

Fair Trading SLT

Go-Live and Transition Pack

Supporting our leaders to support our people

Department of Customer Service

BRD Change Program – Phase 1
November 2023



Coming up this week

- Consultation outcomes pack finalised and published
- Updates to the external Fair Trading and Building Commissioner websites
- Updates to the DCS Intranet SharePoint – adding separate pages for Fair Trading, Building Commission and SafeWork
- Addressing some concerns that have been raised with the organisation charts (transitioning work and managing BAU)
- Finalising vacant Director and Manager role assignments - recruitment for vacant roles can commence after 8 December – with Dep Sec approval
- Further discussions around transition support with specific teams
- Drop-In sessions where managers can drop in any time with the BRD Change team for support or questions
- More resources to be distributed to managers and all staff: Day 1 Checklists, Transition and Hypercare Plan
- Ongoing discussions with Finance regarding budget and corporate services breakdowns – may not be finalised before 1 Dec

Hypercare key information



Hypercare Support Structure

The Hypercare support structure will run for 2 weeks post Go-Live of the BRD Change Program.

To enable a streamlined support framework, we will be conducting the following:

- On-site support from the BRD Change Program team at the McKell, 4PSQ, Gosford Mann Street and Gosford Donnison Street offices on Dec 1, 4 & 8.
- Online support via shared BRD Change Program mailbox.
- Hypercare Register – Enquiries and feedback received, recorded, actioned and outcomes noted.

Key Stakeholders

Fair Trading

Deputy Secretary, Fair Trading: Natasha Mann
Executive Director, Policy & Delivery: John Tansey
Executive Director, Operations: Suzanne Crowley
Rental Commissioner: Trina Jones
Strata & Property Services Commissioner: John Minns
Executive Director, Digital: Felicity Cox

SafeWork

Acting Deputy Secretary, SafeWork: Trent Curtin
Executive Director, Strategy & Programs: Andrew Gavrielatos
Acting Executive Director, Operations & Enforcement: Jim Kelly

Building Commission

NSW Building Commissioner: David Chandler
Acting Executive Director, Policy & Programs: Vanessa Carmody-Smith
Acting Executive Director, Building Operations & Assistant Building Commissioner: Elizabeth Stewart

Key Dates and Milestones

Go-Live: 1 Dec 2023
SAP/Outlook Updates & Pay run: 8 Dec 2023
Hypercare Period: 1 – 15 Dec 2023

Support Hours

Online Support Hours: 9am-5pm weekdays
On-site Support Hours: 11am-2pm on Dec 1, 4 & 8 at McKell, 4PSQ, Gosford Mann Street and Gosford Donnison Street.

BRD Change Program Team:

Executive Director Change: Melayne Williamson
Program Manager Transformation: Janet Attwood
Program Manager: Ross Corbett
Senior Change Analyst: Shannon Chen
Senior Project Officer: Teri Wells
Directorate Support Officer: Amanda Jarvie
Project Officer: Beth Ashburn

Reminders

- Functionally, the implementation date for the transition is 1 December.
 - Administratively in SAP, the implementation date is 8 December. Therefore, updates to agencies, reporting lines, job titles etc. will not be visible in SAP or any systems linked to SAP until 8 December.
 - Job functions or any changes to the structure must have Dep Sec approval and consultation with impacted staff
 - Please encourage teams to submit leave forms before this Friday or after 8 December
 - Recruitment for vacant roles can commence after 8 December. Details to be released soon.
 - Only non-SEB staff who are moving to a new role or moving to a new manager will receive a direct assignment letter from P&C. Most staff will be ‘lifted and shifted’ within their existing teams to the new organisational structures and will not be receiving a letter.
 - All staff will transition with current entitlements, flexible working arrangements and home office locations. Consultation will occur with staff before any changes are considered regarding home office locations. All agencies are committed to supporting regional work locations and flexible working.
 - Your email will remain @customerservice.nsw.gov.au for the time being. The new @fairtrading.nsw.gov.au email domain will be set up by March 2024.
-

4PSQ neighbourhoods

Business	Floor	Notes
Building Commission SafeWork DEIT	21	Building Commissioner's office SafeWork lab and storage DEIT exhibition room
Fair Trading Building Commission DEIT	22	Dedicated Fair Trading facilities
Fair Trading Safe Work DEIT	23	Dedicated Fair Trading facilities
Safe Work DEIT	24	Dedicated Safe Work facilities

Whilst the **Building Commission**, **Fair Trading** and **Safe Work** have access four respective floors in 4PSQ, this above outlines where dedicated facilities are affixed and encourage staff to work within their respective directorates and business units, to gradually establish their own workspaces whilst continuing to operate within an Activity Based Working (ABW) framework.

