



WaterNSW – Portfolio Briefing Pack

Corporate Affairs

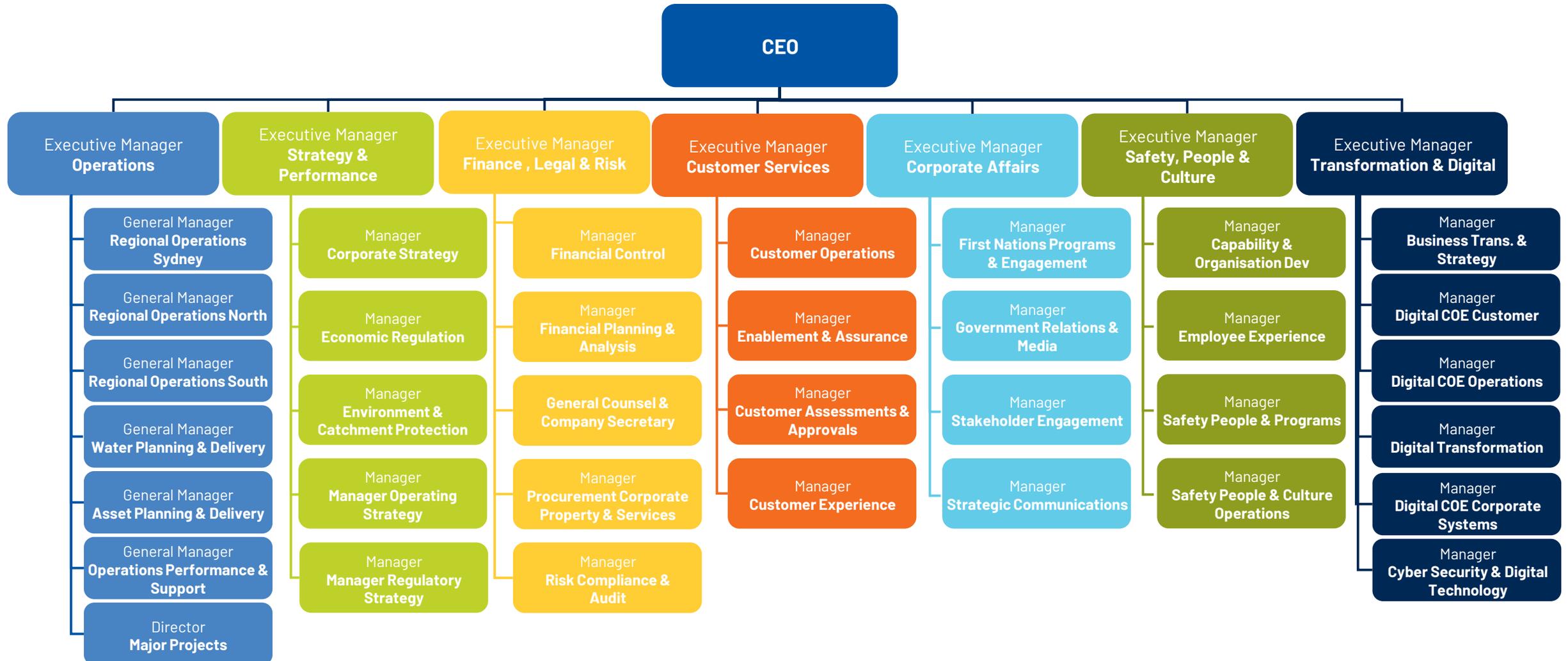
5 August 2025

1. Proposed Future Structure

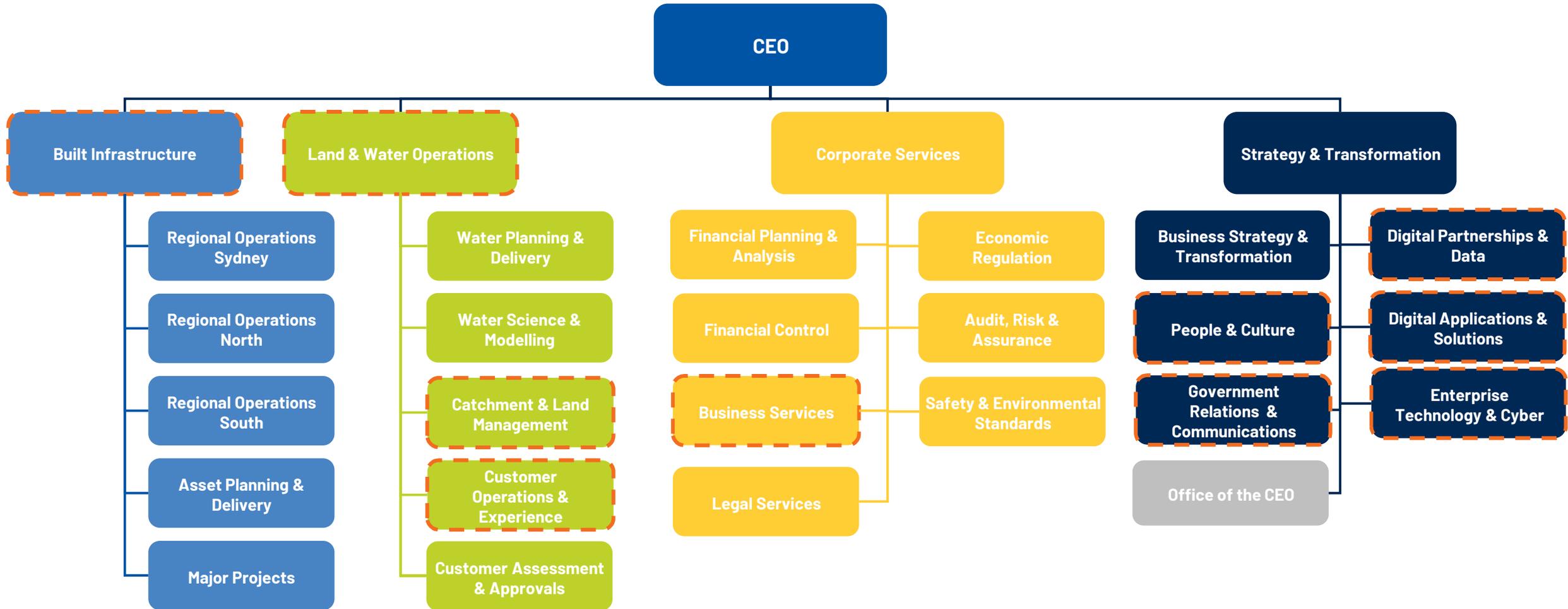
Current State Operating model

Note: The current organisational structure will remain in place until early September

