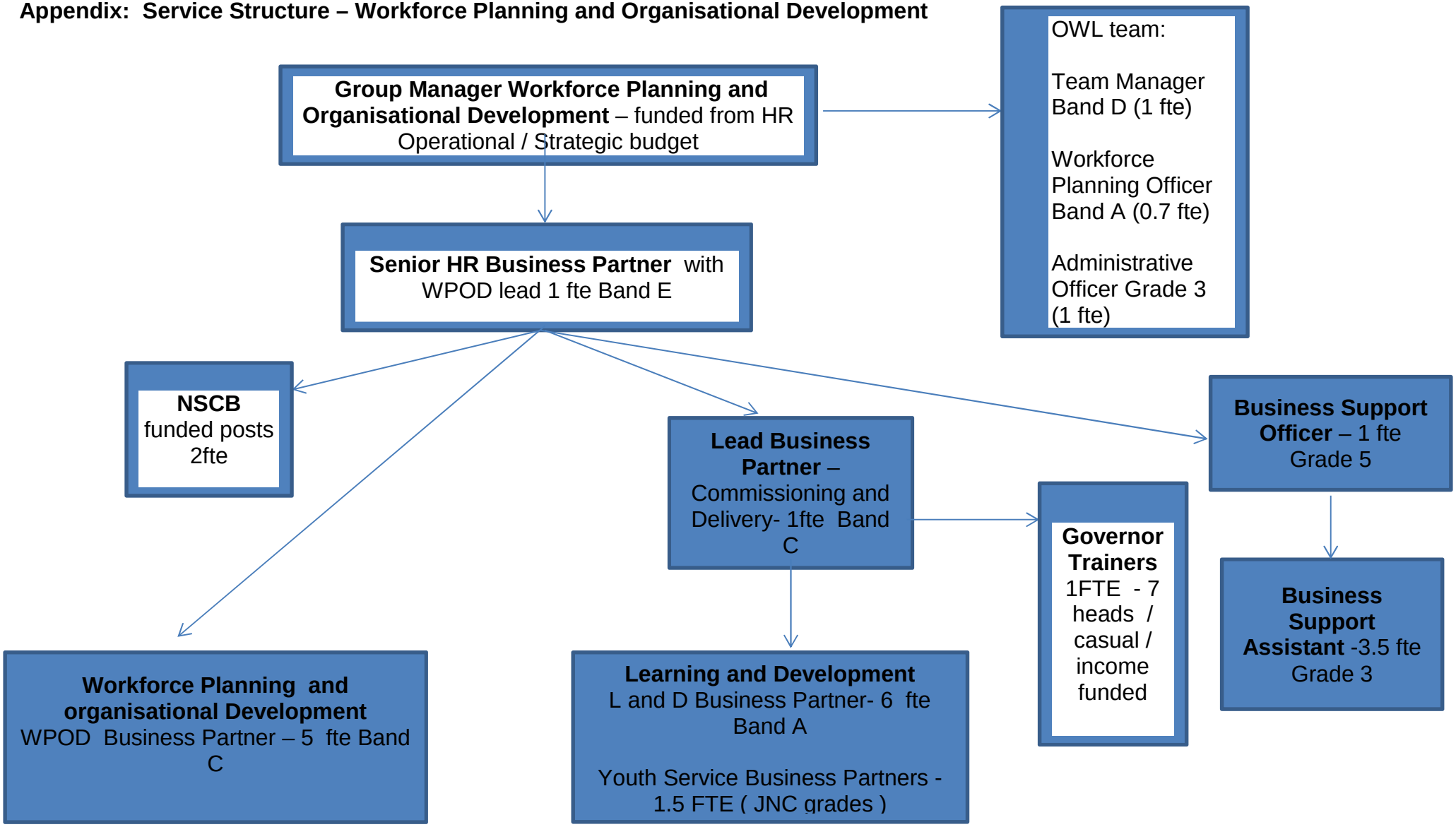Appendix: Service Structure – Workforce Planning and Organisational Development