

10 January 2020

Mr John Robertson  
Council Chair  
Queensland Sentencing Advisory Council  
GPO Box 2360  
Brisbane QLD 4001

Dear Mr Robertson

**QUEENSLAND SENTENCING ADVISORY COUNCIL: PENALTIES FOR ASSAULTS ON POLICE AND OTHER FRONTLINE EMERGENCY SERVICES WORKERS, CORRECTIVE SERVICE OFFERS AND OTHER PUBLIC OFFICERS**

GoldlinQ is aware that the Queensland Sentencing Advisory Council is to review 'sentencing options and penalties for assault of police officers and other frontline emergency service workers, corrective service officers and other public officers in the execution of their duty'.

GoldlinQ is also aware that the Australasian Railway Association (ARA) is writing to you to support the review of the definition of 'public officer' in section 340 of the Queensland Criminal Code being expanded to recognise Queensland public transport workers. In addition that ARA will be advising that this definition should not be limited to 'public transport drivers (e.g. bus drivers and train drivers)' and has recommend the definition is broadened, stating that just like bus, train, light rail, ferry and taxi drivers, as it is essential that all front line public transport workers who interact with customers are also adequately protected.

GoldlinQ and our Operations and Maintenance Contractor, Keolis Downer Gold Coast (KD Gold Coast) are fully supportive of the ARA's position and encourage the Council that as part of the review agree on the inclusion of penalties for assaults on transport workers who, as part of their duties, are required to interact with customers.

To provide some detail on what our staff face on a day to day basis while carrying out their duties, below is a summary of three recent examples of assaults on our Customer Service Officers (CSO).

- [REDACTED] – When carrying out a blockade at a platform a passenger refused to produce a ticket. An off-duty police officer intervened, and the passenger attempted to evade the officer. On request a CSO aided restrain the passenger and in the process received an injury to their face. The CSO attended hospital for check-up.

- [REDACTED] A passenger was laying on the tram floor and smoking a cigarette. A CSOs approached and advised passenger they had to move and advised smoking was not allowed. When the CSO helped passenger with their luggage to vacate tram at next platform the passenger lashed out, making contact with CSOs arm and causing bruising. The CSO attended hospital for check-up.
- [REDACTED] – A CSO approached a passenger who had brought a shopping trolley onto the platform. The CSO started to engage with passenger explaining the trolley wasn't allowed on tram. The passenger responded immediately in a very hostile fashion. The incident escalated to the CSO being spat on in the face and required treatment at hospital to check for any contracted diseases.

In addition, GoldlinQ and KD Gold Coast have identified an ongoing rise of substance abuse, along with the youth issue of fare evasion on our network, which raises concerns that the frequency and severity of assaults on our staff may increase.

The safety of our people is paramount to GoldlinQ and KD Gold Coast and it is critical that we do all that we can to protect and support them in their important roles in providing a safe Gold Coast Light Rail operation.

Yours faithfully,

[REDACTED]

Phil Mumford  
**GoldlinQ Chief Executive Officer**