Office of Sport

Information and FAQ Sheet: Overview of the Change and Consultation Approach

Centres, Service Delivery Model Update

October 2025

Background and context

Why are these changes being made?

The key drivers for these changes are:

- Our new Strategic Plan 2024-2028 clearly identifies our purpose and priorities, and we need to focus our efforts and resources on the five key pillars (Sector Growth, Facilities and Spaces, For All People, Partnerships and Investments and Organisation Development) and the projects that will enable us to deliver and achieve these
- We have a commitment to addressing a funding gap
- We need to continue to review and ensure we have the right mix of staff with the right skills in the right locations to deliver for our customer and the community for what is required today and as requirements and expectations change
- To have the most impact with the resources we have available, we must play to our strengths and focus on those areas where we can deliver the best outcomes for the sport and active recreation sector and community across **all of NSW**

What changes are being made?

The core function of our 10 Sport and Recreation Centres (Centres) **is to deliver sport and recreation opportunities** largely through school and group programs and community access to facilities.

The Office is proposing to move to a consistent service delivery model that uses specialist providers to deliver supporting functions including catering and grounds maintenance. It is intended that this change will allow for:

- A consistent service delivery model across all Centres
- Resources to be focused on our core business function of program delivery and providing sport and recreation opportunities for our schools and communities
- Safe and sustainable practices in service delivery
- Finding the right mix of people with the right skills and experience
- Flexibility of resourcing at locations that have more difficulty filling roles

What are we delivering through the new structures and roles?

The outcomes sought by the changes include focusing on our core business to ensure that the Office of Sport remains sustainable, responsive and contemporary in the delivery of the services associated with our Centres through:

- Using specialist service providers to deliver non-core business functions

- Having a consistent service delivery model across all Centres including using specialist service providers to complete grounds maintenance (grass, turf and gardens)
- Continuing to build on our capability and deliver our core services
- Focusing on the quality, safety and continuous improvement in our end-to-end customer experience and program delivery
- Building on experience and lessons learned through current specialist service providers delivering catering and service maintenance.

What are the changes?

Catering delivery:

- Transfer of catering services from Office of Sport to the new catering contractor, Eurest (part of the Compass Group)
    - Options for all ongoing, temporary and casual catering employees to apply for employment with Eurest.
- Deletion of all ongoing, temporary and casual catering roles
- Creation of 2 x new roles in the Customer Operations Branch to support Centres and Venues and engage with the catering contract provider:
    - Creation of 1 x Grade 7/8 Contract Manager, Facilities and Services
    - Creation of 1 x Grade 5/6 Catering Service Coordinator

Maintenance delivery:

- Reduction of roles in Maintenance Delivery function:
    - Deletion of all ongoing Assistant Services Officer roles
    - Reducing number of Ongoing Service Officers roles; with future state having
        - 1 x Service Officer role per Centre
        - 1 x additional Service Officer role for each river centre, Milson Island and Broken Bay (4 in total), to accommodate the specific business and customer requirements (coxswain duties).

Minor changes to role description and titles to reflect the updated accountabilities:

- Proposal to retain 8 x Service Coordinator (Clerk Grade 5/6) roles:
    - Proposed minor updates to Service Coordinator (Clerk Grade 5/6) role description to support proposed changes in operating model including accountabilities for:
        - Vendor and contract management

- Planning and scheduling of all planned and reactive maintenance work contractors
- Quality assurance of service delivery

- The 2 x Assets & Facilities Coordinator / Facilities Coordinator (Clerk Grade 7/8) roles move to a singular role title, Facilities and Services Coordinator, and update role description to include additional accountability for local coordination of the catering contract at Jindabyne and SAS.
- Shift to a single role title for Centre Managers and Managers, Delivery and Outreach to Centre Operations Manager, Clerk Grade 9/10) is proposed for all centres, with a consistent purpose and accountabilities focused on overseeing operational delivery.
    - This role will continue to support forward planning in delivery, and promoting collaboration and lessons learned across Centres, Customer Operations, Infrastructure and Asset Management and other key areas of the Office and external partners and providers.

Centralised support functions

To enable this new way of working, additional roles have been proposed to support our contracted service delivery across catering and maintenance and service delivery with a focus on vendor relationship management, quality and safety including:

- Creation of 1 x Contract Manager, Facilities and Services Clerk Grade 7/8 role in a centralised capacity within Customer Operations.
- Creation of 1 x Catering Service Coordinator Clerk Grade 5/6 in a centralised capacity within Customer Operations

Our aims and approach to consultation

Will there be any consultation on these proposed changes?

