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NSW TrainLink

# Corporate Plan 2022-2023



[transport.nsw.gov.au/nswtrains](https://transport.nsw.gov.au/nswtrains)



# Acknowledgement of Country

In the spirit of reconciliation, NSW TrainLink acknowledges the traditional custodians and owners of the many lands and waterways we work on across NSW. NSW TrainLink acknowledges and respects their ongoing connections to land, sea and culture. NSW TrainLink pays respect to Elders past and present and extends that support to all Aboriginal people of NSW.

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Photo front cover: NSW TrainLink coach at Wagga Wagga Station  
 Photo page 2: Newcastle Interchange

“There was an AMAZING staff member who was seriously the most helpful staff member I have EVER had on a train.

He re-seated me so that both myself and another lady could have a seat to ourselves, and even turned my seat around so that I had access to a better table and a power cord. He did this with effortless enthusiasm and compassion. Thank you so much. His service to me will not be forgotten. He is a great example.”

-NSW TrainLink customer testimonial



Photo: Dubbo Station

# Chief Executive's message



This Corporate Plan builds on the work delivered in the last year and outlines the key priorities and initiatives NSW TrainLink will focus on between 1 July 2022 and 30 June 2023.

As a part of the Transport Regional and Outer Metropolitan Division, NSW TrainLink's purpose is to connect people and communities throughout NSW, and in doing so support local economies. Our goal is to connect our customers whole lives. This includes connecting them with their places of work, as well as family and friends, medical, educational and leisure services, and providing access to shopping services and holiday accommodation, while supporting local tourism.

We have faced challenging times in recent years, with this past year being no exception. Our customers and our people alike have had to manage the ongoing impacts of the COVID-19 pandemic and the impact it has had on local communities, along with natural disasters, including multiple devastating floods across the State. Throughout all of these challenges, I'm proud of how our teams have responded, doing everything they can to keep our customers and communities connected, at a time when many of our people were personally impacted by these catastrophic events.

Our 2022 strategy is a reflection of the changing needs of our customers and communities throughout regional and outer metropolitan NSW, with a customer service offering that supports and promotes opportunity and growth throughout the State. Over the coming year and beyond, NSW TrainLink will continue to invest in our intercity and regional fleets and work to become a modern, contemporary and sustainable customer service provider for our customers.

We're continuing to build operational resilience, preparing us to support communities into the future when they need us most. Our people will be known for delivering excellence in customer service. They will feel safe and keep others safe. They will feel valued and supported, confidently transitioning into the jobs of the future.

The future direction of our services will mean customers will be able to enjoy seamless journeys across all modes of transport knowing that NSW TrainLink plays a key role in their end-to-end journey. Our communities will be thriving places of economic growth with more locals and visitors using our services, we will be able to contribute to the social and environmental wellbeing of the communities we serve.

This Corporate Plan outlines our strategic objectives which will help us get there, and the key initiatives that NSW TrainLink will deliver over the next financial year and that align with Transport's four outcomes and Future Transport Strategy – A 40-year vision.

**Pete Allaway**  
Chief Executive, NSW TrainLink

# About us

## We provide transport services across NSW, connecting NSW to Victoria, Queensland, South Australia and the Australian Capital Territory.

As a Transport agency, we provide rail and coach services delivering integrated transport solutions and improved transport outcomes for the community and to stimulate the economy of regional and outer metropolitan NSW.

The NSW TrainLink Corporate Plan reflects the NSW Government's State Priorities, Transport's strategic priorities and the Future Transport Strategy. It also reflects Transport's four strategic outcomes which points to the sort of organisation we need to be: one that is focused on creating ongoing value for those we serve in everything we do; and one that, through change, is committed to safety, sustainability, accessibility and reliability.

In addition to the Transport outcomes, all NSW public sector agencies contribute to the Premier's Priority of a world class public service. The Premier has set social priorities for the Government to measure and deliver in areas that need improvement.

NSW TrainLink will support the NSW Public Sector to drive public sector diversity by 2025, through:

- Having 50 per cent of senior leadership roles held by women
- Increasing the number of Aboriginal people in senior leadership roles
- Ensuring 5.6 per cent of government sector roles held by people with a disability.

NSW TrainLink serves commuters between Sydney, the Blue Mountains, Newcastle, Wollongong and the Southern Highlands as well as travellers across the state and into Brisbane, Melbourne, Adelaide and Canberra. We connect regional customers in NSW with major cities and regional centres providing access to medical, educational and leisure services. We support local economies and tourism by bringing visitors to regional areas.

