



Information Bulletin No. 2 28 November 2019

Message from State Transit's CEO

Dear colleagues,

Thank you for all of your feedback and questions regarding the recent announcement by the NSW Government to franchise our remaining three regions.

I know there is still some uncertainty about what this change means for many of you so I encourage you to seek information in this bulletin, the stay informed website, the Blink staff app, my weekly message, Digital Depot and the intranet. In addition, please don't hesitate to contact the People and Culture team with any questions as well as members of the Value Team.

We have received questions about how franchising impacts non-operational Senior and Salaried Officers Award staff. As a result, this bulletin is dedicated to answering these specific questions.

As mentioned, non-operational Senior and Salaried Officers Award staff will not transfer to the new operator(s).

The new operator(s) will be required to identify any vacancies that are comparable to current State Transit non-operational roles. Any vacancies will then be advertised through an Expression of Interest process.

State Transit and TfNSW will also work with non-operational staff to maximise redeployment opportunities, both within the Transport cluster and more broadly in the NSW Public Sector as part of the Government's Placement Strategy.

More information, consultation and ongoing discussion with non-operational staff will continue over the coming weeks.

Regards,

Steffen Faurby
CEO, State Transit

Frequently Asked Questions

Following are some of the more commonly asked questions for *the non-operational Senior and Salaried Officers Award staff*. We are still working our way through all the others and further questions will be answered in future Information Bulletins. You can also view these Bulletins and questions on www.stayinformed.com.au/statetransit.

Career Development

1. What training and career development opportunities will be provided?

The State Transit People and Culture (P&C) team will work with staff to explore development opportunities. Additionally there is the Evolving Transport program, through which you will also have access to potential job opportunities.

The Career Transition & Mobility team (CTM) will also be available for advice on building CVs and LinkedIn profiles, tips on cover letters and interview techniques through a number of sessions to be planned for 2020.

2. Will State Transit staff be given preference for internal transport cluster roles?

State Transit staff will have access to opportunities through the Evolving Transport process. At this stage, the only new roles that have been proposed under the draft structures for TfNSW are Transport Service Senior Executive (TSSE) and Transport Service Senior Manager (TSSM) roles. These are still subject to consultation. Under the current proposal, many of the new roles would be advertised internally, which means that State Transit employees would be able to apply for them. Of course, you will also be able to apply for externally advertised roles as they arise.

The process for filling vacant Award roles arising from Evolving Transport is yet to be determined. You will be kept informed about this as it is determined.

Where a State Transit employee is successful in obtaining a role in the Transport Cluster, State Transit and TfNSW will make arrangements for an appropriate release date to ensure business needs and the employee's placement are secured. This could mean the employee is released straight away and their State Transit role backfilled on a temporary basis, or they are retained until mid-2021 and their new role is backfilled on a temporary basis.

3. Will there be an obligation on the new operator(s) to upskill us to meet the EOI level? For example, not a lot of operators use the daily schedulers - will training be provided to match the corporate scheduler skills? What obligation can TfNSW put on the new operator(s) in this regard?

We are yet to determine the transition strategy. We will have to see what the roles look like once we know what the new operator(s) needs will be. We will have more information once we start talking to the new operator(s).

Job Support

4. *How will the talent team in TfNSW help State Transit employees? Will the talent team assist both permanent and temporary employees?*

The dedicated talent case management team will assist you and work with you to determine how you match available roles. It will be a case management approach. The talent team will assist both permanent and temporary employees.

5. *Will the talent team provide assistance for roles external to the cluster if being made redundant?*

A dedicated talent case management team will start working with you early on, assisting you to seek redeployment opportunities, firstly within the cluster and then more broadly in the public sector. This will take place before the end of the transition period.

The details around this process are yet to be determined; however, you will be kept informed as they are determined.

If you are declared excess at the end of the transition period, you will be managed under the Managing Excess Employees (MEE) policy.

6. *In relation to deployment within the transport cluster, at what time can we approach the talent team - including also upskilling?*

The talent team will work with you from early on in the process, assisting you to seek redeployment opportunities, firstly within the cluster and then more broadly in the public sector. This will take place before the end of the transition period.

7. *Will there be additional support for staff on an emotional level?*

Our Employee Assistance Program (EAP) is available and ready to assist (1300 687 327). We also have our Mental Health First Aiders in place if you need some help <https://www.stayinformed.com.au/staywell-first-aiders>. We encourage you to reach out to colleagues if you see that they need some help.

8. *Will the Value Team be here until the Transition to the new operator?*

The Value team are committed to working with you until the transition to the new operator(s), however, they cannot control the circumstances. The Value team, like you, will also have access to opportunities through the Evolving Transport process.

Process for applying for roles

9. *Can staff regress and go back into an operational role on a voluntary basis?*

Staff may apply for operational vacancies at any time. Any voluntary regression with respect to grade and/or remuneration is subject to State Transit Transfers and Voluntary Regression Procedures. Job swaps will also be considered in the new year, at which time the required skills and qualifications will be assessed.

10. I am a trainer but can drive a bus, can I remain a trainer up until the transition point then go back to being a bus driver?

As above, any voluntary regressions are subject to State Transit Transfers and Voluntary Regression Procedures. We would encourage you to stay in the role of trainer for as long as possible. As we get closer to transition, we would look to allow you to regress to a bus operator if that's what you want to do.

11. If a non-operational role becomes available with the new operator(s), will that role be open to the general public? How does the EOI process work?

Where the operator(s) has a vacant role that is comparable to a non-operational State Transit role, it will be included in the Expression of Interest (EOI) process. The EOI process is a closed process and won't be open to external applicants.

