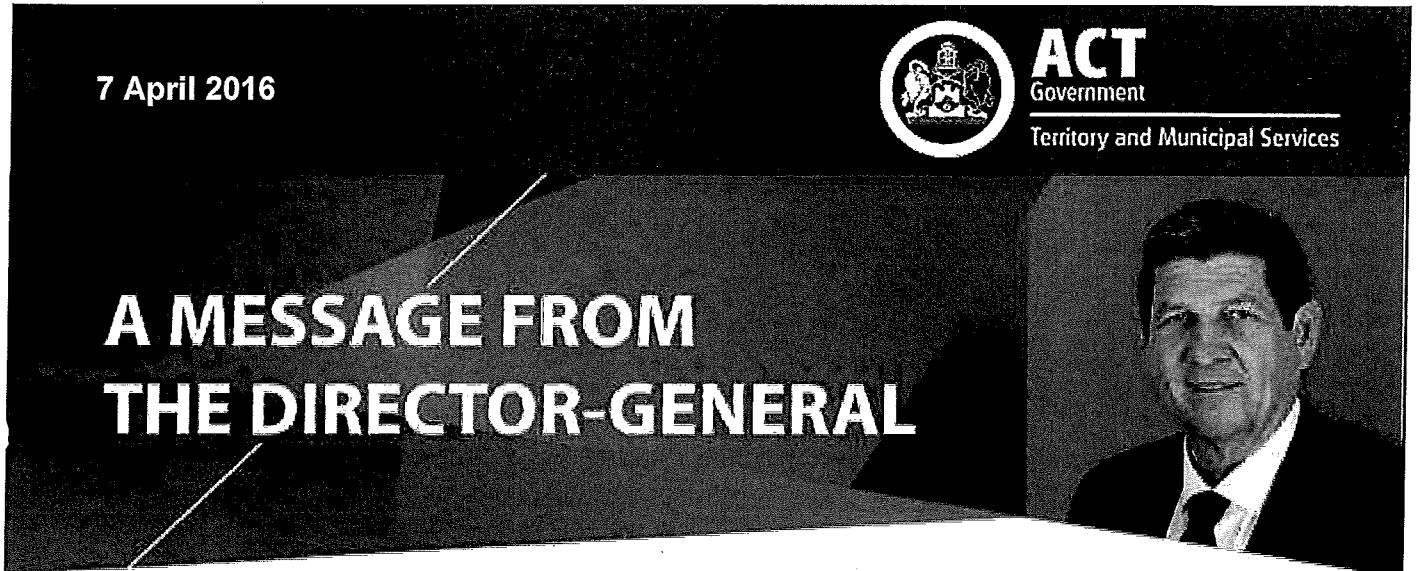


Willson, Helen (TAMS)

From: Byles, Gary  
Sent: Thursday, 7 April 2016 9:19 AM  
To: ##All Staff TAMS  
Subject: Director-General message -establishment of new directorate



### Establishment of new directorate

The ACT Government has just announced the formation of a new directorate bringing together Transport Canberra – which incorporates Capital Metro, ACTION and Public Transport – along with the existing municipal services functions of TAMS (aside from ACT Parks and Conservation which is going to the new single conservation agency as previously announced).

The new directorate, which will be called Transport Canberra and City Services, will commence from 1 July 2016 with Emma Thomas appointed as the Director-General from that date. It will bring together key local government services. The light rail project, along with improving public transport and active travel options, is a key priority for the ACT Government.

I realise it is a time of change in TAMS but also an opportunity to see how we can do things differently. I have always been impressed by your 'can do' approach and customer focus and I know this will continue.

There is much work to be done over the coming months to establish the new Directorate. Work will commence next week on understanding what corporate functions will be required. I know Emma is committed to working with staff during the transition period.

A question and answer document has been placed on the TAMS intranet and will be expanded upon as more details come to hand.

Meetings will be held with TAMS' executive and corporate staff later this morning and Emma will also be visiting staff in Macarthur House to introduce herself. She intends to visit our other workplaces as much as possible in coming months and will be at the Senior Managers'

Forum later this month.

An acting Director-General from 29 April 2016 until 1 July 2016 will be announced shortly. The Head of Service is planning to do an expression of interest process for that role.