In line with other DCS government hubs, there are no anchored or assigned seating in 4PSQ, nor is there exclusive use of floors.

Business readiness

To ensure that you and your teams are ready for Go-Live on 1 December:

1

For teams that are moving and the work will be changing, do you have a support plan in place for the transition of work?

2

For teams that are ‘lifting and shifting’, will BAU remain the same?



Refer to the [Leader’s Toolkit](#) and [Transition Resource for People Leaders](#) for additional information



Reach out to the [BRD Change team](#) if you require additional support regarding the transition of work

Key messages



We know you'll be having ongoing conversations with your teams throughout this transition and many teams are already engaging with the BRD Change Program team. Below are some messages you might find helpful when engaging with your team.

About the change

- This restructure is in response to the Government's election commitment to create standalone agencies for SafeWork, the Building Commission and Fair Trading
- There is no reduction in role numbers and all non-executive employees have retained a role in the new structure.
- We are planning for the new structures to go live from 1 December 2023 in an operational and functional capacity. The focus is on ensuring this transition is as seamless as possible, minimising disruption our team, rather than simply flicking the switch on 1 December regardless of where we are at by then. Administratively, the commencement date is 8 December 2023 which aligns with the new pay period.
- Reporting lines remain unchanged between 1-7 December. Any requests in SAP will go to your current Manager. Try and finalise all SAP requests as soon as possible if your reporting line is changing.
- All staff will transition at their current grade. Where there are vacancies, these will be advertised and recruited using the normal GSE recruitment process.
- There are no changes to current secondments or temporary assignments as they are still a business requirement.

- While this change is significant - at an operational level, our work continues as usual. We will continue to focus on delivering excellence in regulatory service delivery for the people of NSW every day.

About the agencies

- All aspects of Building Regulation will move from Fair Trading to the Building Commission which will be a standalone agency within the Department of Customer Service. Approx. 409 BRD staff will transfer to the Building Commission.
- All of Fair Trading's current functions excluding building will remain and Fair Trading will also be a standalone agency within the Department of Customer Service. Approx. 750 BRD staff will transfer to Fair Trading.
- SafeWork NSW will separate to stand alone as an agency within the Department of Customer Service. Approx. 770 BRD staff will transfer to SafeWork NSW.
- The changes allow the creation of clear brand identity with one dedicated Deputy Secretary/Commissioner for each agency.
- For staff where functions have been split across regulators, the org charts are provided down to an individual level to show where they have been mapped.

Key messages, continued



What happens on 1 December?

- In most cases, work will continue without disruption. Over the first few weeks Agencies, Directorates and Teams will come together to get to know each other & start to build each agency's new vision and culture.
- If your reporting line has changed & there is an urgent leave request, please seek email approval from your new manager & provide that to your current manager to approve the request in SAP
- We are currently working with our Workplace Service team to review accommodation, for the majority, your current home office will remain in place.
- Healthy Hybrid Habits remains a core part of DCS, for the majority, your current flexible working arrangements will remain in place.
- Corporate Services such as People & Culture, Comms, ICT will continue to be provided as shared services.

What can staff expect over the next few months?

- In SafeWork, we know there will be a phase two as we implement the findings and recommendations from the Independent Review and the performance audit.
- We also know that there will need to be testing and refinement of the Fair Trading and Building Commission structures, the goal is to establish the new agencies with minimal disruption to teams and services.
- Email domains will change for some staff, but not until early 2024, so if you have an @customerservice email keep using it as normal.