If the operator(s) make an assessment that you are not suited for the role, they won't have to accept you for that role and may then go external. However, if there is a match and you choose not to take that role, then you will not be eligible for a redundancy payment.

The EOI process will be part of the transition strategy, which will be developed in consultation with the new operator(s) and State Transit once the new operator(s) are known and the new contracts awarded.

The process for the EOIs – including how they will be advertised and the application process – will be clearly explained and made available to staff once it has been fully determined at that time.

12. How far out from June 2021 must non-frontline staff start applying for comparable roles with the new operator(s) to be eligible for redundancy? For example, if a role is advertised in August 2020, would I need to apply or will I only need to apply for roles advertised closer to June 2021?

The EOI process will be part of the transition strategy, which will be developed in consultation with the new operator(s) and State Transit once the new operator(s) are known and the new contracts awarded.

The process for the EOIs - including how they will be advertised and the application process - will be clearly explained and made available to staff once it has been fully determined at that time.

13. Should three different operators take over the three different regions, can we only apply for a role in our current region?

The details regarding the EOI process are still being worked through. We will provide more detail regarding your question as soon as it is available.

14. Can the new operator(s) contact me directly particularly when a person has certain skills?

You cannot be prevented from having a conversation with the new operator(s) in your own time, but we don't want it to become a distraction from your job.

If you are offered a job with a new operator(s) prior to transition, you will have to resign from your current role with State Transit immediately. There will be no redundancies paid in these circumstances.

To manage this process fairly and transparently, we will also be holding the operator(s) to account in relation to putting comparable roles out through an EOI.

15. Will we be forced to take the role? Some people are used to working in the public sector and may not want to work in the private sector?

You won't be forced to take the role. The priority for the government, however, is to provide jobs and, again, if you choose not to apply in the limited EOI for a comparable role or you choose not to take a comparable role when it is offered, then you will not be eligible for redundancy.

16. How is comparable role defined? Is it determined by title or content? For example as a trainer I have a Cert IV and a heavy vehicle licence - if we lose 50% of our skills are we still considered trainers?

Roles will be compared based on duties and functions, not the title. The definition of a comparable role is covered in government regulation and includes that the work to be performed in the new role is similar to that of your current role and 'not an unreasonable increase in travel'. The circumstances for each role will need to be looked at on a case by case basis, based on the facts at the time. While we won't be forcing the new operator to create roles, we will hold them to account.

17. Will job / VR swaps be available? And if so, will the skills be assessed on the person's current role or from the many various roles they have performed over the years?

Yes - we will need to assess the skills and qualifications and determine if they are comparable. Remuneration must also be comparable. All skills will be taken into consideration.

18. What about comparable positions advertised by TfNSW or the transport cluster? If I don't apply for these roles, do I become ineligible for redundancy?

The government regulation that stipulates that you will be ineligible for a redundancy if you do not apply for, or do not accept, a comparable role only applies to roles with the new operator(s), not the government sector.

19. In relation to the EOI for roles with the new operator, the more senior people probably won't be chosen for the roles - is there an opportunity for VR?

The new operator(s) cannot discriminate on the basis of age and everyone will be included in the EOI process. We will need everyone up until transition to the new operator(s).

In addition to the EOI process, you will be assisted with seeking redeployment opportunities, firstly within the cluster and then more broadly in the public sector.

If you are declared excess at the end of the transition period, you will be managed under the Managing Excess Employees (MEE) Policy, under which you may be eligible for a voluntary redundancy.

Under government regulation, you will not be eligible for a redundancy payment under the MEE Policy if:

- you reject an offer of comparable employment with a new operator(s), or
- you are notified of an available comparable role with an operator(s) and do not apply.

Moving to the new operator(s)

20. Will the new operator(s) have their own Registered Training Organisation (RTO)?

Yes they will have their own RTO and will not be using the TfNSW RTO.

21. If there are three operators how will the timing work?

A transition strategy will be developed in consultation with the new operator(s) and State Transit once the new operator(s) are known and the new contracts awarded. It will continue to be BAU up until that point, during which we will need people to keep working and not stop what they are doing.

22. Will there be support for this transition once a person goes across to the new operator(s)?

Once an individual obtains a role with the new operator(s) they will be cared for by the new operator(s). Employees are also entitled to EAP for three months after they leave State Transit.

23. How will the transition of three regions progress? I'm concerned about being able to do our day to day role and manage the transition.

We will need to assess whether or not people are taken out of their substantive role and solely work on the transition. A possible approach is that we commit to a permanent transition team whereby staff are released from their BAU roles and assigned to the transition team on a full-time basis. We may also bring in subject matter experts when required from the broader transport cluster. We want to manage the transition smoothly for our customers - noting that certain teams may need to finalise work after the mid 2021 date.

Additional Questions

24. Is the date of 30 June 2021 set in stone?

The expectation is that services would commence around mid-2021.

25. What if there is a sudden exit of staff, will you replace them or leave roles empty?

If people leave, it is our obligation to fill roles on a temporary basis as and when required. We will make that determination on a case by case basis. The aim is to continue BAU so the preference will always be to fill the role.

26. With business needs changing and evolving is State Transit open to changes for improvement?

Yes, we want to keep working as BAU. We need to hand over a solid, robust and reliable business to set up the new operator(s) to succeed, in the best interests of our customers and community.

What happens next?

We will continue to keep you informed and provide you with advice and updates through regular Information Bulletins, information sessions and other staff consultations throughout the process.

If you have questions about the transition to the new operator, please email stayinformed@transport.nsw.gov.au. We also encourage you to come back to the P&C team or to any member of the Value Team with your questions.