

WD01

Welcome to Sydney Trains

Version 4.3



Commercial in Confidence

Course Outline

- **Purpose statement / Objective**

- This course aims to equip participants with the required knowledge and skills to be able to recognise their contribution to the new Sydney Trains customer experience and the associated accountabilities for their role.

- **Learning Outcomes**

- At the end of the course, participants will have learned how to:
 - Recognise the role of Sydney Trains within Transport for NSW
 - Identify the Sydney Trains “customer-first” culture
 - Apply the Customer Service Principles to the customer experience
 - Recognise key accountabilities for their role
 - Describe the S.P.A.C.E work behaviours
 - Identify the Code of Conduct and the expectations of the organisation in terms of professional behaviour.

- **Assessment**

- This course is not assessable.

Housekeeping



- Mobile Phone Use
 - Put on Silent
- Evacuation Plan
 - Refer to wall chart in classroom
- Facilities
 - Location of main facilities
 - CCTV camera – filmed whilst on premises
 - Smoking – not on railway property
 - First Aid – box locations / officer on duty / defibrillator

Housekeeping

- General housekeeping
 - Drug & Alcohol Policy – You may be tested at any time
 - Injuries and Incidents – For all injuries and incidents that occur while at training, they must inform the following:
 1. Training Facilitator
 2. Supervisor
 3. Injury Hotline – **1800 772 779**
 - Reasonable Adjustment:
 - Transport for NSW will treat each request for an adjustment because of a disability objectively and make any adjustments that are reasonable, necessary and possible.
(Refer to Facilitator guide for full details)
- Administration
 - Training Record Sheets

Topics we're covering today

Topic 1: Welcome to Sydney Trains

Topic 2: Sydney Trains – who we are

Topic 3: Our work behaviours

Topic 4: My accountabilities

Topic 5: Code of Conduct

Topic 6: Together we are Sydney Trains.

Topic 1:

