

# On-boarder team members

NSW TrainLink

Information pack



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## 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.



You will be tested on how well you understand and retain the information in this pack throughout the application process, so study it carefully.

# Thinking about joining our on-board team?

Our NSW TrainLink on-board teams help our NSW and interstate passengers travel safely every day, connecting our cities and regional centres.

We are looking for teams members who want to make a real contribution to communities across -and beyond NSW.

With our stunning regions as your daily view and the chance to work alongside a friendly and committed team, working as part of NSW TrainLink's on-board team is a truly rewarding job for those passionate about guaranteeing safe, timely and reliable services for our customers.

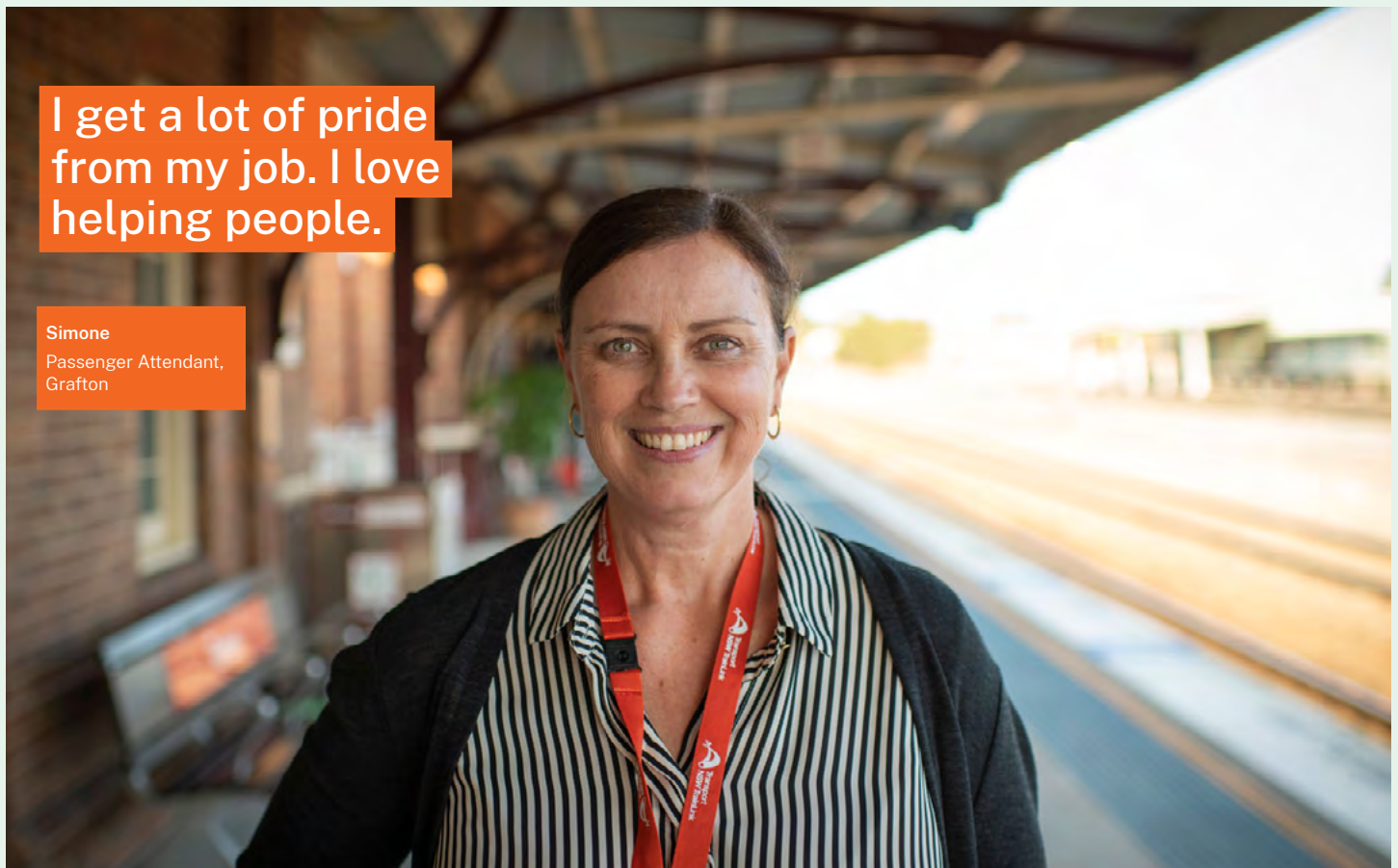
## On-board team responsibilities

For all on-board team members, key duties include:

- Delivering the highest standard of customer service and upholding our organisational values and behaviours in every interaction
- Practising the required safe-working rules and adhering to NSW TrainLink and network regulations and operational procedures.
- Assisting with ticketing.
- Assisting with buffet service.
- Assisting with customer luggage.
- Monitoring and maintaining train cleanliness.