Yes, there will be consultation on the proposed changes, and it is important that we get your feedback throughout this process. During the consultation period, all staff are encouraged to:

- Provide any general feedback, comments and considerations in relation to the proposed changes
- Share views in relation to information provided and questions requiring clarification
- Request additional information and raise questions requiring clarification.

Updates and responses in relation to feedback and questions raised during the consultation period will be shared during consultation and post.

What are you consulting on?

It is not intended that the foundations of the move to the consistent use of contract service providers for catering and grounds maintenance across all Centres, and updated structures and new roles will change, however feedback provided during consultation may assist with revisions and tweaks that ensure the relevant requirements have been considered.

- We are seeking any general feedback, comments and considerations in relation to the proposed changes.

- Feedback on the process for implementing the proposed changes *(We want to know if there is something we missed, didn't consider, or if there are gaps or any broader concerns with the proposed changes)*
- Feedback if the reasoning for the change has been clearly communicated and if we can provide any additional information to help you clarify the changes – i.e., what this means for you and your role.
- Feedback on how we can support you and those impacted by the change.
- Feedback on opportunities available for individuals

- We will review all feedback, consider it all carefully and make the decisions the leadership team thinks are in the best interests of the Office of Sport, the sector and the communities we deliver for.
- The consultation process is also an opportunity to request additional information and raise questions requiring clarification.

What will the consultation process look like?

- The consultation period will run for three weeks from October 24th. We would also encourage ongoing questions and feedback throughout the entire change period.
- To ensure a thorough and transparent process, we are seeking feedback through multiple channels and direct feedback shared with Executive Directors, Directors, Managers or People and Culture.
  - **One on one meetings:** We will have allocated time available to meet with individuals where the proposed change is a more significant role change, including the proposal to delete their role.
  - **Centre Team meetings:** Meetings with each centre where the proposed changes may have a direct impact. An overview of the changes will be provided and staff attending will be encouraged to ask questions and discuss their feedback with their Manager, Director and their Executive Director. Feedback from these meetings will be captured, collated and integrated with feedback from other channels.
  - **Drop-in Q&A sessions:** We will hold drop-in online Q&A sessions, where staff can direct their questions to the Executive. Invites to these sessions will be sent via email and dates will be published on our Change Hub.
  - **HR Secure email** (hrsecure@sport.nsw.gov.au)**:** For those seeking a direct response or that wish to provide their feedback in writing and are happy to potentially be contacted to discuss their feedback may choose to email their feedback.
  - **Anonymous 'Have your say' survey:** For people who prefer to give their feedback in writing we will have an online anonymous survey to capture how we are tracking on the implementation of the change; potential support needed and capture any general feedback. This survey will be available through our Change Hub.

I am due to go on holidays during the consultation period. Should I cancel my holidays?

- No. If your holiday extends beyond the end of the consultation period, please talk with your manager or People and Culture (email the HR Secure mailbox) about arrangements to ensure you can participate in the process.

Why are we being given the opportunity to provide feedback on these proposed changes now?

- Planning for change often involves integrating new requirements and needs based upon government priorities, strategy and business plans, operational needs and constraints and requires endorsement and approval from our key stakeholders.
- It also involves building on formal and informal feedback that has been received over time from stakeholders and also staff.
- Bringing this information together in a way that can guide improvement and change, and provide clarity, takes time.
- We have commenced consulting at a stage where we believe we have a clear proposal for change and way forward to implement.

Why have contracted services (Eurest) already been put in place if we are in consultation?

The Office has put in place transition arrangements to:

- Assist with the continuity of service for our customer
- Ensure focused safe delivery of catering services during a period of change
- Provide staff time to:
    - Work alongside Eurest to better get to know them and how they work (systems, processes and protocols for service and food safety)
    - Consider the information shared and provide any questions and feedback through the consultation period
    - Prepare for and apply for job opportunities if wanting to do so

What does working alongside Eurest look like?

During this transition period,

- Eurest will take the lead on delivery
- Office of Sport staff will continue to take managerial direction from their Service Coordinator
- Office of Sport will continue to retain responsibility for stock ordering and menu development and support information and communications in relation to special menus and booking.

