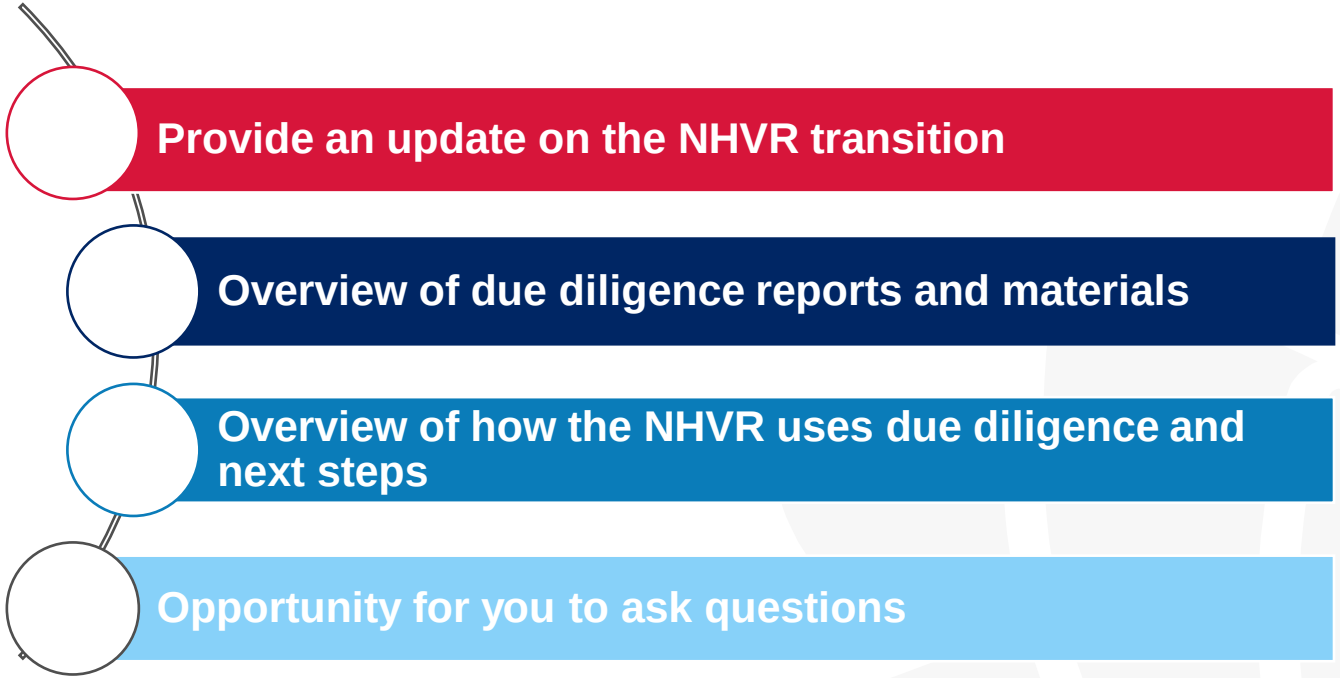
NHVR Transition

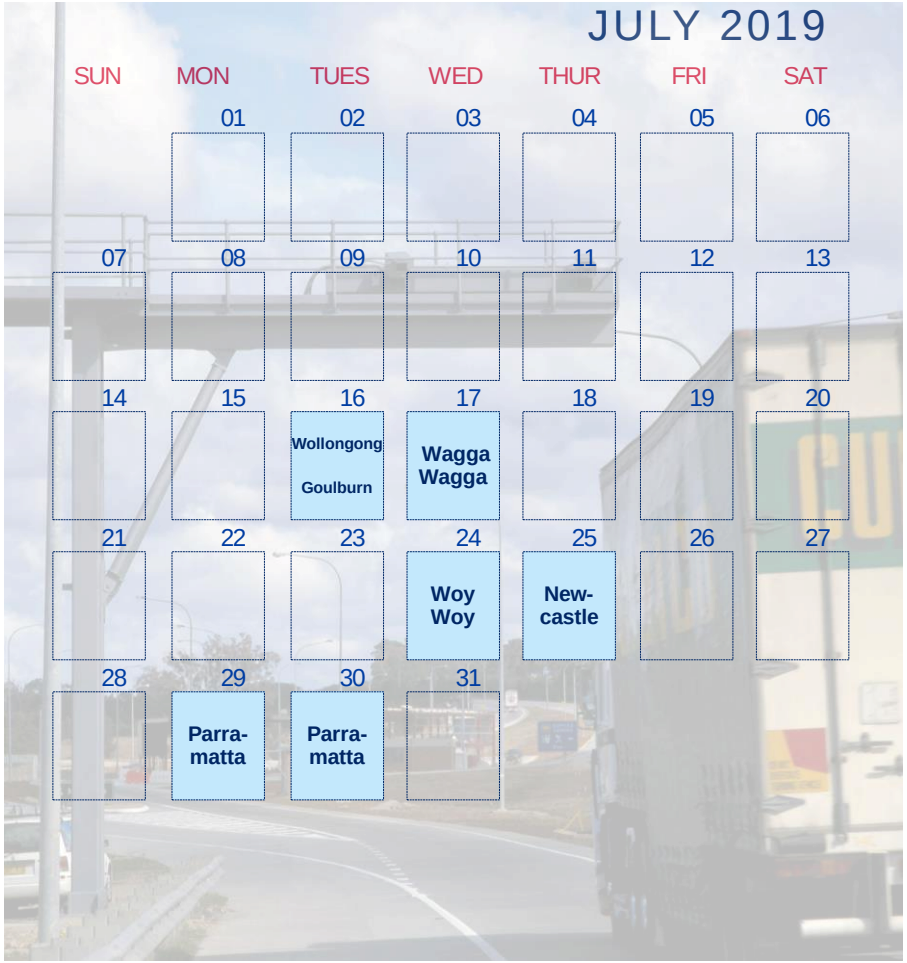
Due Diligence
Employee Information Session

