

## DECISION DOCUMENT

### LEV and Operational Support

New Zealand Transport Agency | Waka Kotahi

19 September 2024

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# Foreword to the decision

Kia ora koutou,

Thank you for taking the time to share your thoughts and feedback on the Consultation Document for LEV and Operational Support that was released on Tuesday the 20<sup>th</sup> of August 2024. Your continued contribution and professionalism is greatly appreciated. We have now had a chance to carefully consider the feedback received.

We received feedback that was supportive of the proposed change and feedback that raised concerns about aspects of the proposed changes. There was one predominate theme of feedback that we received, this was in relation to where the remaining LEV function should sit alongside various other themes. We have listened and taken the time to consider all the feedback. I am absolutely committed to making sure any changes to our structure are enabling and your voice is integral in achieving that.

The purpose of this document is to communicate the decisions made following the careful consideration of the feedback provided. In this Decision Document, you will see that the new structure for the LEV and Customer Services Support teams are the same as outlined in the Consultation Document. I am confident that this confirmed structure will provide a strong foundation for us to deliver real value to our customers, and the wider land transport system for all of Aotearoa.

## This Decision Document outlines:

- A summary of the feedback received and my response to that feedback;
- The confirmed organisational structure; and
- Details on what happens next.

## How we have navigated this change through our guiding values

As with everything we do, we have been guided by our values in our work on the changes to our organisational structure. In navigating this change we have, and will continue to focus on these values:

- **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.

We want to make sure that as we transition to the new structure, we are continually guided by these values.

## Next Steps

The decisions shared with you today marks the next stage in our change process. We will be moving to our new structure from **18 November 2024**. In preparation for this we will work through the options available for people in positions we confirm will be disestablished, including redeployment opportunities. The relevant processes will begin immediately (**20 September 2024**).

## Support

I know that organisational change can be unsettling. Please contact me or Lauren Turfrey (Senior HR Advisor) if you have any questions or concerns. You are entitled to employment advice at any stage. If you are a union member, your union will be able to provide this advice. Support is available, so please look at

the [‘Support Available’](#) section below. All employees can access free confidential personal or career counselling through [EAP services](#).

PSA and/or E-tu have been notified about this decision document and a copy has been provided to the union organiser/s. Union members are welcome to contact their union or union delegates to discuss this decision and seek their advice and support.

### Final Reflection

I want to acknowledge that this is not the first change process you have participated in this year for most of you and that change is not an easy process to participate in. Thank you for your continued professionalism and kindness through this process. I would like to take this opportunity to recognise that outstanding mahi and achievements that have occurred over the last twelve months and for the continued support as we navigate this change.

Thank you for contributing to the consultation process, your feedback was deeply appreciated and carefully considered. I am excited for the opportunities that will come with this new structure and to see the difference this will make for meeting the needs of our customers. I look forward to continuing to work closely with you all over the implementation period while we transition to the new structure.

Ngā mihi nui,



Tracy Moore  
Head of Customer Operations

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# Section 1. Consultation and Feedback

## Change proposal overview

In the change proposal that we shared for the purposes of consultation dated 20 August 2024 ('**Consultation Document**'), Waka Kotahi New Zealand Transport Agency ('**We**', '**Agency**' or '**NZTA**') proposed to:

- Establish a combined LEV & Operational Support team by consolidating similar capabilities into a single, cohesive group.
- Align the resourcing within the combined LEV & Operational Support function to deliver appropriate service levels that effectively support both current and future workflows.
- Ensure we are working in the most effective and efficient way to support our customers.
- Remove the Account Manager positions and reallocate remaining tasks to roles more aligned with appropriate levels of expertise.
- Align with the organisational design principles to achieve efficiencies, with a focus on appropriate spans of control for leaders.
- Create leadership pathways and growth within the LEV & Operational Support function.

The overall focus of the proposed changes was to address the outcome of recent reviews into the LEV team and the Customer Services Support team by clustering similar capabilities, ensuring there is appropriate spans of control, creating clear leadership pathways for career development, and ensuring our teams are right sized to effectively meet the needs of our customers and the public. All roles within the LEV team and the Customer Services Support team were in scope of the proposal.

## Overview of the feedback process

On 21 August 2024, we provided staff with the Consultation Document and invited employees to provide feedback.

