

## KEY ACHIEVEMENT REVIEW

<b>Purpose</b>	The purpose of this session is to reflect on your achievements as a team over the past 12 months, and ease uncertainty during this time of change by acknowledging the alignment to Evolving Transport.
<b>Outcomes</b>	<p>At the end of this session the team will:</p> <ul style="list-style-type: none"> <li>• Have identified their achievements over the past 12 months</li> <li>• Have an understanding of how their work achievements align to the future customer and Evolving Transport expectations</li> </ul>
<b>Session at a Glance</b>	<p>Designed to be a 60-90min session – note session plan timings are set up for a 60min session, adjust accordingly based on team size.</p> <ul style="list-style-type: none"> <li>○ <b>Set up:</b> Welcome team, provide context, purpose and session overview</li> <li>○ <b>Team Achievements Activity:</b> Wins, goals kicked, and major team achievements</li> <li>○ <b>Achievement Alignment:</b> Alignment achievements to Evolving Transport and Customer</li> <li>○ <b>Close Out:</b> Team take-outs and opportunities to revisit</li> </ul>
<b>Support Tools</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Background Reading / Handouts:             <ul style="list-style-type: none"> <li><input type="checkbox"/> A message from our Secretary (Attachment A)</li> <li><input type="checkbox"/> Evolving Transport Operating Model (Attachment B)</li> </ul> </li> <li><input type="checkbox"/> Pre-prepared whiteboard / flipchart:             <ul style="list-style-type: none"> <li><input type="checkbox"/> Future Transport Needs   Team Achievements</li> </ul> </li> <li><input type="checkbox"/> Sticky notes</li> <li><input type="checkbox"/> Pens / Markers</li> </ul> 

## SESSION GUIDE

Agenda	Details	Owner & Tools
<p><b>Intro / Set the scene</b></p> <p>3 mins</p>	<p>Address the current state of uncertainty given the Evolving Transport Transition. Explain the importance of taking the time to recognise the work that you have achieved as a team.</p> <p><i>‘Today we will be reflecting on the amazing work we have achieved as a team over the past 6-12months to celebrate successes and explore what helped us to get there’.</i></p> <p>Highlight that you will be looking for synergies between the work that has been completed and major team achievements and the focus of Transport’s new operating model and customer outcomes.</p> <p><i>‘This session is designed to get each of us thinking about what achievements hold significance for us, and how we got there as a team. Once highlighted will look at how our work aligns with Transport’s new operating model and newly defined customer outcomes to help us see where and how we can continue to contribute in the future’.</i></p> <p>Acknowledging achievements is good for team morale and highlighting alignment with the future state of Transport will ease uncertainty.</p>	<p>Leader</p>

<p><b>Activity:</b> <b>Exploring Team Achievements</b></p> <p>35 mins</p>	<ol style="list-style-type: none"> <li>1. Give team 5mins to reflect team's achievements over the past 12 months, asking each team member to come up with at least 3 points and write these down on separate sticky notes and place them on flip / whiteboard</li> </ol> <p><i>'What goals have we kicked? What can be really proud of as a team?'</i></p> <p><b>Note:</b> Achievements can be big, small, individual contributions, a positive experience for a team member etc.</p> <ol style="list-style-type: none"> <li>2. Ask team to stand up and share back their achievements as a team</li> <li>3. Explore with team what characteristics / behaviours they think helped the team achieve these goals as a collective</li> </ol>	<p>All</p> <p><b>Sticky notes</b></p>				
<p><b>Activity:</b> <b>Aligning to Future Transport</b></p> <p>20 mins</p>	<p>Whilst you cannot ensure what your team may look like in the future, you can acknowledge the alignment of their work and its value in establishing and / or possibly continuing in the future state.</p> <ol style="list-style-type: none"> <li>1. Draw a table with one column titled 'Future Transport outcomes / needs' and the second column titled 'Team achievements'</li> <li>2. Ask the team what they believe future Transport outcomes/needs are, writing up whiteboard / flipchart</li> </ol> <p>Examples include sustainable and smart financial decisions, est. community relationships, established partnerships with cluster and other Gov agencies etc.</p> <p><i>'Key reasons for change are to; Deliver better integrated service delivery across all modes, stronger focus on creating better places for people across NSW, delivering better customer and community outcomes and giving greater focus to the different transport needs of Greater Sydney and regional area.'</i></p> <ol style="list-style-type: none"> <li>3. Identify how team achievements align with needs / outcomes in the Evolving Transport model and place their post it notes next to the aligned items</li> </ol> <table border="1" data-bbox="395 1402 1214 1570"> <thead> <tr> <th>Future Transport Needs / Outcomes</th> <th>Aligned Achievements</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>✓ People at the heart</li> <li>✓ Sustainable financial decisions</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>✓ PMES Engagement ▲</li> <li>✓ ▼ LTIFR by X%</li> <li>✓ Cost saving of X\$ on X</li> </ul>  </td> </tr> </tbody> </table> <ol style="list-style-type: none"> <li>4. Debrief aligning team success characteristics and discuss future opportunities to make a difference as the changes come into play</li> </ol>	Future Transport Needs / Outcomes	Aligned Achievements	<ul style="list-style-type: none"> <li>✓ People at the heart</li> <li>✓ Sustainable financial decisions</li> </ul>	<ul style="list-style-type: none"> <li>✓ PMES Engagement ▲</li> <li>✓ ▼ LTIFR by X%</li> <li>✓ Cost saving of X\$ on X</li> </ul> 	<p>All</p> <p>Flipchart</p> <p>Background info Attachments A and B:</p> <p><b>A message from our Secretary / Evolving Transport Operating Model</b></p>
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<p><b>Check out</b></p> <p>2min</p>	<p>Thank the team for their participation and highlight the importance of creating an open and safe environment for these kinds of discussions. Ask the team how they are feeling after reviewing their achievements and connecting the dots with the future. [Time permitting] ask their biggest take outs from the reflection.</p> <p><i>'What was useful / great about exploring our team achievements? How has this session changed the way you were feeling about the current changes and how we can contribute as individuals and as a team moving forward?'</i></p> <p>Recap on key take-outs and opportunities to continue to achieve in the new operating model.</p>	<p>Leader</p>				

