

ntly Asked Questions

This section addresses common questions we've heard so far about the changes underway. It's designed to provide as much clarity as possible to support staff through the transition and ensure that consistent information is available across all teams.

As the process continues, we'll update this section with new questions and answers to reflect the latest developments and feedback from staff.

 Frequently Asked Questions (Word Version)

Questions:	Answer:
Why are these changes being made?	The Government has been clear about its intention to make changes to the structure of the ACTPS to better align it to government priorities, provide a greater focus on service delivery and find efficiencies. In relation to the City and Environment Directorate the Government has some specific goals which include: 1. a solution driven and customer focussed approach to service delivery; 2. better alignment between planning and transport; 3. faster and more streamlined decision making in relation to development proposals and a streamlined approach to entity referrals; 4. consolidation of on-the-ground operations and service delivery in particular city services, parks and land management; and 5. consolidation of the interface with the community. The decision to move the ACT Heritage Library (ACTHL) into CMTEDD alongside the Territory Records Office confirms the special role that both ACTHL and TRO have in preserving and making accessible the rich documentary history of Canberra. Specific goals for the Health and Community Services Directorate include: 6. Integrating policy and service delivery to improve outcomes for the community, for example in responding to anticipated changes to the National Disability Insurance Scheme (NDIS), establishing foundational supports within the Territory; 7. Streamlining collaboration with the community sector, making it easier and more effective for government to work with service providers; and 8. Bringing together functions with shared responsibility; particularly in areas such as infrastructure delivery and digital technology, to enhance service innovation and responsiveness. Infrastructure delivery and housing are both priorities of government and combining public housing infrastructure delivery and maintenance functions in Infrastructure Canberra will streamline operations and improve efficiencies. The creation of Digital Canberra reflects the importance of technology and data capability in government. The new directorate will have a focus on digital and information technology support, and the delivery of large-scale digital projects.
When will we see the new structure?	An initial structure has been released for consultation between 26 May and 10 June. If you are in an affected team, you can provide your feedback on the structures on the Implementation Information Hub. If you would like to arrange a one-on-one or team meeting with the DDG Implementation for your directorate you can email CEImplementation@act.gov.au, HCSImplementation@act.gov.au or digitalcanberraimplementation@act.gov.au The newly appointed Director-General will finalise the structure once they are in place.
Will this structure achieve the Government's objectives?	The initial structure for 1 July is the first step towards meeting the Government's objectives for the Machinery of Government changes. Once the incoming Director-General is in place they will consider how best to organise the directorate's resources to meet the Government's objectives. The ACTPS 2025 Taskforce

Questions:	Answer:
	Report will provide some useful recommendations that will inform decisions.
When will we know who our new DG is?	The review has recommended that Director-General positions for new directorates should be filled through a merit-based process. The recruitment process for DGs for HCSD and CED have commenced but may take some time. The aim is to have these DGs in place as close to 1 July as possible. The arrangements for Digital Canberra will be confirmed separately.
When will the DDG recruitment be finalised?	The review has recommended that Director-General positions for new directorates should be filled through a merit-based process. The recruitment process for DGs for HCSD and CED has commenced but may take some time. The aim is to have these DDGs in place by as close to 1 July as possible. The arrangements for Digital Canberra will be confirmed separately.
What about the other SES, will the same process be used for those positions?	For EGMs and EBMs – the Taskforce report did not recommend that recruitment processes would be required to fill the EGM and EBM roles in the new structure. It recommended that the newly appointed Directors-General make the decisions about where to place staff in the new structure in accordance with existing procedures, and if necessary, explore redeployment options across the ACTPS.
What about other staff, how will they be selected when there is more than one person for a role?	Once the new DGs are in place they will be responsible for determining the most effective way to staff the Directorate. This will follow consultation with staff. The ACTPS 2025 Taskforce Report set out some principles for the movement of staff which will be applied which included staff following function and mobility options. Further information on the process for staff will be provided when possible.
Will my role change or be reclassified?	There will be no changes to roles or classifications until incoming Directors-General are appointed, consultation is undertaken in line with enterprise agreements and structures are put in place.
Will I keep my job?	There will be no redundancies for staff in roles below the SES as a result of the MoG changes.
Will my day-to-day job change?	It is unlikely that there will be changes to your day-to-day functions under the initial structure. If you are unsure about what to do you should discuss this with your supervisor.
What do I need to do?	You do not need to do anything differently from what you would normally do, and you should continue to report to your current supervisor.
Some staff members will be starting long term leave, how does the restructure affect them?	The ACT Government places importance on staff knowing that they are important and valued members of the workforce and recognises that this may be an issue during periods that they are away from their usual workplace. The Staying in Touch policy provides guidance where employees and workplaces want to maintain a connection to work while on leave. If staff would like to stay in touch with what is happening whilst they are on leave, they should discuss that with their supervisor.
Can I apply for a VR?	There will be no redundancies for non-SES staff as a result of the MoG changes. Where roles and responsibilities are no longer operationally necessary, redeployment options within the ACTPS will be investigated and prioritised, including any training.
I am an SES Staff member – can I apply for a VR through this process?	It will be the responsibility of the newly appointed Director-General to determine the most effective way to staff the Directorate. Where roles and responsibilities are no longer operationally necessary, redeployment options within the ACTPS will be investigated and prioritised, including any training, this will be managed by incoming Directors-General
Will I have to relocate?	A small number of staff may need to be relocated, this will be dependent upon the final structure.
When will decisions be made about the Implementation teams?	The Implementation team leads are working through the nominations and will work closely with the current DGs and Chief Operating Officers to make sure that they have the right mix of skills and experience in the teams.
How will decisions be made during the transition period?	There is a governance framework to support the implementation of changes. Decisions regarding the MOG implementation will be made through the governance structures. Operational decisions will continue to be made in the usual way.