Gary Byles  
Director General

Follow us on



 [www.tams.act.gov.au](http://www.tams.act.gov.au)

RESPECT INTEGRITY  
COLLABORATION  
INNOVATION



**ACT**  
Government

**Open Government**

---

[Home](#) // [Open Government](#) // [Inform](#) // [ACT Government Media Releases](#) // [Meegan Fitzharris MLA | Media Releases](#) // New directorate brings together transport and city services to deliver for Canberra

## **New directorate brings together transport and city services to deliver for Canberra**

---

**Released 07/04/2016**

Transport Canberra will join with Territory and Municipal Services (TAMS) to form a new ACT government directorate from 1 July 2016, seizing the opportunity to combine ACTION buses, light rail and active travel, with Canberra's vital local services.

The new directorate will be called Transport Canberra and City Services.

"Transport and our city's local services are crucial to Canberra's future growth, and this new directorate will have a strong focus on ensuring Canberra remains the world's most liveable city," said Minister for Transport and Municipal Services Meegan Fitzharris.

"As Canberra approaches a population of 500,000 our city needs an integrated transport network and city services that are people-focused and innovative.

"There are many synergies between TAMS and Transport Canberra, and by aligning light rail, ACTION buses and active travel with roads, community paths, traffic management and other municipal services we can create a directorate that is even more focused on the infrastructure needs of our growing city.

"Transport Canberra and City Services will build on the outstanding services that TAMS consistently delivers, and it will ensure the new Transport Canberra agency is at the heart of Canberra's essential services."

Minister Fitzharris said the new directorate will focus on the customer experience, and deliver high quality local and transport services with a focus on business improvement. It will be led by Emma Thomas, previously announced as the Director-General of Transport Canberra.

“The customer and community service focus of Transport Canberra aligns well with the day to day service delivery in TAMS. It made sense to bring the two together for the benefit of the Canberra community and I’m pleased Emma Thomas will lead the new Transport Canberra and City Services directorate from 1 July.

“The directorate will continue to manage and deliver Canberra’s vital local services, including our libraries, recycling and waste services, road management, graffiti removal, shop upgrades, playgrounds, animal welfare and grass mowing services, but the ACT Parks and Conservation Service will move to the Environment and Planning Directorate from 1 July as part of the plan to create one conservation agency.

“TAMS consistently scores well when it comes to community satisfaction, with an overall satisfaction rating of 90 per cent seeing us ranked higher than 87 per cent of benchmarked governments around Australia last year. Our TAMS staff are renowned and respected for their day to day interaction with the Canberra community, and really do keep Canberra running.

“I’m looking forward to a new directorate on 1 July that is clearly focused on customer service and innovation across our city, a city that is like no other that is nestled in a bush, beautiful, liveable, and easy to move around,” said Minister Fitzharris.

Last month Gary Byles announced his retirement as the Director-General of TAMS, to take effect on 29 April. A decision about who will be Acting Director General of TAMS between 29 April and 1 July will be made in coming weeks.

**- Statement ends -**

Section: [Meegan Fitzharris, MLA \(./. /meegan-fitzharris-mla-media-releases\)](#) | [Media Releases](#)

## Media Contacts

Name	Phone	Mobile	Email
Claire	6205		<a href="mailto:clairev.johnston@act.gov.au">clairev.johnston@act.gov.au</a>
Johnston	0022		<a href="mailto:clairev.johnston@act.gov.au">mailto:clairev.johnston@act.gov.au</a>

[«ACT Government Media Releases \(./. /act government media releases\)](#) | [«Minister Media Releases \(./. /latest minister media releases\)](#)

[Feedback](#) | [Languages](#) | [Sitemap](#) | [Jobs ACT](#) | [Privacy](#) | [Disclaimer](#) | [Copyright](#)

Page last updated on 7 April 2016

Time to Talk Canberra    Access Canberra    ACT Government



---

[Home //](#) [FAQs: Establishment of a new directorate - updated Wednesday 11 May 2016 //](#)

## **FAQs: Establishment of a new directorate - updated Wednesday 11 May 2016**

---

### **What is happening?**

Transport Canberra will come together with Territory and Municipal Services to form a new ACT Government directorate from 1 July 2016, seizing the opportunity to combine ACTION buses, light rail and active travel, with Canberra's vital local services.