I get a lot of pride from my job. I love helping people.

Simone  
Passenger Attendant,  
Grafton







## On-board team available roles

We're expanding our on-board team, with multiple positions available.

### **Passenger Attendant**

Our Passenger Attendants are the face of NSW TrainLink, ensuring our customers have a great experience using our services. Passenger Attendants respond to passenger requests, provide assistance and resolve complaints to guarantee our customers have a safe and enjoyable journey. Passenger Attendants are responsible for checking tickets, assisting with luggage, supporting buffet operations and maintaining train cleanliness and operability. This role also supports the on-board team in identifying safety and security issues, addressing and escalating issues where appropriate.

### **Senior Passenger Attendant**

Senior Passenger Attendants help support the Passenger Services Supervisor and other on-board team, assisting with customer service, train safety, operations and emergency procedures, as well as handling escalated customer incidents.

Senior Passenger Attendants also oversee the buffet operations, selling tickets and stock and managing cash balancing and related reporting. This role also provides guidance and support for on-board team members working in the buffet.

### **Passenger Services Supervisor**

The Passenger Services Supervisor leads the on-board team team, overseeing all aspects of customer service, train safety, security, operations and emergency procedures. Our Passenger Services Supervisors leads the way for delivering great customer service to our passengers and, where necessary, are responsible for managing escalated customer incidents.

We're a friendly and caring bunch and we have a lot of fun, however working as an on-board team member also has its unique challenges.

We're a friendly and caring bunch and we have a lot of fun, however being a Regional Train Driver also has its unique challenges.

For example:



We work around the clock and travel great distances, which means late nights, early mornings, working weekends and public holidays, as well as overnight stays away from home.



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



We do our best to meet the expectations of the hundreds of customers that travel every day by communicating clearly and always putting safety first.



We do whatever it takes to make sure our customers have the best possible experience as they travel across our network.











# The working environment

Working in our on-board team is not a standard 9-5 office job. The unique working environment is not suited to everyone and takes time to adapt to.

Train team schedules are rostered with start and finish times that can vary significantly during the month.

Our team spend an extraordinary amount of time together and fondly refer to each other as their 'railway family'.





## Shift times

All depots use a fortnightly roster. Train team schedules are rostered around the clock across a 24-hour period with varying start and finish times. Shift sign on and sign off times are staggered based on timetabled train running. Meeting these shift times requires a level of flexibility from our team, who often need to make adjustments to their personal commitments, sometimes missing out on family, sport and social commitments.

It's important to understand that rest away from home (at various accommodation types such as motels) is necessary in order to work to your rostered hours and routes.

## Critical incidents

Safety is our top priority, and Regional Train Drivers play a vital role in incident and response management to maintain the safest conditions possible and minimise risks.

