



RTBU Station Staff News

CSA & Station Presentation Sub Division Newsletter

"To Organise Workers In The Transport Industry To Protect And Build Their Rights At Work"



Secretary: Terry Johnson

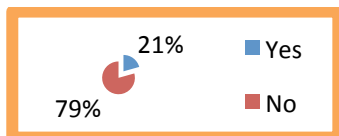
President: John Steck

Vice President: Vacant

RTBU CSA Cleaning Survey Results

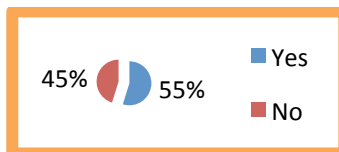
Following a number of complaints from members about the expectations of Sydney Trains that staff perform major cleaning duties, the RTBU conducted a survey of CSAs to find out just how bad the situation is. The results of the survey are below:

Question 1: Are you aware that there is an agreement that is currently in place that defines what cleaning a CSA is required to perform?



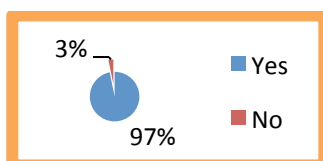
Yes	No	Total
19	73	92

Question 2: Are you aware of the differences between a general clean and a major clean?



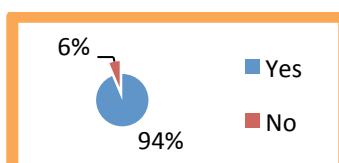
Yes	No	Total
51	43	94

Question 3: Since the implementation of the new customer service model, do you feel that you spend more time cleaning and less time interacting with your customers?



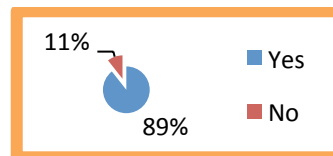
Yes	No	Total
91	3	94

Question 4: Do you feel pressured by your management team to meet unreasonable cleaning standards?



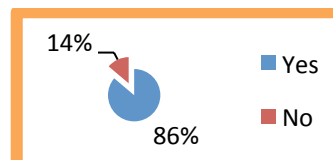
Yes	No	Total
88	6	94

Question 5: Do you feel your health and safety are being compromised by the expectations from Sydney Trains management to meet unreasonable IV results? (E.g. pulling a gurney up and down 2 flights of stairs at stations where there is no lift access)



Yes	No	Total
84	10	94

Question 6: Do you feel the expansion of the cleaning flying gang (group of cleaners that perform heavy cleans only) would be beneficial to you and your station?



Yes	No	Total
81	13	94

As can be seen from the results above, the majority of Customer Service Attendants have a number of concerns in relation to cleaning duties.

The RTBU will be tabling this report with Sydney Trains at the next CSD Consultative Meeting which is scheduled on the 13th May 2016. Membership will be updated on the result after this meeting.

Feedback from First Consultative OSP Meeting

The RTBU commenced the first consultative meeting with Sydney Trains regarding revision of five OSPs. These were: OSP6, OSP7, OSP24, OSP25 and OSP26. This was brought about by the numerous concerns that were raised to Terry Johnson during his station visits that he has been conducting since November 2015.

This meeting involved Station Wages and Salaried Delegates and Sydney Trains selected

HSR representatives. In addition, there were two representatives from network rules and the Operations Manager Customer Service.

The RTBU Representatives tabled the concerns raised by the rank and file membership, and at the top of the list were use of the red flag and communication.

The union will draft some possible solutions to these issues, with a follow up meeting with Sydney Trains, with the next meeting scheduled for Friday the 6th May 2016.

Social Media Alert



The RTBU wishes to remind members about the impact social media can have on your job.

Many public and private sector organisations attempt to extend employee obligations well beyond the workplace, and hold employees responsible for conduct that may tarnish or impugn the reputation of the organisation.

These could include:

- When an employee identifies themselves as an employee of the company in public forums, media comments or social media outlets,
- This may extend to being identified when in company uniform or the displaying company logo in some way,
- Using work-related photos (of workplace or work colleagues) in emails, publications or social media sites.
- Any behaviour that may be considered employment-related or affect the employment relationship. For example, a personal or intimate situation with a co-worker which then flows into the workplace as inappropriate or unacceptable behaviour
- Criminal proceedings or convictions that may directly affect their ability to perform

employment duties (E.g.: loss of driver's licence), or fitness for employment

- Behaviour which could damage the employer's business or public reputation.

The only sensible advice that can be given to members using FaceBook or other social media is to be sensible and considered when positing online.

If you wouldn't want your post appearing on the front page of the Daily Telegraph, then don't post it.

Duress Alarm Trial

The RTBU attended a meeting with Sydney Trains on the 14th April 2016 regarding the commencement of a trial of portable duress alarms.

The details for the trial are as below;

- Chatswood and Roseville – 26th April
- Cabramatta – 3rd May

Staff members have been selected at these locations to trial the new alarm.

Sydney Trains are still testing its use in underground car parks and black spots to address the associated issues of coverage.

The RTBU raised a concern about staff members working in stabling yards due to staff members not being permitted to use mobile phones.

The RTBU will update members on the results of the trial.

Congratulations to Kath Arnold

The RTBU would like to congratulate Kath on her promotion to Station Duty Manager on the South Coast.

We would like to thank her for all the work she has done over many years supporting fellow workers, and campaigning to protect workers' rights.