

Digital Strategy Sourcing and Assurance

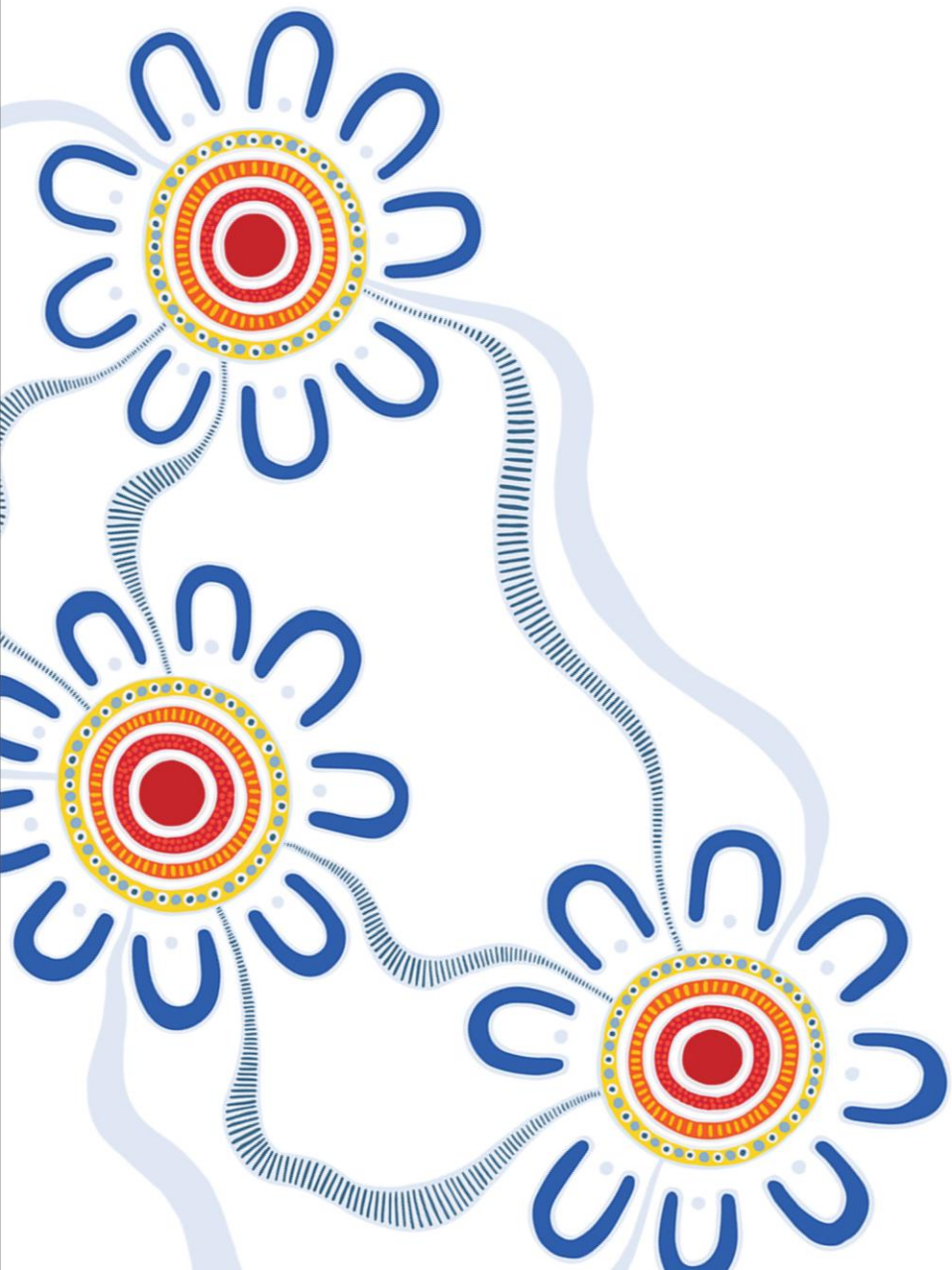
Department of Customer Service

Narelle Underwood
Executive Director DSSA

13 August 2026



Proposed changes to the SSRM Program



Acknowledgement of Country

I acknowledge the Traditional Custodians of the various lands on which we work today and the Aboriginal and Torres Strait Islander people participating in this Town Hall.

I pay my respects to Elders past, present and emerging, and recognise and celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

Supporting you through the change

We appreciate that change can feel different for everyone, whether that be confronting, challenging, exciting... or otherwise.

Support is available:

- Our Employee Assistance Program (EAP) is available to you 24/7. PeopleSense is a free and confidential service and can be contacted on **1300 307 912**.
- You can check out the [DCS Wellbeing Hub](#)
- You can speak to your Leader or Director if you have any questions or concerns
- Questions relating to the change process can be sent to the People & Culture team on changesupport@customerservice.nsw.gov.au



Agenda



Context

What is changing and why?

Current vs Proposed Structure

Next steps

Supporting you through the change

Context



Budget context

We are operating in a materially tighter fiscal environment.