Has the Union / PSA been consulted with?

- Yes, the Public Service Association (PSA) have been advised and details of the changes including copies of the Consultation Packs, Change Management Plan, draft Role Descriptions and FAQs have been provided.
- We will continue to engage with the PSA through the consultation period to seek their feedback, discuss feedback they receive through their members and to advise of decisions following review of the feedback and progressing to implementation.

What happens to work during the consultation period?

- **Catering Delivery:** A transition plan covering the one-month transition period (incorporating consultation period) outlines catering responsibilities and activities to be completed by Eurest and Office of Sport staffing to ensure continuity of service.
- **Service Delivery:** Service Officers will continue to perform their normal work.

When will the role descriptions and title changes take place?

- The proposed role descriptions and title changes will be implemented once the consultation has been completed, feedback reviewed and final decisions in relation to proposed changes and implementation made.

Where can I find more information about the change and how can I stay up to date?

- The Change Hub includes a Consultation Pack outlining the proposed changes, key dates, and FAQs as well as information about support that is available. Centre Management will also be providing printed packages containing all of the information above to people directly impacted by the change.

Office of Sport

Information and FAQ Sheet: Role Filling for Maintenance and Service Delivery and Customer Operations

Centres, Service Delivery Model Update

October 2025

This FAQ on role filling applies to roles in Service Delivery at Centres and Customer Operations within the Centres and Venues group.

What happens if my current role is being deleted?

Please refer to the following FAQs and information in this document for detail of the process:

- How will you fill roles in the new structure?
- How will the Expression of Interest (EOI) internal merit process work?
- See the intranet for the 'FAQ Information Sheet EOI and Redeployment Scenarios'

How will you fill roles in the new structure?

Once the consultation process has been completed and the final structure is confirmed, we will follow a five-step process to fill roles in the new structure. The table below depicts the steps and staff eligibility as follows:

Step	Process	Action	Eligible Employees
Step 1	**Direct Placement – Same Centre/ Location** Where there are more (or equal) available roles as eligible employees at grade, at a location.	Employees will be assigned to their equivalent role in the new structure without the need for assessment. No employee action required.	• Ongoing Facilities Coordinators and Service Coordinators • Ongoing Services Officers at the location they are substantively assigned to.
Step 2	**Priority Assessment - Same Location** Where there are more eligible employees than available roles at a location. **Other at grade opportunities**	Assessment in accordance with Priority Assessment Principles. Where there are more candidates than roles, a merit selection process will be conducted for existing employees within	• Ongoing Service Officers at the Centre they are substantively assigned to. • Other ongoing directly impacted employees.

		their location; OR New at Grade role/s Employee to state if they wish to be considered. If no eligible employee asks to be considered, vacancy may be filled via Step 3, or by assessment of eligible staff at location without the need for an application.	
Step 3	**Priority Assessment – other locations** Consideration of unplaced ongoing employees for remaining vacant roles at alternate locations.	Assessment in accordance with Priority Assessment Principles. Where there are available roles at alternate locations, a merit selection process will be conducted, open to the remaining unplaced employees at other locations.	• Ongoing Service Officers at all Centres who are unplaced after Steps 1 and 2.
Step 4	**Priority Assessment - long term temporary employees** Long term temporary employees may apply to be assessed for any remaining vacant Service Officer role.	Suitability Assessment Where there are available roles following steps 1-3, a merit selection process limited to these candidates shall be conducted.	• Long term temporary Service Officers (12 months or more service) at all Centres who have been selected and engaged as a Service Officer through an externally advertised Comparative Assessment.

Step 5	**Comparative Advertising** Any remaining vacant roles may be filled, subject to budget and operational requirements.	External advertising and filling of any remaining vacant roles (subject to business requirements). Note: All vacancies are subject to sector-wide matching of NSW Government Employees in the Workforce Mobility Placement Program before advertising.	• All staff • Members of the general community.

Please see the **Expression of Interest and Redeployment Scenarios document** on the intranet for a detailed explanation of the process.

What is Workforce Mobility Placement (WMP) Policy (M2023-06)?

