

TRANSITION



Message from the CHIEF EXECUTIVE OFFICER

Hi Everyone,

Today marks another significant milestone in STA's transition: the Contract Announcement for Region 7.

Following a competitive Tender Process, the NSW Government has announced that the new operator for Region 7 (Ryde and Willoughby Depots) is Busways North West Pty Ltd.

Transition Phase

The time between the Contract Announcement and your transition to Busways is known as the Transition Phase. This is a period of five months during which Busways will work with TfNSW and STA to finalise all facets of the transition and learn about STA's systems and ways of working. The Transition Phase will now commence for Region 7.

STA's role during the Transition Phase

STA's role during this time is to work with TfNSW and Busways across all aspects of the transition, to make it as smooth as possible for our people.

The priority is to ensure our Region 7 operational people are well informed and supported up until the time you start your employment with Busways. This means clear and consistent communication; the availability of support if and when you need it; and a workforce that is strong, resilient and ready to embrace the future.

As you can imagine, there is a lot of work to be done during this time, from the handover of STA assets, to advising Busways as to how we work, to training staff transitioning to Busways.

Throughout this period, STA's focus is also steadfastly on maintaining the high standard of service and safety for our customers that we are known for.

Region 7 employees: Next steps

Up until the day you start your employment with Busways, it's business-as-usual.

Further information will be forthcoming across the Transition Phase key milestones, which I am sure you will be thinking about. For example:

- the timeline for Letters of Offer and the acceptance deadline;
- uniform arrangements; and
- the induction process.

Region 7 employment guarantee

Operational employees will be offered the same job, at the same level and status as you are now, with a two-year employment guarantee under the same Award terms and conditions.

Region 7 transition time and date

It is anticipated our Region 7 people will commence work with Busways from 12.01am, Sunday 9 January 2022.

You remain an STA employee until the day you transition.

SUPPORTING YOU THROUGH THIS CHANGE

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Questions

Given COVID-19 restrictions, STA can't host Transition Advisory Desks in Region 7 depots in August, but will plan to do so as soon as possible.

Before you attend, it might be helpful to have a look at the [Transition Handbook for Operational Employees](#) and the Transition Supplement [Your Questions Answered](#), so you can make the best use of your time at these face-to-face sessions.

If we don't have the answers to your questions, we'll take them on notice and liaise with TfNSW or Busways and come back to you as soon as possible.

Contacting Busways

We have arranged for office space and a dedicated notice board in each Region 7 depot to be available to Busways. It is anticipated that information desks will be hosted by Busways when possible, and further details will be made available to you. Busways is looking forward to being on-site and available to Region 7 staff at both depots as soon as COVID-19 restrictions allow. There will also be an opportunity for Region 7 staff to contact Busways directly, with details to follow.

You can also submit questions for Busways via STA's channels:

- email your questions to stayinformed@sta.nsw.gov.au;
- Transition Feedback boxes; or
- speak with your Supervisor, the People and Culture team, or the Executive team.

STA updates during the Transition Phase will be communicated across our existing channels: Blink, Depot noticeboards, Digital Depot, and Stay Informed: www.stayinformed.com.au/statetransit, together with face-to-face briefings where possible.

Support for you

If you feel you need support, the following options are available:

- your depot's Mental Health First Aider for onsite support;
- a variety of health, wellbeing and financial wellness resources available on the Benehub portal: www.benestar.com/user/login;
- speak with your manager;
- access our EAP (1300 360 364) if you need to talk to someone; and
- speak with your People and Culture Business Partner.

We are in transition

Thank you for your continuing commitment to STA throughout the Region 7 Transition Phase.

While your uniform may be changing, we are who we are: excellent bus service providers with a wealth of experience and a special approach to our customer care.

We are people who take pride in what we do and have a shared commitment to being the best we can be for our customers and the organisation we work for.

Look after yourselves and your colleagues, maintain a healthy life perspective, and seek support if you need it.

Regards,

Daniela

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