At NSW TrainLink the customer is at the centre of everything we do, and we are committed to connecting communities by delivering excellent customer services every day.

- Nearly **14 million** passenger journeys over the 2021-2022 financial year
- **760,000** journeys are on our regional trains and coaches
- **13.1 million** journeys are on our intercity services
- Our customers travel to over **400 destinations**
- Weekly, our customers travel on **160 regional train, 600 regional coach and 3081 intercity train services** as well as on **20 hub and spoke trial coach services**.

\*\* The ongoing impact and effects of the COVID-19 pandemic in Australia, coupled with the introduction of Transport's CovidSafe Travel Plan saw a continued reduction in patronage across both NSW TrainLink regional and intercity services.

Our vision and strategic objectives provide the framework to plan how we will do business over the next four years. Everything we do is underpinned by our business priorities which drive how we deliver our services.

NSW TrainLink's annual budget of more than \$1.0 billion funds enables us to meet our operating costs while providing access to our customer service assets. Within this budget our aim is to deliver on our commitments which align with the accountabilities and deliverables of the Regional and Outer Metropolitan Division and Transport's four outcomes.

"I was travelling from Sydney to Brisbane and I had to catch a train and change to a bus, but didn't know how to find my direction in Brisbane. I asked a NSW TrainLink staff member, and he found me some information while I was booking my luggage.

After I came back to pick up my bags, I was surprised that he had researched and printed the map, and all the transport options at Brisbane and left it on my bags. I just wanted to say thank you for making it so much easier for me."

- NSW TrainLink customer testimonial



Photo: Canberra Station

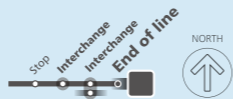
# Intercity trains network

T Trains



### Intercity train lines

- Blue Mountains Line
- Central Coast & Newcastle Line
- Hunter Line
- South Coast Line
- Southern Highlands Line



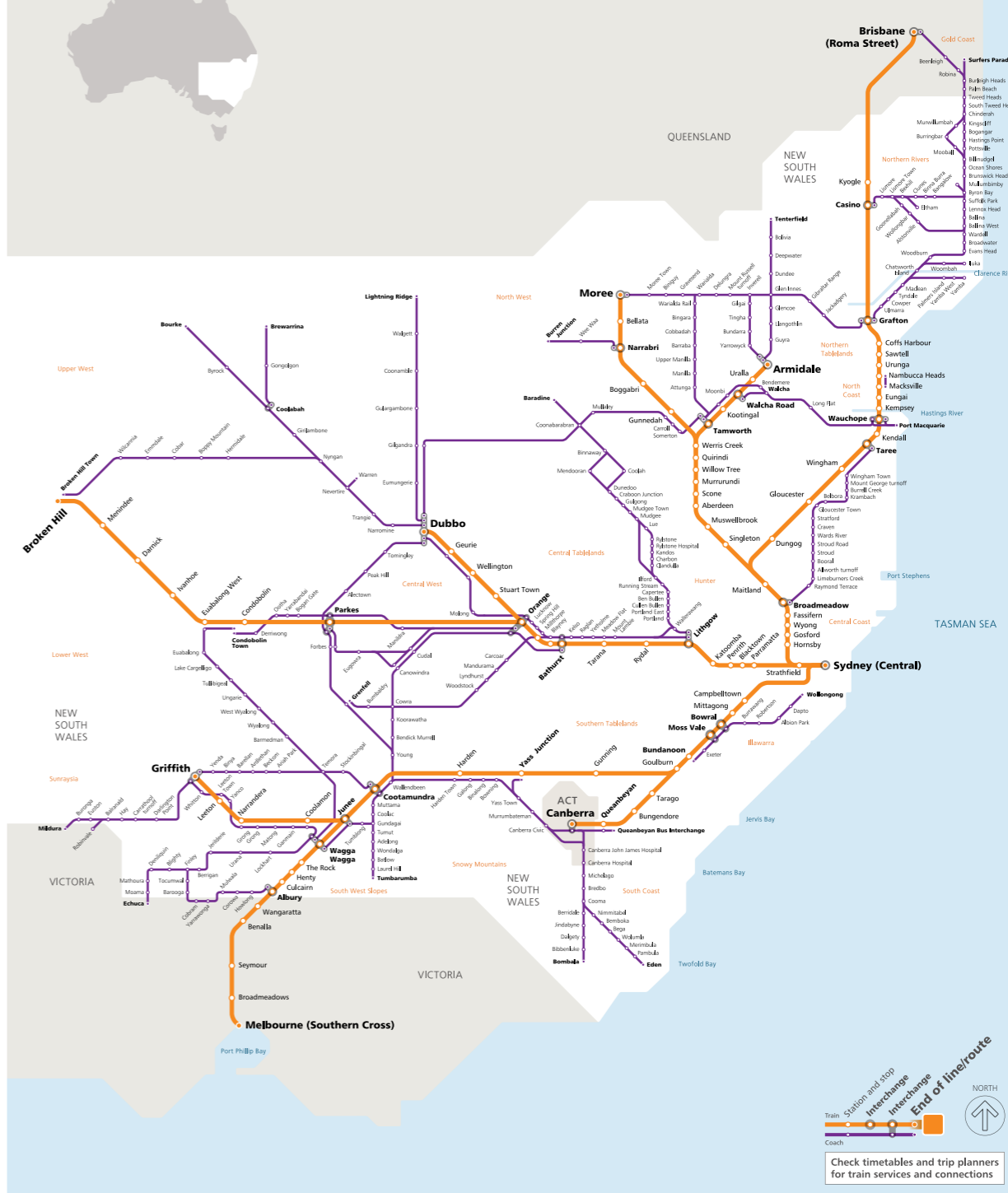
Check timetables and trip planners for train services and connections