- The NSW Government is committed to retaining valued and skilled employees and facilitating workforce mobility.
- The NSW Government Workforce Mobility Placement Policy was introduced to create a streamlined, whole of government approach to retaining talent, optimising usage of employee capabilities, facilitating mobility and reducing recruitment and redundancy expenditure.
- Prior to a vacant role being filled, all agencies must report the vacant role to the Workforce Mobility Placement team to undertake a matching process and identify whether the role is a match for any at-grade impacted employee across NSW Government.
- Potential matches may be identified from NSW Government employees from other Agencies that have been identified as excess/ displaced employees in their current role.
- If there are no matches at the completion of the matching process period (5 days), the standard recruitment process can commence.
- Where a match is identified, the employing agency must undertake a capability review for the matched employee. Dependent on the outcome, either the employee will progress, or standard recruitment process can commence (i.e. external advertising).

Will there be redundancies?

- We will make every effort to place all employees in a role through mobility processes. However, where an employee is not placed through the Workforce Mobility Placement process, redundancies may result.

- If an employee completes the Workforce Mobility Placement process without being redeployed, Premier's Department will then notify the Office of Sport that the process has been completed.
- The Office of Sport will then decide if the employee is determined to be "excess".
  - If declared "excess", the employee will then be managed under the provisions of NSW Government Policy, Managing Excess Employees (D2011_007) which provides for a choice of accepting a Voluntary Redundancy or a declining the Voluntary redundancy and pursuing a 3 month redeployment period. If not redeployed at the end of the 3 month period, the employee will be made forcibly redundancy.

How will the Internal Expression of Interest (EOI) priority assessment process work?

Step 1: Submit an application

- An Expression of Interest (EOI) form will be shared with all eligible employees on the Change Hub and via email.
- EOIs will be open following the consultation period and approval of the proposed changes. This is anticipated to open in the week commencing 24 November.

Step 2: Assessment of application

- A panel will review each EOI and assess the employee's suitability for their preferred role(s).
- In determining suitability for a role, the panel may seek clarification on the person's capabilities, experience and knowledge for the role.
- Interviews will be undertaken to gain a better understanding of the applicant's capabilities and their suitability for the role(s).

Step 3: Outcome

- Employees who are assigned to a role will be advised of the outcome and provided with a letter confirming details of their new assignment, including the effective date.
- Employees who are not assigned to a role during this process will be notified. Feedback will be provided to employees if requested.

Please see the **Expression of Interest and Redeployment Scenarios document** on the intranet for a detailed explanation of the process.

Do I need to submit an expression of interest (EOI)?

- All eligible employees are invited to express their interest in a role at their substantive grade.
- If you do not submit an EOI, you can still be assigned to a role (at grade at your home centre location).
- Employees will have been made aware of the impact to their role and the relevant placement process applicable during the announcement of the change
- Please see the **Expression of Interest and Redeployment Scenarios document** on the intranet for a detailed explanation of the process.

Who is eligible to submit an EOI?

- All ongoing employees whose role is being deleted in the new structure. You can also check the Change Management Plan for details of which roles are impacted.

Who is not eligible to submit an EOI?

- Employees whose substantive role is not deleted in the proposed new structures.
- Employees on secondment (unless their substantive position is impacted) or temporary employees.
- Casual employees.
- Contractors (contingent labour).
- Secondees from another agency, or employees temporarily assigned to a role in the impacted teams.

I will be on leave/overseas during the EOI process, can I still apply?

- Yes, you can still submit an EOI application whilst on leave, or prior to you commencing your leave. Contact People and Culture via email (hrsecure@sport.nsw.gov.au) to discuss your circumstances and identify options.
- If you wish to submit an EOI application during your leave you are encouraged to download any relevant collateral (role descriptions, structures etc) prior to commencing your leave or going overseas. Some locations can have limited access to Wi-Fi, and the intranet is unable to be accessed overseas.

I am an eligible ongoing employee still within my probation period, can I submit an EOI?

- Yes, all ongoing impacted employees whose role is being deleted in the proposed new structures can submit an EOI.

What happens to me if I'm not placed in a role through the EOI priority assessment process?

- Impacted employees who are not assigned to roles and have exhausted their employment opportunities outlined in the Change Management Plan will have access to the Workforce Mobility Placement Program, which includes priority consideration for roles across the NSW Public Sector.
- Each impacted employee is placed into the program for 8 weeks. Workforce Mobility Placement team (WMP team at the Premiers Department) and Office of Sport People & Culture will work with impacted employees through this program.
- Any employees not placed in a role by the end of the mobility period may be declared excess and managed in accordance with the Managing Excess Employees Policy 2011. Employees will be notified in writing if and when they are to be declared excess (please refer to the FAQ 'What happens if I'm declared excess? When may I be offered a Voluntary Redundancy?' later in this document).