The initial consultation period ran for three weeks through until 5pm, Monday 9 September 2024 (following the request that the consultation period be extended from the original close date of 5pm, Tuesday 3 September 2024).

During this time, we hosted two drop-in sessions via MS Teams for people to ask questions and/or seek clarification about the proposal. We also hosted drop-in sessions via MS Teams when requested by individual teams. In addition, we had an email address dedicated to this change so that we could receive questions at any time to ensure they were promptly responded to.

We offered people multiple ways to provide feedback, including in person, via email, or the MS form. People could also choose to submit feedback individually or as a group.

We had a good level of engagement during the consultation period. In total we had 18 people provide written feedback either individually or as a group. Overall, of the submissions received, there was a mixture of both supportive feedback and concerns raised about the proposed changes to the LEV and Customer Services Support teams. There was one predominate theme of feedback that we received in relation to where the remaining LEV function should sit with a proposed alternative structure.

Where feedback received related to the impact of proposed changes on an individual's terms and conditions of employment, we will respond to this on an individual basis.

A table summarising the key themes identified in the feedback is provided below, along with our response to each of these key themes.

## Summary of key themes from the feedback received:

Theme	Summary of Feedback	Response to Feedback
<p><b>Low Emission Vehicles Team Placement</b></p>	<ul style="list-style-type: none"> <li>We received feedback suggesting that the LEV team would be better placed within the Vehicle Emissions team.</li> <li>An alternative structure was received that proposed the implementation of a Team Manager LEV position that reported directly to the Manager Vehicle Emissions. The proposed role would be responsible for the management of a team that included one Account Manager and four LEV Officers.</li> <li>There was also a proposal that the LEV team could report into the Performance and Compliance team.</li> </ul>	<p>We have carefully considered these proposals and do not consider that they will meet the current needs of the business. While the LEV team, the Vehicle Emissions team, and the Performance and Compliance team operate under the same umbrella, we consider them to have significantly different accountabilities. In essence, the Vehicle Emissions team and Performance and Compliance team are highly technical functions that have an internal focus, and the LEV team is an operational team that is customer facing and has an external focus.</p> <p>We appreciate the feedback and work that went into proposing an alternative structure. A similar model was considered as part of the review process prior to landing on the proposed structure that went out in the Consultation Document.</p> <p>The Vehicle Emissions team focuses on maintenance of Waka Kotahi systems such as MIAMI and Fuel Saver &amp; Right Car. They also work on amendments to rules, policies, and standards with a key aspect of their role being industry engagement with importers, overseas jurisdictions who have vehicles coming into the NZ Market, and Ministry of Transport.</p> <p>The Performance and Compliance team started out as a function aligned closely to the LEV programmes but has grown and expanded their work across the Te Mahau business group. They work on Official Correspondence inputs, analytics and reporting, and supporting other initiatives such as the Safety Camera Programme.</p> <p>Both suggestions were considered, and it has been determined that it would not meet the current needs of the business for the LEV team to move into the Vehicle Emissions team or the Performance and Compliance team.</p>

