

Our reference: FF-108841
Your reference: CD/16/43118

Mr Stephen O'Bryan
Commissioner
Independent Broad-based
Anti-corruption Commission

Dear Mr O'Bryan

IBAC report – Victoria Police (Transit) Protective Services Officers.

Following your report titled Transit Protective Service Officers – An exploration of corruption and misconduct risks and published December 2016, I am pleased to provide you with the Victoria Police response to your two recommendations.

Both recommendations have been actioned addressing the community's understanding of PSO functions and powers in addition to training relating to communication, conflict resolution and ethical standards.

Information and marketing material has been and continues to be developed by Victoria Police and Public Transport Victoria to better inform the public as to the role of the officers with further marketing and awareness campaigns planned across all public transport modes. Training and ethical standards are continuing to be successfully addressed through several programs developed in partnership with internal stakeholders in addition to improved governance and oversight within Transit & Safety Command. The result has been a reduction of complaints and allegations during a period of an increasing number of officers performing these duties.

Superintendent Peter Ward, Public Transport & Safety Command – Transit Safety Division, may provide further should you have any further queries regarding this matter.

Yours sincerely,

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Brett Guerin APM
Assistant Commissioner

The Independent Broad-based Anti-corruption Commission (IBAC) released in December 2016 a report '*Transit Protective Services Officers – an exploration of corruption and misconduct risks*', wherein the recommendations were Victoria Police consider:

1. *ways to improve the community's understanding of PSOs' functions and powers.*
2. *reviewing the training provided to PSOs in relation to:*
 - *Effective communication and Conflict resolution skills.*
 - *Professional and ethical standards.*

Community understanding

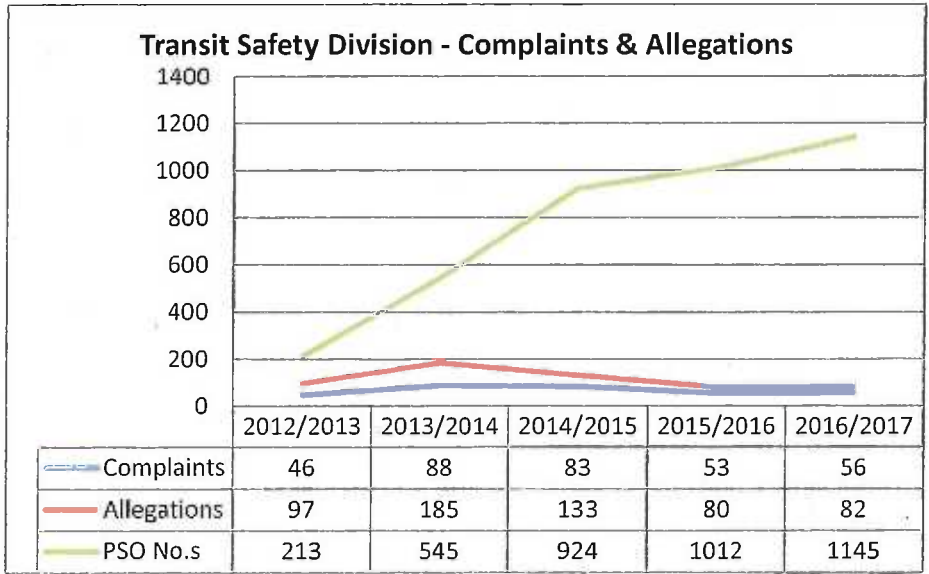
In a collaborative approach with Public Transport Victoria (PTV) and Victoria Police Transport Safety Division (TSD), an information poster has been developed for dissemination across the Public Transport System (PTS). It outlines the PSO role in keeping people safe whilst highlighting their particular legislative powers. The roll-out of posters at all train stations is being co-ordinated by PTV and will continue through July 2017.

PTV and TSD are currently in design phase developing a public marketing and awareness campaign across all PTC modes, i.e. train, tram and bus, that reinforces the PSOs safety role and other safety measures existing across the PTS.

Training

Several programs have been implemented to address concerns relating to communication, conflict resolution and organisational expectations. An internal 'train the trainer' program has been developed by TSD to support the training activities.

The outcomes achieved to date through training and governance initiatives is best reflected during a period of increasing officer numbers in the effective reduction in complaints and allegations per officer made against TSD personnel despite a slight increase in the number of complaints and allegations.



The implemented programs and governance procedures are continually enhanced and developed to deliver appropriate skill-sets and capabilities of all current and impending TSD PSOs. These procedures will continue to enhance Community confidence in Victoria Police delivering a safe Victorian Public Transport System.

