

Rail Fire and Emergency Technicians Sydney Trains

Information pack



Contents





Thinking about becoming a Rail Fire and Emergency Technician?	4
The working environment	8
Who should apply?	10
The recruitment process	12
Training program	14
Incident Readiness and Response	16
About Sydney Trains	18
Our core values	19

How to use this information pack



Carefully read all the information in this pack.



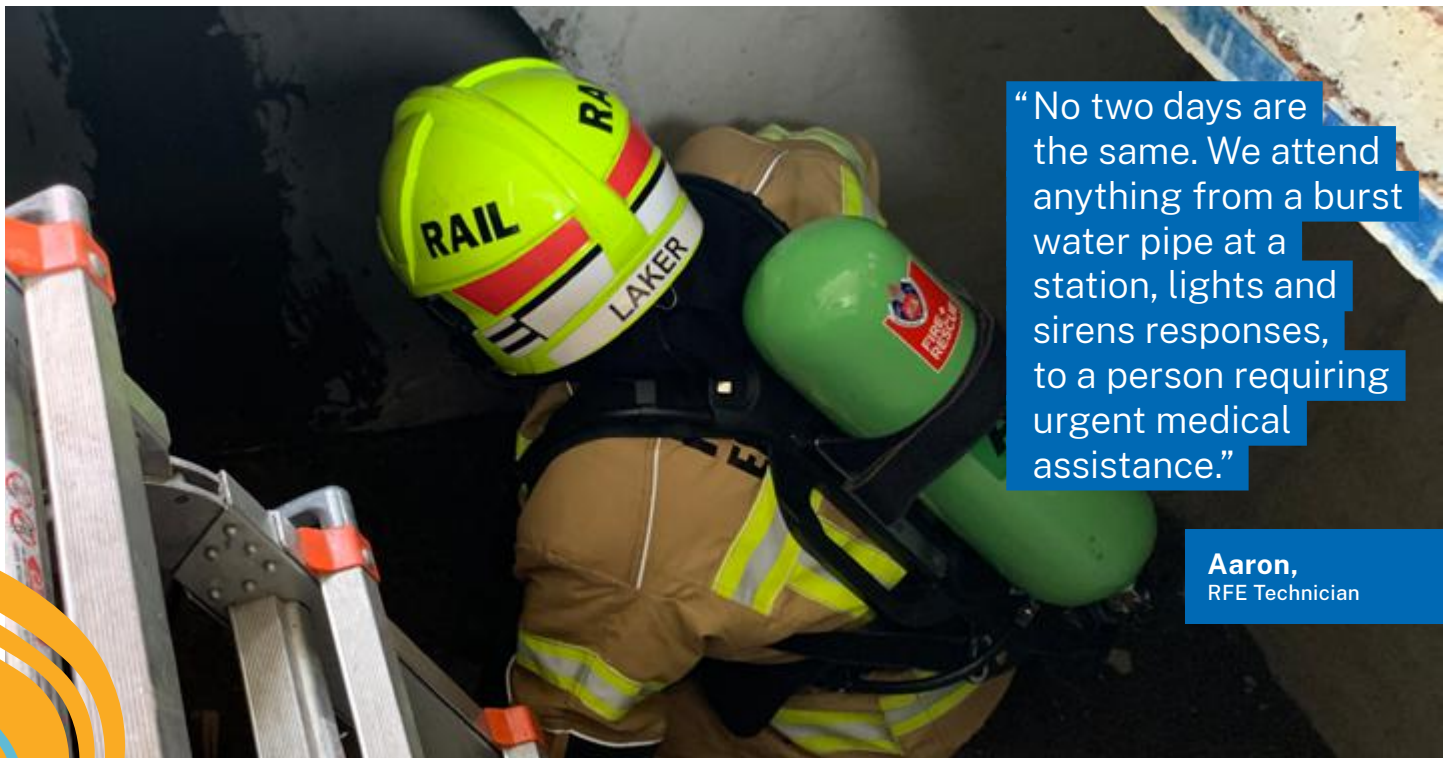
Think about whether the role is right for you and your lifestyle.

Thinking about becoming a Rail Fire and Emergency Technician?

Underground transport systems are complex and challenging environments to navigate when emergency incidents happen. Features like tunnel dimensions and kilometre-long fire compartments mean that dedicated teams must handle emergencies involving masses of people, trains and associated infrastructure.