Where staff can go for further support

- We know that change can be unsettling, our EAP team at Benestar are available for confidential support 1300 360 364
- MyCareer has a few short self-paced courses in the 'my learning' tile around self-care and dealing with change that you can access at any time
- Please also discuss any concerns with me as your Manager, or your Director.
- You can also reach out to Janet Attwood, Program Manager Transformation, Change at Janet.Attwood@customerservice.nsw.gov.au

Support



BRD Change Program Team

For feedback and issues regarding the transition i.e. transition of work, organisational charts, reporting lines and SAP, contact the BRD Change Program team at changeprogram@customerservice.nsw.gov.au.



P&C

For general HR issues, contact the HR Hotline on (02) 4908 4888 or at hr@customerservice.nsw.gov.au.



BRD Change Program SharePoint

Visit the [BRD Change Program SharePoint](#) to find FAQ's, announcements, transition resources, organisational charts and additional resources.



Employee Assistance Program

Free and confidential counselling is available to you and your immediate family through our [Employee Assistance Provider](#), Benestar.

Call them on 1300 360 364.



Department of Customer Service



4 Parramatta Square

**Building Commission, Fair Trading and Safe
Work orientation pack**

DCS Workplace

November 2023

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Summary



This document provides an onboarding and refresher for staff, in lead up to the changes to **the Building Commission, Fair Trading, and Safe Work**, transitioning into standalone entities within DCS.

The intended audiences are;

1. Existing staff, headquartered in 4PSQ, who will transition from one business to another (*for example Fair Trading to Building Commission*)
2. Existing staff, headquartered in 4PSQ, who require a refresher
3. Existing staff, newly headquartered to 4PSQ from another DCS office, staying within the same business or transitioning to a different one
4. New staff, newly headquartered to 4PSQ

Whilst the **Building Commission, Fair Trading and Safe Work** have access to four respective floors in 4PSQ, this document outlines where dedicated facilities are affixed and encourage staff to work within their respective directorates and business units, to gradually establish their own workspaces whilst continuing to operate within an Activity Based Working (ABW) framework.

In line with other DCS government hubs, there are no anchored or assigned seating in 4PSQ, nor is there exclusive use of floors.



Activity Based Working (ABW)

We recognise that Building Commission, Fair Trading and SafeWork staff may spend some of their week working remotely and/or offsite. ABW takes into consideration these varied working requirements, reducing the number of fixed workstations whilst ensuring there is a desk available for everyone when they are on-site.

In line with the major DCS Hubs, 4PSQ employs an ABW framework. This complements our Healthy Hybrid Habits (HHH) policy which recognises that people perform different activities in their day-to-day work, and therefore need a variety of work settings supported by the right technology and culture to carry out these activities effectively.

ABW fosters collaboration and ensures a flexible work environment for both staff and their respective businesses.