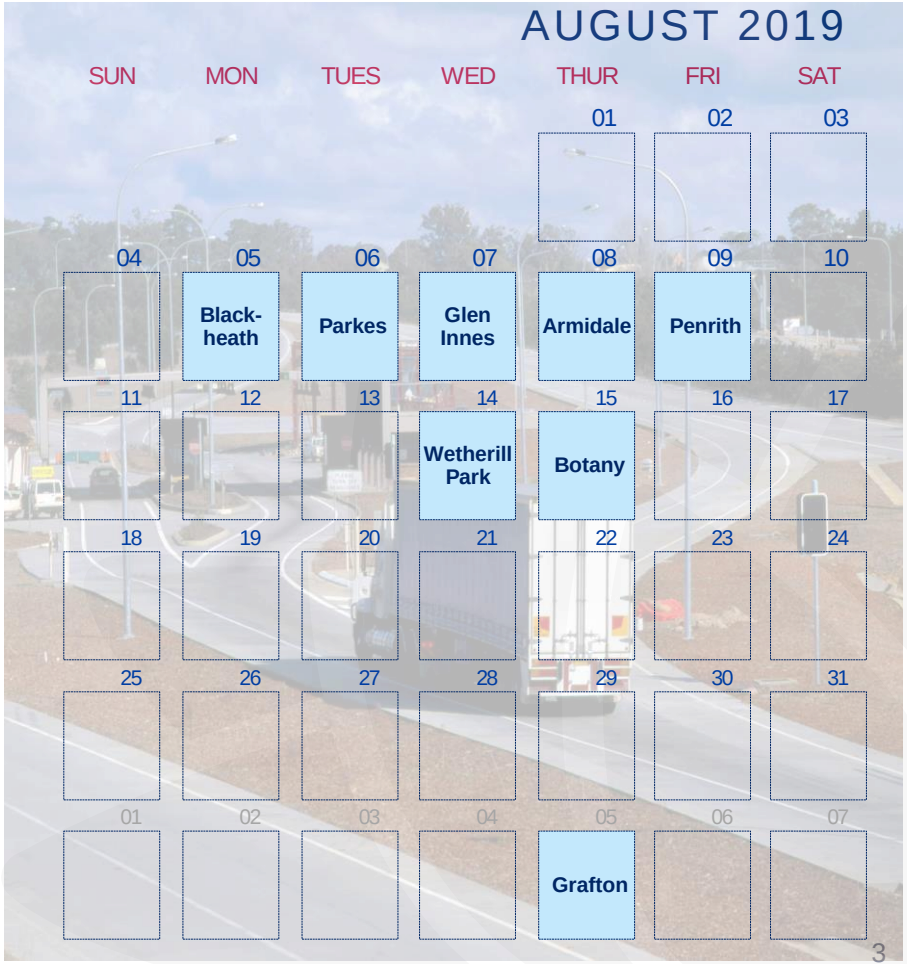
NSW GOVERNMENT

Today's session



Schedule of sessions





Our commitment to you

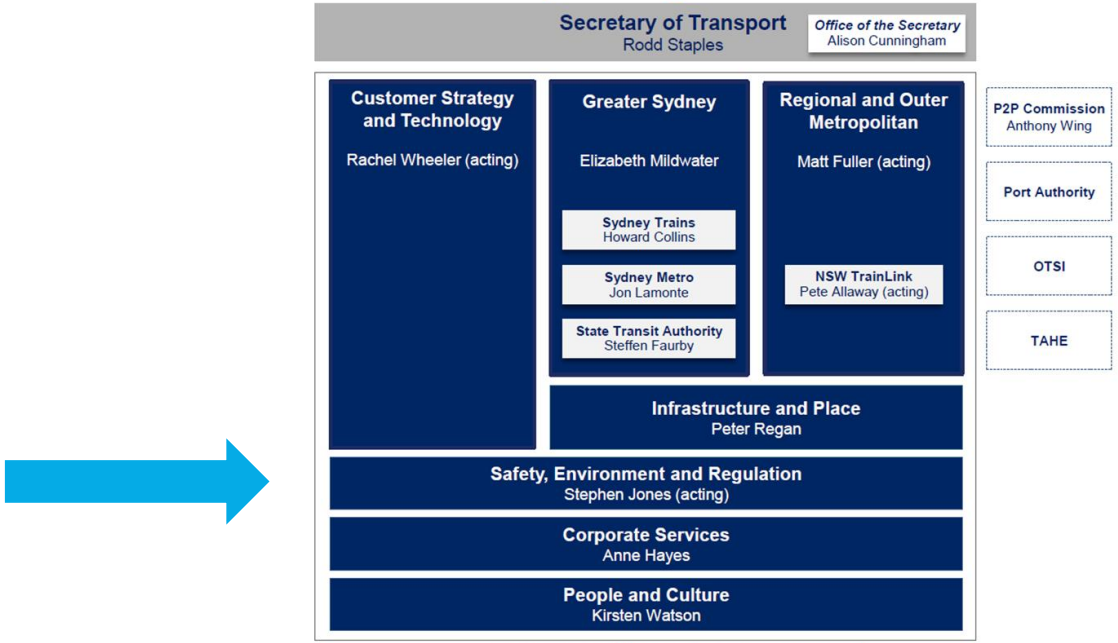
We will continue to:

- Be as open, timely and transparent as possible
- Keep you informed and engaged by providing consistent and accurate information as soon as it is available
- Provide opportunities for you to raise issues and ask questions

Evolving Transport

The new operating model has no impact on the NHVR transition planning process

Operating model



An integrated model focused on urban and regional customers and the communities where people live and work

Transition update

- We've reached a key milestone in the NHVR transition process

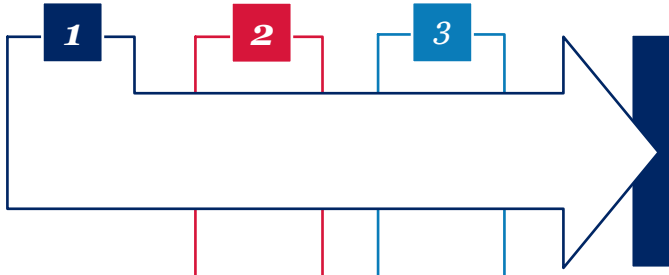
- Independent Assurance Review reported to the Transport Infrastructure Council on 2 August 2019

- NHVR is developing a draft concept of operations for NSW

Key issues to progress

- How the NHVR will operate in NSW and the underpinning assurance framework
- Agree the process for transition of employees to the NHVR
- Agree how existing employee benefits and entitlements will be treated
- Future delivery of State activities, including HVIS

How employees transition is a key outcome



How employees will transition to the NHVR is a **key outcome** for the program.

We will ensure employees who are transitioning **are looked after**.

No decisions can be made about the transfer of people or functions until concepts of operations for both HVNL and retained services are developed and agreed for NSW.

Benefits and entitlements – key items

We are working to identify and agree employee benefits and entitlements, including:

Treatment of annual leave and sick leave

Treatment of existing long service leave

Superannuation, including NHVR contributions to Defined Benefits Superannuation

Conditions of employment on transfer

Due Diligence

Due diligence has been submitted, and the NHVR is currently analysing the qualitative and quantitative information and documentation provided.

Based on the due diligence information, the NHVR is developing its **concept of operations** for NSW.

The due diligence stage was a detailed and lengthy process.

It took longer than originally anticipated.

The focus was on gathering all the relevant information.

