

MINUTES

TSS Joint Consultative Committee Meeting

Date	13/02/2019		
Time	1:30pm – 3:35pm		
Venue	Lewisham Room, Level 1 16-24 Elsie St Burwood		
Chairperson	Craig Webster, Executive Director TSS		
Invitees	Rose Crothers Ray Miles Yugendra Reddy Lizanne Bennett Amanda Perkins Shane Howes Ann Adams Kieran Burn Iona Gardner	RC RM YR LB AP SH AA KB IG	TfNSW People TfNSW People TfNSW People RTBU ASU PSA PA RTBU Delegate RTBU Delegate
Apologies	Tracey Taylor		

Topic	Brief Description of Outcome and Action
1.	<p>Welcome CW welcomed all participants and confirmed that employee briefings in the areas of Procurement and Business enablement had occurred since our last meeting.</p> <p>CW also confirmed receipt of communications from RTBU setting out 67 questions raised by members in relation to the proposed changes to structure. He stated it was not the intent of today's meeting to address all these questions but that the group would attempt to answer some of the broader categories that covered individual questions.</p>
2.	<p>Reform Update: CW advised that the Timeline document previously provided to unions was generally on track. Copy of timeline provided to new Organiser from ASU. CW advised that he anticipated reviews of all areas to be completed or nearing completion by June 2019</p> <p>CW to update timeframe document for next meeting</p>
3.	<p>Payroll</p> <p>CW advised that many questions raised recently related to rumoured changes in the Payroll area. CW advised that payroll was not in the current scope of the change program so he was unable to answer any questions relating to any payroll re-structure.</p> <p>CW suggested the JCC needed to focus on the current restructures in procurement and business enablement at this stage</p>
4.	<p>Location for TSS</p> <p>CW reconfirmed that there were no plans in place to relocate the TSS. TSS will remain at Burwood for the foreseeable future.</p>

Topic	Brief Description of Outcome and Action
5.	<p><u>Railcorp Voluntary Redundancy Package</u></p> <p>Background – Employees transferring from Railcorp to TfNSW back in 2013 were provided with a letter advising they would be entitled to an enhanced redundancy package if certain conditions applied in the future.</p> <p>CW denied allegations that TfNSW had indicated the Railcorp Agreement would not be honoured.</p> <p>CW advised that further advice was required on whether the conditions set out in this letter applied to the current change proposals. No clear decision had been made and each circumstance would be reviewed on an individual basis. TfNSW would need to compare what was being proposed in each structure with the conditions set out in the Railcorp Letters.</p> <p>CW advised that the existence of the Railcorp VR Letter was not a driving force behind the change proposals. The driving force was to deliver a structure that met our clients expectations. There was no deliberate attempt to focus on employees who held a Railcorp Letter. There was no intent to treat former Railcorp Employees any differently to other employees impacted by the change proposals.</p> <p>Action – CW & TT to clarify TfNSW’s position in regards to Railcorp VR letters – Next Meeting</p>
6.	<p><u>Consultation Period</u></p> <p>HB & LB challenged TfNSW’s nominated end of consultation period 18/2. No specified time period for Consultation in the Award. They stated Consultation Period could not conclude until all items raised by members had been properly addressed and agreed.</p> <p>CW advised that the formal Consultation Period would be extended by 1 week to 22/2/2018 for Procurement. Unions requested an additional 2 weeks rather than 1 week. CW to consider this request</p>
7.	<p><u>Travel Passes</u></p> <p>RM advised that all Award Employees would retain their existing Travel Passes while ever they remained in an Award covered role. If an Award employee was appointed to a TSM or TSE role they would forfeit this entitlement</p>
8.	<p><u>Impact of Iceni Report on Current Change Proposals.</u></p> <p>CW confirmed that employees had been provided with a summary of the Iceni report back in February 2018 and that they also attended information sessions at this time.</p> <p>Unions responded saying the employees were aware of the overall principals of the Iceni report but were not aware of the implications that basically all jobs would be spilled and re-graded at lower levels.</p> <p>RC/RM to provide Unions with copies of documents provided to staff back in February 2018</p>
9.	<p><u>Role Descriptions and Job Functions</u></p> <p>Unions expressed concerns at the generic nature of many of the new role descriptions. CW advised this was to allow employees to transpose skills into other areas as much as possible.</p> <p>RC/YR confirmed that all new role descriptions had been graded using established Mercer Job Evaluation Techniques</p> <p>SH advised there were concerns at the Grade 5 level that all jobs had been downgraded to Grade 4 – especially in the Procurement area. He requested existing RD’s for comparison.</p> <p>SH to provide list of current RD’s required</p>

