

Consultation for Proposal

Clean Car Discount

Tracy Moore – Head of Customer Operations

7 February 2024

Karakia

Tūtawa mai i runga
Tūtawa mai i raro
Tūtawa mai i roto
Tūtawa mai i waho
Kia tau ai
Te mauri tū, te mauri ora
Ki te katoa
Haumi e, hui e, tāiki e

Come forth from above,
below, within,
And from the environment
Vitality and wellbeing for all
Strengthened in unity.

Tēnā koutou katoa,

In December 2023, the Government announced the closure of the Clean Car Discount (CCD) Scheme with effect from 31 December 2023. Waka Kotahi (NZTA) was instructed to process all rebates by 31 January 2024 and close all activities associated with the scheme by 30 April 2024. As a result, a review of all CCD activities across NZTA has taken place, therefore we are proposing some changes to the LEV model. The purpose of this hui is to:

- Outline the proposal to close the CCD scheme with proposed revisions of the LEV organisational design to accommodate its removal.
- Present a proposed structure that ensures we have the right resource and capabilities to deliver the emissions reduction work programme moving forward.
- Outline the timeline and next steps for this proposed consultation.

One of the consequences of this change and its timing resulted in a large workload over the December and January period. I would like to acknowledge the extraordinary effort put in to clear the CCD applications within these timeframes and I sincerely thank you, especially knowing how challenging that may feel knowing that a change process would follow.

I acknowledge that this is not an easy time for you, and we will do everything we can to support you, listen to your views as we go through this consultation and seek the best outcomes available to you for any actions that may follow.

Ngā mihi nui,

Tracy Moore

Values and Design Principles



Ngākau Aroha | Have Heart

Putting our people at the centre of what we are doing and providing support to those affected by this change.



Kotahitanga | Better Together

Being upfront about what we want to achieve and genuinely listening to the feedback.



Kia Māia | Be Brave

Approaching the situation with understanding of different perspectives and seeking the right outcome.



Mahia | Nail It

Successfully implementing a change that achieves our objectives and recognises the external environment, stakeholder demands, and deliverables.

Ensure effective, ongoing service to our customers

Prioritise our people by anchoring decisions in our core values

Retain capabilities and expertise to deliver the LEV work programme

Align with intentions and outcomes sought by Government

Utilise data and insights to ensure intelligence led decision making

You can find further information about the New Zealand Transport Agency | Waka Kotahi approach to organisational change and our guiding principles in our 'Change Management Protocol 2024'

Context and Scope

Following the Government's directive to close the CCD Scheme, an internal review sought to understand an appropriate way to deliver the directive and to understand the impact this closure may have on our business structure, our people, and their positions.

As part of this review, we had to consider how the Agency could:

- Close all CCD activities and the impact that would have on the LEV model
- Ensure the right resource and capabilities are available to deliver the emissions reduction work programme moving forward.

This proposal seeks to:

- Retain the functional capabilities and integrity identified by the LEV Operating model
- Make changes to the LEV roles resulting from the removal of CCD activities from workload

The scope of the proposal has been determined by the level of impact on positions across the organisation resulting from the closure of CCD Scheme only.

Further details of the rationale behind this proposal can be found in the consultation document which can be found [here](#).