Why we undertook due diligence

Purpose

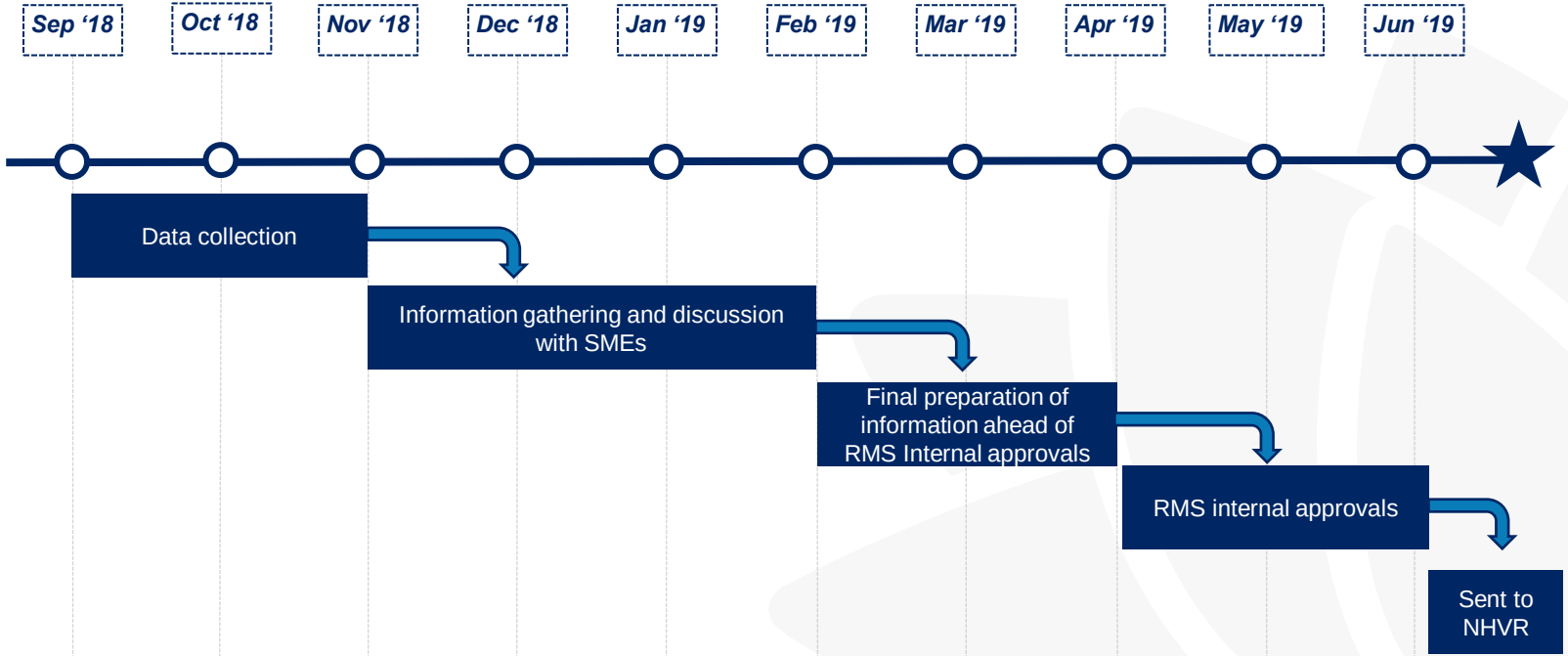
The due diligence project has provided a rich and detailed record of what we deliver and how. This information will:

- inform both the NHVR's future operating model in NSW
- Provide input into how NSW can best continue to deliver retained services
- Provide a smooth and seamless transition to the NHVR.

We've also detailed non-HVNL activities where relevant, to provide a broader picture of the dependencies and synergies between HVNL and State programs.

Due diligence snapshot

The Roads and Maritime NHVR Transition Team has spent a number of months working with a teams across CaRS and Business Services Divisions, gathering and analysing information to document HVNL activities and processes.



Validation and approvals

- Melinda Bailey, Executive Director CaRS
- Roger Weeks – Director, Compliance
- Christine Lithgow, General Counsel
- Trish Grunert – Director, Service Relationships
- Trudi Mares – Director, People & Culture
- Brett Patterson – A/Director, Insights & Education
- Stuart Werner – Chief Information Officer
- Claudia Huertas – Director, Program Management
- John Swadling, Director, Property Procurement & Commercial
- Julie Morgan – A/Director, Enrolment
- Sandra Roocke – A/Chief Financial Officer

Service categories

Service categories covered by due diligence

SC01	On-road compliance
SC02	Authorised Officer procedures / activities
SC03	Compliance Investigations
SC04	Prosecutions
SC05	Intelligence
SC06	Approval and management of third-party service providers (Heavy vehicle defect clearance)
SC07	Approval and management of third-party service providers (Heavy vehicle modifications)
SC09	Agency managed HVNL vehicle inspections (defect clearance, modifications, exemptions)
SC10	Regulatory Audits (NHVAS)
SC12	Intelligent Access Program (IAP)
SC16	Camera detected heavy vehicle offence monitoring
SC19	Corporate and Support Services

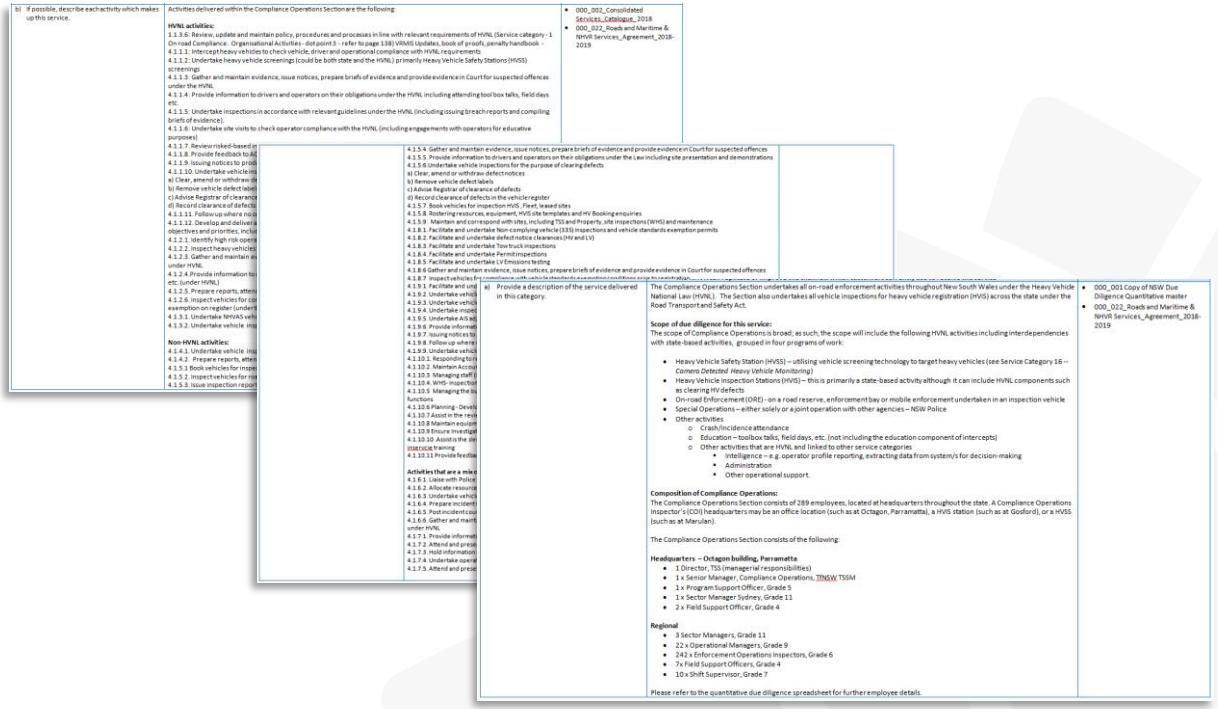
Already submitted to the NHVR

SC11	GIS: Enforceable Network Maps
SC13	Customer Information and Education
SC14	Written Work Diaries
SC15	Issue Access Permits

NHVR templates

Information requested by the NHVR which explains how we conduct HVNL activities

- Service Definition
- Governance
- Funding models
- Process
- Information Technology
- People
- Service Performance Management
- Stakeholder Engagement (Relationships)