Visit [transportsw.info](http://transportsw.info)

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# Regional trains and coaches



Check timetables and trip planners for train services and connections

Visit [transportsw.info](http://transportsw.info)

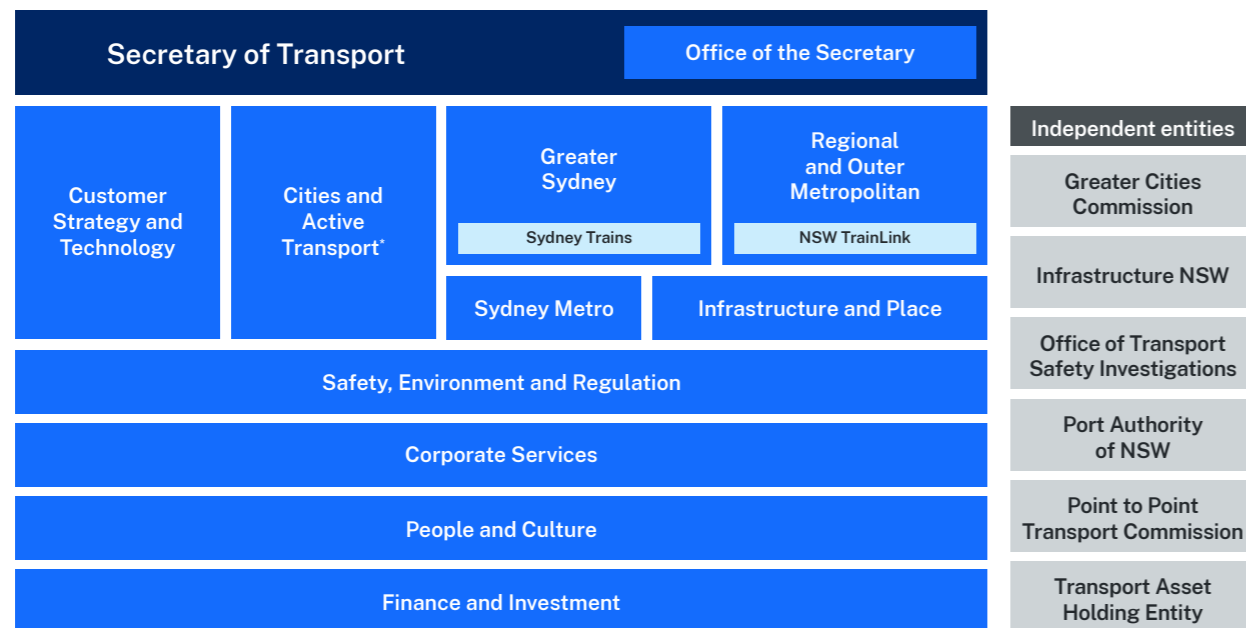
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# Transport cluster context

## Transport operating model

Transport’s operating model reflects our customers and communities needs, giving greater focus to the different transport needs of urban and regional areas. In this model, place plays a central role. A shift away from a modal-led operating model focuses us on outcomes for customers and communities through stronger collaboration.