Please see the **Expression of Interest and Redeployment Scenarios document** on the intranet for a detailed explanation of the process.

Can I decline a role I am assigned to in the new structure?

- The *Government Sector Employment Act (s45 and s46*) provides that non-executive employees can be assigned to roles within their classification of work.
- If you are assigned to a role in the new structure, you may raise any reasons that you have for not being able to accept the reassignment. Your reasons will be considered, and the Office of Sport may either withdraw the re-assignment or direct you to take up duty in the role.
- If you are issued with a reasonable and lawful direction to take up duty in a role and decline the role, you will not be eligible for further redeployment or redundancy, and other actions may be taken by the Office of Sport.

When don't I have to compete for a job?

1. Your role and reporting line is unchanged OR
2. Only your reporting line changes OR
3. You have been advised you will be directly placed at grade - where there are more (or same number of) roles available at your current substantive grade as eligible employees.

How will the Expression of Interest (EOI) internal merit process work?

- There will be a Priority Assessment for all employees whose roles have been deleted for vacant available roles.
- An Assessment Panel will be convened to review resumes and interview employees to make an assessment and rank suitable employees in order of merit.
- Please see the question '**How will the Internal Expression of Interest (EOI) priority assessment process work?**'

Will I need to undertake an interview?

- As part of the priority assessment process, you will be asked to attend an interview for the role. This will form part of the merit-based assessment.

Who will be on the assessment panel?

- A hiring manager or delegate
- A member of the People and Culture team
- Where possible, panels should have gender balance

Will you be offering training on how to submit an EOI and how to write CVs/ Resumes and cover letters?

- Yes, the People & Culture team will be arranging training sessions covering:
  - An overview of the EOI process
  - How to write a good CV/ resume and cover letter
  - Preparation for job interviews

  Refer to the Change Hub for planned sessions or contact People and Culture (hrsecure@sport.nsw.gov.au) to discuss.

What happens if I don't want to be considered for a role?

- If you do not submit an EOI you can still be assigned to a role. If not assigned a role through the Office of Sport placement process, you will be placed in the Workforce Mobility Placement Program.
- The NSW Government is committed to retaining valued and skilled employees. Redundancy of staff is a last resort, which should be avoided wherever practicable.

Can I apply for roles above my grade?

- Any roles not filled through Step 1 -4 of the placement process may be opened up to external advertising. All staff may apply for these roles at this time.

What happens if I miss out on a role?

- If you have not been assigned to a role during the placement process, you will be referred to the NSW Government Workforce Mobility Placement Program (the WMP Program).

What is the Workforce Mobility Placement Program?

- This is a NSW Government initiative, managed by the Premiers Department, where employees at risk of not having a role are referred for an intensive eight week redeployment program across the sector. During this program, employees will be assigned a case manager (Office of Sport People & Culture), who will liaise between the employee and the Workforce Mobility Team at the Premiers Department.
- If you are not placed after eight weeks you will be referred back to the Office of Sport who will then consider whether you are "excess" (if there is not an available role at that time).

What happens if I'm declared excess? When may I be offered a Voluntary Redundancy?

- If you are not placed through the Workforce Mobility Program (8 week process) you may be declared excess if you no longer have a substantive position, and then the Managing Excess Employees (2011) Policy applies.
- If you are declared excess, the options under the Managing Excess Employees (2011) Policy will be offered including an offer of:

- Voluntary redundancy. If the offer is accepted the employee will leave the service within two weeks. *Note: If the employee does not advise their decision in relation to the option of voluntary redundancy or redeployment within two weeks, it will be taken that the decision is a choice to decline the voluntary redundancy.*
- Option to pursue redeployment during the three-month retention period.
  Note: Employees not redeployed at the conclusion of the retention period will be made forcibly redundant.

Do I get additional time through workforce mobility during the Christmas shut down period?

- Yes, if your 8 week sector Workforce Mobility Program runs over the NSW Government planned Christmas shut down break, employees will be given an additional two weeks of the Workforce Mobility Program. The 2025-26 shutdown period is Thursday, 25 December 2025 – Friday, 9 January 2026.

If I am made excess and accept redundancy, when will I leave?