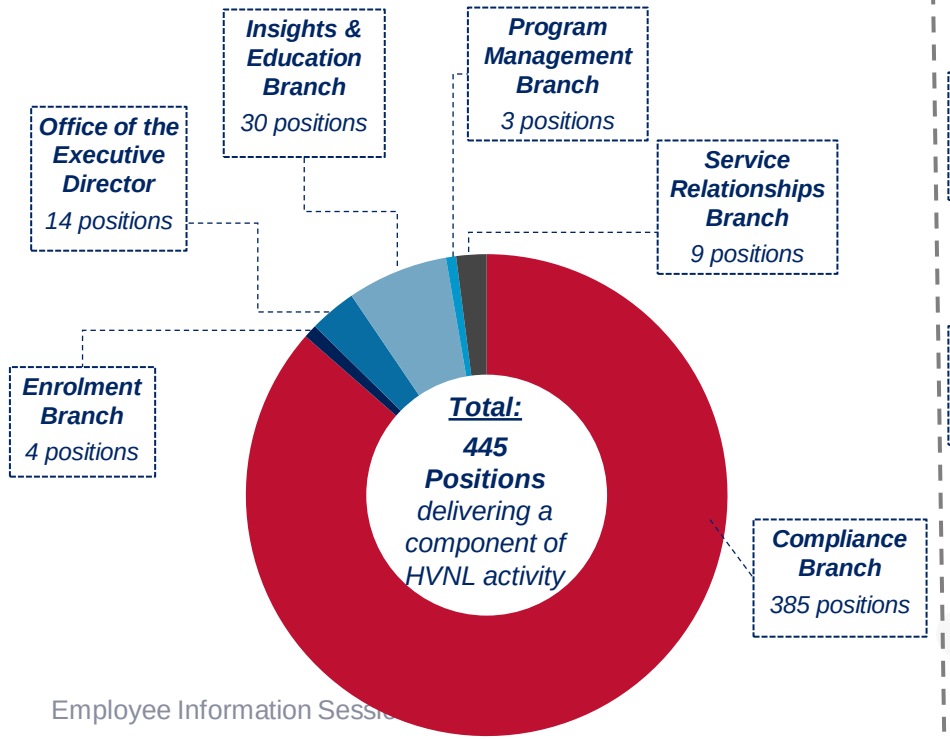
Due Diligence Assessment – NSW Compliance Operations – SC1 On-road Compliance		
1. Service Definition:	**NHVR Outputs** • **The NHVR can identify activities that may need to be process mapped to ensure uninterrupted delivery of the service based on risk and frequency** • **The NHVR understands the outputs and output measures for the service and these can benchmark future NHVR service delivery** • **The NHVR identifies who the customers are who receive the service** • **The NHVR can replicate or improve the channels which customers currently use to receive the service**	**Reference Documents**

a) Provide a description of the service delivered in this category.	The Compliance Operations Section undertakes all on-road enforcement activities throughout New South Wales under the Heavy Vehicle National Law (HVNL). The Section also undertakes all vehicle inspections for heavy vehicle registration (HVIS) across the state under the Road Transport and Safety Act.
	
	Scope of due diligence for this service:
	The scope of Compliance Operations is broad; as such, the scope will include the following HVNL activities including interdependencies with state-based activities, grouped in four programs of work:
	
	• Heavy Vehicle Safety Station (HVSS) – utilising vehicle screening technology to target heavy vehicles (see Service Category 16 -- *Camera Detected Heavy Vehicle Monitoring*)
	• Heavy Vehicle Inspection Stations (HVIS) – this is primarily a state-based activity although it can include HVNL components such as clearing HV defects
	• On-road Enforcement (ORE) - on a road reserve, enforcement bay or mobile enforcement undertaken in an inspection vehicle
	• Special Operations – either solely or a joint operation with other agencies – NSW Police
	• Other activities
	  o Crash/Incidence attendance
	  o Education – toolbox talks, field days, etc. (not including the education component of intercepts)
	  o Other activities that are HVNL and linked to other service categories
	  ▪ Intelligence – e.g. operator profile reporting, extracting data from system/s for decision-making
	  ▪ Administration
	  ▪ Other operational support.
		• 000_001 Copy of NSW Due Diligence Quantitative master
		• 000_022_Roads and Maritime & NHVR Services_Agreement_2018-2019

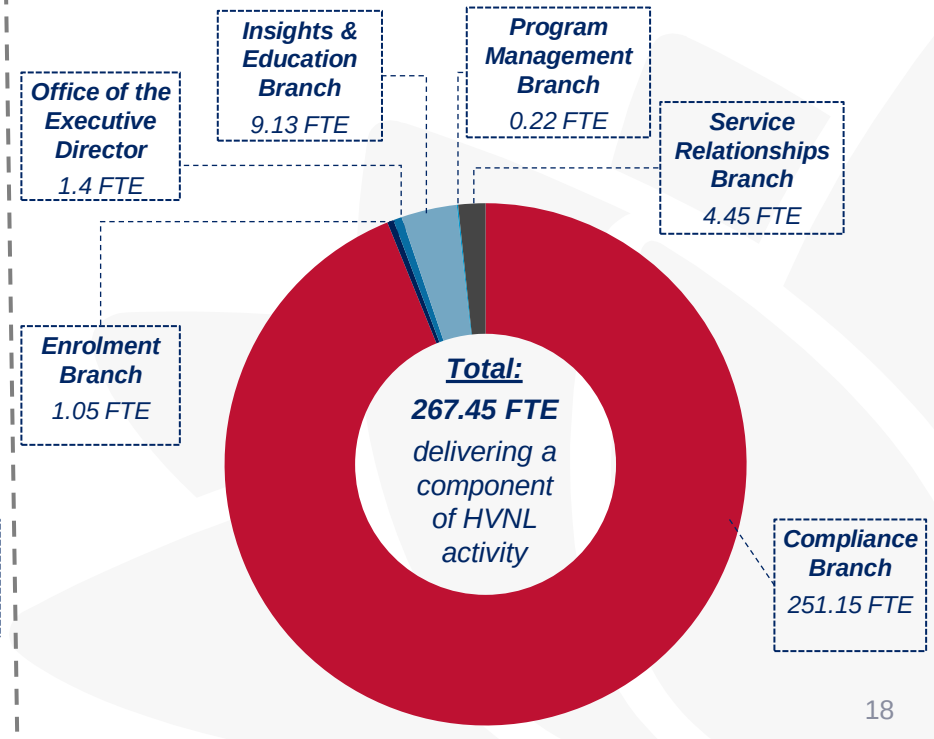
c) Identify all outputs of the service.	Products/outputs delivered in accordance to the Services Agreement 18/19 for Service Category 1 – On-road Compliance are as follows: **PRODUCTS / OUTPUTS** Operational 1. Vehicle intercepts 2. Vehicle inspections 3. Formal warnings/ cautions/ infringement/ defect/ directions/ penalty/ improvement notices 4. Evidence register 5. Briefs of evidence 6. Information sessions conducted with industry 7. Intelligence and interception reports Organisational 1. National, operational and resource deployment plans 2. Policies, procedures and processes 3. Authorised Officer training materials and courses delivered 4. Performance and activity reports 5. Legal instruments 6. Industry facing materials	• 000_022_Roads and Maritime & NHVR Services_Agreement_2018-2019
d) How many outputs were delivered per 17/18?	• 03. Number of heavy vehicle intercepts conducted during period – 224,624 • 04. Number of heavy vehicle screenings during period – 5,482,562 • 05. Number of formal warnings / cautions issued and exclude defects that are captured separately and cautions issued by police – 1268 • 06a. Number of infringement notices issued - by Authorised Officers employed directly by jurisdiction and exclude infringement notices issued by police or third party Authorised Officers. – 20,503 • 06b. Number of infringement notices issued - by third-party / local government Authorised Officers 178 • 06c. Number of infringement notices issued in relation to fatigue. This is a subset of Measure 6a. and is intended to capture infringement notices issued specific to fatigue related matters under the HVNL – 2878 • 07a. Number of defect notices / warnings issued - warning (or self-clearing defect) – 6963 • 07b. Number of defect notices / warnings issued – minor – 30,779 • 07c. Number of defect notices / warnings issued – major – 4,850 • 07d. Number of defect notices / warnings issued - major grounded - 241 • 08. Number of offence reports / breach reports issued – 8,780 • 09. Number of formal training programs delivered during reporting period - 135 • 10a. Number of Authorised Officers receiving training - induction training - 16 • 10b. Number of Authorised Officers receiving training - skills refresh / new skill development - 265 • 11. Number of driver information sessions conducted / attended. This can include field days and toolbox talks, whereby information / education is provided directly to drivers. – 2658 Hours	