\*Includes some staff employed by Department of Transport  
Transport’s operating model as at June 2022

NSW TrainLink is part of the Regional and Outer Metropolitan Division within Transport for NSW. This plan supports collaboration across transport agencies and shows how we integrate and support one another to deliver our outcomes.



The Chief Executive of NSW TrainLink has a reporting line to the Deputy Secretary, Regional and Outer Metropolitan Division and works with the Deputy Secretary and the other members of the leadership team to deliver collaborative solutions for the customers and communities living, working and visiting within regional and outer metropolitan NSW. Our accountabilities are focused on:

- **Safety** – NSW TrainLink’s top priority is to provide a safe, sustainable environment for both our people and our customers.
- **Leadership** – We will grow the capability of our people so we are an integrated, flexible, diverse and inclusive business that delivers for our customers, communities and the people of NSW.
- **Engagement and communication** – We will have open and honest dialogue with our customers, employees and all stakeholders in partnership with the Regional and Outer Metropolitan Division.

- **Customer experience** – We will work towards a future where customers enjoy seamless journeys across all modes of transport. Our communities will be thriving places of economic growth with locals and visitors using our services. These services will contribute to the social and environmental wellbeing of these communities.
- **Our people** – Our people will be known for delivering customer service excellence. They will feel valued, supported and engaged and consider NSW TrainLink a great place to work.
- **Environment** – We will strive to reduce our carbon footprint and will look to technology and leadership behaviours to reduce our environmental impact.

## Transport's strategic landscape

Transport's strategic direction is set according to multiple external and internal strategies and plans. This includes the NSW Government's agenda and vision, Commonwealth drivers and Transport's legislative mandate. Examples include the Premier's Priorities, Future Transport Strategy – A 40-year vision and Transport outcomes.

These plans help guide Transport's funding priorities and strategic direction to achieve the best outcomes for our people, our customers, our communities, and the people of NSW.

Mandate	Transport Administration Act 1988 – Objectives			Commonwealth drivers
Government agenda	NSW Government key policy priorities	Premiers priorities	Premier's charter letter - portfolio priorities	Commonwealth plans and guidelines (e.g. National Freight and Supply Chain Strategy, National Land Transport Technology Action Plan)
NSW Government vision for future of NSW	Future Transport Strategy – 40 year vision			
Purpose	We're making NSW a better place to live, work and visit by connecting people and communities and making journeys safer, easier and more reliable			
Outcomes	Transport outcomes Connecting our customers' whole lives Successful places for communities Transport systems and solutions enabling economic activity Thriving people doing meaningful work			
How we work together	Our values and our way of leading Empowering; Creative; Courageous; Caring; Sustainable			
What guides us each day	Our cultural aspirations e.g Customer at the centre; People at the heart; For the greater good			

## Future Transport Strategy – A 40-year vision

Future Transport Strategy – A 40-year vision is a suite of strategies and plans that set the 40-year vision, directions and principles for customer mobility in NSW, guiding transport investment over the longer term. It presents a glimpse of the large economic and societal shifts we will see in the future and places the customer at the centre of everything we do, to ensure we respond to rapid changes in technology and innovation to create and maintain a world class, safe, efficient, environmentally sustainable, and reliable transport system, improving connectivity across the State.

Future Transport was developed collaboratively with the Greater Sydney Commission, Infrastructure NSW, and the Department of Planning, Industry and Environment to ensure NSW's overarching strategies for transport and land use planning align and complement each other, delivering an integrated vision for the State.

## Transport's outcomes

Transport strategies and plans are underpinned by Transport's outcomes, which describe the value we are seeking to achieve for customers, communities, the people of NSW and the people of Transport:



**Customers**  
Connecting our customers' whole lives



**Communities**  
Successful places for communities



**People of NSW**  
Transport systems and solutions enabling economic activity



**People of Transport**  
Thriving people doing meaningful work

The Transport cluster is aligning its efforts to deliver the outcomes and enable the budgets to be allocated at an outcomes level across the cluster. This will ensure that the right outcomes are delivered for our customers, communities the people of NSW, and the people of Transport.

These outcomes will be used by Transport to turn its strategies and aspirations into deliverable plans, ensuring it is achieving real outcomes for our citizens. These plans will be supported by indicators and targets that help monitor and assess our progress towards supporting the outcomes.

