Employee Consultation

STC – employee consultation pack



Prepared by Apex – November 2026

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Purpose of consultation

What is being proposed

The proposal is to transition the Contact Centre function currently operated by Apex on behalf of STC into the STC business. STC want to bring the capability closer to it while retaining the existing employees, knowledge, experience and member service expertise.

Invite feedback

Employees are invited to review the proposal and consultation pack to provide feedback on the proposal

The consultation process is also a genuine opportunity to raise questions, concerns and alternatives.

Maintain clarity

STC have decided to insource the Contact Centre and are taking necessary steps to put this in place.

This consultation process is to provide you the information about the changes and solicit your feedback.



Background to the STC Contact Centre

Why the project is proposed, who it affects, when it would happen – and what the two-phase model involves

Why?

Integration of the Contact Centre into STC control.
Retention of specialist Contact Centre expertise.
Improved STC oversight and management of operations.
Reduced operational risk.
Continuity of service for STC scheme members.
Consult with employees on the details of the proposal.

Who?

The contact centre team who work on the STC Contact Centre client will be impacted by the proposal.

When

Phase 1 expected to be implemented by March 2027.
Phase 2 fully implemented within 6 to 12 months of Phase 1.

What

The proposed model is a two-phase transition.

Phase 1 – Secondment

- Employees remain employed by Apex.
- Salary, Enterprise Agreement coverage, service continuity, formal reporting lines and work location remain unchanged, but employees will work under the day-to-day direction of STC.
- Employees work more closely with STC in its operating environment.

Phase 2 – Future offers of employment

- Subject to completion of employment, regulatory and operational requirements and NSW government approval.
- Employees will, subject to government approval and receive an offer of employment from STC.
- STC intends to retain the existing workforce rather than recruit a new team.

What is be proposed

Proposed secondment

Proposed secondment arrangements connected with STC-related work.

Work allocation

Day-to-day work allocation for impacted employees is expected to remain largely unchanged.

Reporting and supervision

Apex will remain the employer and continue to manage employment-related matters. Day-to-day supervision and work allocation will be managed by STC.

Systems and access

Systems, tools, access or process changes to support STC work.

Knowledge transfer

Knowledge transfer and transition activities across the project.

Induction and onboarding

STC induction or onboarding requirements where applicable.

Confidentiality

Confidentiality obligations connected with STC work.

Documentation

Additional secondment documentation, timing and implementation planning.

Potential impacts and matters to clarify

Q: What is a secondment of employment?

A secondment of employment is a temporary transfer of an employee to a different role, department or outside organisation while the employee maintains their original employment contract.
In this case the proposal is for the Contact Centre employees to temporarily be seconded to STC whilst staying an employee of Apex.

Q: But why?
The movement of employees from a private-sector employer to a NSW government agency requires NSW government approval and various employment, regulatory and administrative arrangements to be completed. The secondment provides an effective transition period while these arrangements are worked through and ensures continuity for both employees and scheme members.

Q: So, will my role eventually move to STC permanently?
The proposal is for STC to move their Contact Centre in house, with the 1st stage of the proposal being that the employees will be seconded to STC. The 2nd stage of the proposal is that employees on secondment will be offered a position at STC.

Impacts

Employees required to sign Secondment agreements with STC relating to operations, supervision, new systems.

Changes to stakeholder interaction, training, system access and transition planning.

Areas of clarification

Employment status, continuity of service, pay, benefits, leave all remain unchanged as part of the secondment.

Day to day work operations and supervision will be managed by STC.

The second phase of the project would include a second consultation process with information on impacts to be discussed within 6-12 months.



Consultation process



1. Initial meeting

Explain the proposal, provide the pack, invite questions and outline next steps.



2. Feedback period

One to one meetings with employees (and representatives if requested). Opportunity to ask questions, provide feedback, ideas and discussions

Meet with STC for a townhall and Q&A



3. Review feedback

HR, business leadership and project stakeholders consider relevant feedback.



4. Outcome communication

Advise impacted employees of outcomes in writing.



5. Implementation support

Manager check-ins, HR support, FAQs and EAP.

Employee rights and support



Employees can

Ask questions, provide feedback, raise concerns, suggest alternatives, request clarification, bring a support person, request time to review documents and contact HR.



Support available

Manager and HR support, written FAQs, consultation meetings, time to review documentation, EAP support.



Representation and JCC

Employees may choose to be supported or represented where applicable. Apex will discuss the proposal at the JCC.

Proposed timeline

Tuesday 24th November
Initial employee~ communication issued.

Wednesday 25th – 30th November
Individual consultation meetings held

30th November - STC Townhall & FAQs

1st December
Feedback period opens.

7th December 2026
Feedback due, including time.

8th – 10th December
Feedback reviewed by Apex.

11th December 2026
Outcome meetings.