If you accept this voluntary redundancy offer, your last day of service will be the date that is 14 days from the acceptance date (or any other date nominated by the Office).

If I accept a voluntary redundancy, can I be re-employed in the NSW Public Sector?

- Employees who accept a voluntary redundancy or receive a forced redundancy payment cannot be employed in the NSW public sector within the period covered by their payment, without first repaying the relevant proportion of their payment (refer to clause 24 of the Government Sector Employment Regulation 2014) .
- Employment includes:
  - Engagement of the former employee as a consultant or contractor to the employer
  - Engagement of the former employee through a labour hire arrangement to a public sector agency.
  - Engagement of a company or partnership that provides the services of the former employee to a public sector agency.

If I am placed in a role at a different location, am I entitled to relocation expenses?

- If you are placed in a role through either the placement process or through redeployment job matching, you may be eligible for benefits under the Crown Employees (Transferred Employees Compensation) Award. This will need to assessed on a case-by-case basis and will depend on the individual circumstance.
- You should confirm whether you are eligible to claim with People & Culture (hrsecure@sport.nsw.gov.au) in advance of any move to a new location or incurring any expenses.

If I am currently working part-time, will I be able to work part-time in my new role?

- The new roles are all full-time.
- You will need to apply under the OOS Flexible Work Policy for part time work and a decision will be made on a case-by-case basis.

Office of Sport

Information and FAQ Sheet: Catering Staff

Centres, Service Delivery Model Update

October 2025

Information about the opportunities and process for employment with Eurest is included further below in this FAQ and will be shared directly with impacted employees by both the Office of Sport and Eurest.

An overview of the changes

The core function of our 10 Sport and Recreation Centres (Centres) **is to deliver sport and recreation opportunities** largely through school and group programs and community access to facilities.

The Office is proposing to move to a consistent service delivery model that uses specialist providers to deliver supporting functions including catering and grounds maintenance. It is intended that this change will allow for:

- A consistent service delivery model across all Centres
- Resources to be focused on our core business function of program delivery and providing sport and recreation opportunities for our schools and communities
- Long term safe and sustainable practices in service delivery
- Addressing and managing the risk of resourcing challenges and the evolving and shifting requirements of our Centres

What changes are being made to catering delivery?

- Transfer of catering services from Office of Sport to the new catering contractor, Eurest (part of the Compass Group).
    - Options for all ongoing, temporary and casual catering employees to apply for employment with Eurest.
- Deletion of all ongoing, temporary and casual catering roles with the Office:
- Creation of 2 new roles in the Customer Operations Branch to support Centres and Venues and engage with the catering contract provider:
    - Creation of 1 x Grade 7/8 Contract Manager, Facilities and Services
    - Creation of 1 x Grade 5/6 Catering Service Coordinator

Office of Sport

Catering function transition

Who is Eurest?

- Eurest is one of the subsidiaries of the Compass group who are one of Australia's largest food and support services companies who employ more than 13,000 across Australia.
- You can find out more here Market Leading Food and Support Services - Compass Group Aus

What will catering look like under this new operating model?

- A specialist catering contractor Eurest, will, under a contract, be responsible for managing all aspects of the catering function including management of the kitchen facility, staffing, menu planning, food, stock and resource procurement.

Transfer of Business

- A transfer of business occurs when an employee moves from one employer to another within three months of the cessation of employment, performing the same or substantially similar work with the new employer.
- When a transfer of business occurs, the new employer (in this case Eurest) will recognise the employee's service with the previous employer (in this case the Office of Sport) and entitlements such as recreation leave, sick leave, extended leave or long service leave will continue to accrue.
- Note that an employee will not be able to access leave that has been paid out or taken prior to the new employment.

What does a Transfer of Business mean to my employment?

- Your employment with the Office of Sport will cease and you will have the opportunity to apply for comparable roles with Eurest.
- If you commence employment with Eurest within 3 months of the date of cessation of your employment with the Office, performing the same or similar work to your work with the Office, you would be considered a *transferring employee.*
- This means your service with the Office counts towards service with the new employer.
- Any Office staff member that is successful in getting a comparable role with Eurest, will have the same award terms and conditions (for a period of up to five years) and recognition of service will apply.

When will the catering function transition from Office of Sport to Eurest?

- Eurest will take responsibility for end-to-end catering delivery on 24 October 2025, from the evening service onwards.