This Corporate Plan shows NSW TrainLink's contribution to achieving these outcomes over the coming year.



Photo: Canberra Station

# For customers – Connecting our customers' whole lives

Transport plays a vital role in the lives of our customers. The Transport cluster will deliver and enable transport solutions that blend seamlessly into its customers' lifestyles, catering for the wide range of journey types needed by people, and for the movement of freight.

Transport must work closely with customers to understand their changing needs and create solutions that work for them, regardless of location and accessibility requirements.

At NSW TrainLink, the customer is at the centre of everything we do and we seek to create the best customer experience possible. We work hard to provide customers with the transport services they deserve. We invest in new services, to not just connect customers with major cities and towns, but to also connect them with regional hubs to improve their access to medical, educational and leisure services.

As with all sections of the community, NSW TrainLink has encountered an incredibly challenging 12 months. It has been especially difficult for our people working on the front line in providing services to customers.

Managing staff shortages associated with the ongoing COVID-19 pandemic, responding to service changes resulting from protected industrial action and the devastating impact of recent severe weather has presented extraordinary challenges.

Our priorities continue to be to ensure the safety of our people and customers and endeavour to maintain continuity of services across the network.

We will continue to respond to these challenges and adapt to change, refining how we work together to provide customers and communities with vital public transport services and the information they need to plan their journeys to ensure customer connectivity meets the future needs of our customers and communities.

Over the next year we will continue to work to introduce the Mariyung fleet of intercity trains which will provide a significant improvement in accessibility, comfort, reliability and safety for our customers travelling on intercity services.

We will continue to work with our Transport partners to finalise the design of the new regional fleet. The new regional fleet will provide improved safety, accessibility, facilities and reliability for customers travelling longer distances. It will also provide an opportunity to plan more integrated services with other transport modes to deliver a seamless journey for customers travelling through regional NSW. To support the fleet, a new purpose-built maintenance centre is being built in Dubbo. Construction of the Mindyarra Maintenance Centre is well underway and expected to be completed later this year. In addition to stimulating the regional economy by supporting businesses in regional NSW, the Centre will also help create sustainable job opportunities and skills.

We will also work with Transport to create better spaces such as the Central Station precinct where we are using the redevelopment of the station to deliver customers service improvements while helping our customers safely navigate their way through the station as construction continues.

We are upgrading our regional stations with new car parks, lighting and other improvements that make them more accessible for people with disabilities as well as the general community.

In 2021-22, Wauchope, Grafton, Narrabri, Moree, Gunnedah, Blayney, Parkes, Junee and Cootamundra stations underwent accessibility upgrades, which included improving accessibility to the station, upgrading the customer amenities and improving the ticket counters.

In addition to this, the Wauchope, Blayney and Parkes stations were also part of the Refresh Project, which aims to improve the presentation of stations by repainting, refurbishing customer areas and improving signage.

Works planned for 2022-23 include accessibility upgrades at Dubbo, Casino, Taree, Moss Vale, Wagga Wagga and Yass stations.

“I would like to provide a compliment regarding your staff on this service. The attendant in our carriage, was AMAZING. He was welcoming, funny and genuinely seemed to care.

There was a little boy opposite me who had a map of the train line. The attendant regularly checked in with him and asked what station was next. It was adorable to see this little boy study his map in anticipation of the attendant's next check in. The little boy and his dad were visiting from Japan and the attendant even farewelled them in Japanese. What an ambassador for our regional train service and for Australia! The warmth in our carriage was obvious every time he walked in. You could feel the shift in energy and it made for a less tedious trip home.

How wonderful to travel under the care of such wonderful people. Many thanks for making the trip so enjoyable!” - NSW TrainLink customer testimonial

Photo: Dubbo Station





# For communities – Successful places

Members of our communities want to feel confident that we are helping to make their community a great place to be by making sustainable choices. At the heart of communities are places where people come together to interact and transact and travel sustainably to other communities.

This outcome reflects our positive impact on communities across NSW, supporting them to achieve their desired environmental, social, cultural and economic outcomes.

NSW TrainLink has ongoing conversations with our communities and customers as a part of our everyday business to facilitate sustainable decision making on behalf of the people who rely on our services.

This is highlighted in our business priority 'Build Connections', which is about engaging with our communities to better understand their needs and build trust as their local public transport provider.