Due diligence – HVNL effort by position and FTE

Positions



Full Time Equivalent (FTE)



Employee locations

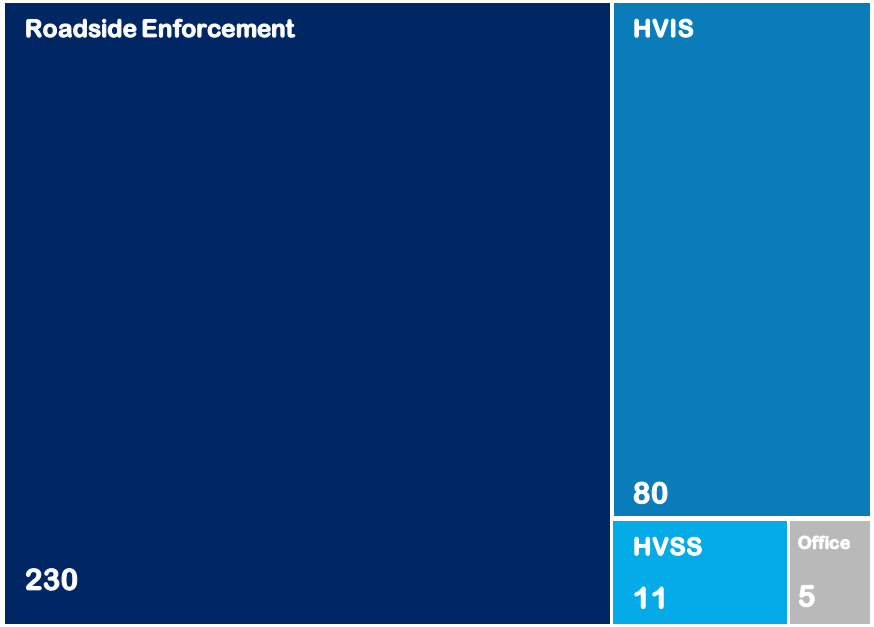
37 locations are headquarters for employees who deliver HVNL activities

Location	Number of employees
Albury	2
Armidale	6
Batemans Bay	2
Bathurst	8
Bega	3
Botany	27
Carrington	19
Coffs Harbour	7
Deniliquin	2
Dubbo	13
Glen Innes	17
Goulburn	2
Grafton	5
Kankool	4
Kempsey	5
Leeton	6
Lismore	4
Marulan	21
Milsons Point	5

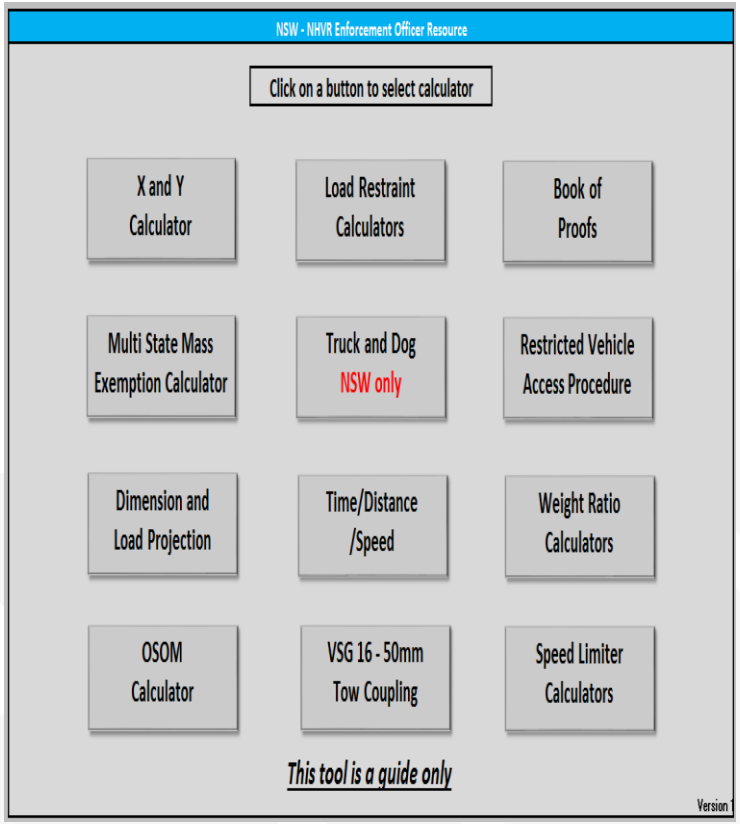
Location	Number of employees
Mount White	24
Mt Boyce	12
Newcastle	1
North Sydney	1
Nowra	3
Parkes	12
Parramatta	131
Penrith	21
Queanbeyan	3
Singleton	4
Tamworth	7
Taree	4
Tweed Heads	7
Unanderra	12
Wagga Wagga	11
Wetherill Park	26
Wollongong	5
Young	3
Total	**445**