Sydney Trains Rail Fire and Emergency (RFE) Technicians respond to rail incidents and emergencies across the Sydney Trains network. We are a key support for emergency services when an incident occurs, providing expert advice and assisting with emergency operations at incident sites.





“No two days are the same. We attend anything from a burst water pipe at a station, lights and sirens responses, to a person requiring urgent medical assistance.”

Aaron,
RFE Technician

All about the role

As a Rail Fire and Emergency Technician, you may respond to the following:

- Providing rail-specific information to emergency services at rail incident sites
- Ensuring safe access routes for emergency services into railway stations or rail corridors
- Maintaining safe conditions for emergency services at incident sites
- Providing information relating to rolling stock for emergency services
- Assisting with firefighting efforts
- Evacuating people in specialist road-rail vehicles
- Testing and maintaining fire vehicles and other equipment
- Administering first aid
- Protecting property endangered by fires
- Protecting the environment in emergency situations
- Participating in organised drills for fire control and rescue work.
- Assisting emergency services with the development of agency response plans
- Conducting pre-incident plans for stations and trains and other rolling stock
- Compiling accurate, comprehensive network incident notices in chronological order
- Providing fire system isolations for high-risk locations across Sydney CBD and other locations determined by risk
- Issuing Hot work permits for Sydney Trains work groups and contractors working in high-risk locations.

While being a Rail Fire and Emergency Technician is rewarding and dynamic, the nature of the job exposes us to unique challenges and complex scenarios.



We work around the clock and travel across the network, which means late nights, early mornings, working weekends and public holidays.



We deal with challenging situations that require us to think on our feet and make critical decisions under pressure.



Some incidents involve retrieving deceased bodies and helping people that are seriously injured.




Communicating clearly and always putting safety first are essential attributes for our team members.



The role can be physically challenging and can include lifting heavy items and crawling on hard, uneven surfaces and working in tight and confined spaces in all weather. This includes extreme heat, as well as toxic or oxygen-deficient areas while wearing bulky PPE and breathing apparatuses.



A night scene at a hospital entrance. Three fire trucks with red and yellow checkered patterns and blue emergency lights are parked in front of a stone building. A sign above the entrance reads "RIVE EMERGENCY RESPONSE UNIT". The scene is illuminated by the red and blue lights of the vehicles and the warm light from the building's entrance.

“My team attended an incident where we had to act quickly to provide first aid to someone suffering from life-threatening injuries. When the careflight doctors arrived soon after, they told us it was our medical treatment that saved that person’s life. It’s a good feeling knowing you’ve made a difference.”

Aaron,
RFE Technician

The working environment



This working environment is not suited to everyone and takes time to adapt to.

Being a Rail Fire and Emergency Technician is not a 9-5 job as we respond to incidents as they happen on the network which runs 24 hours a day, 7 days a week.

During your shifts, you may be deployed to any location across the Sydney Trains network at any time.

Shift times

RFE Technician schedules are rostered in 12-hour blocks across a 24-hour response period to ensure we're ready for incidents at all times.

“One example of a challenging work situation was during the 2019/20 Blue Mountains bushfires. Our team had to respond to changing fire conditions and restricted access to the fire ground.”

— Aaron, RFE Technician

Incident response



At emergencies, Rail Fire and Emergency Technicians report to RFE Team Leaders, who liaise with the designated Incident Rail Commander who manages and coordinates the incident response until the network is restored. We work with the Incident Rail Commander to provide external emergency services with specialised rail-specific information.

We communicate with teams from a variety of agencies such as NSW Police, Fire and Rescue NSW, NSW Ambulance, NSW Rural Fire Service, other Sydney Trains or NSW Trains employees and State Emergency Services.

We work with the Incident Rail Commander to ensure appropriate worksite protections are in place to ensure all emergency service teams can safely work together to restore the network. Ensuring a worksite is safe can involve administrative and physical aspects.

We're a friendly, supportive, close-knit team. It's important that we demonstrate respect and integrity at work and as members of the communities we serve. Timing is critical when we respond to an incident, so it's important that our team members can exercise sound judgement and work to a high standard no matter the situation.



Critical incidents

As emergency responders, one of the challenges of the job is witnessing traumatic incidents.

While critical incidents cannot always be prevented, our people's reactions to such incidents can be managed and psychological trauma minimised with dedicated advice and care. Sydney Trains' Critical Incident Support procedures provide employees with support before, during and after incidents.