14th December 2026
Confirm announcement of proposed secondment to broader team members

January 2027
Secondment agreements are circulated for signing.

March 2027
Secondment Starts

Frequently asked questions

What decisions have been made?

STC are moving the Contact Centre in house. They want to enter into a secondment arrangement with existing employees.

Does this mean my employment is ending?

No. The proposal is focused on secondment-related arrangements as a first stage. Further consultation will happen when the appropriate regulatory approvals for any offers of employment at STC are secured.

Will my pay and benefits change?

No, during the secondment your pay and benefits will remain unchanged

Can I ask questions or bring a support person?

Yes. Employees can ask questions, seek clarification and bring a support person.

What if I do not agree?

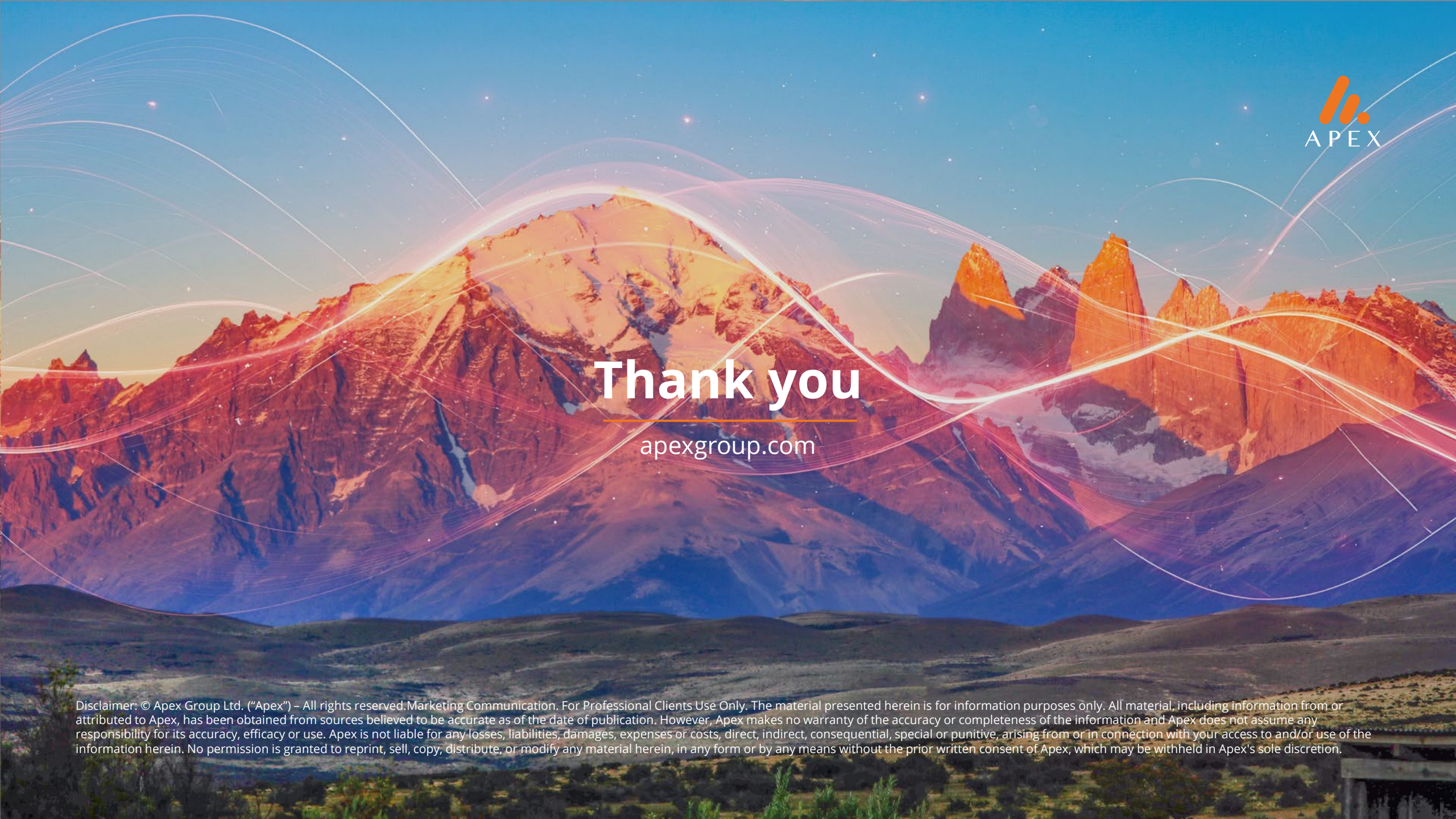
Provide feedback and explain your concerns. Apex will consider feedback and discuss this with you.

Who can I contact?

Matt Bailey, Kate Stock, Samantha Docherty

HR – Talia or Rachel

EAP – 1800 818 728



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