Work locations

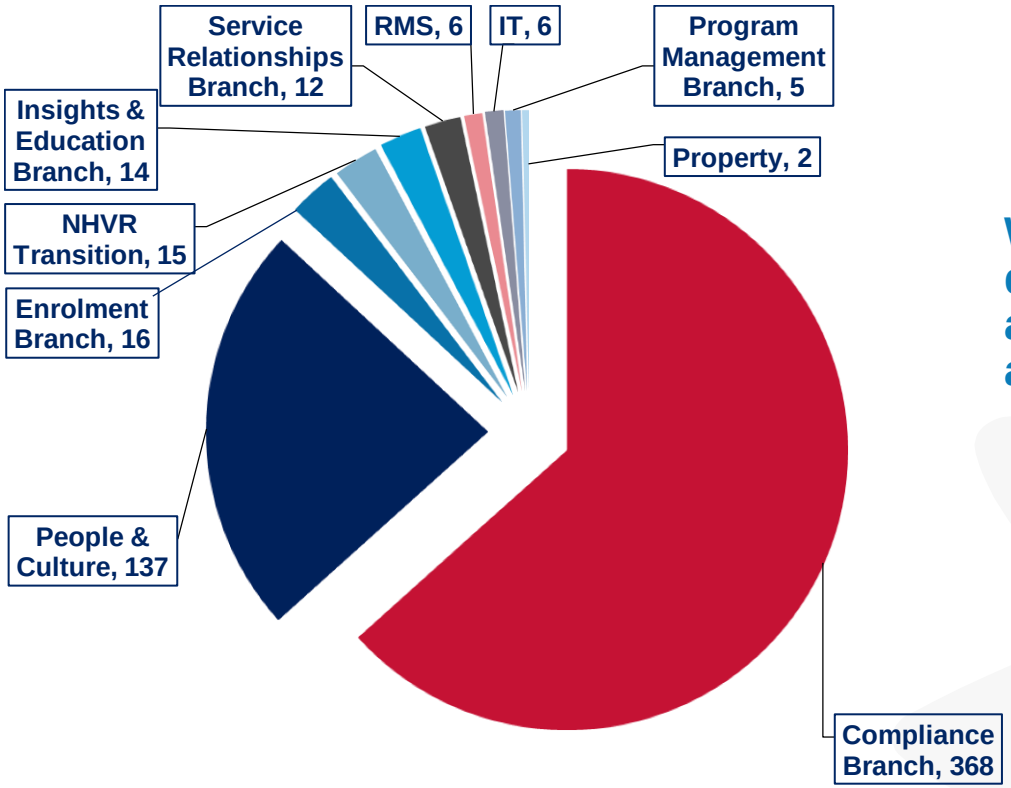
326 locations around the State are currently used to deliver HVNL activities



Examples of due diligence documents

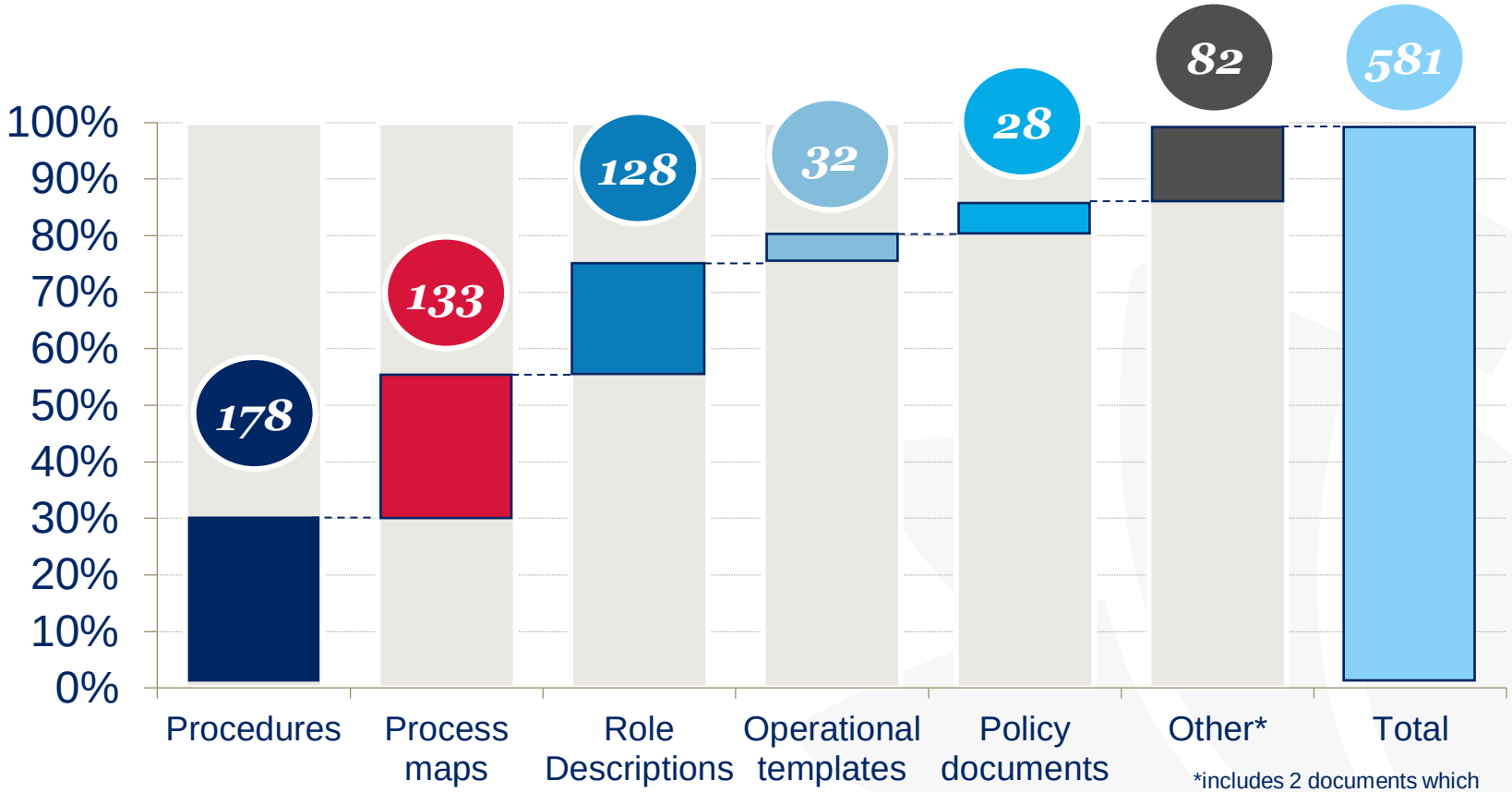


Due diligence documents, by branch



We have collected a total of 581 documents relevant to HVNL activities – owned by different areas of the business

Due diligence documents, by document type



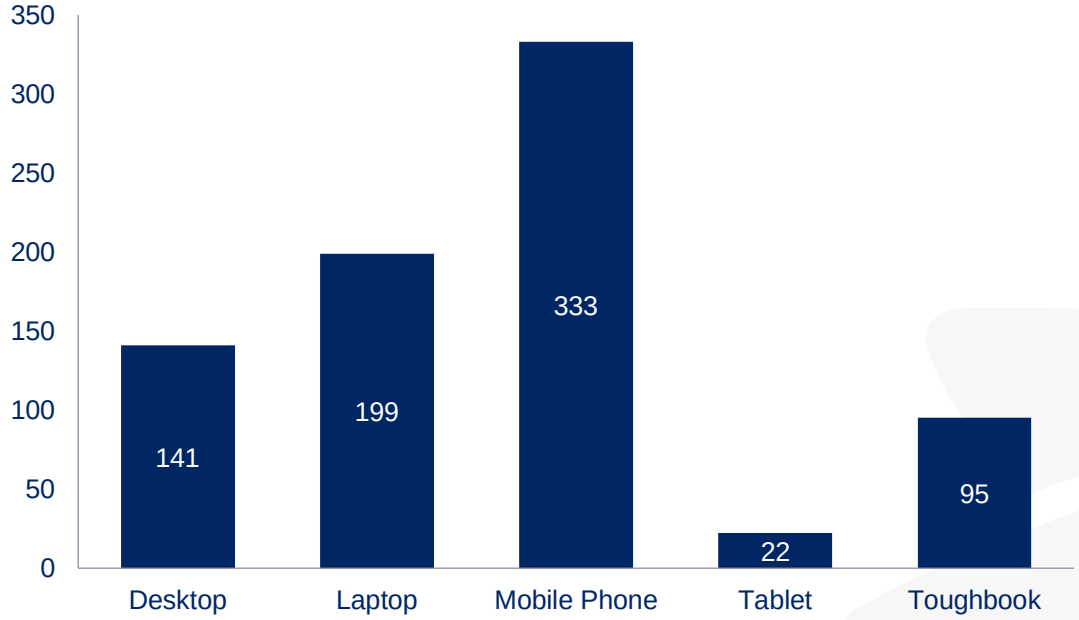
*includes 2 documents which summarises 78 property agreements and 12 IT agreements