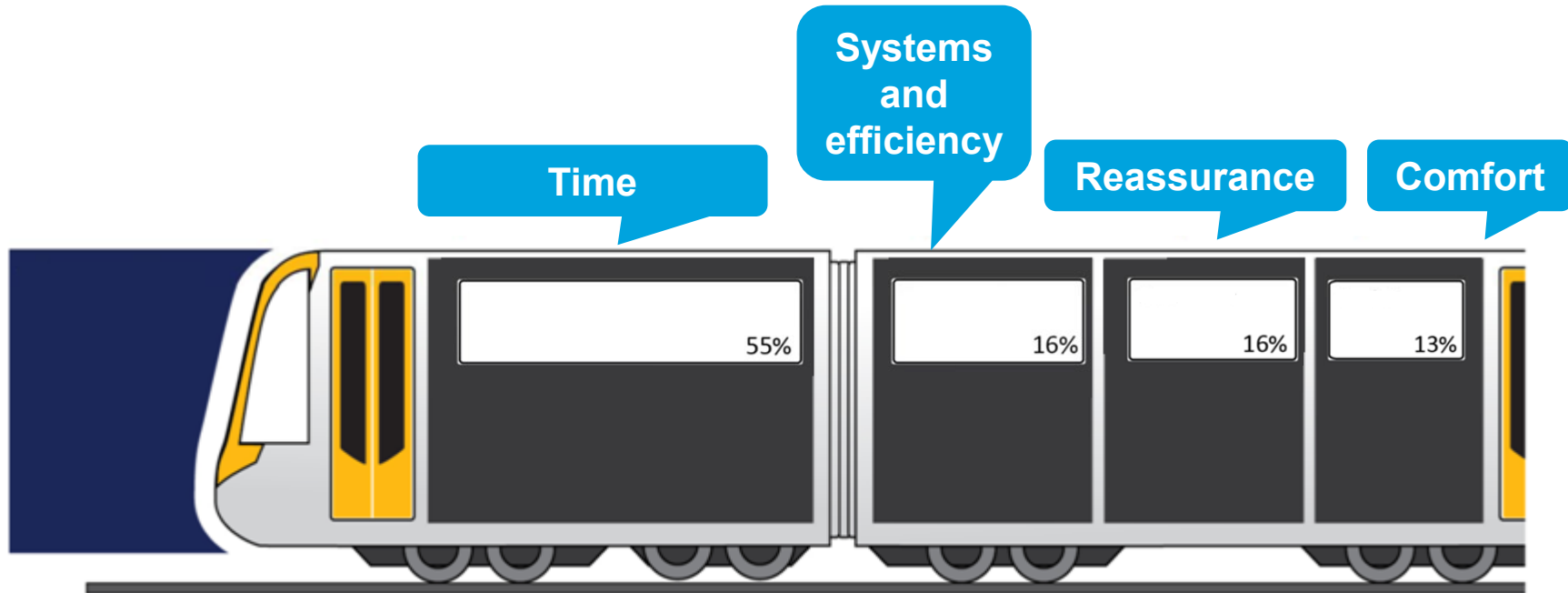
Welcome to Sydney Trains



About Sydney Trains



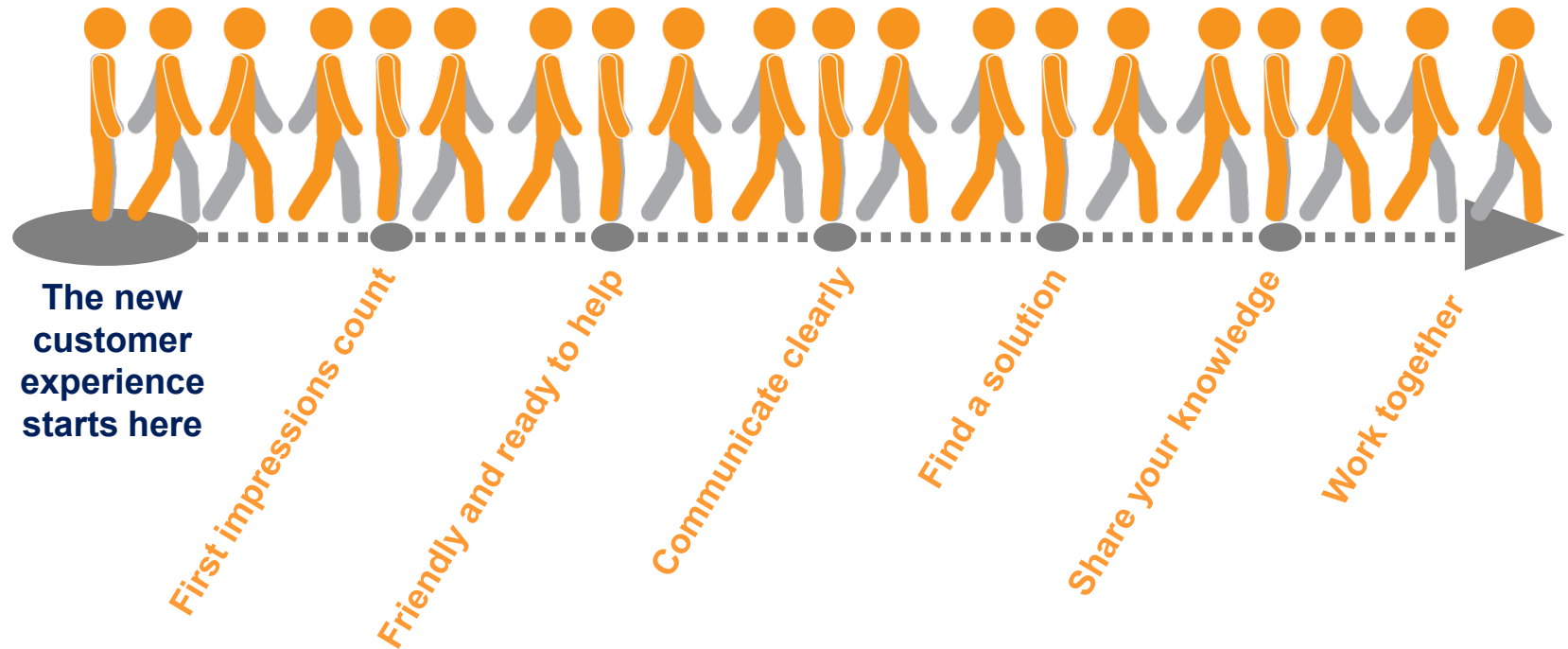
Customer Value Proposition



My role in the customer experience

External customers

Customer Service Principles



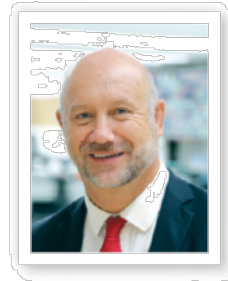
Diversity and inclusion

- D&I is one of the Premier's priorities in action and NSW Government is committed to driving Public Sector Diversity
- The Transport and Sydney Trains Executive teams recognise the importance of a diverse and inclusive workforce that reflects the community it serves
- Research shows a diverse and inclusive workforce:
 - is more productive
 - is more innovative
 - drives customer focus and service
 - helps attract and retain talent



Our directorates

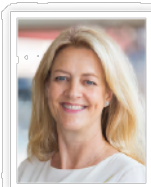
Sydney Trains Leadership Team



Stewart Mills
A/Chief Executive

Rita Capuza
Business Manager

Karen Tairns
Executive Support
Officer



Suzanne Holden
Chief Customer Officer
and
Deputy Chief Executive



Julian Narborough
A/Executive Director
Customer Service

Rosanna Penalver
A/Executive Officer



Jas Tumber
A/Executive Director
Operations Delivery

Anupama Kapila
Executive Officer



Hayden Donoghue
Executive Director
Train Crewing and
