

Bringing RMS and TfNSW together

Staff talking points for customers, suppliers and stakeholders

About this guide

With the legislation to integrate TfNSW and RMS effective from 1 December, our customers, suppliers and stakeholders will have questions about what this means for them and the way they work with us.

We are in the process of sending an update to all contractors, suppliers, vendors and stakeholders. You can view copies of these communications via the links below for your information – you do not need to send them out to anyone as this is being managed centrally:

- [Communication to stakeholders](#)
- [Communication to contractors, suppliers and vendors](#)

However, we know that you may be asked questions directly from customers, stakeholders or suppliers so this document contains talking points to help you explain and answer questions about the changes.

Also note that from 1 December, everyone should refer to themselves as working for Transport for NSW in their phone calls and conversations with suppliers, stakeholders and customers.

If you need more information about what the changes mean, visit the '[Doing your job during change](#)' page on the Evolving Transport website. Please note this document and website is for employees only – not for public distribution.

What's changing and why?

- The Transport cluster is evolving so we can deliver more integrated transport services across modes and **better outcomes for customers and communities across NSW.**
- To do this we need to make some changes to the way we operate, be smarter with taxpayer's money and focus on our people.
- As part of the changes, we have introduced a new operating model which has seen Roads and Maritime Services and Transport for NSW join together to create one integrated Transport for NSW organisation. Legislation to formalise this is effective from 1 December 2019.
- From 1 December, the functions and responsibilities of RMS and TfNSW will be performed by the integrated TfNSW organisation.
- This change will allow us to take the next steps to strengthen our ability to deliver integrated transport planning and solutions across NSW.

- While the name RMS will no longer be used in the future, it's important to remember that the work and history of RMS will become the collective work and history of TfNSW's new integrated organisation, and we will deliver better together.

Key points for stakeholders

- From 1 December, any references to RMS will be legally taken to mean TfNSW. This includes references in existing documents or in legal proceedings already underway.
- So, other than a name change from RMS to TfNSW, it's business as usual.
- Our priority is to minimise any disruption to operations and delivery. This means that, while we have a plan to make some progressive changes to integrate the agencies, we do not need to change everything from day one.
- Some practical things will change within the organisation such as logos, processes and systems however this will be done over time to minimise the impact on our operations so we can continue to deliver for our customers and communities. We will share more on any changes with you at the appropriate time.
- In the meantime, please keep working with your established contacts who will keep you informed of progress and advise you of any changes you need to know about as we work through the detail.

Key points for customers

- We're coming together to create one integrated Transport for NSW organisation so we can deliver more integrated transport services across modes and better outcomes for customers and communities across NSW.
- Other than a name change from RMS to TfNSW, it's business as usual and you can continue to enjoy the same services you do today.

Key points for contractors, vendors and suppliers

- It's business as usual. Contracts will continue as normal until otherwise advised. Contractors and vendors should continue to invoice RMS and TfNSW as per the current contracts in the usual way.
- From 1 December, any references to RMS will be legally taken to mean TfNSW. This includes references in existing documents or in legal proceedings already underway.
- Our priority is to minimise any disruption to operations so we can continue delivering for our customers and communities. This means that, while we have a plan to make some progressive changes to integrate the agencies, we do not need to change everything from day one.

- Some things will change within the organisation such as ABNs, logos, processes and systems, however, this will be done over time to minimise the impact on our operations. We will share more on any changes with you at the appropriate time.
- The RMS and TfNSW ABNs will remain for now, so suppliers should continue using the same ABN until otherwise advised.
- Suppliers do not need to resubmit existing invoices or claims nor quotes or tender responses.
- Any in-flight procurements will continue in the normal way.