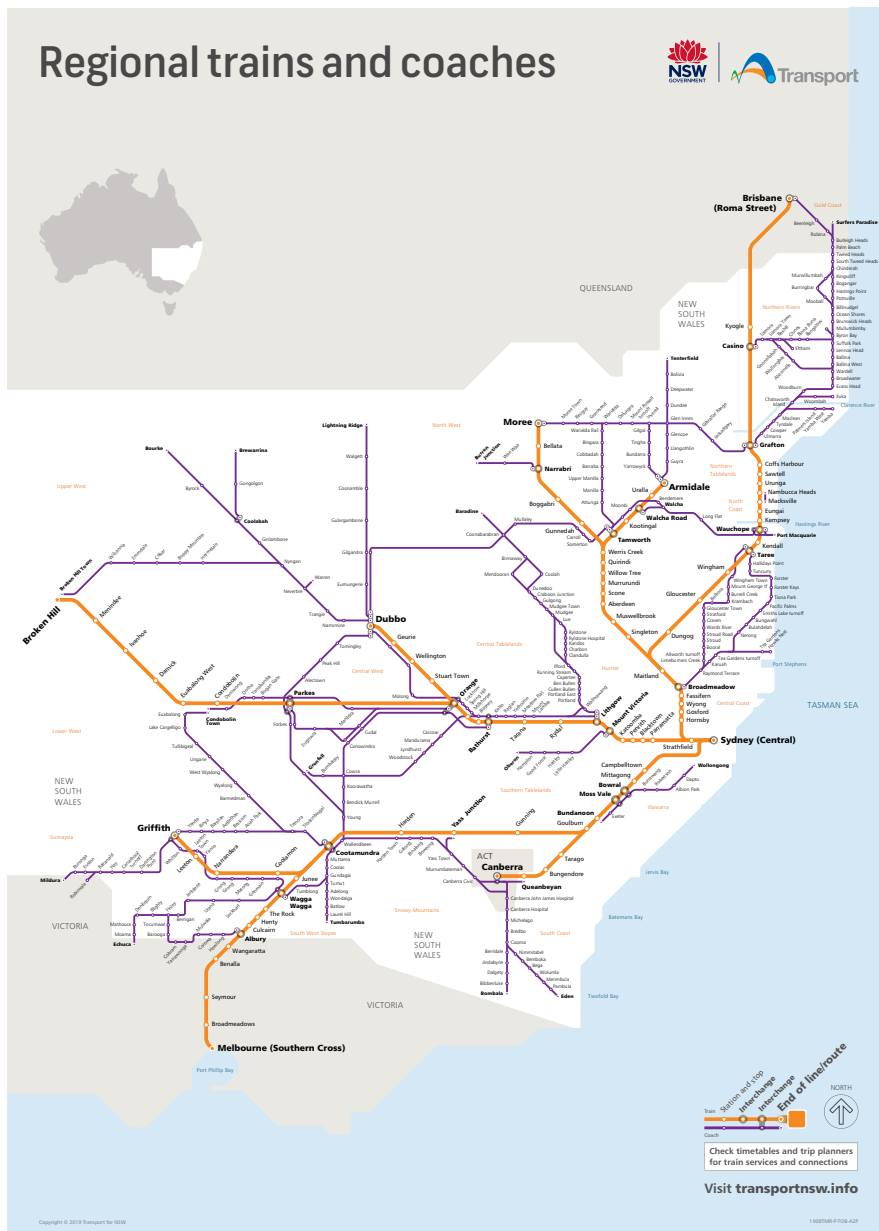
Sometimes this means our drivers witness traumatic incidents where they need to organise other on-board staff, customers, first responders and other services.

If you're involved in an incident, NSW TrainLink will do everything in its power to minimise these risks and offers extensive support to Train Team in the event of a potentially traumatic incident.

**"There's an old saying that the railway is a family and the railway family is very much alive and well in NSW TrainLink."**

**— John, Principal Regional Train Driver, Junee**

# Work locations



Regional Train Drivers are deployed to operational areas across the Transport for NSW regional train network. View the [Regional trains and coaches network map \(PDF\)](#).

Our regional depots include:

- Taree
- Grafton
- Sydney
- Dubbo
- Junee
- Canberra
- Werris Creek
- Goulburn







It takes a special type of person – resilient, dependable and organised.

Before you can join our NSW TrainLink on-board team, you'll complete a series of training modules to get you ready for the day-to-day responsibilities of the job.

Your training will combine classroom learning, written and practical assessments, home study and on-the-job training. Completing your training will require commitment – be prepared to put in some extra time outside of your usual hours to ensure you can complete the course.

Once your training is complete, you'll need to work to a tight schedule, as we're relying on you to show up every day to keep our train network running reliably and get

our customers to their destinations safely. Our network operates 365 days a year, so you may need to work unusual hours including late nights, early mornings, and over weekends and public holidays.

As part of your commitment to maintaining the highest safety standards, you're required to come to work with absolutely no alcohol or prohibited drugs in your system and submit to random testing regularly.

You'll sometimes face high-pressure situations, where keeping the safety of our customers at the heart of everything you do is your highest priority.