Topic	Brief Description of Outcome and Action
	Nidhish Bhandari – Director Procurement to be invited to attend next meeting to address specific questions relating to roles in the Procurement area.
10.	<p><u>Job Level</u> Questions raised regarding employees being appointed to roles at lower levels. Would they be expected to start at level 1 of the lower grade or would they be able to be paid at a salary at a higher increment level? RM to clarify and advise next meeting</p>
11.	<p><u>Specific Questions Raised by RTBU</u> JCC started to try to address the specific questions raised by members. Some questions had already been answered in the points above while some required further clarification. RC to provide updated list of questions and responses at next meeting</p>
a.	<p>Next Meeting: To be held in Lewisham Room, L1,16-24 Elsie St, Burwood, Wednesday 27th February 2019 1.30pm to 3pm Same Room as This Meeting</p>

TfNSW response to Que

No.	Question
1	Will the employees currently going through a restructure who have an employee travel pass keep these passes in the event they win a new role?
2	Will this right be maintained in future restructures?
3	The role descriptions in the new restructure are generic, i.e. 'Customer Liaison Officer'/Service Leads. We strongly recommend it to be role specific and speciality centric (E.g. Accounts payable, contract specialist etc.).
4	Grade 5 jobs have been downgraded to Grade 4 jobs whereas the role responsibilities remain the same. How is this justified?
5	Will Salary be maintained for Ex-Rail Staff and TfNSW?
6	Will Ex-Rail Staff retain the employee pass?
7	If a restructure occurs in payroll, does that mean we all lose our Railway VR package?
8	What are our entitlements in relation to salary maintenance?
9	What is the timeframe for announcement and advertising for the new structure?
10	What are the savings from the results of the previous restructures? We would like to see the figures from this prior to any restructure progresses.
11	What are we entitled to in relation to the VR package? We have been informed that it has been only 3 months?

12	If we don't get the position we apply for in the new structure, then are we able to apply for VR with the same terms and conditions as per RailCorp and TfNSW award Rate.
13	It appears Craig Webster said today that anyone displaced will have 3 months to find a permanent role. I.e. a temporary role doesn't count, you are still out the door. IF they put a temporary structure in place then no one survives, because there are no permanent positions. Is this the intent?
14	A member who went to a meeting today with Craig Webster pointed out his job in the structure then asked a question about this comment. The response was "that isn't your position". Are we talking spill and fill here to get rid of people on higher salaries?
15	We are now requesting for TfNSW to produce the catalogue of services that was promised 18 months ago. How can a restructure be done when without this?
16	Do the 70 positions that have been identified as going include procurement?
17	Why are there generic role descriptions as opposed to specific position descriptions?
18	Why haven't we been given the outcomes from ISENI report?
19	In the proposed structure, there is no Team Leader positions Gde 7. At least 11 of these do not exist in the proposed structure. How can you justify the roles taken away and how are these people going to be assisted in regards to maintaining employment with TfNSW?
20	Payroll issues – There is more manual work then previously. How can TfNSW hold people accountable when the function is more involved than previously?
21	We want to see the ISENI report results prior to the restructure occurs.
22	Why is the voluntary redundancy not offered after the retention period, after it has been exhausted?

23	What options do you have if you are directly appointed but don't want the role?
24	Will any concessions or special consideration be given to individuals who are impacted and may be on leave while positions are advertised?
25	We have progression now, staff do not always get the opportunity to access roles (secondment or vacant), how is it going to be different in the future?
26	What options do you have if you are directly appointed but don't want the role?
27	We have progression now, staff do not always get the opportunity to access roles (secondment or vacant), how is it going to be different in the future?
28	You mentioned co-design up to now, were all employees and managers affected offered to be part of this co-design?
29	What is the new pay structure?
30	Salary maintenance – if so, how long?
31	Work load in the new structure? Numbers? Specialised or across the board?
32	Will there be a second wave of redundancies – excluding the 17 on the list?
33	Is there the option to leave in July?
34	If you are offered first time and say no, do you have the ability to go in the second wave without financial detriment?
35	Do we have any opportunities for transfers to jobs without loss of pay?
36	How is union consultation going to work?
37	Do we have opportunity to transfer back to Sydney Trains?
38	Are we remaining in TfNSW?
39	Are we moving work location to e.g. Macquarie Park?
40	Once the pay structure is complete, if there is a drop in pay do you have the option for the redundancy, including the incentive bonus 24 weeks?
41	Will the corporate staff be paid by upstairs? If so, as off when?
42	Is redundancy being offered to ALL permanent staff or just Ex-Rail employees?

