

## RTBU pursuing Critical Incident Response for NSW Trains

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Date : 26 October, 2016

Following the successful implementation of the Critical Incident Response at Sydney Trains, the RTBU has been proactively pursuing a similar arrangement to be implemented at NSW Trains.

NSW Trains have conducted various forms of trauma training for its staff. However, it has been slow to actually compile the documentation required to support the new procedure.

NSW Trains have now commenced weekly discussions with the RTBU to resolve some of the issues that have arisen from their regional operations and the subsequent timeframes for the availability of effective relief and support. The pay arrangements will now mirror that of the Sydney Trains model, as will the leave entitlement. Further discussions are required around peer support and buddy duties.