Employee News

New ‘we wear your words’ campaign

- A new campaign from PTV aims to educate passengers about the impact of aggressive behaviour towards public transport employees
- Three of our people feature in the campaign
- Campaign posters will be onboard trams from Sunday, 18 February 2018

A new advertising campaign developed by PTV is running on our network, and highlights to passengers the importance of treating our employees with respect.

The campaign is also running on Metro and V/Line networks, featuring their employees. It follows on from a similar campaign that appeared on the bus network in June 2016.

Emilie van de Graaff, Director, Passenger and Network Innovation said, “We know when things go wrong, passengers sometimes take out their frustrations on our frontline employees.

“This campaign aims to remind passengers that our employees are doing their best to deliver an excellent service, and that we can resolve their complaints in a respectful way that is not hurtful or abusive, or otherwise inappropriate.”

If you experience inappropriate behaviour from a passenger you can:

- Speak to your manager
- Contact our Employee Assistance Provider, Converge International, any time (24/7) on **1300 687 327**

Driver Greg Simmons stars in the ‘We wear your words campaign