



I want to know what's going on with the company, that's what pays us.

MATT
Electrical Lineworker

Story — My History at Jemena

My name is Matt and I am an Electrical Lineworker here at Jemena, based out of Tullamarine. I joined Jemena 18 years ago straight out of school. I love the outdoors work. We're in a different street every day, always a changing environment. You meet a wide range of people out in the field, we are the face of the company towards the customer. I really enjoy the camaraderie, after 7 days off you want to enjoy the company of your crew again. We don't get exposed much to the larger Jemena, its basically just us in the depot here.

I work on the maintenance of all the poles and wires in our network, everything from the transformer to the meter. Every couple of weeks I work on the faults truck and get callouts to investigate faults; or when a car has hit a pole. Over the years the work hasn't changed much, but the tools have changed a lot and the safety aspect as well.

Experience — How I work

Every day starts at 7:30 in the depot with the crew. The Leading Hand gets the File, which is a folder full of paper and printed maps with all the details of the job for the day. We plan the work and then get everything ready on the truck. We get out there and get started. The Leading Hand fills out most of the paper forms but sometimes we share the load. At the end of the day we get back to the depot and unload the truck. Some of the crews do their timesheet when they get back, but our Team Leader does it for us, he takes care of things for us; he's really good.

When I'm on faults I get the jobs in from the control room over the phone. After every job I write down my hours on the timesheet with the job number. There are a lot of forms to fill out, and it's not easy doing that on the dashboard. The truck is full of different manuals we require, and they sometimes get misplaced. It's a shocking system.

We don't have mobile devices and there is one phone per crew, so we don't have access to emails or the intranet. There is a computer in the depot you can go on, but there's usually somebody on there already. We miss out on a lot of information, like The Connection. But a lot of the news is about gas, so it's not so interesting for us. Our Team Leader is the one who keeps us up to date.

Opportunities — What I want

If I had access to the intranet in the field I'd use it to read some of the news about the company when I'm on my break, now we don't get anything. Sometimes I need to contact people I normally don't work with, so having that available on the phone would come in handy and I don't have to ask Amanda.

Faults should really come in on a tablet, instead of talking on the phone all the time. At night only one dispatcher is juggling all the calls; it would be easier to send out and report back in via a tablet.

If I could look up the Faults and Emergency reports, I could get an idea of the what's going on in our distribution area. Getting maps and diagrams on a tablet would be so much easier, you type in a pole number and get all the information you need, other networks have it and are ahead of us.

I'd like to be able to search through manuals, instead of going through a crate in the truck. Often you need to find a single page in a big book and sometimes the instructions are old, having it all online would mean you always have the latest version. Electronic forms would be a shitload easier than me pulling out the book. How easy would it be to do a JSA on a screen, push a button and all done! The contractors we work with have tablets, while we're write down numbers and details on a paper form. If a car hits a pole I need to gather evidence and I use my own phone to take the photos that I then email on. If we had a better trail for recoverable works, that alone would pay for the tablets.

Obstacles — What Challenges Me

I currently don't have access to the intranet and I don't have a work mobile with email, so I don't get The Connection and other information and I'm not always as informed about the business as I would like to be.

There are a lot of manuals in the truck and it's hard and time consuming to find something specific in them. We deal with all these different paper forms throughout the day and there is a lot of double up of paperwork which makes it hard to fill them out accurately.

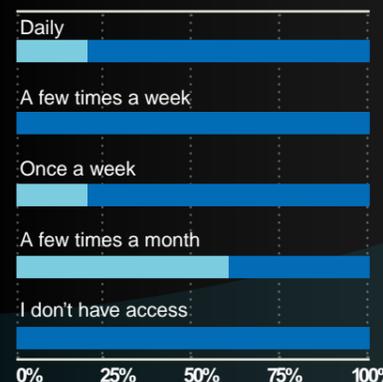
Wants — I would like to

- Have access to the intranet from a mobile device;
- Receive fault-jobs on a mobile device;
- Read the latest Jemena news and project information;
- Search for contact details of other Jemena staff while in the field;
- Access and search through manuals and get a list of results that are relevant to my search;
- Access maps and diagrams while out in the field to look up the details about poles and isolation points;
- Fill out forms on a tablet in a simple manner;

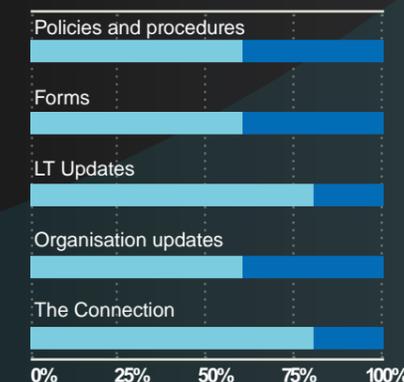
Frustrations — I'm annoyed that

- I don't have access to the intranet;
- Fault jobs come in via phone;
- We carry so many different forms with us;
- We have to look through a lot of manuals to find a single sheet of information;

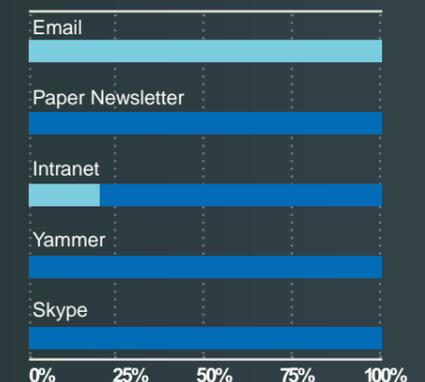
Intranet use



Information I read



How I would like to receive my information



* minimal survey responses were collected from field staff due to lack of access.