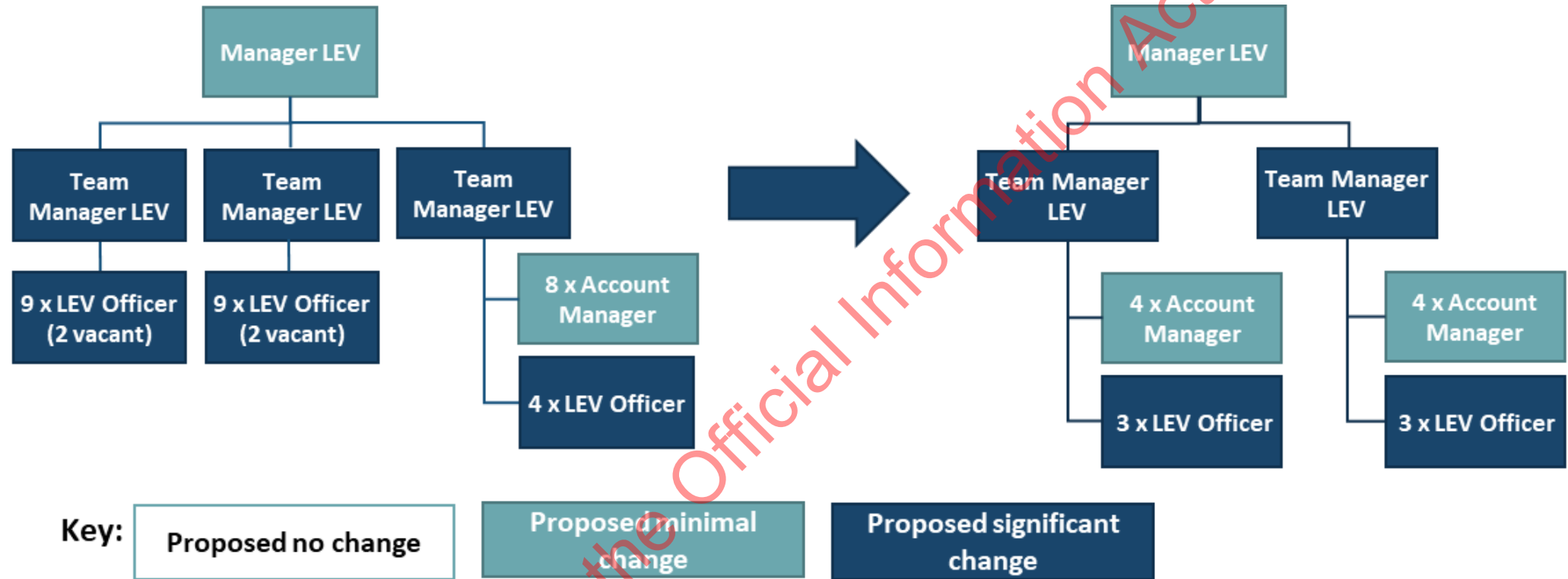
Definitions

The below details the definitions of change management terms used within this proposal.

- **Minor Change (Non-affected)** - There will be no change to the position, or the change is minor – e.g., a change in reporting line, title, or minor change to duties
- **Significant Change (Affected)** - The number of positions is reducing; there is a significant change to the position; or the position has been disestablished
- **Non-contestable Reconfirmation** – If the changes proposed are implemented, employees in the current structure will be automatically confirmed into positions in the new structure if the position is the same or substantially similar to their current position; and the number of staff eligible for confirmation is the same or less than the positions available.
- **Contestable Reconfirmation** – If the changes proposed are implemented, and if in the new structure there are a number of positions that are the same or substantially similar to those in the existing structure, but the number of positions is proposed to be reduced or combined to a lesser number of (same or substantially similar) positions, a selection process will follow.
- **Redeployment** – If an employee is not confirmed in the new structure following a non-contestable or contestable reconfirmation process, we will work with them to identify redeployment opportunities to suitable alternative positions within the new structure or across the agency generally.