- A transition plan covering a one-month transition period from 24 October (incorporating consultation period) outlines catering responsibilities and activities to be completed by Eurest and Office of Sport staffing to ensure continuity of service.

How do Office of Sport roles compare to roles with Eurest?

	Office of Sport	Eurest
Comparison Role Title	Assistant Services Officer	Attendant – Food & Beverage / Kitchen Hand
	Catering Officer Level 1 & 2	Attendant – Food & Beverage / Kitchen Hand
	Catering Officer Level 1, 2 & 3	Attendant – Kitchen Hand
	Catering Officer Level 3	Cook
	Senior Catering Officer Level 4	Chef
	Senior Catering Officer Level 5	Chef Manager
	Catering Coordinator	No direct match*

** To be discussed with Eurest*

If I am an ongoing catering employee in a role that is comparable with Eurest's roles (as per the above table), what are my options regarding employment?

Scenario 1: Apply for roles with Eurest and participate in recruitment application process.

If successful:

- Your employment with Office of Sport (OoS) will cease and you will receive payment of entitlements as of last date with OoS.
  This includes:
  - Recreation leave
  - Extended leave (if applicable, i.e., more than 5 years' service)

- You will be employed by Eurest under a new contract as per existing Award conditions (existing conditions apply for a period of up to five years or until a new agreement is negotiated, whichever comes first).
  - Tenure (years of service) is recognised and extended leave will continue to accrue with Eurest and become accessible, if and when you are eligible
  - Sick leave and FaCS leave accruals will continue to apply with Eurest

If unsuccessful:

- You will progress to mobility for a period of 8 weeks

- If you are not placed during the mobility period and your role is declared excess by the Office, you will be made an offer of Voluntary Redundancy.
  - If you accept voluntary redundancy, you will cease employment with the Office of Sport and be paid out any eligible entitlements
  - If you decline the voluntary redundancy offer, you will pursue redeployment during the three-month retention period.
    - If you select to pursue redeployment and are not redeployed at the conclusion of the retention period you will be made forcibly redundant. Your employment with the Office of Sport will cease and you will be paid out any eligible entitlements.

  Note: Upon being made forcibly redundant, the severance benefit you will receive will be less than the initial offer of Voluntary Redundancy.

Scenario 2: Choose not to apply for roles with Eurest through the recruitment process OR decline an offer of employment with Eurest

- As an impacted employee, you will progress to mobility for a period of 8 weeks
- If you are not placed during the mobility period and your role is declared excess by the Office, you will cease employment with Office of Sport and be paid out any eligible entitlements

Note. The potential for voluntary redundancy is not available if an employee chooses not to apply for available roles, or declines an offer of employment with Eurest

If I am a temporary or casual catering employee, what are my employment options

Scenario 1: Apply for roles with Eurest and participate in recruitment application process.

If successful:

- Your employment with Office of Sport will cease and you will receive payment of entitlements as of your last date with the Office. This includes:
  - Recreation leave
  - Extended leave (if applicable, i.e., more than 5 years' service)
- You will be employed by Eurest under a new contract as per existing Award conditions (existing conditions apply for a period of upto five years or until a new agreement is negotiated, whichever comes first))
  - Tenure (years of service) is recognised and extended leave will continue to accrue with Eurest and become accessible, if and when you are eligible
  - Sick leave and FACS leave accruals will continue to apply with Eurest

If unsuccessful:

- Your employment with Office of Sport will cease and you will be paid out any eligible entitlements as of your last date with the Office.
  - Recreation leave

- Extended leave (if applicable)
- Long Service leave (if applicable)

Scenario 2: Choose not to apply for roles with Eurest through the recruitment process OR decline an offer of employment with Eurest

- Your employment with Office of Sport will cease and you will be paid out any eligible entitlements as of your last date with the Office:
  - Recreation leave
  - Extended leave (if applicable)
  - Long Service leave (if applicable)

When do I need to make a decision by to apply for a role with Eurest?

- Eurest will begin accepting applications for two weeks commencing October 24th.
- Eurest will be offering introductory sessions from Tuesday October 28th for the Office's catering teams to understand a bit more about them, the available employment opportunities, and the recruitment and potential transfer process to Eurest.
- Following the receipt of applications, Eurest will complete interviews to make a decision regarding the transfer of staff across from the Office.
- The proposed timeframe for recruitment and potentially commencing a role with Eurest will be published on the Change Hub.