## Attachment A: A message from our Secretary

Hi everyone,

As I promised earlier in the week, I would now like to provide you with further information on the changes for the Transport cluster.

These changes are designed to deliver better integrated service delivery across all modes, better customer outcomes and a stronger focus on creating better places for people across NSW.

### Why do we need to change?

Since the Transport cluster formed in 2011, we've made huge progress and worked together to deliver improvements across the roads and public transport network.

We've built and opened new infrastructure, introduced new services and put a real focus on the customer that's helped drive a sustained increase in satisfaction.

Patronage on public transport continues to increase, which places pressure on our networks, but it's also a great sign of confidence and a key measure of how successful we've been.

But over that time our external environment has changed rapidly – new technologies, new modes and new service models have emerged and we now have a cluster-wide Future Transport strategy to deliver.

There's also been a shift in customer needs and expectations. Increasingly, customers are becoming 'mode agnostic' which means they are focused on their journey from one point to another, not a journey on a single mode.

Our cluster is currently built around individual modes of transport, which makes it more challenging to be multi-modal in our thinking.

All of this means that to deliver better outcomes for customers and communities, we need to make changes to ensure we not only respond to what's happening now, but to set ourselves up to be successful into the future.

### How are we going to change?

We now have the opportunity to build on our success and take the delivery of integrated, customer centred services to the next level.

To do this we need make important changes to the way we work with each other, transport providers and communities.

A key ingredient is having the right structure in place to work more closely together, focusing on Greater Sydney and regional NSW in a holistic way.

We need to be smarter with the way we use taxpayers' money and recover more of the costs for running our services, which will be reinvested to improve customer services and technologies.

We will also be focused on improving your experience of working at Transport by making it a place where everyone can listen, act, think and lead for the benefit of customers and communities.

