

Our value chain

Our value chain shows some of the important things we do to create value for the people of NSW. From planning for long-term customer outcomes to developing and delivering projects, and engaging with customers and communities.

We all have an important role in working across our value chain to deliver the outcomes outlined in our [10-Year Blueprint and Future Transport 2056](#), and to make NSW a better place to live, work, and visit.



Key features of our operating model

- Our organisation takes a **place-based approach** with a focus on mobility and end-to-end journeys and experiences rather than individual modes.
- We have **four types of divisions: customer, enabling, delivery, regulatory**. They all play an important role in working together towards customer and community outcomes.
 - **Some divisions act in more than one role depending on the function.**
- **Operating agencies** are part of Transport divisions to drive multi-modal and integrated mobility outcomes.
- Our operating model is **brought to life by our ways of working and leading**. We are all Transport, and we will create better outcomes by teaming more broadly and flexibly across divisions, functions and geographies.
 - Our model introduces the idea of '**clients**' and '**delivery partners**' which will help us work better together.