# About NSW TrainLink

At NSW TrainLink, we help connect passengers all over NSW and beyond. Our intercity and regional network of trains and coaches provide valuable links between regional and metropolitan centres across NSW and between neighbouring states and territories.

Our services support thriving regional communities and economies by helping people access the things that are important to them and by bringing visitors to our stunning regions. And it's all thanks to a team of dedicated and passionate people from right across NSW, who work together to make more than 32.6 million passenger journeys happen every year.

Find out more about [NSW TrainLink](#)

# Why our services are important

We provide rail and coach services across New South Wales that connect into Victoria, Queensland and the Australian Capital Territory.

- We serve commuters between Sydney, Blue Mountains, Newcastle and Wollongong.
- We serve leisure travellers throughout the state, taking travellers to the Hawkesbury River, far western plains, the New England region, the ACT and interstate destinations including Brisbane and Melbourne.
- We connect regional customers in NSW with major cities and regional centres for access to medical, education and leisure services.
- We support economies and tourism by bringing visitors to regional areas.

## Key facts



# 2520

**weekly intercity train services**

# 736

**average weekly regional rail and coach services**

# 500

**destinations reached by our train and coach services**

# 5892 km

**network over 60 times the size of the Sydney metropolitan area**

# 25 mil

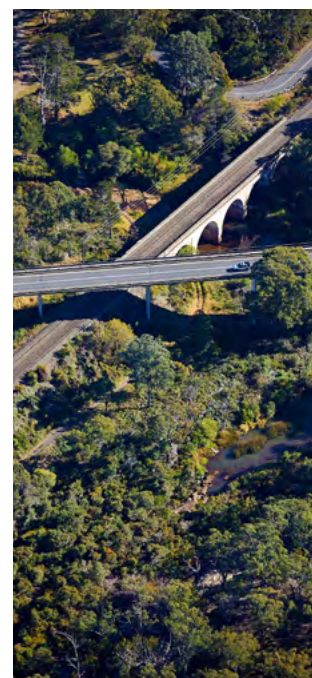
**total journeys for regional and intercity services**