Theme	Summary of Feedback	Response to Feedback
<p><b>Team Fit between the LEV Officers and the Customer Services Support team</b></p>	<ul style="list-style-type: none"> <li>We received feedback that the LEV Officers and the members of the Customer Services Support team do not have similar capabilities.</li> <li>It was raised that while it is agreed that elements of the positions within these teams are largely 'administrative', they also require varying degrees of specialist knowledge.</li> <li>There was concern that this specialist knowledge was being ignored by suggesting these functions have similar capabilities.</li> </ul>	<p>As part of the design work for the proposed changes, we considered the knowledge and experience that is required for people to perform these positions, specifically the LEV Officers, Case Officers, and Operational Support Specialists. We considered and still do consider that these roles required similar capabilities. We believe it will be best for the business for service delivery and for contingency requirements that these teams sit within the same team underneath the Manager, LEV and Operational Support.</p> <p>We understand and agree that positions in these teams have different key tasks and functions, however, we consider that the competencies and experience required for these positions are similar with a focus on:</p> <ul style="list-style-type: none"> <li>experience in a regulatory environment.</li> <li>the ability to adapt well to change.</li> <li>time management skills.</li> <li>the ability to use multiple systems.</li> <li>a high level of accuracy and attention to detail.</li> <li>the ability to collaborate and apply a cross-functional approach across a team.</li> </ul>
<p><b>Cross-skilling and Support</b></p>	<ul style="list-style-type: none"> <li>We received differing feedback on the proposal to introduce cross-skilling to the LEV Officer and Case Officer position descriptions.</li> <li>Some feedback agreed with the approach to cross-skill across these functions.</li> <li>Some feedback raised a concern that where additional support had been provided previously this was not successful and generated additional remediation work rather than decreasing work.</li> <li>Feedback also raised a concern that the proposal encouraged a culture of knowing a little 'about a lot' rather than growing knowledge and capability in one area of expertise.</li> </ul>	<p>Our aim is that by having cross-skilling in the LEV Officer and Case Officer PDs that the roles will be able to be agile in moving between the accountabilities of each position. We also consider that this will be beneficial to staff for their own professional development.</p> <p>We intend to arrange training for the positions to ensure that the positions can achieve their new accountabilities.</p> <p>The tasks required of the Operational Support Specialists will be included in this cross-skilling. We do not consider it necessary to add these specific tasks to the Operational Support Specialist position description as they have less capacity to support other functions given there are only two Operational Support Specialist positions.</p>

Theme	Summary of Feedback	Response to Feedback
	<ul style="list-style-type: none"> <li>There was also feedback that the Operational Support Specialists should be included in the cross-skilling for business continuity, leave coverage, and other similar situations.</li> </ul>	
<b>Conflicts with Role Responsibilities and Banding</b>	<ul style="list-style-type: none"> <li>We received feedback raising a concern that the proposal was asking for cross-skilling to occur across positions with different bands and that this would see people performing duties of a role at a different band.</li> </ul>	<p>The addition of cross-skilling to the LEV Officer and Case Officer position descriptions is to provide support across the LEV and Operational Support team.</p> <p>All of these roles are band 13 positions (LEV Officers, Case Officers, and Operational Support Specialists).</p> <p>We are not proposing that the Tolling Operations Officers (band 12) and Administrators (band 11) will have additional functions added to their position descriptions. They will sit within the Operational Support team reporting to the Team Leader, Operations Support.</p>
<b>Career Progression</b>	<ul style="list-style-type: none"> <li>We received feedback raising a concern that the only career progression within the proposed structure is leadership-focused and there is not career progression in relation to expanding technical expertise.</li> </ul>	<p>We recognise that career progression and development pathways may mean different things to different people. While the creation of a leadership career pathway within this change is a type of career progression path, it is not the only career path and was not the only driver for this proposed change.</p> <p>There continues to be options for career progression across NZTA for a person with the right skills and experience when suitable opportunities come up in the business. We encourage you to speak to your people leader about career progression options.</p>
<b>Managerial Oversight and Support</b>	<ul style="list-style-type: none"> <li>We received feedback that expressed concern that we may lose senior LEV knowledge and expertise within the new structure which would negatively impact LEV Officers.</li> <li>There was also concern raised that adding the LEV Officer function to the existing Customer Service Support team would negatively impact the Manager's ability to provide</li> </ul>	<p>The Manager LEV and Operational Support will need to manage across all the functions reporting to them and will be expected to learn any technical knowledge that don't currently have. This Manager will have support from other managers within the Customer Operations leadership team, as required.</p> <p>The current Customer Services Support team consists of four 'functions' made up of</p>



