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Regional Train Driver NSW TrainLink

Information pack

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Contents





Thinking about becoming a Regional Train Driver?	4
The working environment	8
Work locations	10
About NSW TrainLink	11
NSW TrainLink values	14
Employment matters, benefits and policy	16
The recruitment and selection process	17
Learning pathways	20
Questions and answers	22

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 becoming a Regional Train Driver?

Our NSW TrainLink Regional Train Drivers help our NSW and interstate passengers travel safely every day, connecting our cities and regional centres.

We are looking for experienced train drivers 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 a Regional Driver is a truly rewarding job for those passionate about guaranteeing safe, timely and reliable services for our customers.

As a regional driver, you'll travel through remote and changing environments and be in charge of our customer and crew's safety when there's a hazard or incident. Dealing with fallen trees, wildlife and hazardous weather are all part of the job. That's why it's so important that our drivers possess strong problem solving skills and technical knowledge of safety and train operations and repairs to keep our customers moving.





"I just love the challenge. No two days are the same, especially on Regional"

Aaron,
Regional Train Driver

Becoming a Regional Train Driver takes commitment and accountability.

As a Regional Train Driver

- You're responsible for the safety of your customers.
- You care about your contribution to communities across NSW and interstate.
- You're able to make the right decisions in high-pressure situations.
- You take practical steps to solve problems as they arise.
- You're committed to continuous improvement and ongoing learning and development.

Your day-to-day responsibilities include:

- Practising the required safe-working rules and adhering to NSW TrainLink and network regulations and operational procedures.
- Delivering the highest standard of customer service and upholding our organisational values and behaviours in every interaction with customers and colleagues alike.
- Train preparation procedures including inspections, checks and tests to ensure trains meet minimum safety standards before service.
- Maintaining route knowledge, station interfaces and departure signals.
- Providing clear, accurate and timely instructions and working collaboratively with team members and stakeholders to ensure safe and efficient operations of train services.
- Leading a coordinated approach with on-board staff and other stakeholders during degraded operations, critical incidents and emergency situations.
- Communicating information about train services, destinations, delays, connecting services, convenient routes, other means of transport and Sydney attractions by making public announcements and answering passenger enquiries.

Like any job, there's a lot more to being a Regional Train Driver than meets the eye.

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

Being a Regional Train Driver is not a standard 9-5 office job. The unique working environment is not suited to everyone and takes time to adapt to.

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

Our crew spend an extraordinary amount of time together and fondly refer to each other as their ‘railway family’.



Shift times

Train crew 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 crew, 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.

