



RailCorp

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Review maintains current station staffing numbers in South and South West

Following a review of stations in Sydney's South and South West, RailCorp will maintain approximately the same number of RailCorp staff serving customers and providing other rail services, RailCorp Chief Operating Officer, Andy Byford, said today.

"The review of station operations is about providing the right number of staff at stations, with the right mix of skills, based on the travel patterns and needs of customers using that location," Mr Byford said.

"We know that 88 per cent of our customers travel during weekdays, with the majority of these in the morning and afternoon peaks. This means we need to roster our staff to best meet the needs of our customers.

"As a result of the review, which has included detailed discussions with staff, site visits and analysis of information, we will maintain approximately the same staff numbers in the South and South West, however, there will be some reallocation of staff between stations and some positions will change.

"This demonstrates that the station staff review is not about staff cuts, it is about improving customer service, while also operating more efficiently and effectively.

"The final numbers will be determined when rosters are completed.

"Relief staff have also been allocated to the South and South West to ensure new staffing levels can be maintained when rostered staff are not available.

"It also includes staff allocated to RailCorp's Presentation Services Division to provide dedicated cleaning staff for eight larger stations serving Sydney's South and South West to improve cleanliness," Mr Byford said.

RailCorp's station staff review involved all 69 staffed stations in Sydney's South and South West as agreed in the 2008 RailCorp Union Collective Agreement. This agreement also included wage increases of 4 per cent in April 2008, and 4 per cent again in April 2009, in return for appropriate efficiency gains. The agreement set out the consultation process, which has included union representatives, RailCorp management and staff.

"Based on our discussions, and the feedback from staff, we have made a number of changes to the proposals that RailCorp initially took into the discussions," Mr Byford said.

Work is now underway to implement the results of the reviews at South and South West stations.

For media inquiries contact: RailCorp Public Affairs (02) 8202 2228