Theme	Summary of Feedback	Response to Feedback
	<p>technical oversight and support to staff.</p>	<p>the Case Officers, Operational Support Specialists, Tolling Operations Officers, and Administrators. In the new structure these four 'functions', along with the LEV Officers 'function', will sit in one team. However, we are adding the Team Leader, Operational Support to assist with oversight of two of these 'functions' to ensure that there is appropriate leadership oversight.</p>
<p><b>Team Leader, Operational Support Position Description</b></p>	<ul style="list-style-type: none"> <li>We received feedback that there was no mention of Tolling Operations within the Team Leader, Operational Support position description.</li> </ul>	<p>We have added a bullet point to the Team Leader, Operational Support position description to specifically mention the Tolling Operations accountabilities.</p>
<p><b>Future State</b></p>	<ul style="list-style-type: none"> <li>We received feedback that expressed concern that the proposed structure did not consider any future growth that might occur e.g. what is outlined in the Government Policy Statement.</li> </ul>	<p>We want to ensure that we have a structure that enables us to operate effectively and efficiently to deliver appropriate service levels that effectively support both current and future workflows.</p> <p>We consider that by creating a Team Leader position and splitting the existing functions between the two roles, we can allow for growth that may need to occur to meet strategic priorities. This growth could be adding more roles to each function, adding another function to the Team Leader, or creating a second Team Leader position in this space, as required. If growth results in a need for future change, we will consult with you at that time.</p>
<p><b>Proposed disestablishment of People Leader Positions</b></p>	<ul style="list-style-type: none"> <li>We received feedback raising concerns that people leader positions had been targeted or unnecessarily disestablished in the proposed new structure.</li> </ul>	<p>We want to assure you that no positions have been targeted or unnecessarily disestablished during this change proposal.</p> <p>The proposal has come about because of changes in our operating requirements. We are committed to making the right decisions for the business.</p> <p>We appreciate that change processes can be difficult for everyone involved.</p>

## Section 2. Structure Decisions

### Overview of the decision

After considering all relevant feedback received throughout the consultation period, we have made the decision to confirm the majority of the proposed changes, and we intend to proceed to implement the changes on 18 November 2024.

We have made one modification to what was proposed in response to feedback:

- An amendment to the Team Leader, Operational Support position description to include 'Provides leadership, clear direction and expectation of performance for those undertaking Tolling related activity so that NZTA outcomes are achieved and enables engaged staff to deliver high performance and quality service.'

The impacts of the confirmed changes mean that:

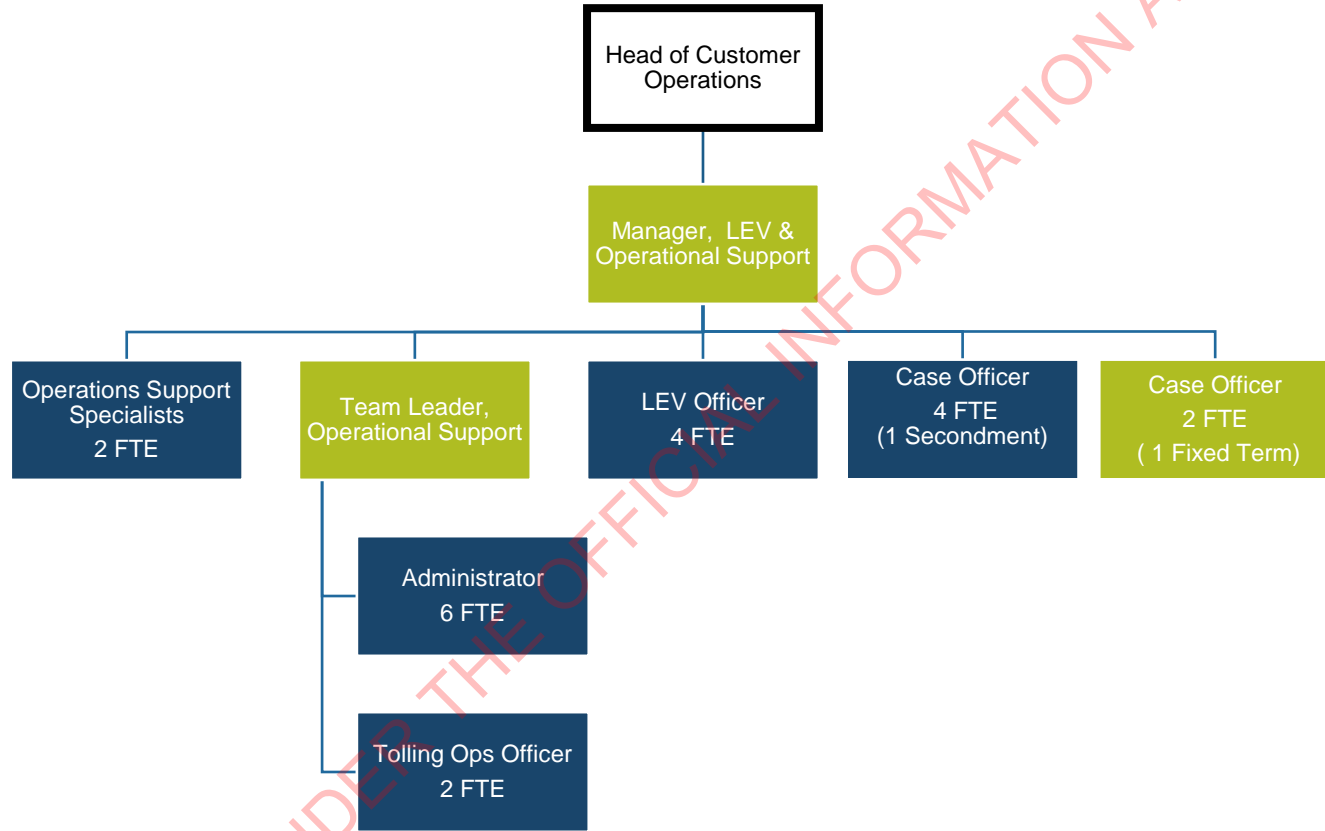
- **12 positions will be disestablished**, including 2 vacant positions.
- **18 positions will have a minor change** to them, such as a change in position title, reporting line or minor change to position description.
- **4 new positions will be created** when the new structure comes into effect on 18 November 2024.
- **22 positions in total** will be in the new structure when it comes into effect on 18 November 2024.