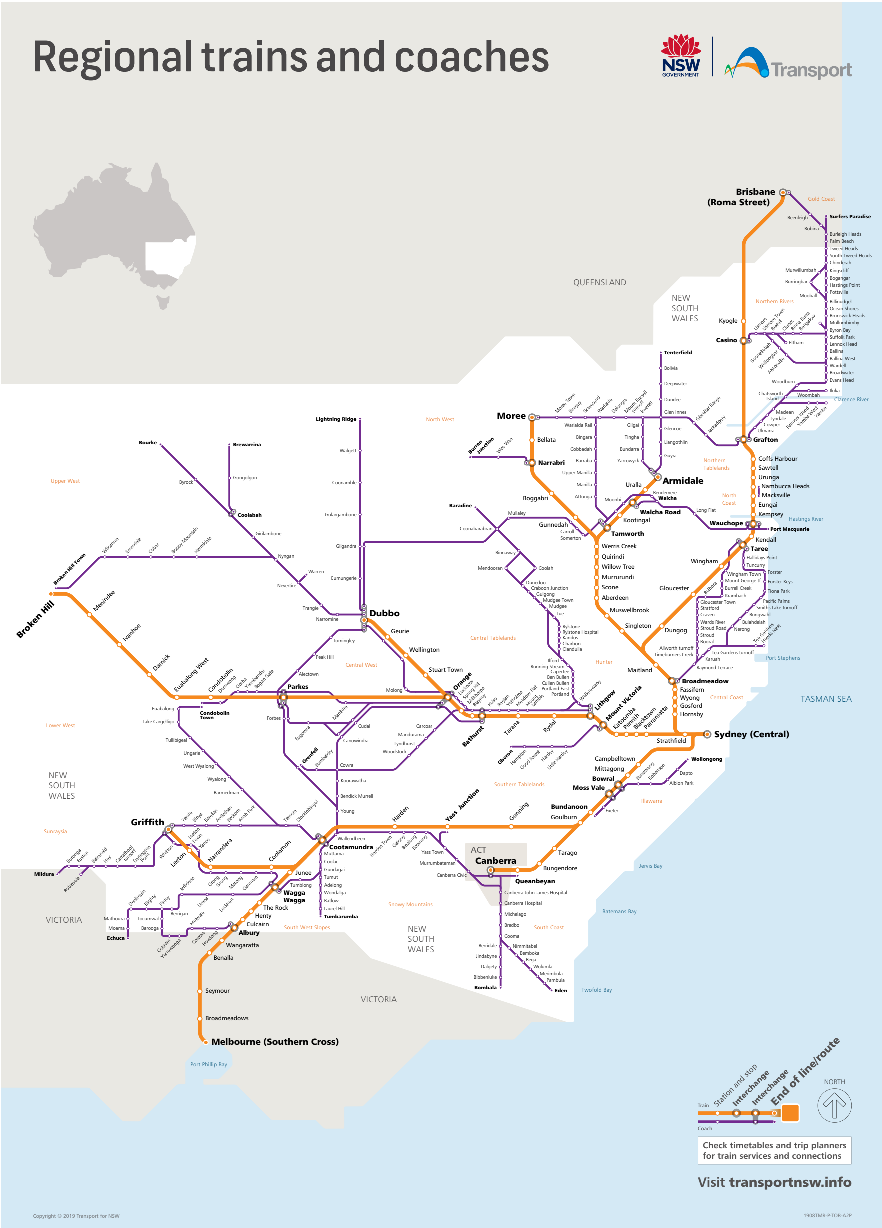
Sometimes this means our drivers witness traumatic incidents where they need to organise other on-board staff, customers, first responders and other services.

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 Crew 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 begin working as a Regional Train Driver, 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 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

137

average weekly regional train services

736

average weekly regional rail and coach services

500

destinations reached by our train and coach services

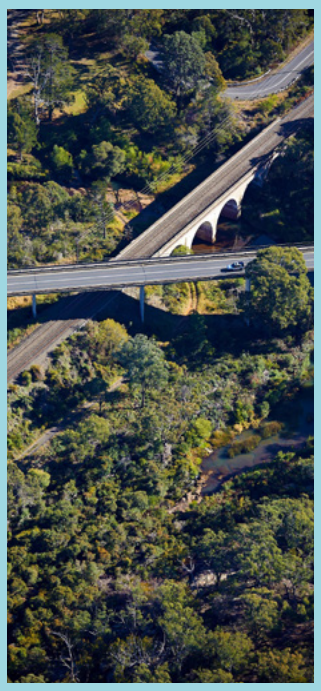
5892 km

network over 60 times the size of the Sydney metropolitan area

1.6 mil

journeys on regional trains and coaches









NSW TrainLink values

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

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.



Five ways of leading

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 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.

Preparing for the future

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:

- We are delivering a new, state-of-the-art fleet of intercity trains that will provide a new level of comfort and convenience for the thousands of customers who travel between Sydney and the Central Coast and Newcastle, the Blue Mountains, and the South Coast.
- We are replacing our ageing NSW regional rail fleet and have started the planning and design work for a new regional fleet for customers who travel from Sydney to many regional centres in NSW, as well as Canberra, Melbourne and Brisbane.
- Growing our teams to support our customers and communities.



About the New Regional Rail Fleet

Bringing a new level of comfort, safety and accessibility

We are replacing the ageing NSW regional rail fleet of XPT, XPLORER and Endeavour trains. The new fleet will consist of 29 new trains, including 117 new carriages forming 10 regional intercity, 9 short regional and 10 long regional trains.

A new Regional Rail maintenance centre is being built in Dubbo to support the new fleet, stimulate the regional economy and help create sustainable job opportunities and skills.

The new trains will provide improved safety, accessibility, facilities and reliability for customers who travel from many NSW regional centres to Sydney, as well as Canberra, Melbourne and Brisbane.

