians and recognises their culture, history, diversity and their deep connection to the land, waters and seas of Queensland and the Torres Strait.

We acknowledge that the Commission's offices are on lands of the traditional owners of the Brisbane, Rockhampton, Townsville and Cairns areas and pay our respects to Elders past, present, and emerging.





Topics covered today

- Role of the Queensland Human Rights Commission
- Background and motivation for the project;
- Purpose and aims of the project;
- Our partners in the project;
- Elements of the project;
- Outcomes and the future.



Queensland Human Rights Commission (QHRC)

- Encourage understanding, acceptance and public discussion of human rights and discrimination;
- Provide information, education & training programs;
- Receive and assess human rights and discrimination complaints; and
- Conciliate human rights and discrimination complaints.



Background and motivation for the project

- Rising concern over vilification incidents on public transport across Australia;
 - racist rant; ABC newsreader, Sydney bus 2013;
 - woman charged; racist attack, school student, Sydney bus 2013;
 - man jailed; racist tirade, French tourist, Melbourne bus 2014;
 - 2 women charged; racist attack; elderly blind Aboriginal man, Gold Coast bus 2014
 - teenagers charged; racist attack, security guard, Brisbane train 2014
- QHRC (then ADCQ) develops bystander video;

Background and motivation for the project

- Letter of complaint to QHRC (then ADCQ);
 - Muslim woman racially abused & threatened, Qld bus 2016
 - company supports driver saying she should get off the bus;
 - letter asks for “due process to protect both driver and passenger”.
- QHRC offers two courses of action;
 - indirect discrimination complaint against company; or
 - systemic approach through Commission’s consultation function

Purpose and aims of the project

- Utilise QHRC consultation function to ‘improve services and conditions for groups subjected to contraventions of AD Act’;
- Improve safety and inclusiveness on public transport for passengers and staff;
- Raise awareness of responsibilities under AD Act for public transport companies & staff; and
- Raise awareness of shared responsibility; staff & passengers.

QHRC partners in the project

- Queensland Department Transport & Main Roads
- Translink
- Queensland Police Service
- Queensland Bus Industry Council

QHRC elements of the project (2016 to 2018)

- Develop customised training package and associated resources for public transport operators;
- deliver training to Translink frontline teams and market to public transport providers;
- Assist Translink to strengthen *Passenger Guidelines for Travel* messages about expected behaviour; and
- Engage with affected communities to promote the initiative and advise them on what to expect if harassed;

QHRC elements of the project (2017 to 2018)

Customised training package and associated resources for public transport operators;

- developed in consultation with TMR, Translink, QPS & QBIC;
- designed to include joint messages from transport operator, QHRC and QPS;
- focuses on improving safety and inclusiveness on public transport for passengers *and* staff;

Customised training package - QHRC messages

- understanding public vilification under the AD Act;
- understanding responsibilities of companies and staff under the AD Act;
- provide real examples of vilification on public transport towards passengers and staff;

Customised training package - Translink messages

- building a safe and inclusive passenger network – customer at the centre;
- ensuring safety for frontline staff;
- clarifying frontline staff roles, responsibilities and powers in supporting passengers subjected to abusive behaviour.

Customised training package - QPS messages

- understanding how QPS can assist;
- **It's OK to call 000;**
- how staff can stay safe *and* support passengers who are subjected to abusive behaviour;
- how to preserve evidence for future prosecution.

Project outcomes so far

- five joint sessions delivered to Translink frontline staff 2018;
- Translink passenger code of conduct updated to reflect expectation of respectful behaviour - implied contract;
- MOU signed with Qld Bus Industry Council - training materials made available to QBIC members for in-house delivery;
- 12 QBIC members have requested the training materials; and
- Muslim Community Reference Group and others informed.

QHRC's vision for the future

- This is a national issue that needs to be addressed across Australia;
- Public transport frontline staff need to be aware of their responsibilities under discrimination law;
- Public transport frontline staff need to be trained in how to support passengers *and* stay safe; and
- QHRC is happy to share insights and learnings from the project.



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