"I would just like to acknowledge your staff member. I was unsure of timetable due to COVID-19 and he went out of his way to make sure I knew times and was confident in my travel. Not only was he informative, he was polite and courteous. I was asking many questions and not once did I feel like I was a bother. In today's crazy world it's the little things that matter and he absolutely is an asset to your company."

- NSW TrainLink customer testimonial

NSW TrainLink plans regular opportunities for individuals and groups to talk to our people in their area about the things that are important to them. These are important conversations to help guide planning and identify opportunities for future service improvements and transport options that will best serve regional communities.

Critical to creating successful places is the introduction of sustainable solutions into our day-to-day operations. From July 2021, all NSW TrainLink operated stations and electric rolling stock are powered by renewable energy and in 2022-23 we will continue to work with Transport to develop a pathway to achieve net zero emissions for our regional rail and coach operations by 2035, in line with the Transport target.

We are also looking forward to offering customer recycling on board our regional rail services from 2023, to help divert waste from landfill.

These solutions aim to improve our environmental performance while protecting and enhancing the environment, the character and identity of local communities we operate in, enabling easy access for all.

# For the people of NSW – Transport systems and solutions that enable economic activity



Photo: Dubbo Station

Residents and citizens of NSW want to know their money is being invested in the right places to ensure a prosperous future and a good quality of life. Our transport system connects a globally competitive, inclusive and sustainable NSW.

At NSW TrainLink we are focused on connecting people to regional cities and towns and take pride in helping our customers get to where they need to be by using our rail and coach network.

NSW TrainLink train and coach services forge important connections – helping create thriving communities where individuals and families want to live because they know they have ongoing access to jobs, education, shopping and health services. We support their economies by taking visitors to regional NSW to explore and spend their tourist dollars in local businesses.

Spending smarter is a priority for NSW TrainLink and financial sustainability is a key focus area so that we are providing value to our customers and communities. Recovery from the commercial impacts of the COVID-19 pandemic will be a focus in 2022-23 as customers start returning to using our services. We will explore opportunities over the coming year to improve the future sustainability of our business through our newly established Commercial Branch.

# For the people of NSW TrainLink – Thriving people doing meaningful work

NSW TrainLink has more than 2000 employees located across NSW and the ACT. We are proud to be an employer in the communities that we serve and believe in forming strong connections between NSW TrainLink, our people and the places in which they work.

In all our workplaces, NSW TrainLink is focused on creating an environment where our employees are recognised, supported and included. The shared values of Transport for NSW set the expectation for how we work together to deliver better outcomes for the people of NSW.

Our first priority is to keep our people safe. Through our SafeLink Strategy we are aiming to improve our safety culture and manage our safety risks. We are also continuing to embed consistent and best practice safety systems and processes and provide an environment where the health and wellbeing of our people is supported. To do this, NSW TrainLink provides a number of employee support programs, including the:

- **Critical Incident Support Program** – Providing support to employees who may have been exposed to critical incidents in the course of their work, including fatalities.

- **Peer Support Volunteer Program** – This program compliments the Critical Incident Support Program through peer-to-peer partnership. The program harnesses relationships between employees who can provide emotional and practical support to their colleagues and encourage professional help seeking.
- **Mental Health First Aid Program** – Helps to support a mentally healthy workplace by focusing on prevention, early intervention and raising awareness around mental health.

In 2021, NSW TrainLink's Mental Health First Aid Program achieved Gold Standard status. This achievement recognises the significant investment that NSW TrainLink has made in training and development of mental health first aid skills and embedding a sustainable and effective program.

In 2022–23, NSW TrainLink will continue to work closely with Transport's Occupational Health team to further tailor programs to meet the needs of its employees.

We are building career pathways so our people have rewarding careers and creating opportunities for development through initiatives like the Certificate III Business (Customer Engagement) for our customer facing teams. Recognising the importance of leadership for a customer and safety focused workforce, we are uplifting the capability of our frontline leaders with support, engagement and skill building through our Five Ways of Leading model and the creation and roll-out of a new development program for our Passenger Service Supervisor team.

## SafeLink Strategy

The SafeLink Strategy is a multidiscipline approach that ensures we have a safe workplace. Our first priority is to keep our people safe, and the strategy helps to improve our safety culture and effectively manage our corporate and safety risk.

