
MEDIA RELEASE

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MODERNISING CUSTOMER SERVICES ACROSS REGIONAL NSW TRAIN AND COACH SERVICES

NSW TrainLink today announced a proposal to modernise its regional services and provide better value for money for NSW taxpayers.

Our focus is to evolve the transport system to meet the needs of regional NSW, now and into the future,” NSW TrainLink Director of People and Corporate Services, Mr John Hussey said.

“We’ve listened to our customers and understand the need for comfortable, safe, reliable and clean services, and convenient ways to book their travel.

“Customers are increasingly choosing to purchase their regional train and coach tickets from the comfort of their home with 24/7 online access or over the phone with our extended contact hours, reducing the number of face to face transactions at NSW TrainLink travel centres.

“From 1 April 2016, NSW TrainLink will also cease the sale of third party tour and accommodation products to focus on delivering its core business of providing safe, clean and reliable train and coach services.

“Our aim is to get the right level of customer service at each of our regional locations. This is critical for the long term sustainability of NSW TrainLink so we can continue to serve regional communities well into the future. As a result NSW TrainLink has been reviewing resourcing levels at NSW regional stations, travel centres and booking offices.”

NSW TrainLink is consulting with staff and unions about a proposal to:

- Better align the operating hours of regional stations with train and coach arrivals and departures.
- Cease face to face operations at the Murwillumbah, Lismore and Byron Bay coach stops due to low level face to face ticket sales, patronage and workloads
- Close the Travel Centre at Broadmeadow Station and reduce staffing levels at the Sydney Travel Centre at Central Station due to reduced workloads
- Unattend stations at Nambucca Heads, Macksville, Broken Hill, Parkes, Blayney, Wellington, Yass Junction and Griffith Stations due to low level face to face ticket sales, patronage and workloads.

Customers are assured there will be no change to train and coach services at any of these locations due to these proposed changes and on-board customer service teams and/or coach drivers will continue to provide assistance with customer queries.



Regional customers can continue to obtain information and purchase tickets for booked regional services at NSW TrainLink stations, at www.nswtrainlink.info, over the phone on 132 232, at an NSW TrainLink accredited agent, or pay for their booked tickets at an Australia Post outlet.

While the exact number of positions impacted won't be known until the review process is complete, it's proposed that there be fewer full time roles, and more part time roles created.

"NSW TrainLink staff are being consulted on potential changes which may result from the review to modernise the network to better serve and connect regional communities, while providing value for money for customers and taxpayers," Mr Hussey said.

Background

NSW TrainLink is a rail and coach operator connecting communities across NSW including from Sydney and the Hunter, Central Coast, Blue Mountains, Southern Highlands and Illawarra and South Coast regions, as well as Regional services around NSW and to Brisbane, Canberra and Melbourne.

With a team of more than 2000 people, NSW TrainLink is focussed on specific needs of regional customers who want safe, reliable and comfortable trains with on-board facilities.

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