The ACT Parks and Conservation Service will still join the Environment and Planning Directorate to create the single conservation agency.

Here is a link to the [media release](#) announcing the new Directorate.

### **Will TAMS change its name post 1 July 2016?**

Yes. The name of the new directorate will be Transport Canberra and City Services.

### **Who will be the new Director-General of the new Directorate?**

Emma Thomas will be the new Director-General. She will commence in the role on 1 July 2016. She is currently the Director-General of Capital Metro Agency.

### **Who will be the acting Director-General of TAMS prior to 1 July 2016?**

Gary Byles retired on 29 April 2016. Ben Ponton is the acting Director-General from 29 April 2016 until 1 July 2016. He will handle the transition to the new Directorate.

### **Who will be the Minister?**

Minister Fitzharris will be the responsible Minister for the new Directorate from 1 July 2016. Current portfolio responsibilities remain in place until 1 July 2016.

### **What are the interim arrangements?**

It is business as usual for the programs and services we deliver to the community. There are currently no changes to reporting lines.

### **What will the structure of the new Directorate look like?**

A [draft organisational structure](#) has been developed and was announced on 11 May 2016.

### **How is the transition taking place?**

Joel Madden is the Transition Manager and will oversee the required changes leading to 1 July and the initial bedding down phase. Joel will work closely with staff within TAMS and Capital Metro, particularly corporate staff in the first instance to coordinate multiple work streams including HR, finance, accommodation, communications and staff engagement.

Our challenge is to continue to deliver current services, while at the same time, be thinking creatively and in a future focused way about how we might deliver services in a clever, connected way in the future. Of a particular focus will be how we can improve the customer experience of our services. This will be a key focus for Emma Thomas in taking up the role of Director-General Transport Canberra and City Services.

With regard to implementing the changes, it is the entire Executive's intention to engage with staff in how we operationalise any changes. For example, when we identify accommodation options, we will work with staff to configure work areas and contemporary fit out through mechanisms such as focus groups or working parties.

As with any change, it is important to get facts and clarity for staff. Speculation and hearsay is generally just that, so please speak with your supervisor, managers and Executives to keep informed.

Please contact Joel Madden (x78861 or [joel.madden@act.gov.au](mailto:joel.madden@act.gov.au)) if you feel the need to seek clarity on any issues, or if you feel there are communication improvements that can be made.

### **What are the next steps?**

A new organisational structure is being developed and the normal staff consultation processes will be followed.

The details of these changes are still being worked out, and will be communicated fully.

Already, many staff are talking about the opportunities this change presents. The more engaged and communicative people are in the lead up to the change the better we will be.

Commencing from 16 May 2016, roundtables with staff will explore the customer experience: who are our customers, what do they value and how might we improve their experience. More information on opportunities to participate is coming soon.

Executives have been asked to prepare information on their business units. Already there have been three very creative presentations from Paul Peters, Tony Gill and Michael Trushell and team. Executives have been encouraged to think creatively and

differently about how to describe and present their business, with a particular focus on their customer. Staff in business units are encouraged to provide their creative ideas to their Executives to support this process.

**Will there be any staff roles or functions change?**

As a result of this merger it is possible that there may be some functional changes that will result in changes to staff roles. However this is seen as an exciting opportunity for staff. Given the great range of skills, expertise and corporate knowledge of staff from across the agencies we have an opportunity to deliver an integrated transport network as well as municipal services that are people-focused and innovative.

**Where will the new Directorate be based?**

The intention is to co-locate Capital Metro and TAMS Macarthur House staff within the Dickson business precinct. Where it makes sense, other TAMS staff located offsite will be included in that consideration. Planning for this is underway and further information and consultation will take place as details are settled.

Of key importance to staff, managers and executives at this point is to continue to be customer focused and deliver services to your customers within your existing business structures.

**Is ACT Parks and Conservation (PCS) still leaving TAMS?**

Yes. From 1 July 2016, PCS will merge with the Environment and Planning Directorate (EPD) to create the single conservation agency. Specifically, PCS will join the environment division of EPD.

**[Feedback](#) | [Sitemap](#) | [Jobs ACT](#) | [Privacy](#) | [Disclaimer](#) | [Copyright](#)**

Page last updated on: 13 May 2016

[Time to Talk Canberra](#)   [Access Canberra](#)   [ACT Government](#)