Support

Irene Petrakis
Executive Officer



Nev Nichols
A/Executive Director
Engineering and
Maintenance

Nicole Saville
A/Executive Officer



David Callahan
Executive Director
Planning and
Portfolio Delivery

Julie Barracough
Executive Officer



Warwick Talbot
A/Executive Director
Future Network
Delivery

Stephanie Wise
A/Executive Officer



Chadi Chalhouh
A/Executive Director
Safety, Environment, Quality
and Risk, Group Rail

Dora Panagiotopoulos
Executive Officer



Peter Crimp
A/Executive Director
Finance and Business
Services, Group Rail

Katrina Mansweto
A/Executive Officer



Meg Graham
Executive Director
People and Corporate
Affairs, Group Rail

Jeanette (Jenny) Schepis
Executive Officer



Michelle Sloane
Director
Communications, Media and
Government Affairs
People and
Corporate Affairs



Irene Rusak
General Counsel
Finance and
Business Services

Our work behaviours



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 from your team



Collaboration

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

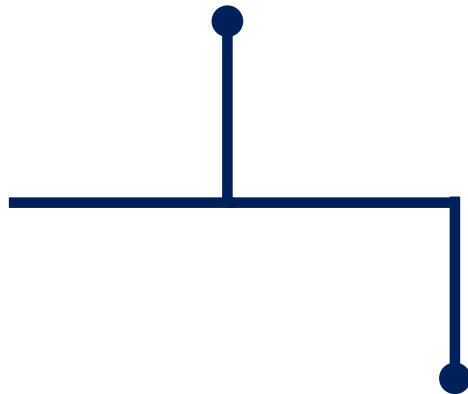


Excellence

Striving for excellence; focusing on the optimum end result and continuously acting to exceed your expectations and those of the business and

customers.