**The specific impacts on individual positions are detailed in the 'Confirmed new structure' and 'Summary of confirmed impacts on positions' sections below.**

The confirmed changes are intended to position us better to achieve our strategic priorities, through:

- Aligning the resourcing within the combined LEV & Operational Support function to deliver appropriate service levels that effectively support both current and future workflows.
- Ensuring we are working in the most effective and efficient way to support our customers.
- Aligning with the organisational design principles to achieve efficiencies, with a focus on appropriate spans of control for leaders.
- Creating leadership pathways and growth within the LEV & Operational Support function.

Confirmed new structure – LEV and Operational Support



## Summary of confirmed impacts on positions

The following impact table identifies all current positions falling within the scope of this change that have been affected in some way by the confirmed structure. For each position we note if the impact on the position is Significant or Minor.

- If the impact on the position is Significant, the position will be disestablished, and an incumbent employee is then deemed to be an 'affected employee' and will be considered for redeployment. If the person is not able to be redeployed, their employment will end by way of redundancy.
- If the impact on the position is Minor this means the change is not significant and the incumbent employee will remain in the position.

Further information about how this decision affects staff personally will be provided in a letter to the incumbent employee accompanying this Decision Document.

Position in scope	FTE	Confirmed change	Outcome for Incumbent Employees	Impact
<u>LEV Manager</u>	1	Disestablished	<ul style="list-style-type: none"> <li>• Closed-pool selection process for Manager, LEV and Operational Support.</li> <li>• Redeployment into suitable alternative position within NZTA.</li> <li>• If redeployment is unsuccessful, termination of employment by way of redundancy.</li> </ul>	Significant
<u>Manager Customer Service Support</u>	1	Disestablished	<ul style="list-style-type: none"> <li>• Closed-pool selection process for Manager, LEV and Operational Support.</li> <li>• Redeployment into suitable alternative position within NZTA.</li> <li>• If redeployment is unsuccessful, termination of employment by way of redundancy.</li> </ul>	Significant
<u>Team Manager LEV</u>	2	Disestablished	<ul style="list-style-type: none"> <li>• Closed-pool selection process for Manager, LEV and Operational Support.</li> <li>• Redeployment into suitable alternative position within NZTA.</li> </ul>	Significant

Position in scope	FTE	Confirmed change	Outcome for Incumbent Employees	Impact
			<ul style="list-style-type: none"> <li>If redeployment is unsuccessful, termination of employment by way of redundancy.</li> </ul>	
<u>Account Manager</u>	6	Disestablished	<ul style="list-style-type: none"> <li>Redeployment into suitable alternative position within NZTA.</li> <li>If redeployment is unsuccessful, termination of employment by way of redundancy.</li> </ul>	Significant
<u>LEV Officer</u>	3	Minor change to position description and change to reporting line	New position description to be issued including cross-skilling duties. Position reports to Manager LEV and Operational Support.	Minor
<u>Case Officer</u> (1 Secondment)	4	Minor change to position description and change to reporting line	New position description to be issued including cross-skilling duties. Position reports to Manager LEV and Operational Support.	Minor
<u>Operations Support Specialist</u>	2	Change to reporting line	Position reports to Manager LEV and Operational Support.	Minor
<u>Tolling Operations Officer</u>	2	Change to reporting line	Position reports to Team Leader, Operational Support.	Minor
<u>Administrator</u>	6	Change to reporting line	Position reports to Team Leader, Operational Support.	Minor