Questions:	Answer:
How can I ask questions about the process?	You can send your questions to: CEImplementation@act.gov.au for the new City and Environment Directorate HCSDImplementation@act.gov.au for the new Health and Community Services Directorate digitalcanberraimplementation@act.gov.au for the new Digital Canberra directorate
Where can I find updates about the changes?	Updates and information will come from a number of places. Your DG, the implementation team, your team leader or supervisor and the Implementation Information Hub will be the main sources of information.
Who is responsible for communicating to us in the directorates?	Directorate specific information will come directly from your directorate.
What happens to ongoing projects and workflows?	These should continue as they are for now unless your supervisor advises you to do something different.
What happens to MoUs and contracts?	Contracts and MOUs will continue throughout the transition and implementation period. All relevant agreements will be reviewed and any impacts as a result of the changes will be assessed.
Do delegations and authorisations need to be re-issued?	These should continue as they are during the transition period. Delegations for new directorates as part of the implementation process will be assessed.
Who is responsible for current contracts and financial commitments once people move? Does it stay with the person or the area?	Contracts and MOUs will continue throughout the transition and implementation period. These commitments are made with a work unit and should remain with the unit.
Who leads decision making across merging teams? E.g.: do I answer to my old team leader or the new one?	You will continue answering to your current team leader until decisions are made on structures, following consultation. You will be informed before changes are made.
Will other directorates be affected by these changes?	There may be some consequential changes in other directorates, but the core focus of the changes is the formation of the new directorates. The implementation teams will consider this and action as appropriate.
Some of our current work involves needing to know about budgets and programs for future financial years - how will those situations be managed?	Chief Operating Officers and DDGs will be discussing key deliverables and how arrangements will work in new directorates. If you have any questions about specific programs and budgets it would be best to direct them to your Executive Branch Manager or finance team within your directorate.
Reporting Lines, avenues of escalation, Ministerial reporting lines, leave approval, WHS reporting	For the time being, all reporting lines will remain unchanged. This means that everyone will continue to report to their current supervisors and follow the existing organisational structure, including Ministerial reporting lines. This approach ensures stability and allows for the continuity of service until all necessary plans are in place for the implementation process. If there are any changes that need to be made prior to this time, your supervisor will address this directly with you.
What can I do if I need wellbeing support during this process?	Any type of change at work can make people feel uncomfortable or uncertain and lead to stress, worry or tension. If you are worried or concerned you can speak to your manager or team leader, or free, confidential and independent support is available through the ACTPS Employee Assistance Program. You can make an appointment by calling 1300 687 327 or online using Converge's Online Booking Portal (organisation code is ACTEAP).
What will happen by (or on) 1 July 2025?	• Directorates will be established. • Revised Administrative Arrangements. • Finances amalgamated. • Budgets transferred. • Implementation teams will be established from within affected directorates. • There will be active collaboration between teams and people to support a clear roadmap to complete the changes needed for full transition. • Core systems and process will be operational
What will change for me on 1 July?	As you will see from the initial structure chart, for many teams there will be no change on 1 July. Staff will continue to undertake their current duties and report to their existing supervisor. In most cases, where there is a change in reporting lines, this will impact the supervisor for executive group managers and executive branch managers. For a small number of teams there will be a change in reporting lines on 1 July. We will meet with these teams separately to ensure that they know who to report to from 1 July.

Questions:	Answer:
What will still be happening after 1 July 2025?	• Incoming Directors-General commence. • Incoming Deputy Directors-General commence. • finalise structure and staffing of the directorate following consultation. • consolidate corporate support, systems and processes. • Changes to ACTPS policies and practices will be underway with an established work program. • Development of strategic and corporate plans for new directorates under the leadership of the incoming DG's. • Ongoing future work identified in the ACTPS 2025 Taskforce Report.
What will not have happened by 1 July	• All the recommendations made in the ACTPS Taskforce report regarding structural changes to directorates will not have been implemented in the initial structures. • Corporate systems will not have been fully integrated. • All the changes to teams and reporting lines will not have been finalised. • Positions that may require redeployment due to changed operational requirements will not have been identified. • Redeployments will not have occurred. • Further consultation on structures will be undertaken to better align directorates with the priorities of government and to achieve a greater focus on service delivery.
Systems including record management, Core systems and all other systems in use by directorates.	During the implementation and transition phase there will be a number of systems that will require action. Mapping of these systems has commenced and once in place the Working Groups will continue this piece of work.
Will I get to have a say on what recommendations from the Taskforce Report should be implemented?	Noting the engagement undertaken by the ACTPS 2025 Taskforce in development of the Report, it is not intended that staff are consulted on the Report or its recommendations.