# 1.6 mil

**journeys on regional trains and coaches**

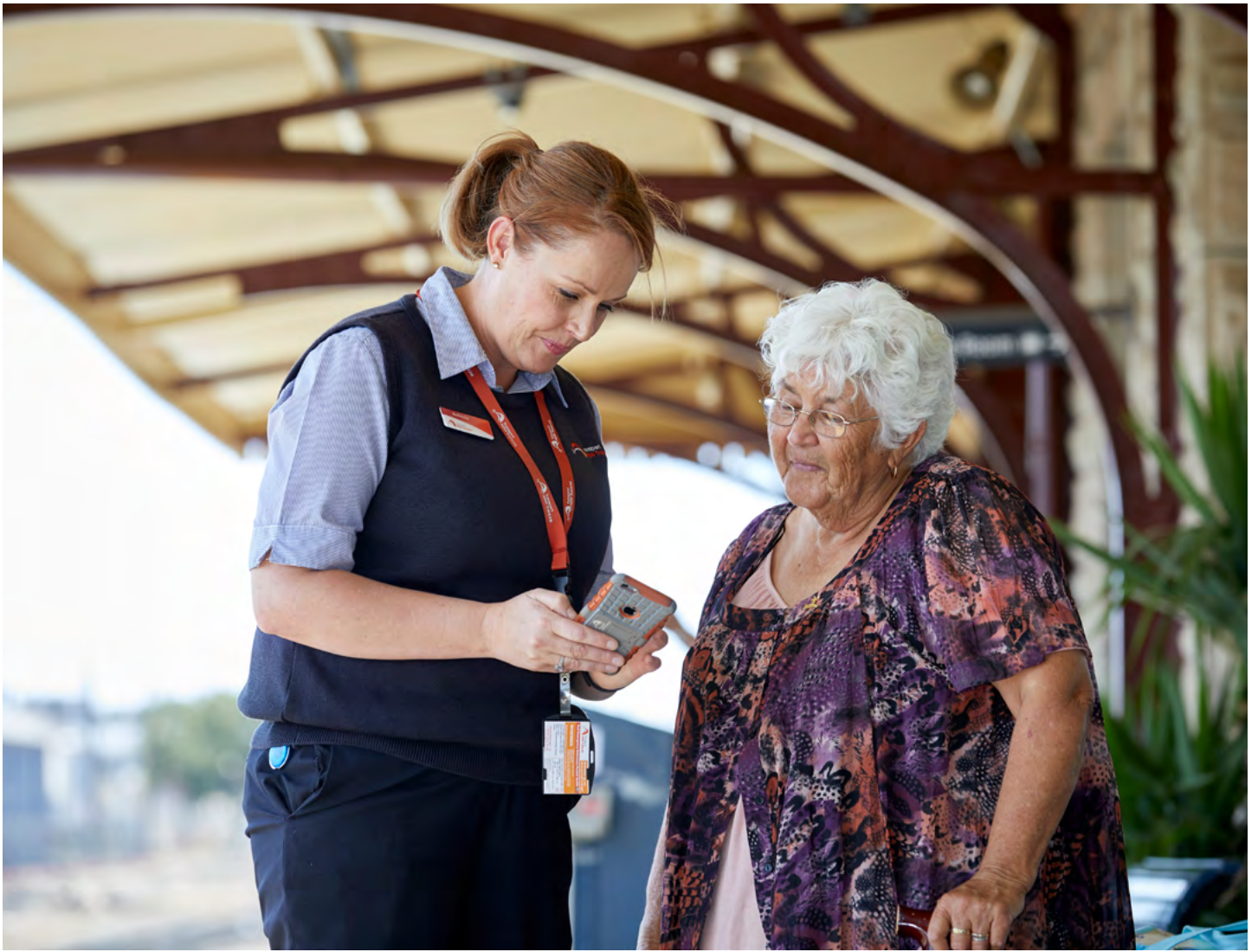
# 23.4 mil

**intercity train journeys**









# Our culture and values

We are building a culture where all employees are valued, inspired and supported. It's important to us that our workplace is flexible, agile, innovative and diverse. Together we celebrate our successes and are proud of the work we are doing to make NSW better.

Leadership isn't about a position, title or role — everyone is considered a leader at Transport.

We all have a unique opportunity to practise and model what we call the 'Five ways of leading' behaviours. The behaviours show us who we need to be in order to do what we need to do at Transport and how we expect to everyone to lead and work every day to achieve outcomes.

Our leadership model helps us all realise the Transport aspirational culture of For the Greater Good, Customer at the Centre and People at the Heart.





# Our leadership model

## Five Ways of Leading

Leadership isn't about a position, title or role — everyone is considered a leader at Transport.

The Five Ways of Leading website covers the five key behaviours of strong leaders and promotes practical ways of applying these in our everyday interactions with each other. A range of podcasts, tool kits, videos, guides and activities are available to all Transport employees.



# NSW Trainlink values

## Five core values



### **Collaboration**

We value each other and create better outcomes by working together



### **Customer focus**

We place the customer at the centre of everything we do



### **Integrity**

We take responsibility and communicate openly



### **Safety**

We prioritise safety for our people and our customers



### **Solutions**

We deliver sustainable and innovative solutions to NSW's transport needs



## Preparing for the future

Prior to the impacts of COVID-19, in the past five years our patronage has increased by 30 per cent and is expected to keep growing at five per cent per year.

We're preparing for more customers and more services in a number of ways, including:

- The Regional Rail project will design and build a new regional rail fleet and purpose built maintenance centre at Dubbo to better service our regional customers
- Welcoming more team members
- Our new trains bring state of the art technology and more efficient ways of working



# Employment matters, benefits and policy

## Benefits and entitlement

Commencing base salaries for each role (including industry allowances) are:

Passenger Attendants receive \$1,324.80 per week

Senior Passenger Attendants receive \$1,441.35 per week

Passenger Services Supervisors receive \$1,594.35 per week

In addition, employees receive:

- Superannuation is paid at the standard rate under Australian legislation
- Penalty rates (as applicable)
- Shift allowances and overtime (as applicable)
- Annual leave loading

## Leave entitlements

- Annual leave: 5 weeks per year (shift workers)
- Long service leave: 2 months after 10 years of service
- Parental leave: 14 weeks for primary carers and 2 weeks for secondary carers
- Sick leave: 15 days per year.