1

4PSQ: floor by floor overview

Building Commission, Fair Trading, and SafeWork transition

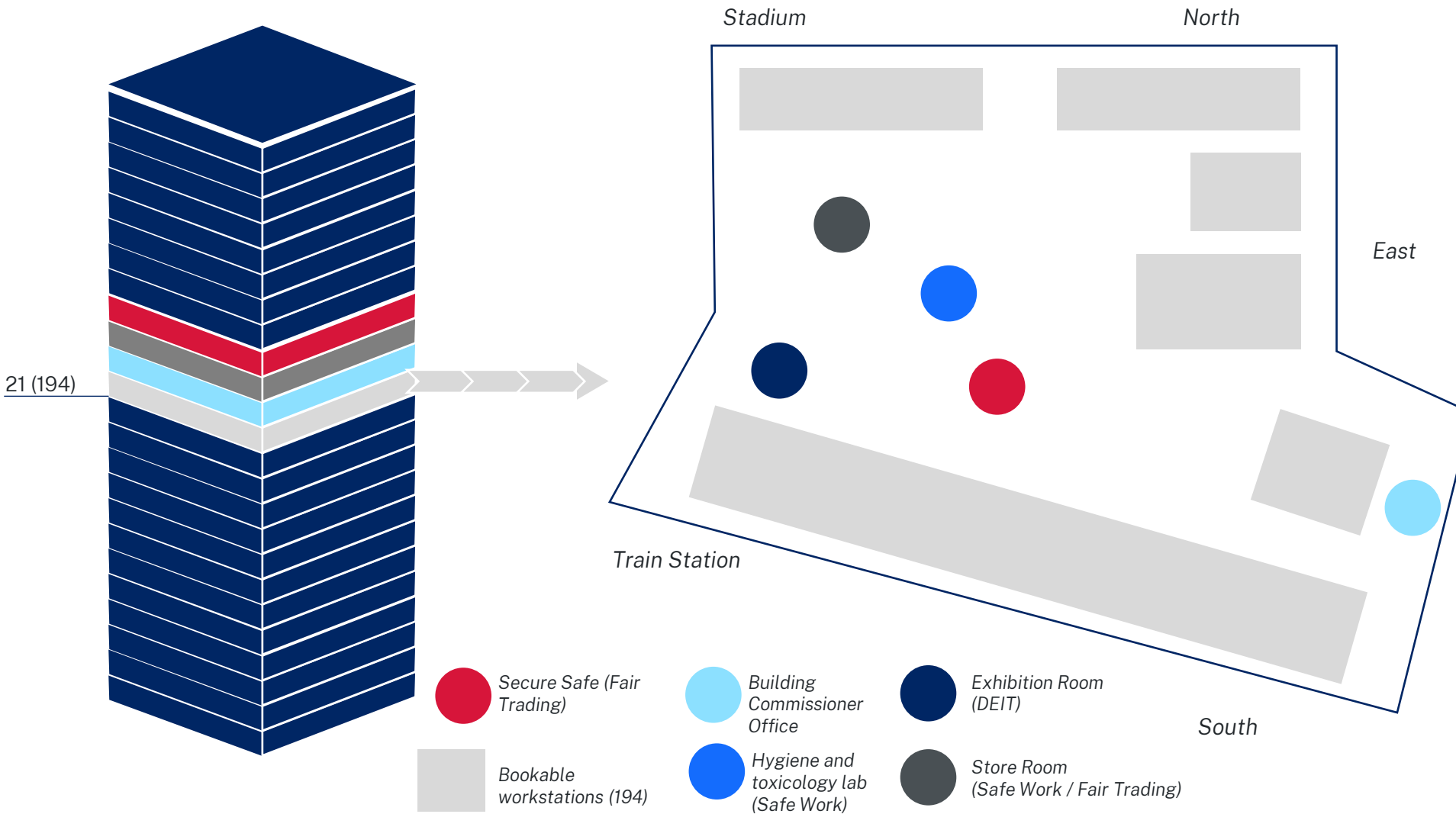
4PSQ suggested neighbourhoods

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Level 21 overview



Overview

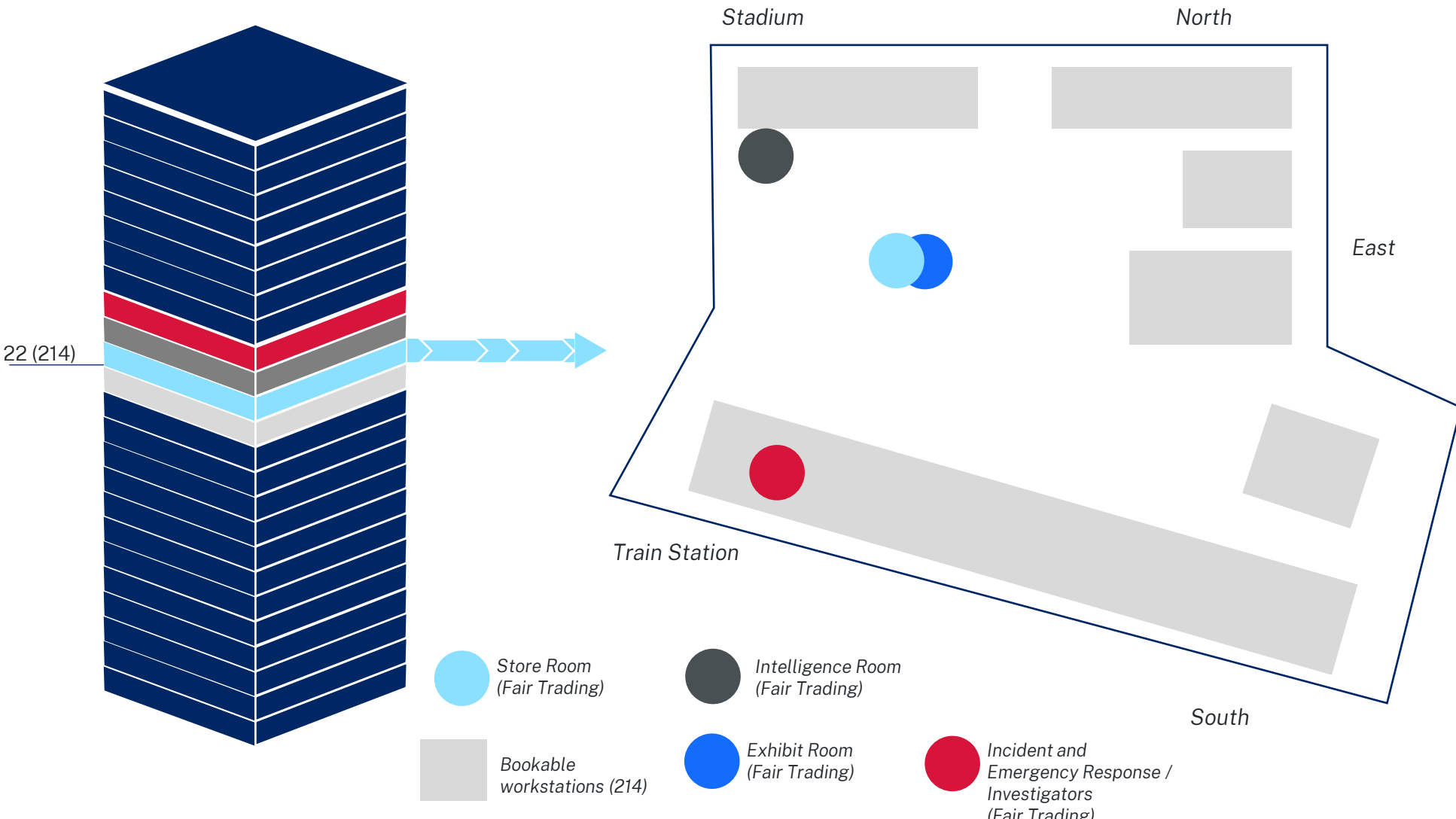
As part of the transitions, the **Building Commissioner** will have a dedicated office space on Level 21 East.

This does not mean the **Building Commission** has exclusive use of the entire floor.

Whilst it is anticipated a number of **Building Commission** staff and its Executive will utilize the surrounding workstations in proximity of the office space, it's important to note that there are permanently affixed facilities throughout the floor belonging to **Safe Work** and **Fair Trading**.

We encourage **Fair Trading** and **Safe Work** to work with their directorates to find appropriate neighbourhood(s) to best support their business needs.