Key benefits

- Comfortable directional seating with aeroplane-style overhead luggage storage and seat pockets
- Charging ports for mobile devices and tray tables suitable for laptops
- Improved accessibility including accessible toilets on every train, wider doors, single-deck carriages, priority seating and accessible help points
- Improved customer information through digital information screens and announcements, and CCTV throughout the train
- Modern buffet car in the long and short regional trains
- Selective door operation for stations with short platforms
- Bi-mode technology, providing a more environmentally-friendly rail service.
- For more information about bi-mode technology, read the fact sheet (PDF)and the Regional Rail Project brochure (PDF).

Employment matters, benefits and policy

Benefits and entitlement

Commencing base salary for a Regional Train Driver is $2,063.1 per week.

- Superannuation is paid at the standard rate under Australian legislation
- Penalty rates (as applicable)
- Shift allowances (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 after 40 weeks of service
- Sick leave: 15 days per year

Travel benefits

All NSW TrainLink employees receive an employee travel pass valid on the NSW public transport system including:

- Sydney Trains
- NSW TrainLink
- State Transit Buses
- Sydney Ferries
- Sydney Metro
- Light Rail

Additional benefits

Train driving offers long-term security and peace of mind. Unlike freight operations, roles aren't tied to changing contracts that can be won or lost.

Most importantly, it's customer-focused work: you're carrying people, not freight, and playing a vital role in safely connecting communities every day.

Learn more about some of the benefits you may be eligible for via the Employee benefits guide

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.

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.



The recruitment and selection process

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.

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

Online application

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

Assessments

You may be asked to complete an assessment/s as part of the recruitment process. This may be in the format of a simulator assessment and/or other activities, and is used to measure your performance in areas relating to the role of Regional Train Driver.

Interview

Your interview is to assess the non-technical behaviours and capabilities of the role.

Your interview may be conducted in-person or online. You may be asked to complete a video interview in combination with a panel interview.

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.

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.

Take a look at our application tips video series for plenty of great information on navigating and acing the application and recruitment process.

NSW Government employment review

Service history checks are undertaken on all current and previous NSW TrainLink (RailCorp, State Rail or Rail Infrastructure Corporation RIC) employees.
A service history check is also undertaken on all current NSW Government agency employees.
A satisfactory service check is required before an application will be progressed to the next stage.

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.



Medical assessment

The Regional Train Driver position requires a Safety Critical Worker Category 1 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 1 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 1 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.

Pathology testing

A non-fasting blood sample is taken at a pathology collection centre at least three business days before the health assessment. It measures:

- HbA1c (reflects average plasma glucose concentration)
- Blood cholesterol levels..

Results are sent to the AHP to calculate a cardiac risk level which predicts the risk of a cardiovascular event within the next five years.

Clinical examination

A clinical examination is done during the assessment and covers:

- Cardiovascular assessment including blood pressure, pulse rate, heart sounds, peripheral pulses and resting ECG
- Mobility assessment (neurological and locomotion) of the neck, back, limbs and balance, tailored to job demands
- Examination of chest, lungs and abdomen
- Urinalysis to screen for protein and sugar in the urine
- Visual acuity, visual fields and colour vision
- Hearing using pure tone audiometry.

Talent pool

This recruitment campaign aims to create a ‘Talent Pool’ to fill current and future permanent full-time Regional Train Driver positions at all of our regional depot locations including Taree, Grafton, Sydney, Dubbo, Junee, Canberra, Werris Creek and Goulburn.

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.



Learning pathways

Initial learning

Initial learning, informed by the Driver Risk Based Training Needs Analysis (RBTNA) articulates learning in traction, safeworking, emergency management and non-technical capabilities. The program of learning provides consistent standards for performance and delivers an ability to create great customer experiences and building connections.

Route knowledge

The coaching and supervised foot-plate time with your Principal Regional Driver to develop route knowledge follows the philosophy that learning, and development is a combination of formal learning (approx. 10% of learning), learning from others (20% coaching, shadowing, mentoring) and the remainder of learning occurring through on the job experiences.

Route trial final assessment

Route Trial Final Assessment is performed by an independent assessor, once the Principal Regional Driver is comfortable that the trainee has displayed the skills, knowledge and behaviours to successfully perform the role on specified routes.
An electronic checklist is used, which captures information about the conditions, hazards, capabilities, and any errors and how they were managed.