The Proposed Changes

Low Emission Vehicle Team Proposal

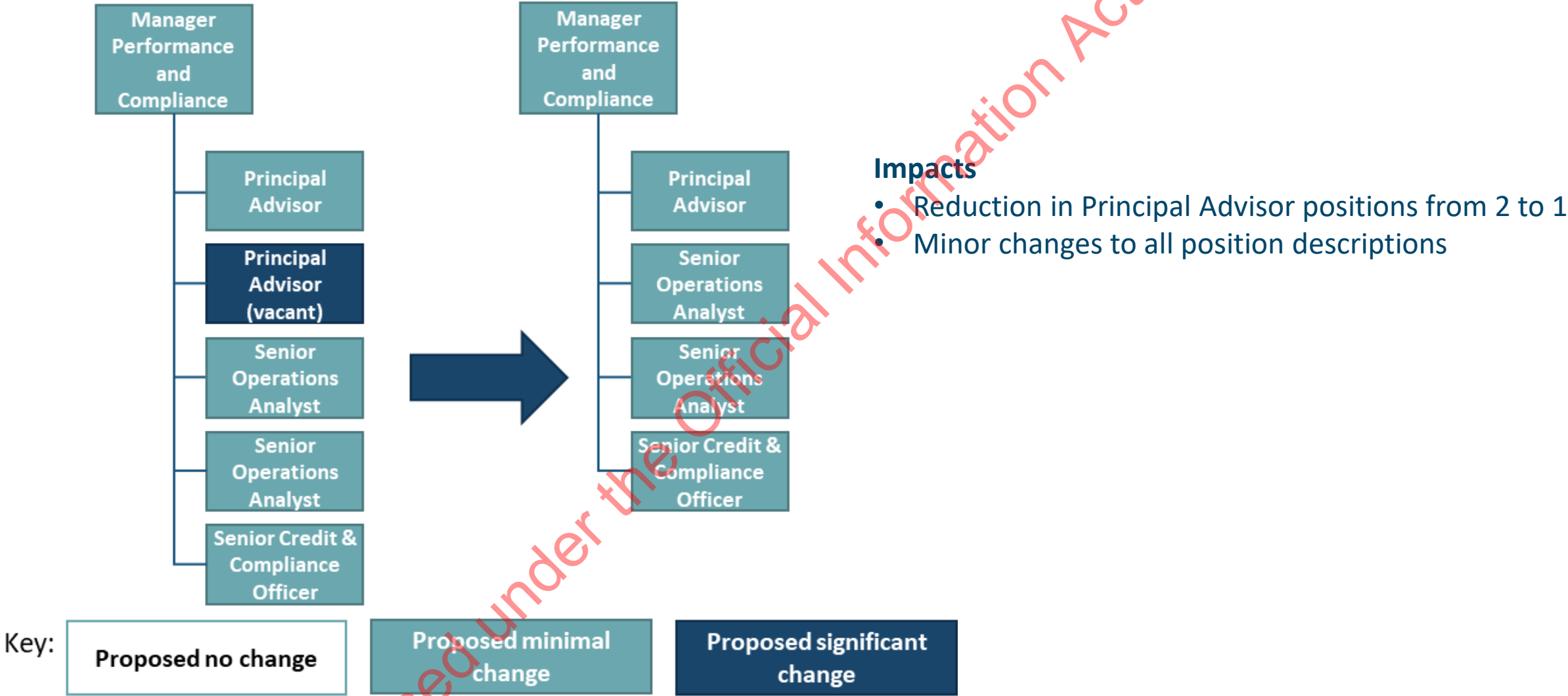


Impacts

- Reduction in Low Emission Vehicle Officer positions from 22 to 6
- Minor changes to the LEV Officer position description
- Reduction in Team Manager positions from 3 to 2
- Minor changes to the Team Manager position description
- Minor changes to the Manager LEV position description
- Minor changes to the Account Manager position description

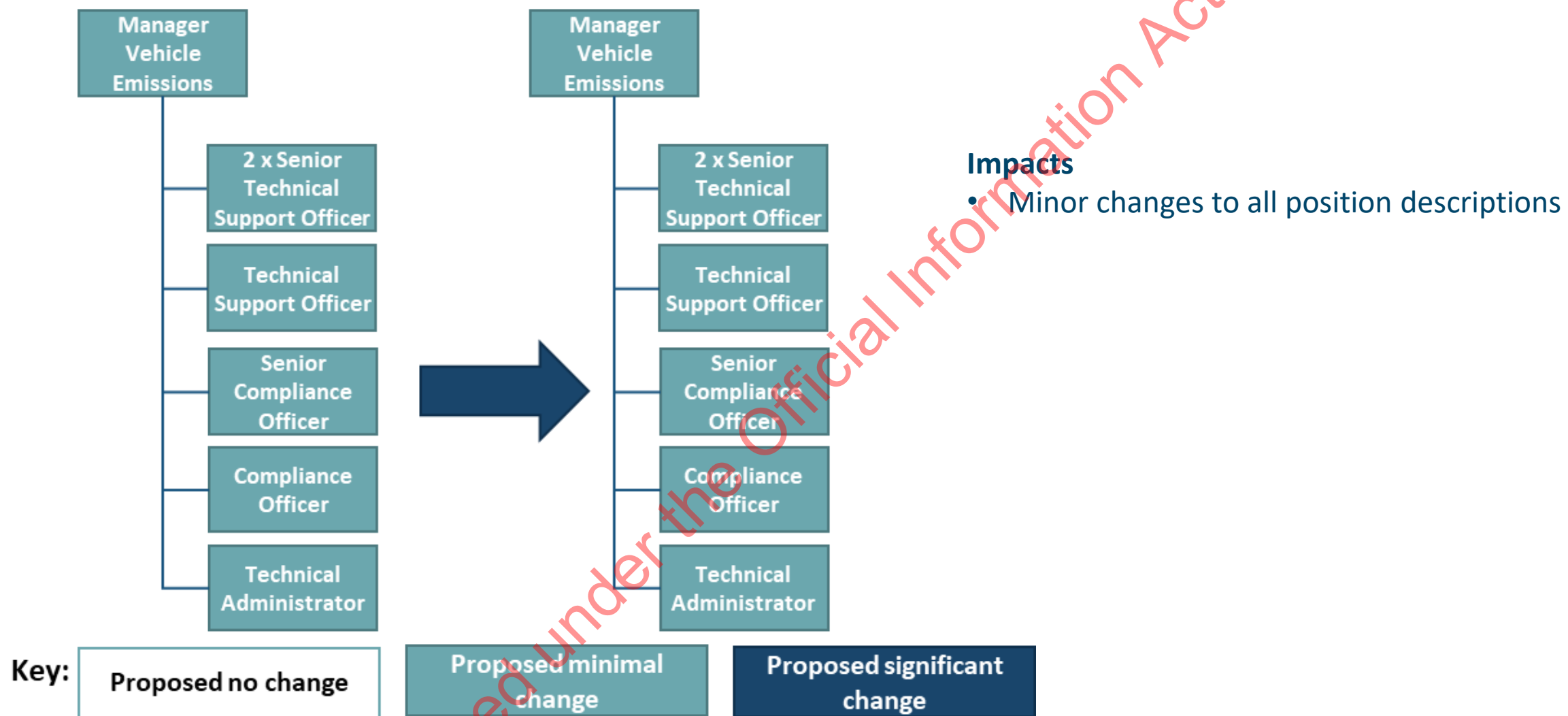
Detailed rationale is provided in the consultation document. Position descriptions can be found in the Clean Car Discount Review Teams Channel