Level 22 overview



Overview

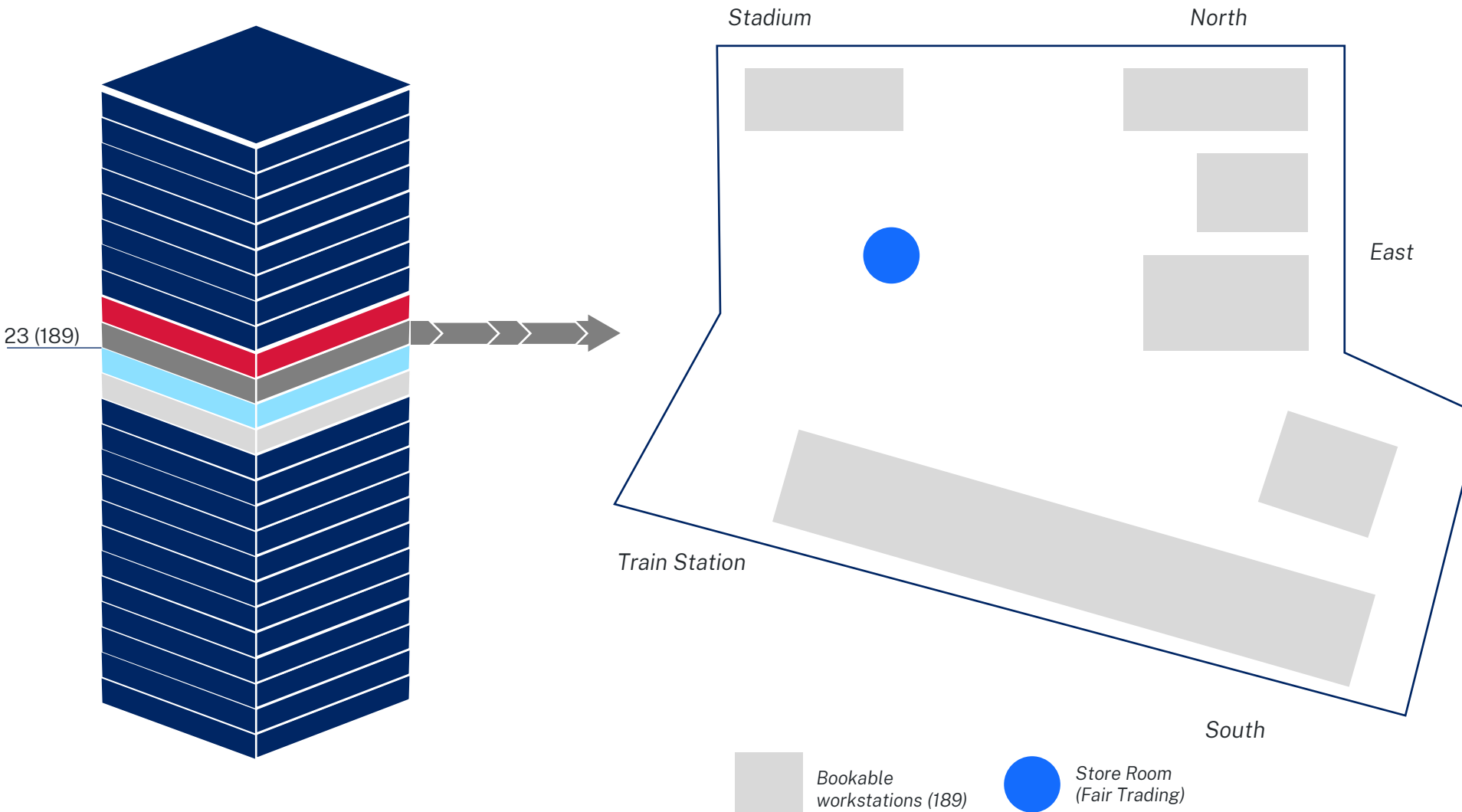
Fair Trading have up to 4 affixed facilities on this floor, specific to support their business requirements.

It's anticipated a number of Fair Trading operational staff will utilize the workstations surrounding these facilities, and may utilize the space in a transient nature ie visiting sites and returning to the office for administration.

Building Commission and SafeWork are encouraged to work with their respective directorates' to find an appropriate neighbourhood between levels 21 to 24 to suit their business operations.

There are no exclusive use of workstations and floors in any DCS major hubs.