The current organisation structure for WaterNSW is comprised of 7 portfolios and is functionally aligned.



Proposed Future State Operating Model



2. Current Structure – Proposed Changes

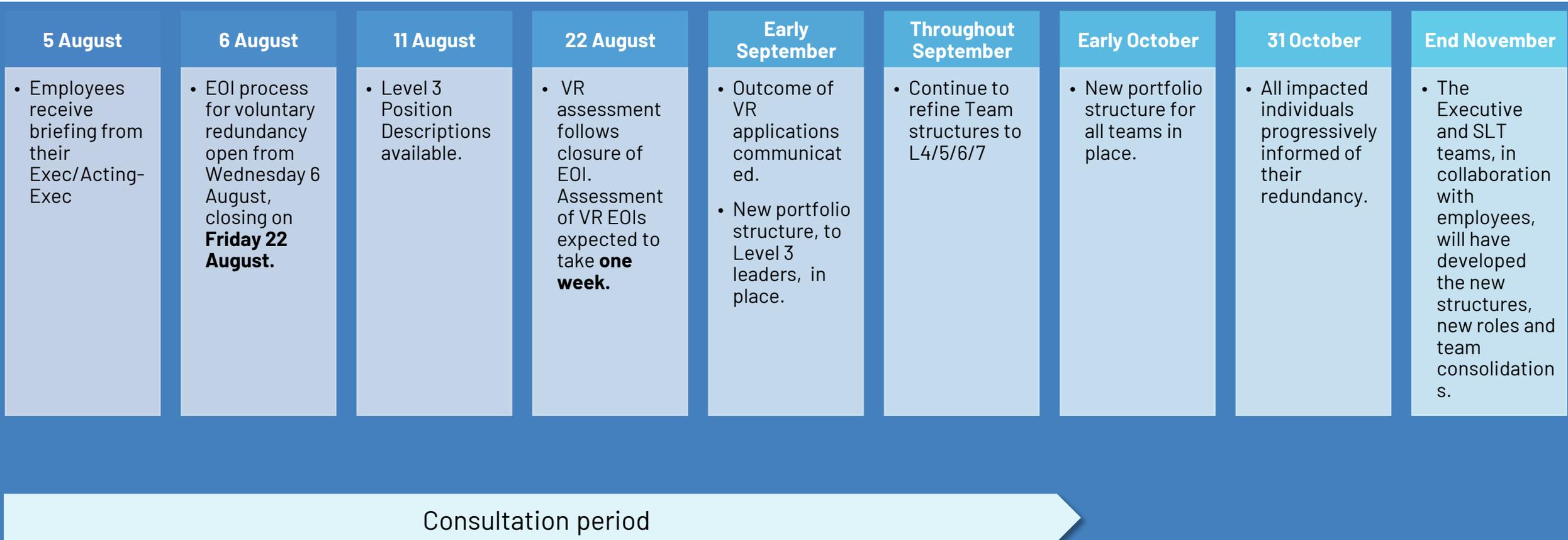
What's proposed to happen to my team? – Corporate