## Additional benefits

Learn more about some of the benefits you may be eligible for via the [Employee benefits guide \(PDF\)](#)

## Code of conduct

NSW TrainLink employees must:

- Behave honestly, courteously and ethically
- Work in a safe, healthy and efficient manner
- Observe the enterprise agreement, policies and procedures, and job requirements
- Act in the best interests of NSW TrainLink and its customers

## Drug and alcohol policy

NSW TrainLink is a drug and alcohol free workplace and is committed to providing a safe environment for all employees, contractors and customers through reducing the risks created by the use of drugs and alcohol.

To achieve this vision, everyone in the workplace is required to:

- Participate in our random drug and alcohol testing program
- Have test readings showing zero concentration of alcohol in the blood
- Have a test reading less than the cut off level stipulated in the Australian / New Zealand Standard 4308 (AS/NZS 4308) for tolerances of drugs
- Not have or sell alcohol or prohibited drugs in the workplace
- Not be in possession of any item or piece of equipment for the use or administration of a prohibited drug at any NSW TrainLink workplace.

The NSW TrainLink Drug and Alcohol program is consistent with our corporate values and behaviours. It also provides support for our employees to remain drug and alcohol free while at work.

Measures to reduce safety risk, absenteeism and other effects in the workplace due to the consumption of drugs and alcohol will include the opportunity to self-identify and seek help, rehabilitation programs and education on drug and alcohol related issues.

## Uniform and grooming standards

NSW TrainLink employees must present themselves in a professional manner, including wearing the designated uniform and required safety gear appropriate to operations.



# The recruitment and selection process

## Merit selection

NSW TrainLink has a merit based recruitment and selection policy. Merit is decided by taking into account the relevant position and assessing the skills, abilities, qualifications, experience and personal qualities of each applicant.

Learn more about our recruitment process and tips on how to put your best foot forward, see our [Application Tips videos](#)



## What's involved?

We use a variety of techniques to assess and validate key knowledge areas, critical skills and fit for the role.

### Written application

Written application including a current CV and completion of all of the questions in the online application form.

### Online test

To assess reading and comprehension capabilities.

### Interview

Face to face or virtual interview to assess non-technical behaviours and capabilities (e.g. teamwork, communication skills).

### Reference checks

Two recent work related references confirming satisfactory performance record.

### Medical

Rail Safety Category 2 Medical Assessment, including a health questionnaire and clinical exam.

### Talent pool

Successful applicants will be ranked and placed in a Talent Pool. Offers of employment will be made to eligible applicants as vacancies arise.

## Interview

Once you've completed and passed the online testing requirements, you will be required to complete a panel interview, either face to face or virtually.

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 (initiative, leadership, teamwork etc)

### Result

Close with the result of your efforts. Include figures to quantify the result if possible.

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.



The examples below demonstrate how the candidate was able to gather and organise the necessary information and identify the best solution.

**'We were getting a lot of complaints about late deliveries.'** (Situation)

**'I met with the staff involved in the customer delivery department and discovered the problem seemed to be with the stock arriving on time.'** (Task)

**'I investigated and found that requests for new inventory were not processed fast enough. The backlog was in the orders department as they were not following up adequately with the suppliers. A system for regular follow-up was quickly implemented.'** (Action)

**'This sorted out the stock problems and the delivery staff were able to meet their deadlines.'** (Result)

To give yourself the best chance of success at your interview, make sure you have a solid understanding of behavioural interview questions and interview techniques and identify some examples to discuss in your interview

## 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 (within the last 5 years)
- Referee details can be updated at the pre-employment check stage
- Personal character referees are not acceptable

## Medical assessment

On-board team require a Safety Critical Worker Category 2 medical assessment. The assessment covers physical and psychological health to determine if there are any conditions which could affect the ability to do rail safety work. Category 2 assessments include a health questionnaire, pathology testing and a clinical examination.