There is a clear need to prioritise investment toward activities that deliver demonstrable impact and can be sustainably funded.



Prioritisation

DSSA needs to align with current Government priorities.

Focus is on delivering against committed outcomes and core priorities.



Strategic Supplier Governance and Relationships

The SSRM program requires broad engagement across leaders within DNSW and other Departments.

Creating a significant demand on time and resources from stakeholders whose capacity is already stretched.

Continuing the program diverts funding and workforce capacity away from higher-priority delivery outcomes.

What is changing and why?

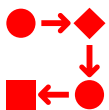
We are proposing to close the SSRM program.



What is ending: Strategic Supplier Relationship Management program and associated activities for the four onboarded partners will conclude on 30 June 2026. PRIA and Joint Goals activities will be discontinued effective immediately. Current governance forums will be reviewed to ensure they reflect business needs and the appropriate level of governance and supplier engagement.

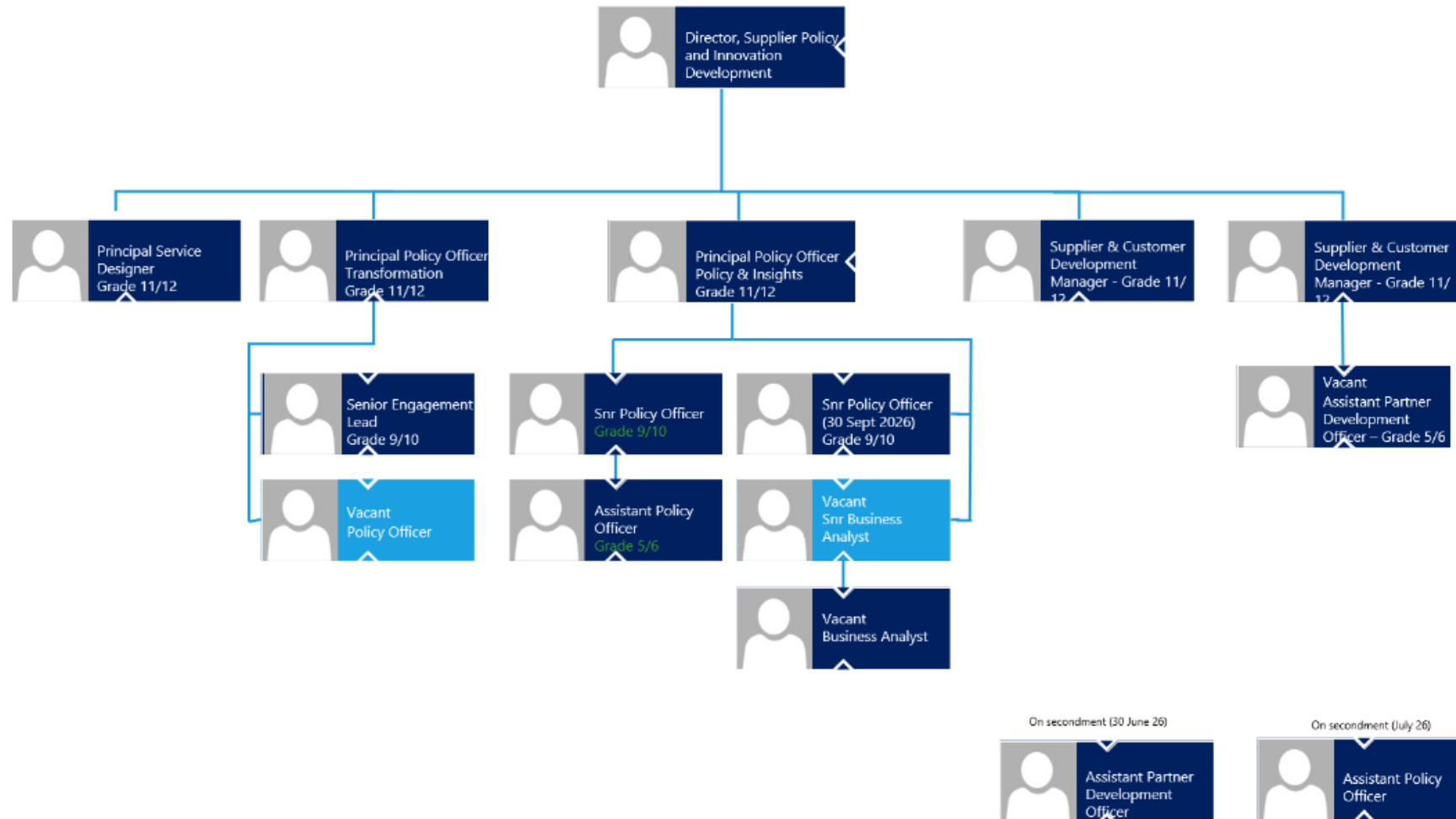


What continues: Monthly commercial and operational forums lead by Category Management will continue as usual. Strategic forums established under SSRM, including Quarterly Business Reviews and Executive Council meetings, will be reviewed as part of the transition.