## Confirmed new positions

Position	FTE	Team	Position Status	Fulfilment process	Band
<a href="#"><u>Manager, LEV and Operational Support</u></a>	1	Customer Operations	New Permanent	Available for redeployment via closed-pool selection process and then for open recruitment if still vacant.	17
<a href="#"><u>Team Leader, Operational Support</u></a>	1	LEV and Operational Support	New Permanent	Available for redeployment via EOI, and then for open recruitment if still vacant.	15
<a href="#"><u>Case Officer</u></a>	2	LEV and Operational Support	1 New Permanent and 1 New Fixed-term	Available initially for redeployment via EOI, and then for open recruitment if still vacant.	13

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## Section 3. What Happens Next

### High Level Timeline

Process	Date
Decision communicated.	19 September 2024
Expressions of interest (EOI) can be submitted by affected employees seeking redeployment to available LEV and Operational Support positions.	20 September 2024 – 5pm, 26 September 2024
Interviews as required.	From 30 September 2024
Outcome of EOI process confirmed for affected employees.	9 October 2024
Wider redeployment explored for affected employees.	From 9 October 2024
Notice of redundancy is provided to those who have not received an offer of redeployment. <i>Four weeks' notice is provided, and during this period we will continue to explore redeployment opportunities with you.</i>	From 18 October 2024
The new structure comes into effect.	18 November 2024
Any further offers of redeployment have been made and those who have been unable to find suitable alternative positions reach the end of their notice period and their employment ends by way of redundancy.	18 November 2024

### Affected and non-affected employees

As the structure has been confirmed, employees within the scope of the change will fall within one of the following categories:

1. An employee will be a **non-affected employee** if there will be no change to their position or if the change to their position is considered minor.
2. An employee is an **affected employee** if their position:
  - remains the same, but NZTA intends to reduce the number of positions carried out by several employees (i.e. reducing from 3 of the same position to 1 of that position); or
  - has been disestablished; or
  - there will be a substantial change to their position.

The options available to affected employees will depend on their position as detailed in Section 2 of this Decision Document, and may include one or more of the following:

### Reconfirmation

#### Non-contestable reconfirmation

Employees will be automatically confirmed into positions 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 (i.e. non-contestable reconfirmation).

Employees who have been reconfirmed into a position in the new structure do not need to take further action and the change to their position will take effect when the change is implemented on 18 November 2024.

If an employee is offered non-contestable reconfirmation, and they do not wish to take up the position in the new structure, the employee's employment will come to an end and they will not be entitled to redundancy compensation (in accordance with the applicable employment agreement).

## Expressions of interest and redeployment

The next step for us now the structure has been confirmed is to start an expression of interest (EOI) process for the new positions and explore options for affected employees.

### Expression of interest process for affected employees

There will be a closed contestable process for the Manager, LEV and Operational Support. Employee in roles eligible for this close contestable process can submit an EOI starting from 20 September 2024 and ending at 5pm on 26 September 2024. They can also apply for other roles at this time. The expression of interest form is [here](#) and the link will remain active from 20 September 2024 until 5pm on 26 September 2024.

All employees affected by this decision may submit an expression of interest for positions within the LEV and Operational Support team (that are not part of a closed contestable process) as part of their redeployment process, starting from 20 September 2024 and ending at 5pm on 26 September 2024.

All EOIs will be reviewed, and interviews will be organised with employees.

Process step	Step Details
Step 1: Expression of Interest (EOI)	Affected employees can express their interest in available positions within the confirmed structure by completing the expression of interest form <a href="#">here</a> . This link will remain active from 20 September 2024 until 5pm on 26 September 2024. When completing the EOI form, please do so while viewing the <a href="#">selection criteria</a> for the available position you are interested in and the position description for the role.
Step 2: Interview	Where there is more than one person expressing interest in a position, a three-person panel will interview the candidate for the role. This assessment will consider both the information provided by the employee and the <a href="#">selection criteria</a> .
Step 3: Decision	The initial outcome of the interview and assessment will be shared with the affected employee, and an opportunity for feedback provided, before a final decision is made and the outcome shared.