43	Once redundancy letters have been sent to the employees, how long will staff have to make a decision to take the package?
44	Will redundancies commence from the top?
45	Will there be an opportunity to apply for team leader roles?
46	In the event there is redundancy, is this going to be the Sydney Trains package?
47	When is the Transport Burwood office ABW fit out going to be started and where is the staff going to be re-located during this time?
48	There are 2 position descriptions for a Shared Services Officer and Shared Services Consultant, what will be the differences in the duties being performed by these roles moving forward?
49	Will the re-structure future plan be known to the employees before receiving their redundancy letters?
50	What is the wait period to return to the public sector federal and state?
51	Will excess employees be entitled to redundancy?
52	Is the 64 weeks still current within the existing VR?
53	Redeployment options
54	Salary Maintenance
55	Will there be direct appointments?
56	Will excess full time employees be able to replace contractors?
57	Will excess employees opting for redundancy be given a decent time frame to manage their affairs before exiting the organisation?
58	Will there be a fair system introduced when applying for a position within the new structure?

59	Will employees if forced to take VR and have five years or less before receiving a gold pass be compensated in any way?
60	Will it be possible for full time excess employees to be placed in other government departments within the Sydney region?
61	Will Ex RailCorp and STA employees retain their employee travel pass?
62	Members are tired of being bashed over the head with failed attempts at new technology and other supposed efficiencies, which, in the end, have not achieved anything, or even made things worse. To add insult to the injury, management then go ahead and attempt to cut costs and claim credit, as if the efficiencies were actually achieved. The result is members working harder and longer, to makes thing appear like they work. Can we start lobbying to have independent experts assess the “efficiencies” that management claim to have implemented, compared to the previous state of the job/s. That would expose a lot of truth.
63	Voluntary Redundancies (VR). Why was VR not offered upfront, seen as all the current positions are being spilled and made vacant?The normal process in the past was to offer VR upfront and then advertise the jobs later to whoever remained and wanted to apply for them etc. Is this a trick to avoid paying the bonus RailCorp redundancy package, as we would be transferred to excess staff (re-deployment) and the rules may not apply for us to get the bonus RailCorp redundancy package ?.
64	There is no transparency regarding the direct appointments, How were they decided upon? With such generic position descriptions there should be others that qualify for direct appointment.
65	A staff member that was directly appointed to a Grade 7 is a TfNSW Grade 4 Acting Grade 7 how does this happen? And I also ask as he was not selected through a competitive EOI why when all other higher duty arrangements were cancelled in Sept/October his higher duty stayed in place. This is a classic case of someone being looked after.
66	Considering the state election has been announced and the government is going into caretaker mode. Is TfNSW authorised to conduct this review at this time?
67	There is no current structure to compare to the proposed new structure. How do people know if there position is impacted? How do they know what their job has become in the new structure?

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Email regarding award staff

TfNSW response

Yes for award staff. TfNSW confirms employees will retain their travel pass while ever they remain an Award employee. If they take up a TSSM or TSSE role the entitlement ceases.

See Answer to Q1

The role descriptions are designed in line with the Public Service Commission guidelines. Generic role descriptions are designed to meet current needs and future directions. The role is developed based on knowledge, skills and capabilities required. They allow for staff to broaden their capability and skill based. ~~The roles have been independently evaluated. The grade 4 roles are focused on delivering day to day basic~~ transactional support, where as the grade 5 roles are focused on driving more complex services, and educating customers in system & process adoption. Key differences are listed below:

Grade 4 roles:

- Focused on delivery of day to day transactional services
- Focused on providing value-add support, troubleshooting and general guidance to its customers
- Builds relationships with internal stakeholders to ensure efficient ownership and resolution of customer requests
- Drives basic transactions support

Grade 5 roles:

- Focused on providing system & value-add support for complex issues, exception handling, troubleshooting and guidance for resolution and education of its customers
- Provides peer support to the Customer Liaison Officer where applicable and effectively manages relationships with internal/external stakeholders to ensure efficient ownership and resolution of customer requests.
- First point of contact for complex transactions support
- Supports the line manager in the provision of on-job coaching to both peers and customers in system adoption, process and best practice risk based approach to procurement service delivery.

