



Our plan

We exist to make NSW a better place.

A place where people are connected to each other and to opportunities. A place known the world over for its vibrant, liveable cities, centres and regions. And a place with a strong and growing economy.

The work we do today to plan, build and manage a connected transport system will deliver these benefits and shape our state for decades to come. By focusing on better ways of moving people and goods, we are connecting NSW.

This plan describes our vision for 2021. It identifies the priority areas we will focus on to turn this vision into reality and set NSW up for the long term. It also describes the kind of organisation we want to be and how we will work to deliver the best possible transport for the people of NSW.

[Our vision video](#)

Our purpose

To make NSW a better place by shaping and managing a connected transport system.

Our commitment

To always put the customer at the centre of everything we do.

Our customers

Improving our customer service, we plan to:

- Make it quick and simple to find the information, service or person when needed.
- Reduce the effort needed to get expected outcomes. Deliver on-line wherever possible.
- Be knowledgeable and efficient, empathetic and helpful when dealing with customers.
- Be transparent with our information and decisions.
- Be efficient and empathic when responding to complaints.

Our stakeholders

We make decisions on the basis of evidence, supported by objective analysis and appropriate consultation with stakeholders. To do this effectively, we will:

- Ask stakeholders for advice and input; understand their interests, preferences and underlying objectives.
- Incorporate stakeholder feedback where appropriate, practicable and beneficial.
- Encourage and listen to feedback, investigate suggestions and use them in decision-making, where appropriate.
- Communicate our process and timelines clearly, keep stakeholders advised of progress and report back on outcomes.
- Apply internal processes and governance in proportion to the matter being addressed.
- Actively manage coordination within Transport and with other areas of government.
- Be transparent and clear in explaining decisions and outcomes.

Our culture

Our culture is the foundation of our organisation. The program of work we are implementing is big, complex and challenging. Getting things right inside our organisation is the key to our success.

Our actions and behaviours are guided by our values. Every interaction is an opportunity to excel and put the customer at the centre of everything we do.

We are focused on a culture where employees are valued, inspired and supported. It's important to us that our workplace is flexible, agile, innovative and diverse. We work in partnership with colleagues across our cluster to make the most of our collective knowledge and capability.

Together we celebrate our successes and we are proud of how we are making NSW better.

Diversity

It's our differences that make us strong and help us deliver great customer service.

Solutions through innovation

We love new ideas and solutions that get great results for our customers.

Technology

Every day, we look at using innovative technology to make transport better.

Collaboration

We work with each other to come up with the best solutions. We're proud of what we're achieving for NSW.

Flexibility

Being able to work flexibly is really important to me. The culture and technology we have here helps me achieve the balance I want.

Development

I really feel that I can progress my career in transport and that my professional development is supported.

Our values

- Customer focus: We put the customer at the centre of everything we do.
- Collaboration: We value each other and create better outcomes by working together.
- Solutions: We deliver sustainable and innovative solutions to NSW's transport needs.
- Integrity: We take responsibility and communicate openly.
- Safety: We prioritise safety for our people and our customers.

Our priorities

Transforming transport

We're making NSW a better place by supporting economic growth and shaping our cities, regions and communities. We're playing our part to transform NSW by delivering the infrastructure and services NSW needs today and engaging with government, industry and the community to develop a clear strategy for the future.

We will achieve this by:

- Creating a compelling strategic direction
- Opening up to genuine engagement
- Game-changing infrastructure and services

Delivering every day

We make a difference to the lives of millions of people every day. While we build the transport system of the future we stay focused on getting it right for customers day-to-day. Continually improving the things our customers care about and managing a safe, sustainable and integrated transport system that connects our customers with people, places and opportunities.

We will achieve this by:

- Excelling for our customers
- Enabling seamless movement
- Enhancing safety and sustainability

Leading innovation

We're applying innovative thinking and ways of doing things to all aspects of transport. We use technology to make transport better for our customers and work openly in partnership with others to make the most of opportunities. We're building a flexible, agile and diverse organisation with the right people, processes and systems in place to support delivery.

We will achieve this by:

- Leveraging new technologies
- Innovating how we finance transport
- Empowering people to make a difference