Topic 1:
Welcome to
Sydney Trains



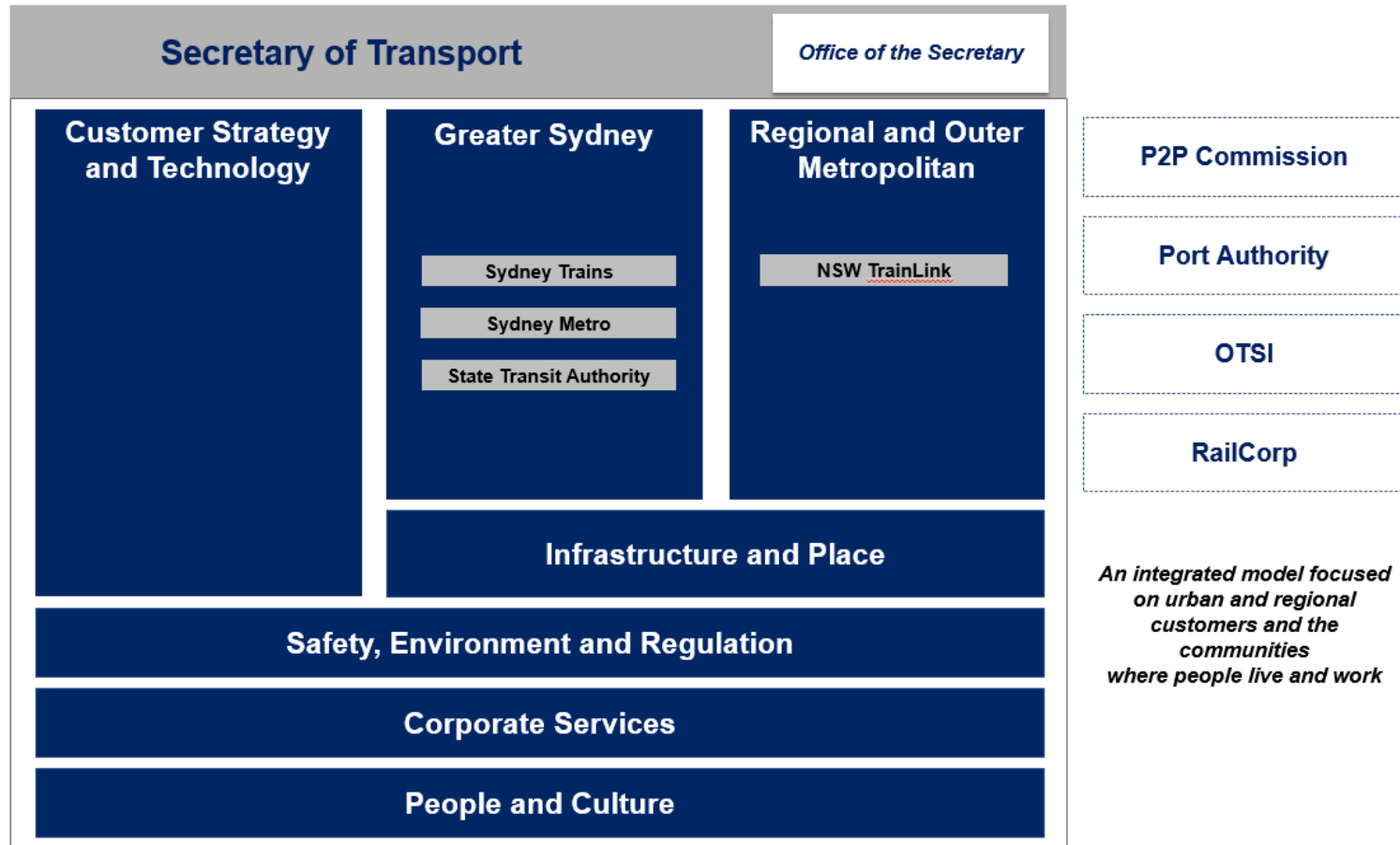
Topic 2:
Sydney Trains
- who we are

Purpose of TfNSW



“To make NSW a better
place to live,
Work and visit.”

Transport Cluster



Our vision and purpose

Our vision

Keep Sydney moving by delivering safe, customer-focused, modern, efficient and competitive business.

We will be recognised as a commercially astute business regarded as a world-class railway in a world class city.

Our purpose

To contribute to the success of transport in NSW by running efficient rail services which exceed our customers' expectations, support growth and contribute to the broader community and the economy.

SEQR in Sydney Trains

The Safety Environment Quality & Risk (SEQR) teams put our people and customers of Sydney Trains and NSW TrainLink, at the centre of everything we do.

As part of Group Rail, SEQR provides services to Sydney Trains and NSW TrainLink to deliver expert specialist support & advice about, safety, environment, heritage & sustainability, risk, health services & human factors in line with legislative & regulatory requirements.

Topic 1:
Welcome to
Sydney Trains

Topic 3:
Our work
behaviours

Topic 2:
Sydney Trains
- who we are

Fatigue Management



Environment – key facts

Sydney Trains:

- is the 143rd largest energy user in Australia
- is the 105th largest emitter of greenhouse gas emissions in Australia
- manages 329km of rail corridor with environmentally sensitive sites including:
 - 5 endangered ecological communities, and
 - 10 threatened species
- has 1,200 State-owned heritage assets
- manages 17% of the World's sites that host *Acacia pubescens* (Downy Wattle)
- is legally obliged to protect the environment
- has a duty of care to customers and the community.