There is no changes to an individual salaries where they remain at the same level as per the associated industrial instrument.

See Answer to Q1

There is currently no changes proposed in payroll.

Should an employee apply and be successful to a role of a lower grade, as per the policy 3 months salary maintenance will be provided. The employee will be placed on the highest increment level of the lower

As per TSS JCC meeting on 13 February, agreement is in place and consultation will close on 22 February. Feedback will be considered and an approved structure will be then determined TfNSW plans to do this in the soonest possible time, though wants to ensure suitable time is taken to consider all feedback received. Once a new structure is approved staff and unions will be informed and new roles will begin to be advertised.

As per the last TSS JCC meeting, this information is not readily available for the restructures that were done previously in TSS under previous leadership.

The TfNSW Managing Excess Staff Excess Employee Policy outlines the eligible redundancy entitlements applicable to Award Staff should they be impacted as part of a reform. This will be adhered to in any proposed changes made in the proposed changes currently under consultation.

Further assessment is required to determine applicability to an impacted staff member (with letter) based on the three points of criteria for the Rail Corp VR entitlements.

The TfNSW Managing Excess Staff Employee Policy outlines the applicable treatment to individuals successfully placed in a temporary role. This policy will be adhered to as part of any proposed changes under consultation.

Any clarity on individual circumstances can be raised through consultation with their one-up manager. TfNSW is committed to ensuring all individuals have clarity on their individual circumstances.

One page summary of services provided by TSS will be provided on Tuesday 26 February 2019.

Procurement

Current structure – 186 FTE

New structure – 123 FTE

Reduction of 63 FTE

Business Operations

Currently - 82 FTE

Proposed Structure - 56 FTE

Reduction- 26 FTE

There are 17 newly created positions in the Commercial and Strategy branch which include Strategic Procurement and Client Engagement which staff have been able to apply for.

See answer to Q3.

Outcomes of the ISENI Report was shared with the staff in February 2018. Copy of email and presentation is attached.

completed. We are looking to create accountability at each of the levels. Equip remediation plan is in progress and number of defects have already been resolved, reducing the transactional complexity and layers of processing required.

Further more all of the enquires across Procurement Services have been transitioned to Solution Centre, reducing the amount of time required by team members to support tier 1 services & enquires. MyTransport driving automation through online forms and service delivery workflow, requiring lesser input for team leaders to allocate workflows between team members.

Future opportunities around Business Process Automation and Contractor Central Project will further drive workflow automation and reduced manual errors.

See answer to Q7.

See answer to Q18.

See answer to Q11.

The criteria for direct appointment is that the role is the same or similar, it is at the same grade, and there is same number or staff to positions. The organisations first responsibility is to fill the structure, we generally view it as a good outcome when we can place the most relevant person into a role, we do not preclude them winning an alternative role in another structure. As per the Managing Excess Staff policy directly appointed staff may apply for exchange of roles with other staff. Consideration will be given to the possibility of impacted staff exchanging roles with other (non-impacted) staff who would like to accept voluntary redundancy, provided the non-impacted staff member's knowledge and skills are not required. The relevant business area Director and the Director People will approve any such exchanges.

TfNSW will ensure that we communicate with all staff including those who are on leave. They will be provided with the same opportunities to apply for the roles. We will consider how we can make all reasonable accommodations for these individuals.

TfNSW are keen to move people around our organisation bringing diversity of thought, fresh thinking and challenging old ways of working. We are committed to being transparent in how we do this.

See answer to Q23

See answer to Q25.

TfNSW are committed to doing organisational change differently. We will continue to evolve how we do change over time and it is likely to involve several options for doing change that is fit for purpose to the change the business needs to make. The ISENI report was commissioned for the review of the Procurement Services which included staff involvement. This was determined fit for purpose to inform the proposed

The award rates are outlined in the TfNSW Award. For senior managers/ executives, the bands and relevant pay structure can be found on the staff intranet.

See answer to Q8.

Please refer to the consultation pack that details the type of work and roles that will be undertaken in the proposed structure.

TfNSW is committed to doing organisational change differently. As part of this, staff will be actively engaged in any proposed changes in TSS now and into the future.