Example of due diligence detail – equipment

Branch	Business unit	Equipment / Asset ID	Employee No	Number of units	Fixed or Portable	Item	Description - What it is used for	%NHVR	Owned or Leased	Vendor for original purchase
Compliance	Compliance Operations			289		Cargo pants		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Dress pants		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Cargo shorts		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		L/S shirts		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		T-Shirts - under overalls		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Dust coat		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Woollen jumper		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Woollen vest		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Fleece jumper		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Long socks		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Short socks		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Belt		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Beanie		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Hat - floppy		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Tie		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Wet weather jacket		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Wet weather pants		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Huski jacket		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Safety vest		Multiple use	Owned	AAMS
Compliance	Compliance Operations			289		Safety boots/Shoes		Multiple use	Owned	Various - local safety shop/ Blackwoods
Compliance	Compliance Operations			289		Safety glasses		Multiple use	Owned	Various
Compliance	Compliance Operations			289		Safety sun		Multiple use	Owned	Various
Compliance	Compliance Operations			289		Sunscreen		Multiple use	Owned	Sourced locally
Compliance	Compliance Operations			289		Bump hat		Multiple use	Owned	
Compliance	Compliance Operations			289		Rigger gloves		Multiple use	Owned	
Compliance	Compliance Operations			289		Ear muffs		Multiple use	Owned	
Compliance	Compliance Operations			289		Esky		Multiple use	Owned	
Compliance	Compliance Operations			289		Thermos		Multiple use	Owned	
Compliance	Compliance Operations			289		Bag - carry equipment		Multiple use	Owned	
Compliance	Compliance Operations					Broad brim hat			Owned	

Equipment used to deliver HVNL

Equipment incudes specialised equipment needed to deliver the HVNL



Examples of COI equipment that have been documented
Certified Tape Measure
Heat gun
Plumb bobs (measuring width)
Torch
First aid kit
Fire extinguisher
Height Stick
Breach book
Uniforms & PPE clothing

Example of due diligence detail – properties

Location No - Property	Location Name	Lease ID	Lease description	Address	Description of Activities	Ownership status	Owned by	Condition	Copy of Lease or Co-locatio- Agreement	Long-Term Intention	% Use HVNL Activities	GPS Co-ordinates	Fixed asset numbers available at	Facilities available at location
49000006	Mt White Northbound HVSS	Not available	Not available	364 Pacific Hwy, Mount White NSW 2250	Inspection Station	Owned	Roads & Maritime Services	Operational	Please see '000_042 Overall combined property summaries; for lease agreements	No plans to change	Mixed use	Please see '001_045 On-road Inspection sites as at 2017' for GPS co-ordinates	Unavailable - fixed assets are not categorised by location	Please see '001_045 On-road Inspection sites as at 2017' for facilities where available
49005048	Mt White Southbound HVSS	Not available	Not available	Southbound Pacific Highway	Inspection Station	Owned	Roads & Maritime Services	Operational	Please see '000_042 Overall combined property summaries; for lease agreements	No plans to change	Mixed use	Please see '001_045 On-road Inspection sites as at 2017' for GPS co-ordinates	Unavailable - fixed assets are not categorised by location	Please see '001_045 On-road Inspection sites as at 2017' for facilities where available
49001469	Raymond Terrace 12 Mile HVSS	Not available	Not available	Pacific Hwy, Mount White NSW 2250	Inspection Station	Owned	Roads & Maritime Services	Operational	Please see '000_042 Overall combined property summaries; for lease agreements	No plans to change	Mixed use	Please see '001_045 On-road Inspection sites as at 2017' for GPS co-ordinates	Unavailable - fixed assets are not categorised by location	Please see '001_045 On-road Inspection sites as at 2017' for facilities where available
49001672	Jones Island Reserve HVSS	Not available	Not available	Pacific Hwy	Inspection Station	Owned	Roads & Maritime Services	Operational	Please see '000_042 Overall combined property summaries; for lease agreements	No plans to change	Mixed use	Please see '001_045 On-road Inspection sites as at 2017' for GPS co-ordinates	Unavailable - fixed assets are not categorised by location	Please see '001_045 On-road Inspection sites as at 2017' for facilities where available
49001842	Bell HVSS	Not available	Not available	Bells Line of Road	Inspection Station	Owned	Roads & Maritime Services	Operational	Please see '000_042 Overall combined property summaries; for lease agreements	No plans to change	Mixed use	Please see '001_045 On-road Inspection sites as at 2017' for GPS co-ordinates	Unavailable - fixed assets are not categorised by location	Please see '001_045 On-road Inspection sites as at 2017' for facilities where available
49001701	Bonville/Pine Creek HVSS	Not available	Not available	11 Pacific Hwy, Bundagen NSW 2454	Inspection Station	Owned	Roads & Maritime Services	Operational	Please see '000_042 Overall combined property summaries; for lease agreements	No plans to change	Mixed use	Please see '001_045 On-road Inspection sites as at 2017' for GPS co-ordinates	Unavailable - fixed assets are not categorised by location	Please see '001_045 On-road Inspection sites as at 2017' for facilities where available
49001618	Chinderah HVSS	Not available	Not available	230-242 Chinderah Bay Dr, Chinderah NSW 2487	Inspection Station	Owned	Roads & Maritime Services	Operational	Please see '000_042 Overall combined property summaries; for lease agreements	No plans to change	Mixed use	Please see '001_045 On-road Inspection sites as at 2017' for GPS co-ordinates	Unavailable - fixed assets are not categorised by location	Please see '001_045 On-road Inspection sites as at 2017' for facilities where available
49000787	Marulan HVSS Southbound	Not available	Not available	138-142 George St, Marulan NSW 2579	Inspection Station	Owned	Roads & Maritime Services	Operational	Please see '000_042 Overall combined property summaries; for lease agreements	No plans to change	Mixed use	Please see '001_045 On-road Inspection sites as at 2017' for GPS co-ordinates	Unavailable - fixed assets are not categorised by location	Please see '001_045 On-road Inspection sites as at 2017' for facilities where available

