

Questions re. relocation/ Refurbishment

1. Change management plan created 6 months after start of the project timeline – it doesn't appear to be a complete plan of what Management intends to do based on the messaging to staff.
2. No document controls or sign offs
3. Lack of full detail about current location of business units and where they are to be relocated to
4. No cost and efficiency benefits analysis
5. No detail on how each business unit was to be moved e.g. only heavy furniture moved by removalist, staff move everything else
6. Inconsistency with reason for change, on one hand the building is to reduce floor space but then plans for meeting rooms and a conference space
7. No proper stakeholder contribution to date
8. Report states that Survey Operations, BOSSI and GNB will be co-located together as part of the move but the report did not mention that they already were but are been moved from 3rd floor to 2nd whereas Spatial Operations is currently spread between 2 floors with the majority residing on 2 floor and a small number on 3rd floor. The report does not therefore state the benefit of moving so many between floors.
9. PSA was not contacted until January, after DFSI approval.
10. Document stated employees were to be consulted by managers throughout the process due to number of staff but in project timeline staff were to be formally consulted after approval
11. One meal room indicated no indication as to where it will be or its design.
12. How much is Spatial Services reducing its rental occupancy?
13. Were Directors/Managers/Supervisors told they were responsible for representing their staff?
14. Communication channels not followed (or communicated)
15. Is there planned changes to the disabled toilet on 2nd floor?
 - a. This toilet currently has a door that remains open (outwards) until use by employee. Therefore the door at the end of the hallway the toilet is located in is unable to be used due to the hazard of the open door. Plans which have verbally been given and as per the floorplan diagram suggest that the door at the end of the hall is to be used as an exit door.
16. How was the agreement to the reallocation plans by employees determined?
17. What plans or considerations have been given for employee parking/ disabled parking, if other tenants are to move in as there is minimal public transport due to location of the building?
18. The change management plan has no detail on how issues raised were to be recorded, dealt with and documented?
19. As Spatial Services is still moving to being digital, what plans were in place to deal with number of stored records in the building that are yet to be digitised?
20. How is each section to be moved is it, by staff or by removalist or how?
21. What is the budget for the overall project?
22. Will the lunch room be big enough for the large number of staff and where is the lunchroom to be located?
23. Why can't the canteen be transformed into a lunch room?
24. Will there be only one hot water urn located in the lunchroom or will there be multiple staggered across floors, if so where?

25. DFSI has introduced the new flexible working policy which will allow for employees to work from home, has this been factored into new arrangements? How? Could this have changed how divisions where to be relocated?
26. How have staff in each operational division being counted, what are the figures, have they been kept update? There is a concern that there will not be enough workspaces available in each area for the new arrangements.
27. What evidence is being used to support the statement that putting people together in a room will provide for collaboration or even socialisation?
28. Are all meeting rooms going to require booking and will the meeting rooms be sound proof?
29. Why was formal consultation scheduled after approval was already given as changes that might be required will be costly to change?
30. How are workstations been WHS replicated when existing desks in the new area are to be used, no movement of desks has been mentioned?
31. Why have teams been moved before approval has been given?
32. For teams that has moved, were is the relocation packages as per the change management document?
33. Staff car parking facilities – we are already at capacity with many staff parking on the street, walking or carpooling. With the eventual plan to bring in another government department this will only compound parking issues. What plans are there to address this?
34. Meeting room acoustic insulation – Meeting rooms without full-height walls allow noise to propagate further into the building disrupting staff and allowing staff to hear conversations that may be sensitive or confidential in nature. What plans are there to address this?
35. Have acoustics for the increased number of people been considered? Will the increased number of people make it difficult to conduct phone calls or concentrate on work?
36. Has the lighting been reviewed around the new desk configurations?
37. Has ingress/egress avenues been accounted for, for employees with disabilities. Not just main laneways but full from parking lot to desk, particularly for emergency situations? Will they be able to evacuate within time limits?
38. Will the wireless network, which we're transitioning to, be able to accommodate the increase in people without decay in connectivity or speed. Does the estimate assume some people will be working from home or full capacity?
39. Has a security assessment been done to ensure that the safety of the building and workers therein will be maintained, given the increase of people in the building and parking lots? Is concentrating more vital government workers in one location an acceptable risk?
40. What security considerations have been looked at? How will work stations, confidential projects, personal belongings be guaranteed to be secure and remain accessible only by those who need it?
41. Preoccupation with the job flexibility on one hand i.e. working away from the workplace and confining workgroups to accommodate a managers wish to bring all of his people into one area without identifying opportunity for workplace growth i.e. fully occupied
42. Workstation refits have a significant cost why change when workstation are satisfactory aside from issues with chairs , task-lighting and magnifiers for more senior staff
43. Sit/stand work stations setups are being currently assessed , it can be incorporated into current set up thus saving money
44. Female toilets need to resolved as a priority
45. Workplace conditions should be enhanced and not compromised in all manner of workplace change.
46. What plans have been made for the entire ground floor?