The following video gives an overview of what 'Environment' means to Sydney Trains.

Environment video



Topic 1:
Welcome to
Sydney Trains

Topic 3:
Our work
behaviours

Topic 2:
Sydney Trains
- who we are

Topic 4:
My
Accountabilities

Balanced scorecards

FY2020 Sydney Trains (Level 1) Balanced Scorecard



	Strategic Theme	Strategic Objectives	KPI	Reporting Frequency	RSC	2019/20 Target	2020/21 Target
Internal Process	Safety	Create and foster an environment that improves safety	TRIFR - Total Recordable Injury Frequency Rate	M	C1	≤ 13.9	≤ 13.2
			Safety Leadership Visits	M		2 per Level 2 and 3s	2 per Level 2 and 3s
			CIFR - Customer Injury Frequency Rate	M		≤ 5.32	≤ 5.21
	Asset	Improve asset performance	Train Delay Minutes	M		≤ 40,000	≤ 40,000
Customer	Customer & Accessibility	Continuously improve to maintain customer experience with rail transport services	Overall Customer Satisfaction	H	K1	≥ 90%	≥ 90%
	Travel	Trains on Time	Customers on-time	M		≥ 93.5% @ 5 mins	≥ 93.5% @ 5 mins
Financial	Business	Improve operational efficiencies across the business	Net operating cost per passenger journey	M		≤ \$6.54	≤ \$6.44
			Deliver Sydney Trains Strategic Outcomes to Plan	M		≥ 90%	≥ 90%
Learning & Growth	People	Engaged, aligned and 'fit-for-purpose' workforce	Engagement	Each survey		≥ 65%	≥ 68%
			Women in Senior Leadership roles	M		≥ 25%	≥ 30%
			Aboriginal and Torres Strait Islander (ATSI) representation in the total workforce	M		≥ 2.0%	≥ 2.3%

SYDT Corporate Business Plan 2019 /2020



Asset management



Topic 1:
Welcome to
Sydney Trains







Topic 3:
Our work
behaviours

Topic 5:
Code of
Conduct

Topic 2:
Sydney Trains
- who we are

Topic 4:
Customer-first
culture

Corporate framework

	Customer	The customer is at the centre of everything we do.
	Asset	Transport infrastructure meets acceptable standards.
	Access	The accessibility of transport is aligned to the needs of the community and the economy.
	Environment	The impact of transport on the environment is minimised.
	Safety	The safety and security of the transport system is maximised.
	Business	Effective governance is in place to deliver our results.
People		

Corporate governance



What is a Code of Conduct?



Ethical framework
Standards
Expectations
Set of rules and regulations

Transport for NSW Code of conduct



Across Transport we are united by a simple, common purpose...to deliver better transport outcomes for the people of NSW.

Our Code of Conduct ensures that we also have unified and consistent standards of behaviour for everyone.

The Transport Code of Conduct applies to staff working in all agencies, in all roles and at all levels of our organisations.



Our Code of Conduct

Transport for NSW
Roads and Maritime Services
Sydney Trains
NSW Trains
State Transit
Department of Transport
WestConnex Delivery Authority

September 2015



Transport
for NSW



Our Code of Conduct...

is an **ethical framework** which guides our actions and decisions.

provides consistency in determining what is and what isn't **acceptable behaviour**.

helps us build a **safer, more supportive** and **productive** place to work.

What is in the Code?

General responsibilities

Ethical decision making

Safety

Legislative requirements

Information and privacy

**Transport Code
of Conduct**

Next

Transport staff
& manager
responsibilities

General responsibilities

You are also responsible for making enquiries if you are unsure about what actions to take.

Managers are responsible for the fair and effective management of their staff.

Transport is responsible for providing you with access to current policies and procedures.

We are all responsible for meeting the expectations outlined in the Code.

You are responsible for familiarising yourself with agency policies and procedures, and complying with them.

Ethical decision making

The acceptance of certain gifts and benefits has the potential to compromise current and future impartial decision making.

Lawful, ethical and impartial decisions.

Promote our values.

Public interest.

Ethical
decision
making

Conflicts of
interest

Gifts
&
benefits

Secondary
employment

You must obtain written approval from a delegated officer within your agency before engaging in any form of secondary employment outside of your transport role.