### Evolving the Transport cluster operating model

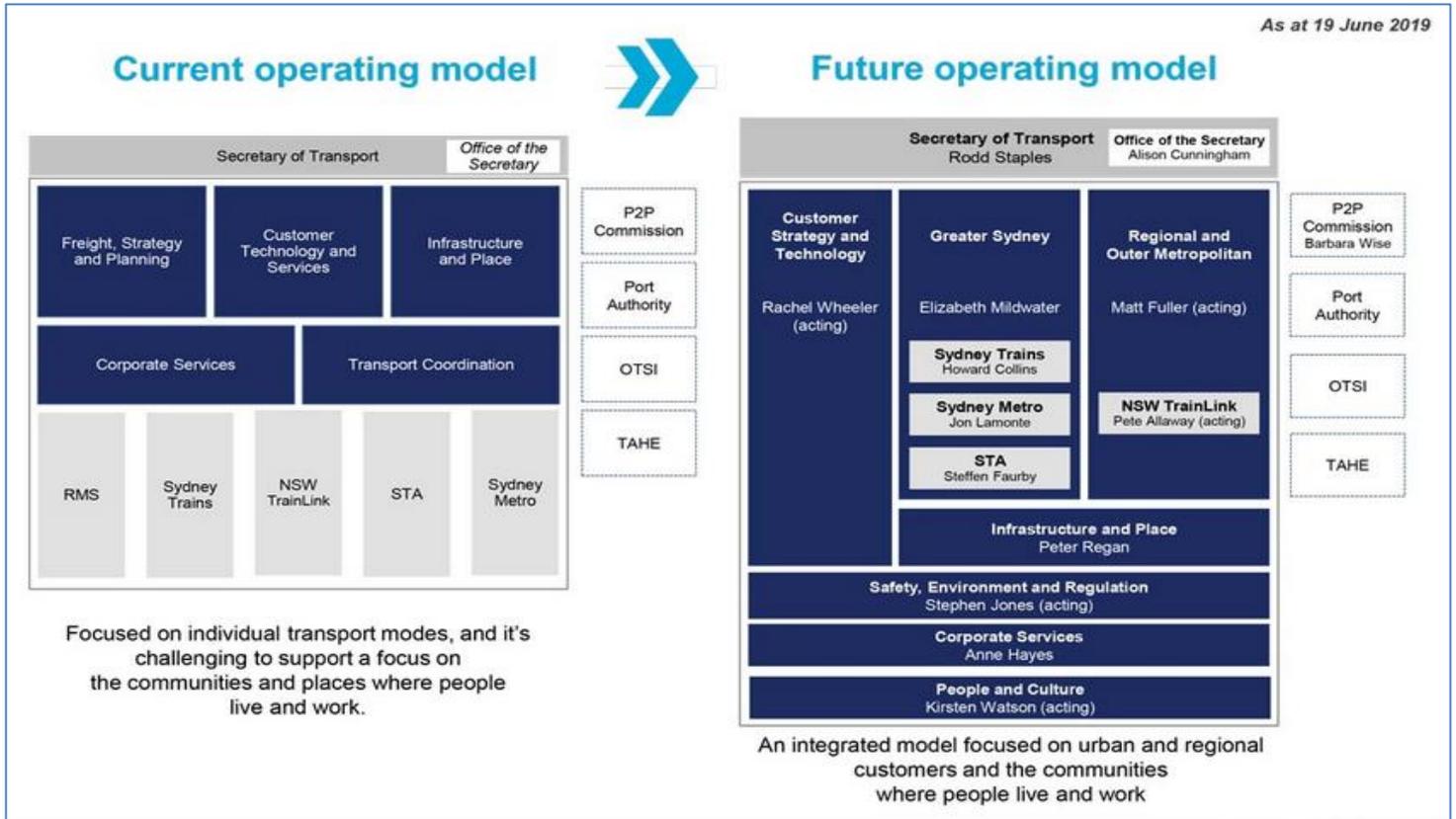
Our new operating model will be organised around the customer, better supporting integrated services delivery and giving greater focus to the different transport needs of Greater Sydney and regional areas.

(Section extracted)

If you have further questions, email the [Evolving Transport team](#).

Rodd Staples  
Secretary

## Attachment B: Evolving Transport Operating Model



## The following divisions have been established

### Greater Sydney

Greater Sydney will integrate transport modes to deliver customer-centred services and infrastructure for the Sydney metropolitan area.

### Regional and Outer Metropolitan

Regional and Outer Metropolitan will focus on understanding the particular needs of regional communities across NSW and deliver customer-centred integrated transport services and infrastructure.

### Customer Strategy and Technology

Customer Strategy and Technology will develop long-term strategy across greater Sydney and regional areas and leverage new technology and insights to provide more integrated customer-centred solutions.

### Infrastructure and Place

Infrastructure and Place will deliver infrastructure solutions that create and connect great places and will be aligned to the new model.

## **Corporate Services**

Corporate Services will provide effective corporate services and be aligned to the new model.

## **People and Culture**

People and Culture ensures our people remain at the heart of our how we implement these changes.

## **Safety, Environment and Regulation**

Safety, Environment and Regulation promotes through research, policy, standards, education, monitoring and enforcing, the safety of our customers, our community, our staff and our supply chains, sustainability outcomes and environmental compliance, appropriate asset standards relevant to all modes of transport and an outcomes based approach to regulatory activities.

## **Office of the Secretary**

## **Point to Point**