47. Does Gloria and SS run the reception area for the whole building with multiple tenants? Who pays for this?
48. If other government departments intend coming to Panorama Avenue address, identify demand as other Bathurst addresses have vacancy well suited for state government agencies so question does the building need to be rationalised in the manner prescribed by management.
49. Meeting rooms are noisy and sound transmission through the floor is a detriment to the production floor.
50. The impact of a production workspace being changed in the manner has already seen detrimental issues raised in the Department of Fair Trading and Environmental Protection agency areas, this has been ignored by management.
51. Was the "Spatial Services Relocation & Refurbishment Change Management Plan", supposed to be made public to the employees? If so management don't seem to be "keeping all stakeholders" informed and communicated to.
52. ICT/Operations has been tasked with the moving of the current Data Centre down to GovDC. This will reduce the need for the Acoustic Report on the Data Centre, wouldn't it be better performed/utilised on the areas where staff are to move to?
53. When the Data Centre foot print is reduced, has that space been factored in available space for staff?
54. The report says there is 'approx' 330 staff working within 346 Panorama Ave. The report indicated there is to be a 'single' Lunch Room, will it be large enough to accommodate the total staff within Spatial Services?, and what about the other Government Agencies, are they to share the 'single' Lunch Room?
55. With the utilisation of the existing desks, will faulting desks be replaced/mended? – As "The procuring of new desks and seating for all staff as this change is not a full accommodation refurbishment".
56. What input has there been from HR "HR advice of process and employee assistance"?
57. What is a "Relocation Communication Pack"?
58. This statement "This project will allow business units to be physically co-located together and structurally align people and processes to enhance the sharing of information, collaboration and to improve operational performance.", seems like a throwaway statement – has a benchmark been recorded and how will it be measured to see an improvement in the values?
How is the "Improved operational Performance" to be measured? Has a current benchmark been recorded?
59. On one hand DFSI are introducing extra systems to allow for effective communication (Office365, Yammer, Teams, Skype,...) amongst individuals/groups, and now we are looking to spend tax payer monies to move groups together to achieve the same end. Which is it to be?
60. Will the new Skype rooms to be large enough to accommodate the largest group within Spatial Services?
61. A new WH&S assessment is to be carried out, is this to be performed before the movement of the staff into new areas, and if required will new furniture be procured even though "no new furniture is to be procured".
62. Communicating and keeping Staff informed of the ongoing process has been highlighted, but this seems to be a major failing if trying to keep staff engaged and supportive of the project. Rumours are beginning to surface.

63. DFSI is pushing for more flexible working conditions, working from home and 'mobility' (hot desk within the office). Doesn't this go against the main thrust of the Relocation project in bringing teams together!! (Hot-desking has been employed in McKell, and the report said that we shall be following with the innovations happening in McKell).