Working safely.
Preventing situations
that may endanger our
colleagues.
Treating everyone fairly,
with dignity and
respect.

Safety

We have zero tolerance for
bullying, harassment,
discrimination and
inappropriate workplace
conduct.

Bullying
harassment
&
discrimination

Drugs &
alcohol

Workplace
health &
safety

**Act in accordance with
relevant legislation.
Report inappropriate
conduct.**

Legislative requirements

If you are charged or convicted with a serious criminal offence, whether or not it is related to work, you must immediately notify your manager.

**Criminal
conduct**

**Child
protection
in the
workplace**

You must report incidents or allegations of inappropriate conduct towards a child to your manager.

Information & privacy

Transport is committed to protecting the security of personal and health information.

Official resources & intellectual property

Public comment

Confidential information & privacy

Corrupt conduct & public interest disclosures

You must not make any comment on behalf of Transport unless authorised to do so by a delegated officer.

You must report if you know about or have reasonable grounds to suspect any unethical, dishonest or corrupt conduct.

Know the Code

Our Code of Conduct

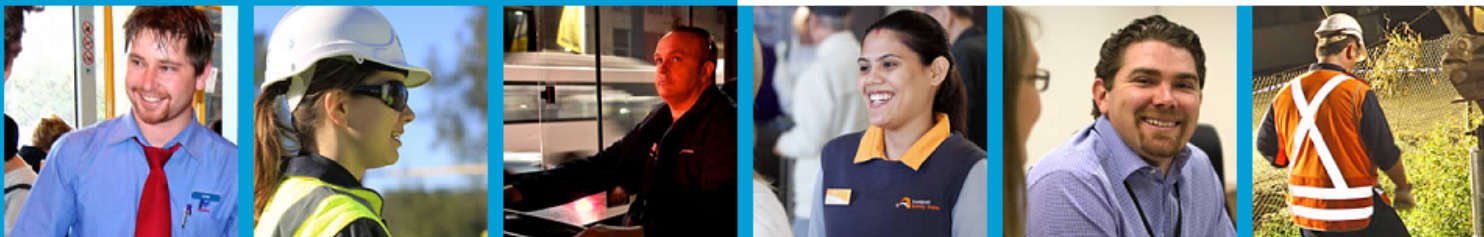
What is the Code of Conduct?

The Code of Conduct has been developed to ensure that we have unified and consistent standards of behaviour expected of everyone who works in Transport.

The Code of Conduct provides us with an ethical framework to guide our actions and decisions. It also provides consistency in determining what is and what isn't acceptable behaviour, while helping us to build a safer, more supportive and productive place to work.

This module will take approximately 15 minutes to complete.