Level 23 overview



Overview

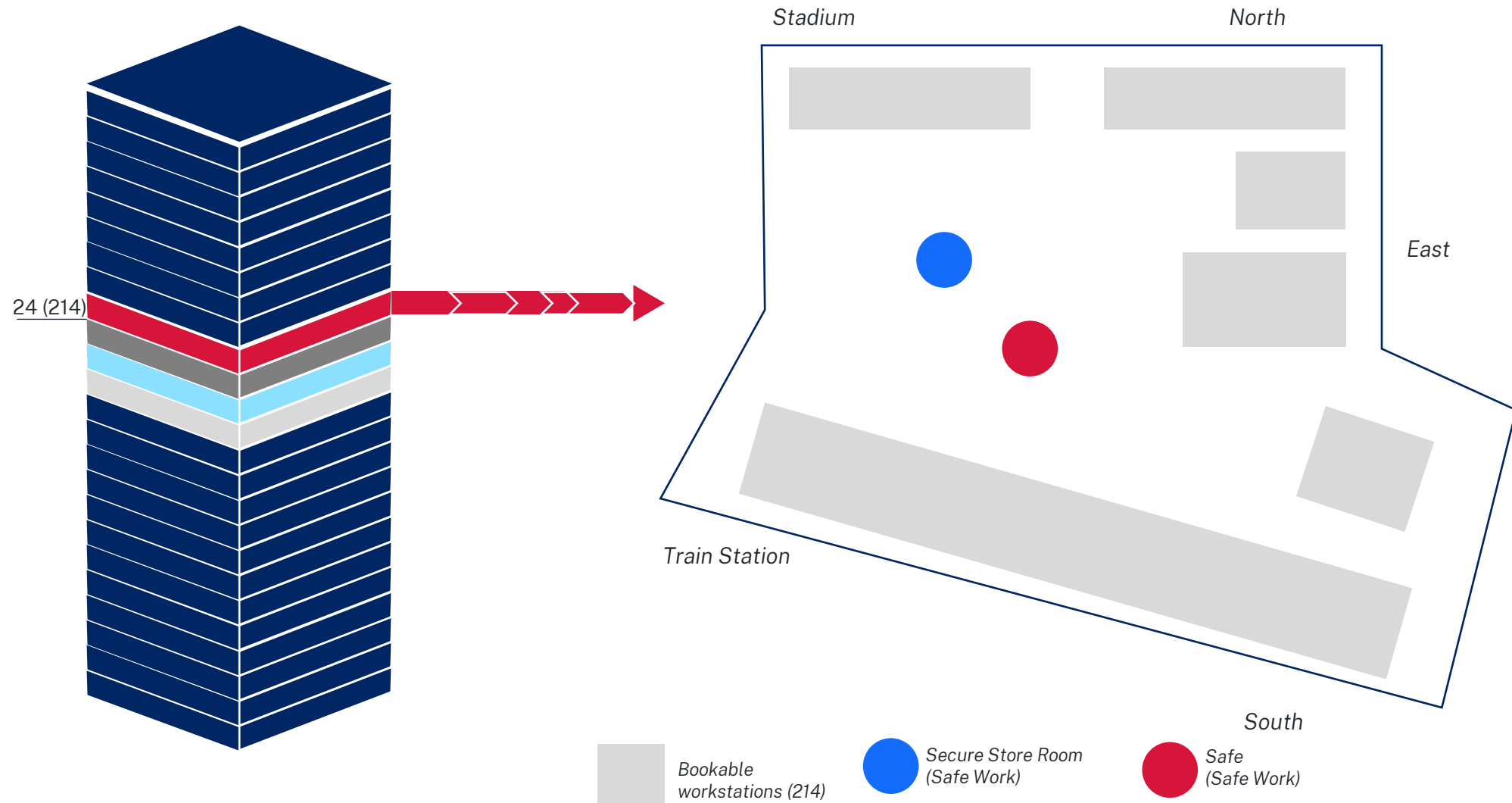
Fair Trading have an affixed facility on this floor specific to their business requirements.

It's anticipated a number of Fair Trading staff will utilize the workstations in the surrounding areas. They may utilize the space in a transient nature ie visiting sites and returning to the office for administration.

However, Building Commission and SafeWork are encouraged to work with their respective directorates to find an appropriate neighbourhood between levels 21 to 24 to suit their business operations.

There are no exclusive use of workstations and floors in any DCS major hubs.

Level 24 overview



Overview

SafeWork have two affixed facilities on this floor specific to their business requirements.

It's anticipated **SafeWork** staff will utilize the surrounding workstations to support their operations.

However, **Building Commission** and **Fair Trading** are encouraged to work with their respective directorates to find an appropriate neighbourhood between levels 21 to 24 to suit their business operations.

4PSQ: Activity Based Working best practice



Activity-Based Working (ABW) is a way of working that allows staff to choose the type of workspace to best suit their needs.