Performance and Compliance Team Proposal



Detailed rationale is provided in the consultation document.
Position descriptions can be found in the Clean Car Discount Review Teams Channel

Vehicle Emissions Team Proposal



Detailed rationale is provided in the consultation document.
Position descriptions can be found in the Clean Car Discount Review Teams Channel

Impacts of the Proposed Change:

Position in scope	FTE	Proposed change	Affect on position	Impact of proposed change
LEV Officer	18	Reduce FTE from 18 to 6	Contestable reconfirmation	Significant
Account Manager	8	Minor change to PD	Non-contestable reconfirmation	Minor
Team Manager	3	Reduce FTE from 3 to 2	Contestable reconfirmation	Significant
Manager LEV	1	Minor change to PD	Non-contestable reconfirmation	Minor
Senior Credit and Compliance Officer	1	Minor change to PD	Non-contestable reconfirmation	Minor
Senior Operations Analyst	2	Minor change to PD	Non-contestable reconfirmation	Minor
Principal Advisor	1	Minor change to PD	Non-contestable reconfirmation	Minor
Manager Performance and Compliance	1	Minor change to PD	Non-contestable reconfirmation	Minor
Manager Vehicle Emissions	1	Minor change to PD	Non-contestable reconfirmation	Minor
Senior Technical Support Officer	2	Minor change to PD	Non-contestable reconfirmation	Minor
Technical Officer	1	Minor change to PD	Non-contestable reconfirmation	Minor
Senior Compliance Officer	1	Minor change to PD	Non-contestable reconfirmation	Minor
Compliance Officer	1	Minor change to PD	Non-contestable reconfirmation	Minor
Emissions Coordinator	1	Minor change to PD	Non-contestable reconfirmation	Minor

Vacant Positions:

Position in scope	FTE	Proposed Change
LEV Officer	4	Disestablished
Principal Advisor	1	Disestablished

Next Steps, Feedback, and Support

Selection Process & Redeployment

If the proposed changes are adopted, and a contestable reconfirmation process follows, it is proposed that the below selection criteria framework be used for selection processes:

- Knowledge Skills and Experience (70% weighting)
- Demonstrated Behaviours (20% weighting)
- Employee File (10% weighting)

(a more detailed description on how each of the criteria, for each specific position, will be assessed, is set out in the consultation document)

If your role is affected, you will be asked to complete a form to let us know your preference to participate in the selection process. All forms will be reviewed, and interviews will be arranged with those who have signalled interest. The interview panel would consist of two people from Customer Operations and one person from the Talent Acquisition Team.

If the proposed changes are implemented and you are unsuccessful in a contestable reconfirmation process, we would work with you to identify redeployment opportunities in suitable alternative positions.

Redundancy

- If the proposed changes are implemented, and you are not reconfirmed into the new structure and/or there are no redeployment opportunities for you, your employment will be terminated by reason of redundancy. You will be given notice of redundancy in accordance with your employment agreement.
- During your notice period, we will continue to identify any suitable alternative positions for redeployment across the Agency for affected employees.
- Consideration will be given to any requests for payment in lieu of working out your notice period, in accordance with your employment agreement.
- If you decline an offer of redeployment to a suitable alternative position, you may not be eligible for redundancy (and redundancy compensation) in accordance with your employment agreement. Rather, your employment will end by reason of resignation.