NB. Where it is found that none of the affected employees either express interest or meet the required criteria at any given step in the above process, further internal and/or external recruitment processes may follow.



## Redeployment

Where there are no positions in the new structure that an employee can be reconfirmed into (or where an employee is unsuccessful in being confirmed into a position after a contestable process), the employee will be considered for wider redeployment to suitable alternative positions across NZTA.

A suitable alternative position is one that has no less favourable terms and conditions of employment and involves duties and responsibilities that are not unreasonable for the employee to fulfil, taking into account the employee's skills, abilities, potential to be retrained and the nature of existing duties.

Employees are welcome to identify positions that they consider to be a suitable alternative position (redeployment) through the above noted EOI process, alongside other positions within NZTA (wider redeployment) and discuss these with the Talent Partner.

The list of available vacancies will be updated on a weekly basis. We recommend that you check regularly for positions that you believe are a suitable alternative or would be a good match for your skills and experience. Current vacancies can be located through "[Current Vacancies](#)" on OnRamp and can be found in Jobs Hub on Puna Koi.

Where a position is found to be a suitable alternative (and where all proposed selection criteria has been met) for more than one affected person, there will be an additional selection process to determine the successful candidate. Your Talent Partner will let you know if this is the case and update you on the details of the process for that position.

In most cases, if an employee is offered a suitable alternative position but does not accept that offer, there will not be an entitlement to redundancy compensation (in accordance with the applicable employment agreement) and the employee's employment will come to an end, in accordance with our standard resignation processes.

## Internal recruitment

For all positions in the new structure to which a current employee has not been reconfirmed or redeployed, these new and vacant positions will be made available to all NZTA employees for a *minimum* of one week of internal recruitment. This means that any **internal NZTA employees**, (includes employees whose substantive positions are in NZTA; excludes contractors and those seconded into the agency) who are interested can apply for these positions.

Where there are no suitable internal candidates found for new/ vacant positions, we will then expand our recruitment process to include external candidates. Contractors and those seconded into NZTA can apply at this external stage of recruitment.

## Redundancy

Where all options for an employee have been exhausted, affected employees will be given notice of redundancy in accordance with the terms and conditions of their employment agreement. During the notice period, redeployment opportunities will continue to be explored with you.

Any redundancy entitlements will be paid in accordance with the affected employee's employment agreement. Please be aware that such entitlements are subject to the [statutory restrictions under section 88 of the Public Service Act 2020, if you take up another position in the state services](#).

## Voluntary redundancy

Affected employees may express an interest in **voluntary redundancy**, and consideration of such requests by NZTA will be on a case-by-case basis. If this is something you wish to discuss, please contact Lauren Turfrey, Senior HR Advisor.

## Support available

Change can be unsettling, and this may impact on how you are feeling generally. We encourage you to reach out to whānau and other support people and take advantage of the resources available to you, including:

- your union delegate or representative
- our Employee Assistance Programme (EAP – [www.eapservices.co.nz](http://www.eapservices.co.nz) or 0800 327 669)
- our Wellbeing, Health and Safety team ([hsw@nzta.govt.nz](mailto:hsw@nzta.govt.nz))
- New Zealand's national telehealth service (text 1737).

Please speak with someone about how you are feeling and let us know if you have any concerns.

### Employee Assistance Programme (EAP)

NZTA provides all employees with access to free confidential counselling and career/ financial guidance at any time through EAP. We encourage you to make use of this service. EAP can be accessed by calling **0800 327 669** or booking an appointment [online](#).

### Who else can I talk to?

- Tracy Moore – Head of Customer Operations
- Lauren Turfrey – Senior HR Advisor
- Your People Leader
- E Tu or PSA unions are also available for advice and support if you are a member.

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

### What other resources are available?

[Te Kokenga Whakamua - Navigating Change](#) is a support hub available to help our people navigate change, with a focus on wellbeing and managing the different stages of change.

