

Your safety is our top priority

Stakeholder kit
May 2023



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Introduction

Your safety on public transport is our top priority.

To offer assistance and maintain safety, Public Transport Victoria (PTV) has put in place several systems and features to keep passengers safe on trains, trams and buses and at all stops and stations.

These include support officers and staff, along with features such as Safety Zones, CCTV cameras and Emergency Assist Buttons.

The Safety You Can See campaign aims to reassure you that thanks to the transport staff and safety systems, you can enjoy safer journeys on public transport.



Key messages

- Your safety on public transport is a top priority.
- There are a range of systems and features available to keep you safe.
- Safety features are available across buses, trams and trains.
- From 6PM, Protective Services Officers will be available at stations making your journey a safer one.
- This is Safety You Can See.



What you can do

You can help your networks learn more about safety on public transport and the safety resources available by sharing the contents of this stakeholder pack.

This pack contains a variety of campaign materials in up to 8 languages. Materials include social media posts, a Factsheet, Poster and advocate testimonials that you can share with your networks.

Trusted Advocate 1

Lizzy Kuoth

Commissioner at the Victorian Multicultural Commission

I have used public transport for many years to get around. When I think of safety in public transport, it means not worrying about my personal security when in transit.

As a woman, using public transport at night sometimes gives me a sense of vulnerability.

For women like myself from Arabic-speaking communities, especially if wearing a headcovering, we may feel particularly vulnerable.

With this in mind, it is great to hear about the safety features on public transport that have been put in place by Public Transport Victoria. These features will definitely help Victorians who will need it the most.

While these safety features are helpful, I advise women who use public transport to still be vigilant. You should have a sense of your environment, and report any unwanted behavior to staff or by using the STOPIT service.

Travelling on public transport is the right of all Victorians. It is a shared resource that everyone deserves to enjoy – safely.



Trusted Advocate 2

Diana Lin

Community Engagement Director at Chinese Community Council of Australia, Victoria Chapter (CCCAV)

As a full-time employee and a volunteer community leader, I rely on public transport to get me to and from work. My transit hours are spread from early morning to late night.

Women like myself and girls from ethnic Chinese communities want to enjoy safe public transport in Victoria.

We recognise public transport is a key part of the social inclusion agenda. It leads us to a balanced and fulfilling life and provides crucial access to jobs, housing, business patronage, sports and social events, and other essential services like education and healthcare.

We recognise that Public Transport Victoria has introduced various safety features on its public transport network. These include:

- CCTV cameras that help deter anti-social behaviours.
- Emergency Assistance Buttons to be pushed to speak to staff and contact emergency services if needed.
- Safety Zones marked out by yellow lines on every train platform.
- PTV supports the STOPIT reporting service, which helps to notify police of unwanted behaviour.

Full awareness of these features will help us to experience what Victoria has to offer for a rich social and economic life and keep us safe from harm.



Factsheet

The Safety You Can See Factsheet is an explainer of all the available safety features and systems. The Factsheet outlines each feature, where and when it is available and how it can be used.

You can download and share this across your digital networks, or print it to display on community noticeboards.

[Download Factsheet](#)

Languages

- Arabic
- Dari
- English
- Greek
- Hindi
- Italian
- Punjabi
- Simplified Chinese
- Traditional Chinese
- Vietnamese



Poster

The Poster shows the different staff members and officers working together across public transport to keep all passengers safe.

The Poster is available in 10 languages – Arabic, Chinese Simplified (Mandarin), Chinese Traditional (Cantonese), Dari, English, Greek, Hindi, Italian, Punjabi and Vietnamese.

You can download and share this across your digital networks, or print it to display on community noticeboards.

[Download Poster](#)

Languages

- Arabic
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- Chinese
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- Vietnamese



Social

Headline

Your Safety is our top priority.

Post Copy

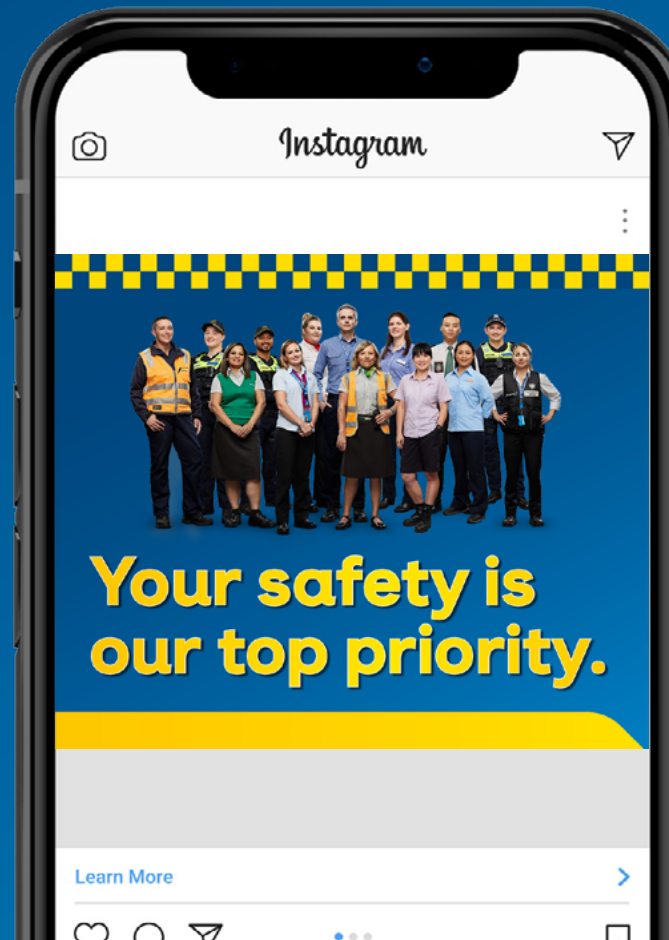
Our team across the public transport network are working together to keep you safe.

From 6PM every night, metro train stations will be patrolled by Protective Service Officers making your journey a safer one.

A Passenger Emergency Intercom can also be found on trams and trains. If you feel unsafe at any time during your journey, you can press the button to notify the driver.

For information on safety features across the Victorian public transport network please visit <URL>

You can download these to send via messaging apps, email, or share on social media.



Languages

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- Vietnamese

[Download Social](#)

For more information in your preferred language

Arabic

URL: <https://www.ptv.vic.gov.au/safety-arabic>

Greek

URL: <https://www.ptv.vic.gov.au/safety-greek>

Italian

URL: <https://www.ptv.vic.gov.au/safety-italian>

Simplified Chinese

URL: <https://www.ptv.vic.gov.au/safety-simplified-chinese>

Vietnamese

URL: <https://www.ptv.vic.gov.au/safety-vietnamese>

English

URL: <https://www.ptv.vic.gov.au/safety>

Hindi

URL: <https://www.ptv.vic.gov.au/safety-hindi>

Punjabi

URL: <https://www.ptv.vic.gov.au/safety-punjabi>

Traditional Chinese

URL: <https://www.ptv.vic.gov.au/safety-traditional-chinese>