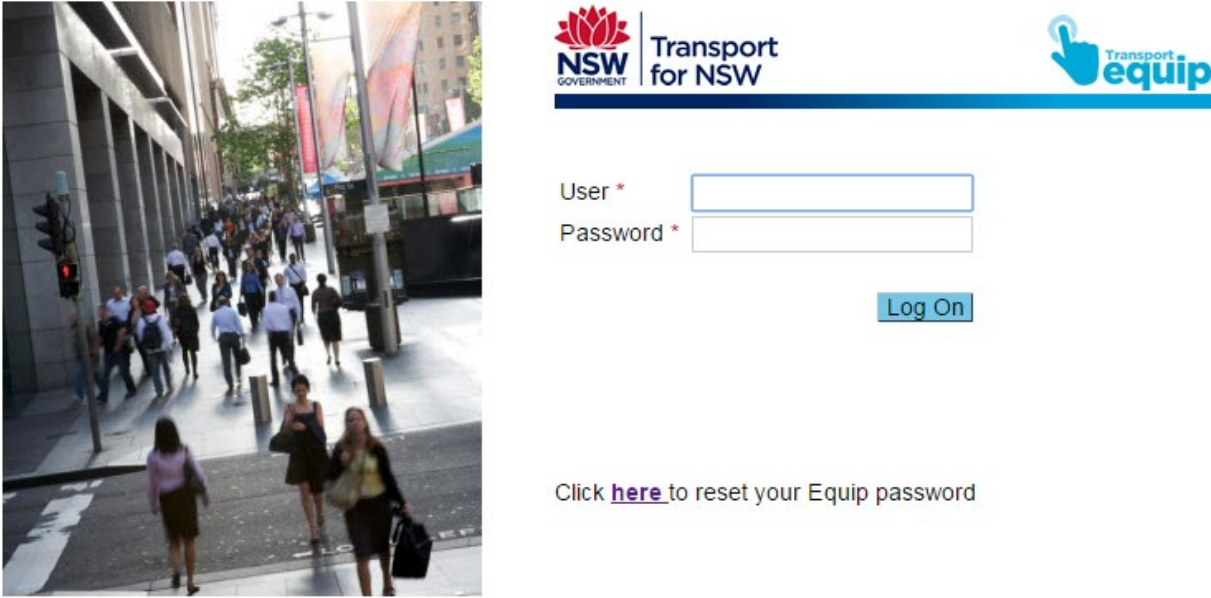
Click **Start** to begin



NOTE: this module contains audio. You can turn audio on or off using these controls if accessed through a PC. Audio on/off not available on iPad.

Code of Conduct eLearning Module

1. Login to Equip
2. Complete the **Code of Conduct eLearning Module** in your To Do List



The image is a composite. On the left, a photograph shows a busy city street with many pedestrians walking. On the right, a screenshot of the Transport for NSW 'Equip' login interface is shown. The interface includes the NSW Government and Transport for NSW logos at the top, followed by the 'Transport equip' logo. Below the logos are input fields for 'User *' and 'Password *', and a 'Log On' button. At the bottom, there is a link to reset the password.

NSW GOVERNMENT | Transport for NSW

Transport equip

User *

Password *

Log On

Click [here](#) to reset your Equip password

Information Security



Commercial in Confidence

Information Security

Key Principles



Empower

Empower everyone with the responsibility to protect information owned by the agency or entrusted to it by others.

Educate

Actively promote Information Security awareness to ensure everyone understands their responsibility for compliance in their day-to-day activities.

Review

Regularly review Information Security threats and risks to the organisation and the appropriateness of countermeasures.

SydneyTrains-InfoSec@transport.nsw.gov.au



Enterprise Agreement - Overview

The **Agreement applies to** Sydney Trains employees covered by the Agreement, APESMA, AMWU, ASU, CEPU (ETU), AWU, RTBU and CFMEU.

Copies of the Agreement are **available** via the Sydney Trains **Intranet** or Fair Work Commission website.

If you have any questions please email
sydneytrainsEA2017@transport.nsw.gov.au

Enterprise Agreement - Overview

- An enterprise agreement sets out your minimum entitlements for wages and conditions of employment.
- Sydney Trains Enterprise Agreement 2018 was **approved by Fair Work Commission** on 24th April 2018.
- The Agreement **became effective** from **1st May 2018**.
- It's a 3 year agreement.
- Sydney Trains Enterprise Agreement 2018 is **made in accordance** with the **provisions** of the **Fair Work Act 2009**.

EA includes:

Rates of pay	Meal breaks
Hours of work	Shift work
Types of employment	Overtime
Leave entitlements	Flexible work conditions
Probationary period	Employee travel pass
Termination	Drugs & alcohol testing
Accrued day off (ADO)	Union rights
Penalty rates	Uniforms & protective equipment & clothing

For more information on each of these areas, a copy of the Enterprise Agreement is available via Sydney Trains Intranet:

<http://intranet.sydneytrains.nsw.gov.au/my-hr/pay-and-leave/enterprise-agreement>

Benefits under the EA include:

Travel Pass:

- You will receive a travel pass allowing you to travel on:
 - Sydney Trains and NSW Trains services
 - most State Transit and Sydney Ferries services
 - metropolitan and outer metropolitan private buses
 - Inner West Light Rail
 - Sydney Metro, the CBD and South East Light Rail services when they commence operation
 - Region 6 bus services
- You must tap on and off at Opal card readers (where installed).

Union Presentation

Topic 1:
Welcome to
Sydney Trains

Topic 3:
Our work
behaviours

Topic 5:
My
accountabilities

Topic 2:
Sydney Trains
- who we are

Topic 4:
Customer-first
culture

Topic 6:
Together we
are Sydney
Trains

Welcome Onboard