### Redeployment support

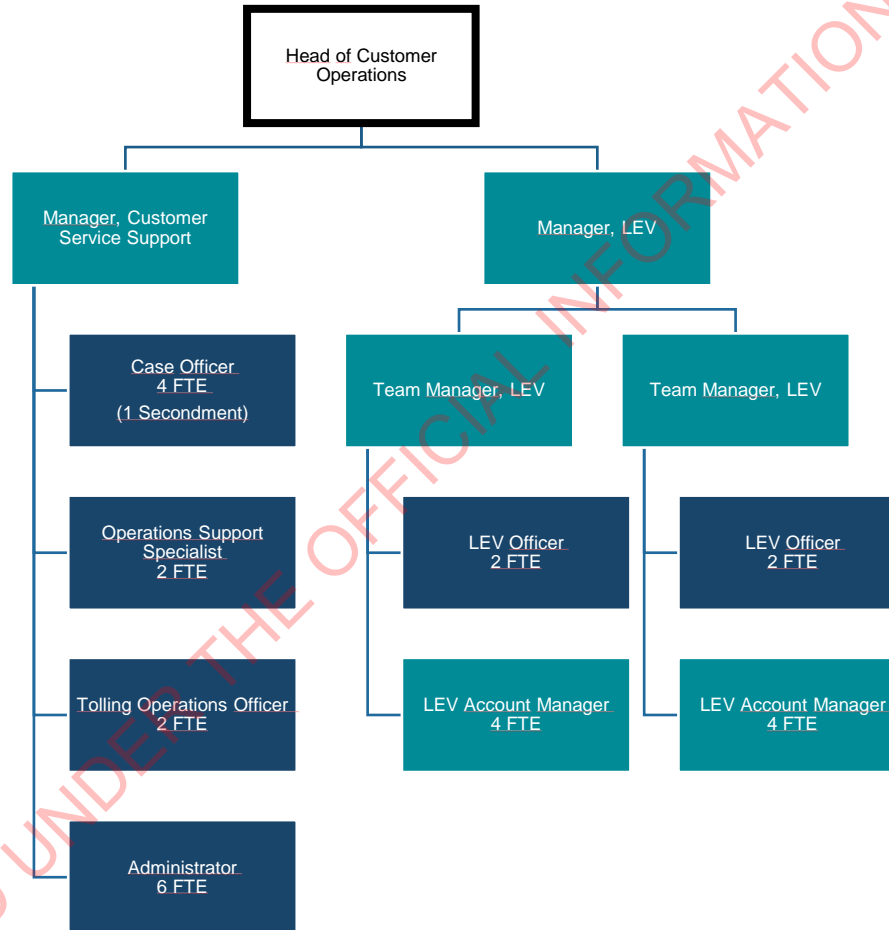
A Change Support team has been established to assist employees affected by change. The Change Support team will contact affected employees who have been unsuccessful through the EOI process to provide them additional support. This could cover any of the following depending on the individual's needs:

- Discussion around career aspirations / goals
- CV & cover letter preparation support
- LinkedIn profile support
- Internal redeployment support
- Connection to external recruitment agencies
- Connection to Wellbeing resources & support.

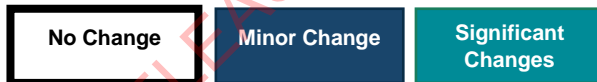
The Change Support Team can be contacted via [changesupport@nzta.govt.nz](mailto:changesupport@nzta.govt.nz)

# Appendices

## Appendix 1: Current Structure



Key:



## Appendix 2: Confirmed Selection Criteria

The criteria provided for each position will be weighted in line with the following:

Grouping	Weighting
Knowledge, experience and skills	80%
Demonstrated NZTA behaviours and values	20%

Our priority is to retain our people, their knowledge, and skills, where we can. This means we will consider the time and training that would be required to enable an applicant to successfully undertake the duties of an alternative position. Please feel free to share any insights you have around the training you consider you may need for the position and timelines for this to happen. We will then assess your training needs and suitable timelines alongside the knowledge, experience, and skills and demonstrated behaviours and values in considering you for the role.

### Selection criteria for confirmed positions

Confirmed position	Link to Selection Criteria
Manager, LEV and Operational Support	<a href="#">[link]</a>
Team Leader, Operational Support	<a href="#">[link]</a>
Case Officer	<a href="#">[link]</a>