All individual matters should be raised with the one-up manager who will consider the request considering the individual circumstances and business requirements. They will do this in consultation with the People Partner TSS and the TSS leadership team and consider all applicable policies.

See answer to Q11.

See answer to Q33.

TSS leadership meets with all unions through a Joint Consultative Committee that is regularly scheduled. In addition, consultation occurs with the unions as required relating to specific matters including proposed changes to the TSS organisation.

See answer to Q33.

Transport Shared Services (TSS) is part of Corporate Services, a division of TfNSW.

At this time, there are no current plans to move TSS from Burwood. Should this change in the future, staff will be actively engaged and consulted with.

See answer to Q11 re eligible redundancy entitlements. Staff have the option to apply for a lower grade role though are not required to do so. Should they chose to, and are successful, salary continuance will be applied for a period of three months.

TfNSW requests clarity on this question prior to being able to provide a response.

The options of VR or redeployment is offered to any staff member who is deemed excess at the end of a reform process as per the TfNSW Managing Excess Staff policy

As per the TfNSW Managing Excess Staff Policy, 14 days notice is provided.

Please refer to the consultation pack that details the new proposed structure and should this be approved, the impacts to roles within the current structure.

Procurement staff will be able to apply for a number of roles in the new proposed structure. Please refer to the consultation pack that outlines the proposed recruitment approach.

See answer to Q12.

Yes. Timing yet to be determined. Staff will continue to be actively engaged as plans progress.

These roles are proposed to no longer exist in the new structure. Please refer to the new role descriptions for Client Liaison office and Client Liaison Specialist. Any individual should speak with their one-up manager or the People Partner TSS should they have questions on these roles.

The consultation period ends 22nd February 2019. Post this period, TSS Leadership will consider all feedback and determine what if any changes should be made to the proposed structure. The final approved structure will then be shared with all staff including confirming with individuals how this impacts them.

As per the Managing Excess Staff Policy - Staff who accept redundancy cannot be re-employed or re-engaged in any capacity in any NSW public sector agency within the period covered by their severance payment, without first repaying the relevant proportion of their severance pay. This includes the sum calculated on years of service and the additional payment of up to eight weeks pay. Staff accepting redundancy are required to sign an undertaking to refund this portion to the Crown should they be re-employed or re-engaged. This requirement applies to employment or engagement in any capacity as staff members, contractors, consultants or staff/ principals of companies engaged in contracting to a public sector agency.

See answer to Q11.

See answer to Q12

Redeployment Options will be as per the TfNSW Managing Excess Staff Policy.

See answer to Q5.

Yes. Certain roles have been independently assessed as the same in the new proposed structure. Please see consultation pack for details.

The recruitment process is detailed in the consultation pack. All current Procurement staff are eligible to apply for any new roles proposed in the structure. We are committed to filling all roles with either Temporary Full-Time employees or full-time employees. We may explore using short term appointments (labour hire, secondments, HDA's) in the event we are unable to identify the applicable capability for all roles and further market search is required.

See answer to Q33.

Please see the consultation pack for the recruitment process that will be used should the proposed structure go ahead. This will be in line with the both the Recruitment Selection and Appointment Policy and Managing Excess Staff policies.

The TfNSW Managing Excess Staff Policy will be the applicable policy that will be adhered to for individuals who may be impacted should the proposed changes in consultation go ahead. For all individual matters, these should be referred to the one-up manager who will consider these in consultation with the People Partner TSS, the TSS leadership team and the relevant policy/s.

As per the redeployment process, staff may be priority assessed for possible matched roles across the NSW State Public Service.

See answer to Q1.

TfNSW seeks clarity on the question prior to being able to provide a response. We do welcome any and all feedback on the proposed changes through consultation as well as any other feedback or concerns staff may have about the ways of working and encourage them to speak to their one-up manager, any of the TSS leadership team or the People Partner TSS.

TSS is committed to providing opportunities for our current people to be placed into roles. This is our priority. Should individuals be unsuccessful in obtaining a role in the proposed structure should they progress, they will be treated in accordance with the TfNSW Managing Excess Staff Policy.

Any proposed direct appointments are made when it is deemed that the role in the new proposed structure is considered the same to the role in the current structure.

Staff can only be directly appointed to the same role at the same grade in any newly approved structure. Any individual concerns should be raised with the one-up manager and it will be considered in consultation with the People Partner TSS, the TSS Leadership team and the relevant policies.

