



**Public Service Association of NSW**

**General Secretary** Stewart Little **President** Nicole Jess

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In reply please quote: TG:jg IMIS case number 10017792

28 April 2026

Josh Murray  
Secretary,  
Transport for NSW  
231 Elizabeth Street  
Sydney NSW 2000

By email: [Josh.murray@transport.nsw.gov.au](mailto:Josh.murray@transport.nsw.gov.au)

Dear Mr Murray

### **Re: Serious Concerns Regarding Mobility Process and Case Management**

I write on behalf of our members employed by Transport for NSW (TfNSW) to raise serious concerns with the Mobility Process.

TfNSW set out to cut 950 jobs. There are now approximately 1,600 employees in mobility, with the majority of impacted IPE employees still yet to enter the process.

That obviously does not add up.

Our members are rightly asking how so many more people have ended up in mobility than the number of jobs Transport had originally set out to cut.

This raises serious concerns about whether the process is being properly managed, whether employees are being displaced unnecessarily, and whether enough is being done to place people into suitable vacancies before they are pushed into mobility.

Moreover, we understand there are currently around 26 case managers. That is about 1 case manager for every 61 employees. We have also been informed that at one point the ratio was around 1 to 70.

That is clearly not sustainable.

Our members have consistently raised the following common issues with the process:

- case managers have excessive caseloads;
- employees are not always told who to contact when their case manager is on leave;
- employees with disability are not always receiving support relevant to their impairment;
- some members have reported poor and non-empathetic engagement, particularly when first entering mobility;
- employees do not have proper visibility of all available roles;
- there are not enough regular check-ins to monitor employee wellbeing;
- employees need VR estimates earlier so they have time to seek financial advice; and
- the overall experience for impacted employees is poor.

The PSA request TfNSW to explain:

1. why approximately 1,600 employees are already in mobility when the stated job reduction target was 950;
2. how many employees are expected to enter mobility in total;
3. what is being done to stop employees being placed in mobility unnecessarily;
4. how many employees have been directly placed into roles before entering mobility;
5. how many vacancies are currently available by grade, location and division; and
6. why employees cannot be provided with grade-specific vacancy reports through Career Hub.

The PSA requests the following actions from TfNSW:

1. increase the number of case managers;
2. tell employees who their alternative contact is when their case manager is away;
3. provide proper support for employees with disability;
4. ensure case managers deal with employees respectfully and with empathy;
5. give employees clear visibility of available roles;
6. increase regular wellbeing check-ins; and
7. provide VR estimates early enough for employees to obtain financial advice.

In short, TfNSW cannot keep telling employees this is a restructure involving 950 job cuts, while 1,600 people are already in mobility and more are still expected to enter.

Our members deserve a clear explanation, and TfNSW must properly address the issues raised in this letter.

The Union requests a response by COB 12<sup>th</sup> May 2026.

Should you have any questions or require further information, please contact PSA Acting Industrial Officer Thomas Gao via [tgao@psa.asn.au](mailto:tgao@psa.asn.au) or via 0475 433 877.

Your Sincerely,



Stewart Little  
**GENERAL SECRETARY**