Emergencies may include:

- Fatalities: these can involve viewing and retrieving deceased bodies and seriously injured people
- Fires and fire alarms
- Flooding
- First aid
- Rescues from various sites including lifts
- Structural damage and building/ infrastructure collapse
- Gas leaks including toxic gases
- Hazardous material incidents
- Evacuation of buildings
- Bombs and biological threats
- Suspicious substances
- Power failures
- Train evacuations
- Train failures, collisions and derailments.

“The unique nature of the role allows Rail Fire and Emergency staff to provide technical advice and application of emergency response procedures across the rail network.”


— Brett, Manager Fire and Emergency Operations



Who should apply?

To be eligible to apply as a Rail Fire and Emergency Technician, you must meet the following minimum entry standards:

- Hold current requisite licenses, certifications, and authorities including:
- Certificate III in Public Safety (Fire and Emergency Operations) or equivalent
- Occupational First Aid Certificate
- Current unrestricted full manual Medium Rigid drivers licence
- Rail Safety Worker qualification, Track Vehicle Operator and Protection Officer 2 (or be willing to obtain within the next 12 months)
- Availability to attend external emergency services academy/training for an extended period
- Sound technical, operational knowledge, and experience in an urban fire and rescue service
- Pass all pre-employment checks including category 1 medical assessment
- Be at least 18 years of age
- Be an Australian or New Zealand Citizen or hold Australian Permanent Residency.

A red Isuzu fire truck is positioned on a railway track, facing the camera. The truck has "FIRE" written on its front and "ISUZU" on the grille. The license plate is "ZHH-136". In the background, a large, dark, layered rock formation rises steeply. A tunnel entrance is visible to the left of the truck. The sky is blue with some clouds. A red wavy graphic is in the bottom left corner.

"I feel an immense amount of pride every day. The team is steeped in history, and we as a collective are very proud that we have been keeping the travelling public safe for well over 100 years."

Brett,
Manager Fire and Emergency Operations



The recruitment process

Application

Submit your resume and answer the pre-screening questions in the online application form. Make sure you fulfill all of the role's essential criteria before you apply, as this is a technical role that requires existing knowledge and experience.

Interview

You'll take part in either a face-to-face or virtual interview to assess the non-technical behaviours and capabilities of the role.

At the interview you will be asked to respond to several 'behavioural based' questions. Behavioural questions require you to demonstrate how you behaved in a specific work situation.

In your response to a behavioural question, you should identify and explain an example from your work history that relates to the question.

The best way to do this is using the STAR method. STAR stands for:

Situation

Open with a brief description of the situation and context of the story (who, what, where, when, how).

Task

Explain the task you had to complete highlighting any specific challenges or constraint (e.g. deadlines, costs, other issues).

Action

Describe the specific actions that you took to complete the task. These should highlight desirable traits without needing to state them (such as initiative, leadership, or teamwork).

Result

An example of a behavioural question that might be asked at an interview is 'describe a difficult problem you had to sort out in your last job.' This behavioural interview question is designed to explore your ability to identify, analyse and solve problems.

Reference checks

In your application form you will be asked to provide the contact details of two recent work related referees.

Referees should be a current or previous manager or supervisor who can comment on your work performance from the last five years. Personal character referees are not accepted. Referee details can be updated at the pre-employment check stage.

National Police Check

A National Police Check is conducted through an authorised agency on all external applicants.

Applicants found to have a criminal record will have their individual circumstances taken into consideration. Depending on the offence and when it occurred, a criminal record does not automatically disqualify candidates from the recruitment process.

Job related testing

You will be required to complete a number of job related tests. The tests you will undertake have been selected to reflect the skills and abilities required to effectively and safely perform in the role of a Rail Fire and Emergency Technician.

Medical assessment

This position requires a Safety Critical Worker Category 1 medical assessment. The assessment covers physical and psychological health to determine if a candidate has any conditions which may potentially affect their ability to carry out the role's responsibilities. Category 1 assessments include health questionnaires, pathology tests and clinical examination.

Health questionnaire

The questionnaire helps identify health conditions which affect the ability to perform Category 1 rail safety work.

Your medical assessment covers:

- General work tasks including accidents or near misses.
- General health including medications and treatment.
- Epworth Sleepiness Scale, a screening tool for sleep disorders and excessive daytime sleepiness.
- AUDIT questionnaire, a screen for alcohol dependence.
- K10 questionnaire, a screen for anxiety and depression.

Clinical examination

A clinical examination is a part of your overall medical assessment to ensure you're able to carry out all duties for Category 1 rail safety work.