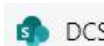
Instead of having a set desk for all day-to-day jobs, ABW provides a range of workstations that are purposefully designed for individual tasks, such as open spaces for group work and meetings, or quiet spaces and zones for more focused work.

Whilst Building Commission, Fair Trading and SafeWork will evolve their respective workspaces, neighbourhoods are not for the **exclusive** use of one team or business. Please do not place any form of anchored desk signage on workstations or throughout your floor as this will be removed.

4PSQ has a clean desk policy. Please ensure all personal items are packed up at the end of the day and placed in the personal lockers provided.

Various teams may visit other floors. This gives everyone the opportunity to benefit from the flexibility of working in an ABW environment and collaborate with others.

Other useful links

- [Serraview Locator](#) 
- [Office lockers \(sharepoint.com\)](#) 

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4PSQ: useful information and key services

Building Commission, Fair Trading, and SafeWork transition

The podium: a dedicated venue for meetings with the public

Meeting rooms on the podium level have been specifically designed for meeting with members of the public with the provision of a dedicated security guard. Meeting rooms on the podium floor are bookable in Outlook. The podium meeting room numbers are as follows:

- | | |
|----------------|----------------|
| 4PSQ P1-M01-16 | 4PSQ P1-M04-06 |
| 4PSQ P1-M02-16 | 4PSQ P1-M05-06 |
| 4PSQ P1-M03-16 | 4PSQ P1-M06-06 |

Meeting Rooms 4PSQ P1-M03-16 and 4PSQ P1-M06-06 each have two doors and are ideal for interviews. Both have one entry point for staff from behind the security doors and another entry point for members of the public entering via the foyer.

Hours of operation:

Interview rooms are open Monday to Friday from 09:00 to 17:00.

Podium Concierge desk is manned Monday to Friday 08:00 to 17:00.

Podium Security is on site from 09:00 to 17:00.



Department of Customer Service



Lockers

Existing locker holders:

If you are an existing locker holder and would like to keep your locker there is no further action required. If you would like to move your locker to another floor, please raise a ticket with our Business Operations team here: **[Locker Management - Service Portal \(service-now.com\)](#)**

New locker requests:

If you need a new locker to be allocated to you in 4PSQ please raise a ticket with our Business Operations team here: **[Locker Management - Service Portal \(service-now.com\)](#)**

Note:

Locker moves and new allocations are subject to availability on each floor. WPS Business Operations team will do their best to accommodate your request.



Event space

Level 29 is the main conference space at 4PSQ that DCS shares with the Department of Planning and Environment. It's an ideal function space for holding a townhall or a large-scale event.

To book the event space in Outlook please book meeting room numbers:

- 4PSQ L29-M03-30
- 4PSQ L29-M05-30

Operable walls are managed by Workplace Services. To have operable walls moved to suit your meeting or event requirements, please raise a ticket with our Business Operations team here:

[Meeting Room Management - Service Portal \(service-now.com\)](#)

WPS: key contacts

For any additional questions or requests, we encourage all DCS staff to log a ticket via Service Now. The following people below outline key points of contact in the event a ticket needs to be discussed and/or escalated.

Operations



Operations provide central services around fleet, mail, orientations and access passes. These are your first points of contact via SNOW.



Mohnsina Parveen

Service Delivery Team Lead (4PSQ)



Annette Oates

Manager, Business Operations



Business Engagement



Business Engagement are available for any broader discussions with respect to Workplace, including seeking additional office space, finance and bespoke requirements



Nicole Haenggi

Manager, Business Engagement



James Moffat

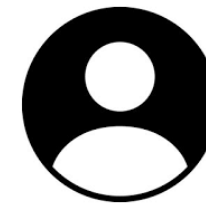
Director, Workplace and Property



Facilities



Facilities and Maintenance have an intimate knowledge of DCS sites and are often on site to support critical matters.



Dave Martin

Facilities Co-Ordinator



Lawrence Gardener

Facilities Manager



Appendix



Other useful links

- [4PSQ Viva Engage](#) (see 4PSQ pinned documents)
- [Service NOW locker request](#)
- [WPS SharePoint](#)
- [Home - Serraview](#)