Driver support program

The Driver Support Program provides nominated intervals of coaching support and feedback, within the first 12 months of the trainee taking up the role, through on the job observations by the Principal Regional Driver.



Learning pathway process

Learning program

Induction program

Approximately one week

- Transport Essentials (induction)
- Blend of classroom and e-learning

Initial employment learning program

Up to six weeks depending on location and prior experience

- Safeworking
- Depot specific requirements as per competence matrix
- Train working and operator specific procedure training
- Traction training and assessment

On the job practical learning

Up to four months depending on location and prior experience

- Allocated a learning partner (Principal Regional Driver)
- Learning routes
- Train management skills and knowledge
- Depot based targeted activities and log book
- Footplate time

Questions and answers



Recruitment

What will the recruitment process involve?

A merit recruitment process will be applied and this is decided by taking into account the relevant position and assessing the capabilities, qualifications, experience and personal qualities of each applicant.

Will I need to complete a medical assessment?

The Regional Train Driver position requires a Safety Critical Worker Category 1 medical assessment. The assessment covers physical and psychological health to determine if there are any conditions that could affect the ability to do rail safety work. Category 1 includes health questionnaires, pathology tests and a clinical examination.

When will I start?

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.

Pay and conditions

What is the current pay rate?

Commencing base salary for a Regional Train Driver is $2,063.10 per week.

In addition, employees receive:

- Superannuation is paid at the standard rate under Australian legislationPenalty rates (as applicable)
- Shift allowances and overtime (as applicable)
- Annual leave loading
- Annual leave: 5 weeks per year (shift workers)
- Long service leave: 2 months after 10 years of service
- Parental leave: 14 weeks after 40 weeks of service
- Sick leave: 15 days per year

What industrial instruments cover the pay and conditions of the role?

NSW TrainLink 2022 Enterprise Agreement (EA2022) and the NSW TrainLink Stable Rostering Code.

Which parts of the network would I be operating?

This depends on your home depot:

- Sydney Depot: Sydney to Taree/Canberra/Junee
- Junee Depot: Junee to Melbourne/Sydney
- Goulburn Depot: Goulburn to Sydney/Canberra/Griffith
- Canberra Depot: Canberra to Goulburn/Sydney
- Taree Depot: Taree to Sydney/Grafton
- Grafton Depot: Grafton to Brisbane/Taree
- Werris Creek Depot: Werris Creek to Sydney/Armidale/Moree
- Dubbo Depot: Dubbo to Sydney/Orange-Broken Hill

For more detailed information please speak with your Talent Specialist.

Who will support me when I start my new role?

During your learning pathway the Principal Regional Driver at your depot will be your key person for support and guidance.

You will also be assigned to a team leader who will provide you with support relating to your day to day role, HR and payroll matters etc.

Are shift swaps available?

Yes, shift swaps are allowed within the depot.

Training

How long is the Regional Driver training period?

Training is expected to take approximately 4 months.

During the training will there be a lot of extra work outside of working hours?

Training will often be delivered at times outside of normal business hours and may include weekend sessions. Training sessions may also vary in length with some sessions exceeding 8 hours, and others being below 8 hours a day.

What type of training assessments will there be?

Training assessments include written assessments, practical application and observation.

What happens if I do not pass an assessment task?

Where an assessment task is submitted and assessed as Not Yet Competent, the Driver may resubmit their assessment task with improvements made based on assessor feedback. Drivers who are assessed as Not Yet Competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed.

During training on the network will I observe or will I have practical hands-on experience?

Yes, a significant portion of the program is practical learning on relevant traction types.

Where will the training be conducted?

The program is made up of face to face and practical learning. Training may be conducted in different locations and travel will be involved to complete these requirements.

Additional

Will there be a probationary period?

The skills required to perform the role of a Regional Train Driver are developed and assessed within your training period which forms part of your probationary period. The probationary period for new permanent full-time employees is typically 3 months. The applicable probationary period will be outlined in the letter of appointment.

What equipment will I be given to do my job?

All equipment required to perform duties will be supplied, this includes keys, hand held radios, mobile, uniform, high visibility vests and wet weather gear.

Still have questions?

If you have any further questions, email our Talent team.

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NSW GOVERNMENT