VOLUNTARY REDUNDANCY

If your position is subject to a contestable reconfirmation process, and you would prefer to be considered for voluntary redundancy, consideration will be to these requests on a case-by-case basis.

Feedback and Questions:

Your input on this proposal is important, so please take the time to read through the consultation document and provide your feedback. I will consider all feedback I receive and use it to make decisions on the best way to move forward. You can provide feedback up until **5pm on 23 February 2024**.

There are multiple ways you can provide feedback or ask questions:

- The feedback form, accessible [here](#)
(if you have a question that you need a response to, please use alternate channels below)
- The LEVReview@nzta.govt.nz email address monitored by Lauren and Elijah
- In person by requesting a one-on-one session with myself (Tracy) which you can organise through Christina Laubscher
- Via your union who have been provided with these materials
- Posting questions in our 'Clean Car Discount Review' teams' channel.
- Attending one of our drop-in sessions or live call, details below:
 - Drop-in session #1 via teams with Tracy Moore on Thursday 8 February 2024 at 3:00pm
 - Live Call with Tracy Moore on Wednesday 14 February 2024 at 9:00am, where questions can be asked anonymously
 - Drop-in session #2 via teams with Tracy Moore on Thursday 22 February 2024 at 3:00pm

We recommend asking questions as early as possible, especially if the answers play a role in informing your feedback submission and we will endeavour to reply to questions within two business days.

Getting Advice and support:

I know that the prospect of change can be unsettling, and this may impact on how you are feeling generally. If there is anything that is worrying you about the proposal, please raise this with me, your People Leader, Lauren Turfrey, or Elijah Williams-Stewart. You can also seek advice and support from your union if you are a member.

Ongoing support is also available through the Employee Assistance Programme. This service provides access to free confidential counselling and support at any time. I would encourage you to take advantage of this if it might be helpful for you. EAP can be accessed by calling 0800 327 669.

We will be organising an EAP drop-in session on site, where a representative from EAP will be present within the office for a confidential conversation. This is to provide you with the opportunity to discuss any concerns you may have or to receive support on ways to cope throughout this process.

You can seek independent advice as you consider and provide feedback on this proposal; or if you have a general question about your employment, you can also contact Lauren Turfrey or Elijah Williams-Stewart.

You are welcome and encouraged to talk to your whānau and other support people. You are also welcome to involve a support person or representative at any time in the process.

Indicative Timeline:

STEP	INDICATIVE DATE
Change Proposal released	7 February 2024
Consultation period starts – proposal open for discussion and feedback	7 February 2024
Feedback period ends	23 February 2024
Feedback collated and analysed.	26 – 29 February 2024
Decision announced, all people advised on any individual impacts	4 – 5 March 2024

Further steps if change occurs

STEP	INDICATIVE DATE
Submissions for the selection process open	6 March 2024
Submissions for the selection process close	8 March 2024
Selection process interviews are completed	11 – 22 March 2024
Decisions have been reached and individual outcomes of the selection process are communicated	25 – 29 March 2024
The new structure goes live, and redeployment opportunities are explored for those unsuccessful in the selection process	1 – 12 April 2024
Notice of redundancy is provided to those who have not received an offer of redeployment	12 April 2024
Any further offers of redeployment have been made and those who have been unable to find suitable alternative positions or offers reach the end of their notice of redundancy	12 May 2024

Close and Karakia

This information is being shared to all teams individually today, please respect each other's right to hear the information first hand. The consultation document, proposal presentation, and individual letters will be distributed at the end of the day. Position Descriptions will be available via Teams tomorrow.

Ka rongo tātou i te reka o te kōrero
Ko ngā tikanga
Ko ngā kawa
Ko te whanaungatanga
Ko te manaakitanga
Ko te kotahitanga
Hei kōrero mā te hinengaro, mā te wairua,
mā te tinana, mā tātou, te whanau o te
Waka Kotahi.
Kaikarakia (leader): Tūturu whakamaua kia
tina
Katoa (all): Tina
Kaikarakia: Haumi ē, hui ē,
Katoa: Tāiki e

We sense, smell, taste and feel the
sustenance
before us
Embracing Māori practices and protocols
Building relationships to create a sense of
belonging,
Uplifting the mana of others
Exercising unity, inclusivity and equality
As food for thought, as a sense of well-
being, as
a spiritual and physical encounter with the
Māori
world within the whanau of Waka Kotahi.
Forever challenging our potential!
Our voices raise up in agreement!
Joined and assembled
Ready and empowered to take on the
challenges
that face us!