



## Lending a hand with learning new ways

Driver Peter Alsop from Lithgow Depot knows first-hand the challenges of transitioning to new ways of using technology to improve how we work. Peter was based at Eveleigh and Central when the rostering system was transitioned from a paper-based system to a SharePoint system. Becoming familiar with the new system when it was introduced has given Peter the skills to now help others master the change.

His team knows they can come to him for help setting up and then learning how to access the SharePoint roster on their mobile phones. After the rollout the responsibility for training on SharePoint fell to shift managers, who often found they couldn't get across everyone on every shift. Peter stepped up to fill the gap at Lithgow and Mount Victoria.

"Unlike Sydney Trains, in NSW TrainLink we don't have a dedicated mobility team who can assist with these sorts of things. We don't have 24 hour shift managers and so trying to organise a time to have a chat can be very hard ... sometimes it's a lot easier just to go to a fellow crew member ... even if someone from a different depot comes up, I'm always happy to help."

Peter says that while some drivers proactively seek his help when they are having issues, some of the older drivers needed a bit more encouragement initially. He thinks it makes a difference that people feel comfortable asking him for help because he is just one of their peers.

"We did sit down and show them that it is actually a lot easier and not as daunting or scary as they thought. It's definitely been a learning curve and not just for the crew. It's also been a learning curve for the rosterers, it's a completely new way of doing things for them as well."

After a request from the rosterers, Peter provided 'cheat sheets' with step-by-step instructions with pictures on installing and using the SharePoint rostering system. He made this available to everyone by emailing it, printing it out or putting it in their correspondence.

"Even if no shifty or anyone was around, the average joe could at least look at it, sit it in front of them, and go 'okay, let's just try and follow the instructions and then have a play'".

Peter is optimistic about our digital future and is happy to help wherever he can.