NSW TrainLink identified four key projects that will be the focus over the coming year:

- Implement a program of safety leadership walks led by the NSW TrainLink Executive team, with each Executive team member to deliver two walks per month over 2022–23.
- Deliver a safety capability program for the NSW TrainLink Frontline Leadership team building on the 'Safety in Practice' pilot that was run in March 2022. Project scoping is underway with delivery planned to commence by March 2023.
- Roll-out a new safety module for onboarding new employees as part of the safety capability program, commencing by March 2023.
- Commence a continuous improvement program to increase understanding of, and compliance with, environmental policies and procedures. The program, based on the Social Obligations and Environmental Sustainability Plan and aligned with the TfNSW Environment and Sustainability Management Framework, aims to improve compliance with Environmental Protection Licence requirements, as well as elevate overall environmental performance.



Photo: Grafton Station

“I wish to send a big THANK YOU to your employee at Woy Woy train station. I was on my way to the Royal Easter Show and lost my little green wallet which contained my Opal Card, NRMA card and \$100 savings for a splurge at the show.

No other means of identification were in the wallet. I received a call from NRMA to say that a NSW TrainLink employee had contacted them to ask them to let me know that my wallet was at the station.

I believe that employee's thoughtfulness and honesty saved me a lot of worry and showed ingenuity on his part to contact me as quickly as possible. I continued to enjoy my day at the show with my family and picked up my wallet the following day at Woy Woy station.

The staff at Woy Woy Station were very helpful and I hope to extend my good wishes to the team and encourage you to acknowledge their quick action and diligence.

– NSW TrainLink customer testimonial

# NSW TrainLink strategic objectives and business priorities

NSW TrainLink's strategic objectives provide the framework to plan the activities that will help us achieve our strategic vision over the next four years in line with Future Transport Strategy – A 40-year vision.

Future Transport challenges us to think differently so that we can be ready to service the population of the future. We must move to mode-agnostic solutions, use technology in new and innovative ways, build a hub and spoke model to support connections between regions and take a place-based approach to designing for the future. This is in addition to delivering safe, seamless and efficient journeys every day.

NSW TrainLink's business planning is guided by the Transport outcomes that sets out where we need to focus our efforts in the near term to move us towards our long-term vision outlined in Future Transport.

To guide our everyday performance and decision making we have a set of defined business priorities to help us deliver services and to achieve our purpose 'to connect people and communities throughout NSW.'

In this plan we outline the projects we will deliver to achieve our strategic objectives and business priorities for our customers, communities, staff and the people of regional and outer metropolitan NSW.

## Strategic vision

- ✔ Connecting customers and communities for the future growth of regional NSW

## Strategic objectives

- ✔ Increase customer and community value
- ✔ Stimulate regional growth
- ✔ Partner to improve services
- ✔ Strengthen and integrate transport networks
- ✔ Maintain a flexible, capable and future focused business and workforce.



## ✔ Increase customer and community value

**Delivering greater value to communities and customers means better journeys, smoother, faster and more reliable services.**

This objective aligns to Transport's outcome of *Connecting our customers' whole lives*:

- Place-based integrated service design
- Data-driven decision making
- Financial sustainability.

From 2022 to 2026 we will:

- Optimise the operation of our fleet and stations with a customer-centric focus
- Integrate our ticketing for a seamless customer experience
- Consult with our customers about travel priorities
- Engage in regular conversations and co-design our service offerings with our customers and communities
- Review and optimise existing services and timetables for greater reliability and increased customer satisfaction.

## ✔ Stimulate regional growth

Ensure an integrated regional transport system to provide improved services for communities and customers, through seamless journeys across modes.

This objective aligns to Transport's outcome of *Transport systems and solutions that enable economic activity*:

- Place-based integrated service design
- Data-driven decision making
- Financial sustainability

From 2022 to 2026 we will:

- Work collaboratively with Transport, other operators and industry partners on new and innovative ways to stimulate regional growth
- Partner with whole of Government to deliver social and economic benefits for regional communities
- Ensure we are the transport provider of choice for regional customers
- Develop a Regional Operating Model that enables both improved customer and financial sustainability outcomes.

## ✔ Partner to improve services

Optimising the network means connecting more communities.

This objective aligns to Transport's outcome of *Successful places*:

- Technology and innovation
- Enabling the mobility ecosystem
- Data-driven decision making
- Financial sustainability.

From 2022 to 2026 we will:

- Improve integration and increase utilisation of the network
- Partner with providers to strengthen and integrate transport networks and services
- Deliver new service options quickly and efficiently
- Acknowledge and act on our social obligations to the communities we serve
- Support sustained economic growth by finding new ways to serve regional communities.