TfNSW is able to make operational changes as required in line with the business needs.

Staff have been advised if it is proposed that their role has been impacted by staff briefings, information packs on the intranet and discussions with their manager. Current and proposed structures have been shared as part of the Consultation packs which are found on the TfNSW intranet. Once an approved structure is approved, staff will be advised as well as a letter will be provided.

TSS Service Catalogue 2018/19

Service Group	Service Line	Service	Estimated Revenue (\$000)
Human Resources	Employee Services	Payroll, Leave and Attendance	17,600
Human Resources	Employee Services	Employee Services and Benefits	4,800
Human Resources	Employee Services	Payroll Integrity	3,300
Human Resources	Injury Management and Health Services	Workers Compensation - Self Insurance	3,200
Human Resources	Injury Management and Health Services	Workers Compensation - Treasury Managed Fund (TMF)	1,200
Human Resources	Injury Management and Health Services	Return to Work Services	2,600
Human Resources	Injury Management and Health Services	Health Services	1,100
Procurement	Category Management and Strategic Sourcing (Indirect Categories)	Category Management	1,900
Procurement	Category Management and Strategic Sourcing (Indirect Categories)	Strategic Sourcing	3,500
Procurement	Supplier Relationship Management	Supplier Performance Management	500
Procurement	Purchasing and Inventory Management	Requisition, Shopping Cart and Purchase Order Processing	6,100
Procurement	Purchasing and Inventory Management	Inventory Management	300
Procurement	Contract Management	Contract Management	5,600
Procurement	Contract Management	Supplier Data Management	1,700
Procurement	Contract Management	Hired Plant	1,200
Procurement	Accounts Payable and Payment Management	Purchase Card (Pcard) Administration	1,500
Procurement	Accounts Payable and Payment Management	Invoice Processing	3,800
Procurement	Accounts Payable and Payment Management	Payment Processing	1,000
Finance	Financial Accounting	General Ledger Accounting	2,800
Finance	Financial Accounting	Payroll Accounting	500
Finance	Financial Accounting	Fixed Asset Accounting	500
Finance	Financial Accounting	Tax Accounting	900
Finance	Revenue Accounting and Accounts Receivable	Collection Management	1,300
Finance	Revenue Accounting and Accounts Receivable	Banking and Cash Reconciliations	2,200
Finance	Revenue Accounting and Accounts Receivable	Invoicing and Receipting	2,400
Finance	Management Accounting	Financial Management	700
Finance	Management Accounting	Budget Services	200
Finance	Management Accounting	Month End Support	1,500
Finance	Management Accounting	Liability Claims	800
Finance	Management Accounting	Systems Accounting	500
Assets and Workplace Services	Workplace Services	General Office Support	2,400
Assets and Workplace Services	Workplace Services	Travel Management	300
Assets and Workplace Services	Workplace Services	Managed Print Services	100
Assets and Workplace Services	Workplace Services	Security, Access and Visitor Management	2,600
Assets and Workplace Services	Workplace Services	Mobile Device Management	300
Assets and Workplace Services	Workplace Services	Courier and Mail Services	3,300
Assets and Workplace Services	Information and Record Services	Records Document Management and Support	7,100
Assets and Workplace Services	Information and Record Services	Records Document Management Solutions	1,600
Assets and Workplace Services	Information and Record Services	Forms Management	300
Assets and Workplace Services	Information and Record Services	Library and Research	900
Assets and Workplace Services	Property and Accommodation Management	Accommodation Services	1,500
Assets and Workplace Services	Property and Accommodation Management	Construction, Fitout and Relocations	1,000
Assets and Workplace Services	Property and Accommodation Management	Building Maintenance, Repairs and Audits	5,000
Assets and Workplace Services	Fleet Management	Vehicle Lifecycle Management	900
Assets and Workplace Services	Fleet Management	Pool Vehicle Administration	600
Assets and Workplace Services	Fleet Management	Salary Sacrifice Vehicle Administration	200
Solution Centre	Government Schemes and Grants Administration	Government Initiatives and Schemes Management	3,300
Solution Centre	Government Schemes and Grants Administration	Local Government Administration	1,000
Solution Centre	Enquiry and Transaction Management	Enquiry Service	8,900
Business Reporting and Insights	Financial and Business Performance	Business Reporting and Insights	2,000
Business Continuity Services	Business Governance, Assurance and Optimisation	Business Continuity Services	300
		Total	118,800