Affairs

| Old Team | Where might they move to? | Why? | What are the proposed changes? | What doesn't change? |
|--|---|--|---|--|
| First Nations Programs & Engagement | <ul style="list-style-type: none"> It's proposed that this team be integrated into the Customer Operations & Experience team within Land & Water Operations. | <ul style="list-style-type: none"> First Nations initiatives will continue, focusing on essential activities to maintain capability and financial sustainability. | <ul style="list-style-type: none"> It's proposed that reporting lines change. The team would focus on essential project-related activities. | <ul style="list-style-type: none"> Minimum requirements would be supported, with ongoing advisory support provided. |
| Government Relations & Media | <ul style="list-style-type: none"> Would move to the Strategy & Transformation portfolio. | <ul style="list-style-type: none"> These changes would centralise communications functions to better support the CEO | <ul style="list-style-type: none"> This is a reporting line change only. | <ul style="list-style-type: none"> The function remains unchanged. |
| Strategic Comms | <ul style="list-style-type: none"> Corporate and internal communications (including digital and multimedia) would move to Strategy & Transformation under Government Relations & Communications. Education and Visitor Centre functions would merge into Customer Operations & Experience within Land & Water Operations. | <ul style="list-style-type: none"> These changes centralise communications functions to better support the CEO and consolidate customer and stakeholder engagement under Land & Water Operations. | <ul style="list-style-type: none"> Reporting lines would change. Strategic communications activities would be scaled back, with limited social media. Education and Visitor Centre activities would be restricted to minimum licence obligations (e.g. F2F school education), with a shift to more self-service and reduced Visitor Centre operations. | <ul style="list-style-type: none"> Functions will continue, but at a reduced pace. |
| Stakeholder Engagement | <ul style="list-style-type: none"> It is proposed that this team be merged into the Customer Operations & Experience team within Land & Water Operations. | <ul style="list-style-type: none"> All customer and stakeholder engagement functions would be consolidated under Land & Water Operations. | <ul style="list-style-type: none"> Reporting lines would change. Customer Advisory Groups and other stakeholder engagement activities would be scaled back. | <ul style="list-style-type: none"> Functions will continue, but at a reduced pace. |

3. What's Next?

Key Dates



Where to from here?

Look after yourself and others

- Please prioritise your wellbeing and check in on your colleagues. Reach out to your leader or the Employee Assistance Program (EAP) if you need support.

Stay informed

- We will continue to share regular updates to keep you informed.

No immediate structural changes

- The current structure will remain in place until next month.

Continue your current responsibilities

- We understand this is a challenging time and there may be disruptions, but your work remains essential to supporting our customers and communities across NSW.

Consider Voluntary Redundancy (VR)

- We encourage you to consider VR. Seek support if needed before making any decisions and refer to The Source for more information.

Change is ahead

- We recognise that how we work, what we work on, and the level of service we provide will need to shift. It's not expected that we will continue delivering the same volume of work.

Leadership roles

- SLT positions will be advertised next week and appointed by beginning of September.

Further information & support

**The Source is your
hub for all FAQs**

**We have a
dedicated email
address for
additional questions**
queries@waternsw.com.au

**Our Employee
Assistance Program
(EAP) is free,
confidential and
available 24/7 on
1800 818 728**

Change Resilience sessions will be available for **all employees**, on an opt in basis.