

Return REF: A5866906

SO52001:00000282

Returned to Parliament.  
: 04/10/23

Document  
Date: 18/09/23

visits, House Folder Notes, Budget Estimates notes, questions on with and without notice

- Provide sound parliamentary support on policy and legislation, and review correspondence, briefing notes, meeting briefs and speeches for accuracy and consistency with Government policy, legislation, and current position and messaging
- Manage the workflow of correspondence in the MO and review incoming Ministerial correspondence, liaise with relevant Divisions regarding responses
- Maintain excellent working relationships with TINSW and other ministerial offices
- Monitor emerging issues, trends and changes in the environment to anticipate shifts in the information and knowledge management needs of the MO, and to proactively meet stakeholder and customer requests.

**Key challenges:**

- Deliver high quality products and services within a high volume, high pressure environment to strict deadlines and with limited resources
- Ability to exercise judgment and discharge tasks with a high level of confidentiality and discretion
- Operate in a politically sensitive environment in which deadlines and priorities change at short notice.

DLOs may be asked to undertake additional duties in the course of their assignment by either the MO or TINSW. Duties must be apolitical in nature and any concerns should be raised with the Senior Manager, Office of the Secretary.

DLOs have a duty to respond promptly and professionally to MO requests for advice in ways which are consistent with the relevant policies and procedures of TINSW. Where a DLO cannot resolve an issue which arises in their dealings with MO staff, they should promptly refer the issue to the Senior Manager, Office of the Secretary, who can manage or escalate it directly.

**A DLO should not:**

- Carry out policy development or research work
- Prepare speeches, media releases, ministerial statements, parliamentary questions and answers or other similar documents
- Organise meetings or events with external stakeholders on behalf of the Minister or their office
- Initiate communication with external parties, including Members of Parliament or other MOs (excluding liaising with DLOs in other MOs to facilitate liaison with Departments/agencies)
- Be involved in electorate office matters or any other party political activities.

### 3. Transport for NSW

Transport for NSW's role is to set the strategic direction for transport across the State.

This involves consolidating the planning, policy, strategy, regulation, resource allocation, and other service and non-service delivery functions for all modes of transport in NSW.

This work supports the safe and seamless movement of people and goods on roads, metro services, trains, buses, ferries, light rail, point to point transport vehicles, on demand services, community transport, and walking and cycling.

TINSW also oversees the delivery of transport infrastructure across NSW through our project experts and industry partners.

#### 3.1 Transport portfolio operating model

The Transport portfolio is made up of an extended network of Government agencies and independent entities which work together to deliver transport services and infrastructure.

Document tendered by
Mrs Ward
Received by
Arizona Hart
Date: 23 / 2 / 2024
Resolved to publish Yes / No

- Provide sound parliamentary support on policy and legislation, and review correspondence, briefing notes, meeting briefs and speeches for accuracy and consistency with Government policy, legislation, and current position and messaging
- Manage the workflow of correspondence in the MO and review incoming Ministerial correspondence, liaise with relevant Divisions regarding responses
- Maintain excellent working relationships with TfNSW and other MOs
- Monitor emerging issues, trends and changes in the environment to anticipate shifts in the information and knowledge management needs of the MO, and to proactively meet stakeholder and customer requests.

**Key challenges:**

- Deliver high quality products and services within a high volume, high pressure environment to strict deadlines and with limited resources
- Ability to exercise judgment and discharge tasks with a high level of confidentiality and discretion
- Operate in a politically sensitive environment in which deadlines and priorities change at short notice.

Senior DLO responsibilities and challenges are as reflected in the role description for a Senior DLO.

DLOs may be asked to undertake other appropriate duties during the course of their assignment by either the MO or TfNSW. Duties must be apolitical in nature and any concerns should be raised with the Senior Manager Office of the Secretary.

DLOs have a duty to respond promptly and professionally to MO requests for advice in ways which are consistent with the relevant policies and procedures of TfNSW. Where a DLO cannot resolve an issue which arises in their dealings with MO staff, they should promptly refer the issue to the Senior Manager Office of the Secretary, who can manage or escalate it directly.

A DLO must avoid assisting Ministers and their staff in ways which are or could be perceived to be politically partisan, and should not:

- Be involved in electorate office matters or any other party political activities (including initiating communication with stakeholders for a purpose which is, or could be perceived to be, politically partisan).

## 3. Transport for NSW

Transport for NSW's role is to set the strategic direction for transport across the State.

This involves consolidating the planning, policy, strategy, regulation, resource allocation, and other service and non-service delivery functions for all modes of transport in NSW.

This work supports the safe and seamless movement of people and goods on roads, metro services, trains, buses, ferries, light rail, point to point transport vehicles, on demand services, community transport, and walking and cycling.

TfNSW also oversees the delivery of transport infrastructure across NSW through our project experts and industry partners.

### 3.1 Transport portfolio operating model

The Transport portfolio is made up of an extended network of Government agencies and independent entities which work together to deliver transport services and infrastructure.