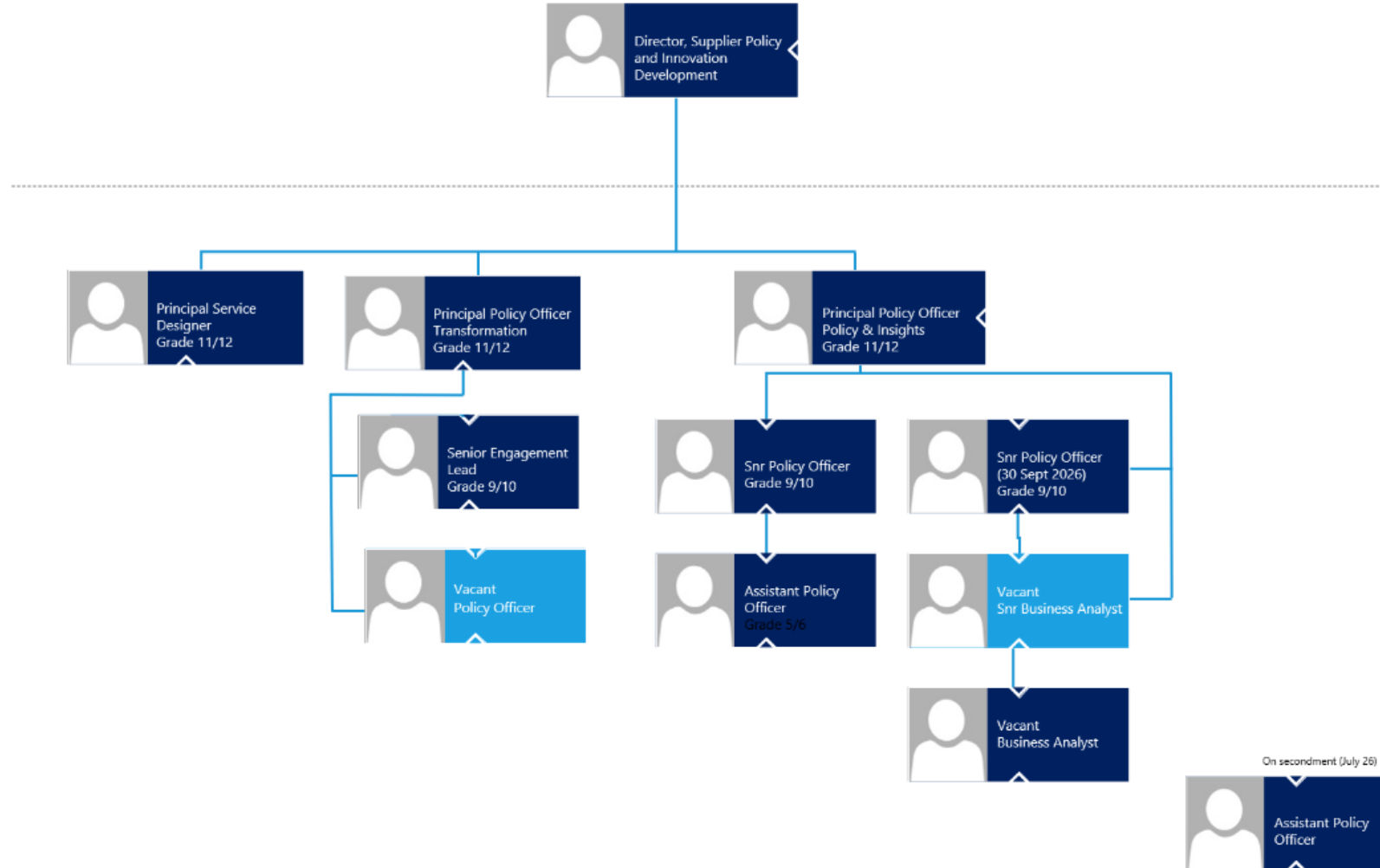


Role impact: The three SSRM program roles are proposed to be delimited.

Current Structure



Proposed Structure



Next steps - Consultation Timeline

Type	Description	When
Briefings	• Share key information on the proposed changes • Feedback can provided be until 26 August 2026	13 August 2026
Business review feedback, incorporate into decision and transition planning, and seek final approval August 2026		
Team Briefings	• Final changes announced and shared with employees	September 2026
External stakeholders	• 4 impacted suppliers informed of changes • Sector (public service) are informed of changes	September 2026

Mobility Process (at Grade)

Employees who are affected will have:

- Priority access to at-grade roles through a suitability assessment and a 40-business-day matching process with the Premier's Department Workforce Mobility Placement (WMP) team.
- A Mobility Advisor to support through the process.
- [People & Culture](#) Support



Next Steps

01



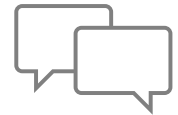
Review [documents](#) on
SharePoint

02



Consider any questions
and feedback you have

03



Provide consultation feedback

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