I am a casual Catering Officer / Assistant Service Officer who supports catering. Will I have the opportunity to apply for a role with Eurest?

- Yes, however priority will be given in the first instance to ongoing employees.

I am a Catering Officer and wish to be considered for a role in other locations. Am I able to apply for the role?

- Yes, however priority will be given in the first instance to the ongoing employees at their current Office of Sport home location.
- Following the selection process, if there are still vacancies, Eurest may consider applicants from alternate locations.

Do I have to apply for employment with the new catering contract provider, Eurest?

- No, you do not have to apply for employment with Eurest.
- If you do not apply for a role with Eurest, you will not be entitled to any severance or redundancy payment on the cessation of your employment with the Office of Sport (section 25A of the *Government Sector Employment Regulations* 2014).

Do I have to accept an offer from Eurest?

- You do not have to accept an offer from Eurest, however, if you decline an offer of employment from Eurest, you will not be entitled to any severance or redundancy payment on the cessation of your employment with the Office of Sport (section 25A of the *Government Sector Employment Regulations* 2014)

What award will cover my employment with Eurest?

- Your current award, i.e. the Catering Award, the Salaries Award and the Conditions of Employment Award will be "copied" and form a new "copied State instruments"
- This will apply to 'transferring employees' if they become employed in same/similar work with Eurest within 3 months of cessation of employment with the Office of Sport.
- The new *copied State instrument* operates for a period of five years or until a new agreement is negotiated (whichever comes first).

What happens to my accrued Recreation Leave?

- Your accrued Recreation Leave entitlement is paid out to you by the Office on the cessation of your employment.

What happens to my Extended leave or long service leave for casual employees?

- For employees with more than 5 years' service, your accrued Extended Leave or Long Service Leave is paid out by the Office on the cessation of your employment.
- If you take up employment with Eurest, doing the same or similar work, within three months from the date of cessation of your employment at the Office of Sport doing same or similar work, your service with the Office will count and you continue to accrue extended leave (or long service leave for casual employees)
- This will occur on the same basis for as long as the copied state instrument applies, noting that you will not be able to access leave that has been paid out or taken prior to the new employment.
- The below table applies to all ongoing employees transferred to Eurest and is applicable for as long as the state instrument applies.

Tenure with Office of Sport	Extended leave payment	Tenure Impact
Less than 5 years	No payment entitlement	Service continues with Eurest and upon reaching 5 years of service, extended leave begins to accrue, however, cannot

		be accessed by the employee until 7 years of service has been completed. Should you cease employment with Eurest after reaching 7 years continuous service (i.e., NSW government service plus Eurest service), extended leave accrual is payable.
Between 5 - 7 years	Pro rata extended leave is paid based on your tenure	Service continues with Eurest and extended leave continues to be accrued, however, cannot be accessed by the employee until 7 years of service has been completed. Should you cease employment with Eurest, your extended leave accrual is payable.
Between 7 -10 years	Current accrued extended leave balance is paid	Service continues with Eurest and can be accessed by the employee with mutual agreement. Should you cease employment with Eurest your extended leave accrual is payable (excluding any entitlements already paid out).
Over 10 years	Current accrued extended leave balance is paid	Service continues with Eurest and extended leave continues to accrue in accordance with Schedule 1 of *the Government Sector Employment Regulations* 2014.

What happens to my sick leave and FACS leave entitlements?

- Your accrued Sick leave /FACS leave will apply with Eurest and you will continue to accrue sick/FACS leave for as long as under the copied state instruments whilst they continue to apply.

I would like to understand more about Eurest before applying. Will the Office or Eurest facilitate introduction sessions?

To support staff in considering opportunities with Eurest the following has been coordinated:

- Information sessions facilitated by Eurest
- The Office will support through:
    - Sharing communications so staff are aware of the applicable roles and opportunities at Eurest

- Communicating the available options for our staff during the transition process
- Assisting with advice on recruitment applications, tailored resumes and preparation for interviews
- Time to prepare and participate in interviews

Will you be offering training on how to apply for roles, e.g. preparing CVs/ Resumes and interviews?

- Yes, the People & Culture team will be arranging training sessions covering:
  - An overview of the process
  - How to write a good CV/ resume
  - Preparation for job interviews
- Refer to the Change Hub for planned sessions or contact People and Culture (hrsecure@sport.nsw.gov.au) to discuss