## Health questionnaire

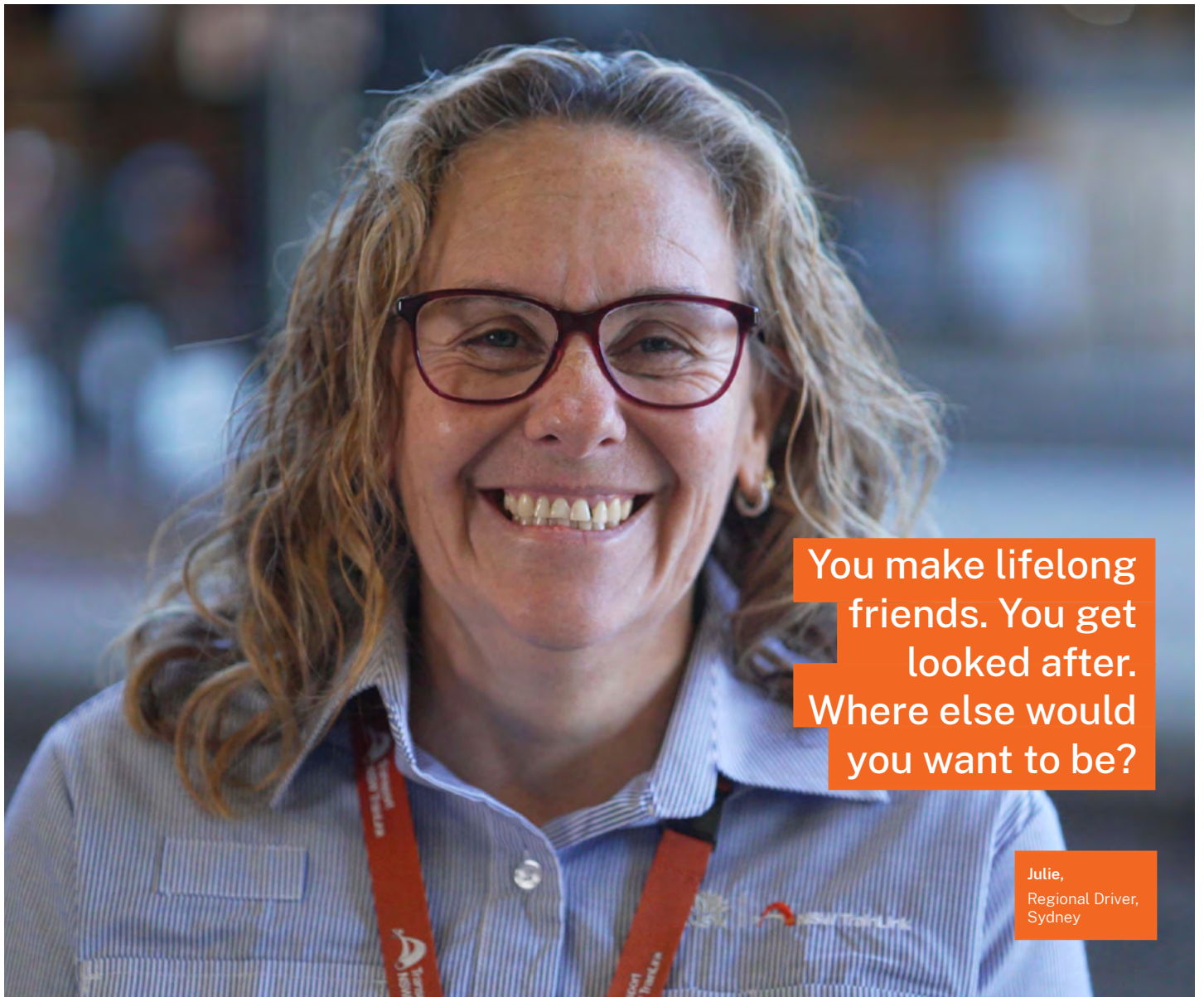
The questionnaire helps identify health conditions which affect the ability to do Category 2 rail safety work. It covers:

- 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 done during the assessment to ensure you're able to do Category 2 rail safety work.





Julie,  
Regional Driver,  
Sydney

## Talent pool

This recruitment campaign aims to create a 'Talent Pool' to fill current and future permanent full-time on-board team positions at all of our regional depot locations including Grafton, Sydney, Dubbo and Albury.

As part of the application process you will be asked to nominate what depot location/s you would like to be considered for.

The Talent Pool provides a merit list or e-list of suitable applicants for each location. Candidates who are considered suitable but are unable to be matched with a role initially will be added to a Talent Pool for up to two years. If a vacancy arises which matches a Talent Pool candidate's preferences, the Talent team may get in touch to initiate an offer of employment.

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