## ✔ Strengthen and integrate transport networks

Work across Transport to ensure an integrated regional transport network.

This objective aligns to Transport's outcome of *Connecting our customers' whole lives*:

- Working in partnership
- Data-driven decision making
- Financial sustainability.

From 2022 to 2026 we will:

- Increase integration of service delivery across all transport modes to maximise connectivity for our customers and communities
- Establish new ways of partnering with industry and across whole of Government
- Draw on industry expertise to review and optimise existing services and implement continuous improvement
- Deliver our regional program of engagement to understand our customers' needs and priorities
- Leverage innovation and technology to enhance customer experience.

## ✔ Maintain a flexible, capable and future focused business and workforce

Invest in our people and business capability.

This objective aligns to Transport's outcome of *Thriving people doing meaningful work*:

- Evolution of work
- Data-driven decision making
- Financial sustainability.

From 2022 to 2026 we will:

- Promote and live the Transport values
- Foster diversity and inclusion in our workplaces
- Implement robust workforce planning and management
- Support our leaders and develop our people to be agile and customer-centric
- Ensure sound coordination and governance in processes, policies and procedures.



“My Year 7 son was sent home from school early due to the flooding. He would normally catch a school bus, but these were cancelled, so he walked to the railway station.

A NSW TrainLink staff member met him and reassured him that he would get home or be safe there with her until I was able to get him. The staff member welcomed my son into the waiting room where it was dry and warm, she gave him two ham and cheese sandwiches, a bottle of water and the phone to ring me and let me know that he was safe. She then rang me back to tell me he had gotten on the bus and was going to get home safely.

This NSW TrainLink staff member went above and beyond and should be credited for their generosity for helping my son the way she did!”

- NSW TrainLink customer testimonial

Photo: Intercity train at Cardiff Station

# Bringing it all together






Transport outcomes	Connecting our customers' whole lives				Successful places	Transport systems and solutions enabling economic activity		Thriving people doing meaningful work
NSW TrainLink strategic objectives	 <b>Increase customer and community value</b>	 <b>Stimulate regional growth</b>	 <b>Partner to improve services</b>	 <b>Strengthen and integrate transport networks</b>	 <b>Maintain a flexible, capable and future focused business and workforce</b>			
Our Priorities	<b>Create great customer experiences</b>		<b>Spend smarter</b>		<b>Be safe and secure</b>		<b>Build connections</b>	
Programs of work 2022-23	<ul style="list-style-type: none"> <li>• Mariyung (New Intercity Fleet)</li> <li>• New Regional Fleet (NRF)</li> </ul>		<ul style="list-style-type: none"> <li>• Digital ticketing and contactless payment</li> <li>• Technology enabled workforce</li> </ul>		<ul style="list-style-type: none"> <li>• Safety critical incidents</li> <li>• Continuous Improvement Safety Program</li> <li>• Fatigue management</li> <li>• Employee and customer harm</li> </ul>		<ul style="list-style-type: none"> <li>• Customer and employee engagement</li> <li>• Enterprise Agreement – Future Workforce Strategy</li> <li>• Frontline leadership capability uplift</li> </ul>	
Targets	<ul style="list-style-type: none"> <li>• Intercity punctuality –92%</li> <li>• Regional rail punctuality –78%</li> <li>• Regional coach punctuality –90%</li> <li>• Intercity customer satisfaction –90%</li> </ul>		<ul style="list-style-type: none"> <li>• Overtime –on or below budget</li> <li>• Excess annual leave – in line with NSW Treasury targets</li> </ul>		<ul style="list-style-type: none"> <li>Reduced:</li> <li>• Lost time injury (physical)</li> <li>• Lost time injury (psychological)</li> <li>• Customer injuries</li> <li>• Safe working incidents</li> </ul>		<ul style="list-style-type: none"> <li>• Women in leadership –40%</li> <li>• Aboriginal employees –3%</li> <li>• People with disability –5.6%</li> </ul>	



Photo: Goulburn Station

# Implementation and reporting

The NSW TrainLink Chief Executive is accountable for the delivery of this Corporate Plan. The plan is monitored and implemented by the NSW TrainLink leadership team and is reviewed annually to ensure it stays relevant and we can measure our success.

NSW TrainLink will develop and implement business plans to achieve the strategic objectives in this plan.

Progress of the plans, actions and initiatives underpinning the NSW TrainLink Corporate Plan will be measured against our business priorities which drive the way we do business.



Photo: Wagga Wagga Station



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