Systems used to deliver HVNL

45 systems and interfaces are used to deliver HVNL

Safe-T-Cam

Truckscan

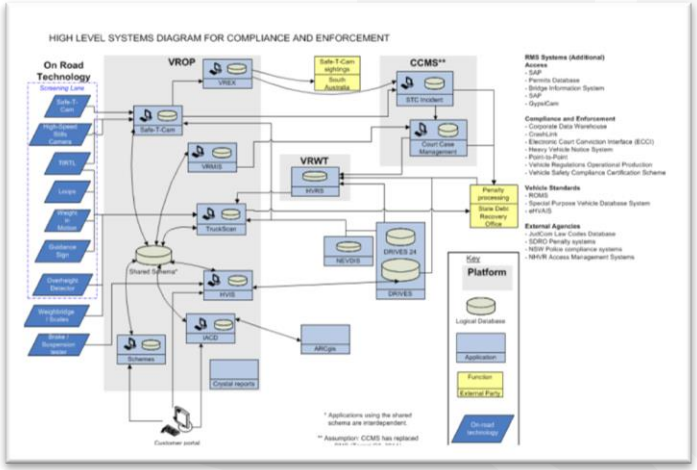
CCMS

TiRTL

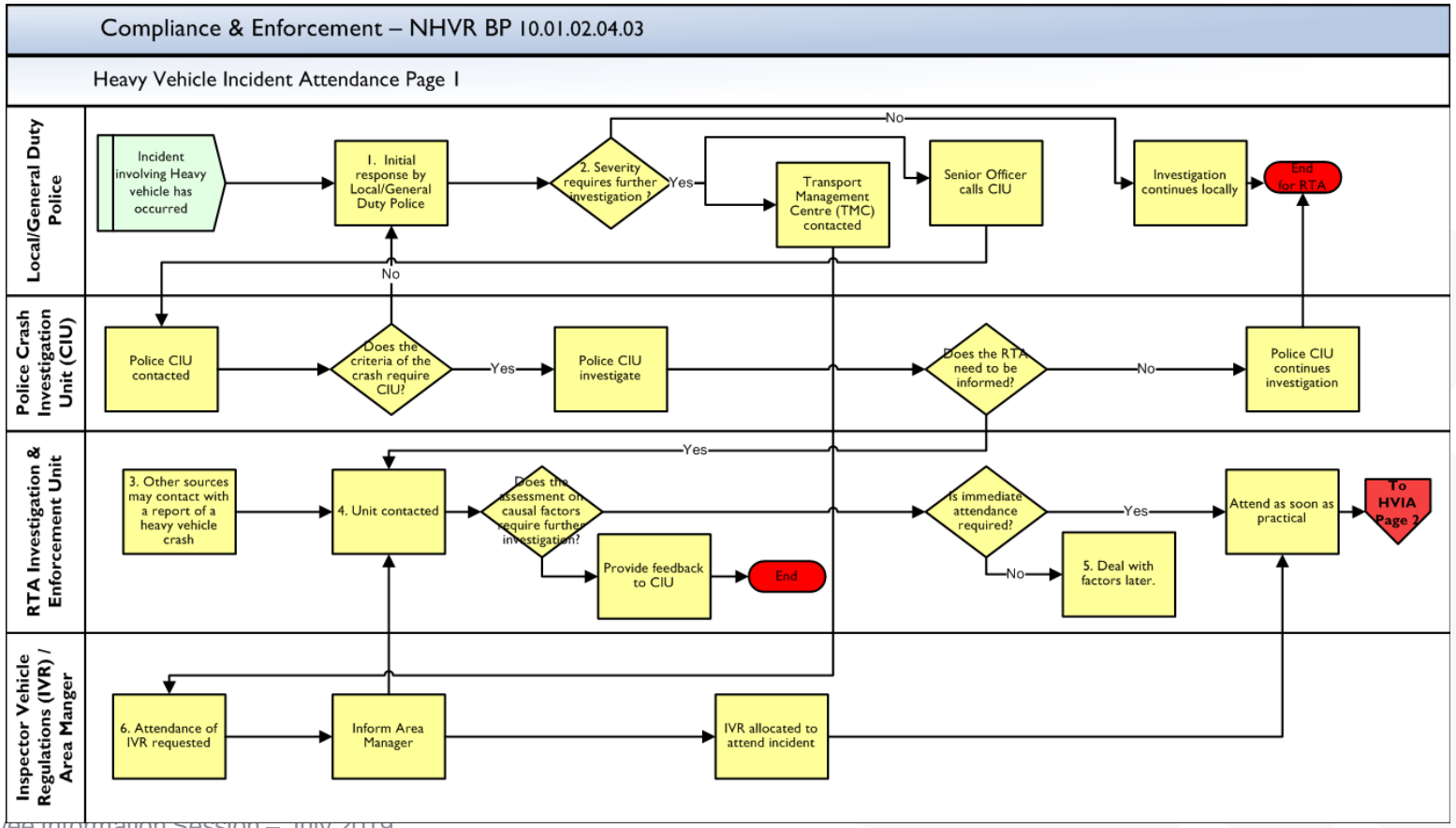
Hare

Investiga

HVRS

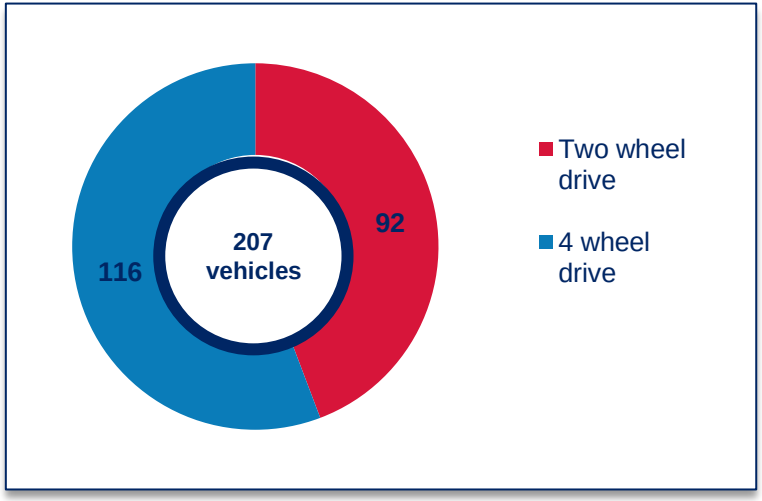


Example of due diligence detail - process maps



Due diligence – vehicles

207 vehicles are used to conduct HVNL activities

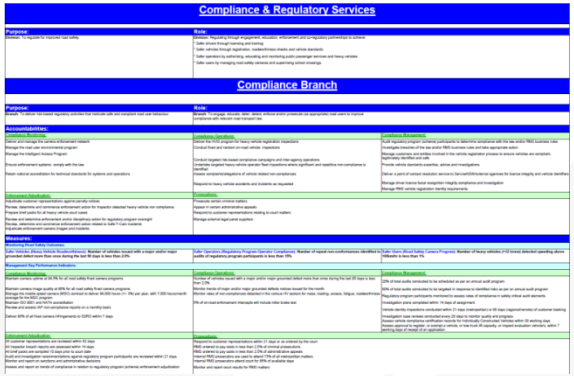


The majority of vehicles are allocated to the Compliance Branch

A focus on safety

WHS is a key priority for the division

Site induction videos



Branch accountabilities & Risks

We have collected valuable information demonstrating our commitment to keeping employees and members of the public safe

Divisional WHS Management plan

Keeping you up to date

Until the next information sessions are held, we will keep you up-to-date using:

On the intranet

FAQs

CaRS News

Email updates from Melinda Bailey

Ask questions:

NHVRFeedback@rms.nsw.gov.au

Email

Manager

Your manager

Thank you

Up next:

- NHVR update
- Question and answer session