Training program

Your training program will combine on-the-job and formal training.

Working within Sydney Trains' Rail Fire and Emergency unit is an exciting and rewarding career choice, however, this comes with various challenges and risks that you need to know how to manage.

Anyone joining our unit must complete on-the-job and formal training to develop the skills and knowledge needed to perform in the role.

Your training will include:

- Rail Protection Officer course
- Track Vehicle Operators course
- Rail-specific training for stations and other infrastructure
- Occupational first aid
- Operating specialised rail-specific equipment.

Program outline

Rail-specific national competencies include:

- TLI21921 Certificate 2 in track protection
- TLI32721 Certificate 3 in track protection
- TLIF0020 Safely access the rail corridor

* Training course list may change at any time to suit business needs.



“We work 12-hour shifts day and night and can be called to respond at any time.

Working in constantly changing environments and conditions requires a lot of resilience.”

— Brett, Manager Fire and Emergency Operations



How is training delivered?

Our Rail Fire and Emergency Training staff deliver training at various training centres.

Your training will combine in-person classroom and practical learning, ongoing competency assessments and online components.

The training does not stop here. You will continue to develop your skills at your station with your crew and undertake further training and assessment to obtain your qualifications.

Training is delivered by qualified Training Officers, who are specialised learning and development professionals with extensive training and industry experience.

Educational and support services

Transport for NSW provides support services for training participants. Further information is included in the student handbook given to successful applicants during the recruitment and pre-enrolment phase.

In addition to your training, you'll also be required to maintain working knowledge across a variety of areas.

Working knowledge

These include the relevant rules, standards, and procedures for all incident types. Some of these include Rail Fire and Emergency standard operating guidelines and procedures, network rules, network procedures, safety management systems, policies and Rail Safety National Law (NSW) and Sydney Trains Incident Command and Control system.

Incident Readiness and Response

The Incident Readiness and Response group manages major rail incident sites across the Sydney Trains network.

Our job is to ensure the effective and timely resolution of operational problems and the safety of all staff, contractors, commuters and emergency services personnel at incident sites.



Key responsibilities

- Leading the development of Sydney Trains' incident management policies and procedures, including the Emergency Management Plan and Network Incident Management Plan operating procedures
- Coordinating training for Incident & Emergency Management teams.
- Managing Sydney Trains' governance for business continuity management by integrating emergency response, incident management, business continuity and business recovery.
- Managing the relationship between Sydney Trains and emergency service agencies.
- Developing, managing and conducting Sydney Trains' emergency exercise program with emergency services including field exercises, train and rail corridor familiarisation, train lifting program and counter-terrorism exercises.
- Developing, maintaining and communicating procedures relevant to bush fire management to Sydney Trains and Emergency Services personnel.
- Applying lessons learnt from emergency exercises to improve Sydney Trains' response procedures.





About Sydney Trains

At Sydney Trains, our rail services keep Sydney moving by putting our customers at the centre of everything we do. We work with our local communities to deliver safe, timely and efficient rail services 24 hours a day, seven days a week.

Our trains and network are evolving to meet the needs of our customers now and well into the future. We're continuing to integrate technological innovations that help us deliver a smarter and more sustainable network.

Each week, around half a million people take journeys on Sydney Trains on over 3,000 services across the network bounded by Berowra, Emu Plains, Macarthur and Waterfall stations. These journeys are supported by a workforce of over 10,000 staff who manage nearly 170 stations, over 2000 train carriages and 1,500 kilometres of track. For over 160 years, Sydney Trains has played a critical role in the provision of transport services for Sydney and prides itself on keeping customers safe and moving across Sydney.

Find out more via
[Sydney Trains website](#)

Our core values

Our core values and customer first principles help shape our behaviours so that we can work together to deliver better outcomes for customers.



Safety

Promoting the core belief that safety is our greatest priority and that all injuries are preventable.



Pride

Taking pride in your role, your presentation and recognising your value within the organisation.



Accountability

Owning your actions and being bold and pragmatic in decision-making, while expecting the same of your team.



Collaboration

Promoting open communication, working effectively across lines, accommodating different perspectives and sharing ideas.



Excellence

Striving for excellence: continuously acting to exceed your own, the business, and our customer expectations, and acting with a focus on the optimum end result.



Our customer service principles

- First impressions count
- Friendly and ready to help
- Communicate clearly
- Find a solution
- Share your knowledge
- Work together

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