

Theme	Question	Response
Perception of +/- impacts	How will the Department mitigate the negative impacts and poor outcomes for staff from shared desks demonstrated by the literature?	There are many different published articles providing both with negative and positive views on Agile working. The department has taken a position of transitioning to agile working and promoting flexible working for our people and being open in promoting the benefits of these. In promoting flexible working we understand the people will choose to work from home on occasion, another office or closer to a client or customer to whom they serve. These benefit in turn provide opportunity for how space is used when employees are at alternative locations.
	- A recently published study 1 of 1,000 Australian employees found that shared-desk environments had a number of problems. These included increased distrust, distractions, uncooperative behaviour and negative relationships. On top of this, there was a decreased perception of support from supervisors.	
	- Another study 2 showed that shared-desk environments could lead to employee marginalisation, indifference and inattention to co-workers, loss of identity and decreased organisational commitment.	Redesigning our workplaces with multiple work styles depending on the work being undertaken provides increased options for people in how to achieve their outcomes. We do acknowledge this is a change of working for a number of people and we are working with leaders and staff to support employees in the transition with information packs, leader and staff training sessions and ensuring the lead up to move continues to provide significant touchpoints for information sharing.
	Will staff be able to work on the same floor every day so they are close to their locker and can use the same kitchen/fridge?	Staff will be located within a neighbourhood, typically of around 100+ people comprised of various teams and near their locker. People will have a choice of where and how they work within the neighbourhoods, or may on occasion choose to work from another location (home, office or within the building). There are eight fridges across three floors (a village) so employees can use a fridge close to their workspace.
	Selecting a new desk each day will contribute to decision fatigue and increase anxiety and workload	Selecting a desk based on what employees want to achieve in their work day is a quick process. Employees are provided options as to where they locate themselves within a neighbourhood/building to undertake the various types of work they may have on any given day.
	Will there be an app where you can book a desk and other facilities and, if so, when will it be ready?	Desks will not be bookable at the 4 Parramatta Square. Meeting room and spaces will be bookable via the room booking systems through both email and the room booking system at point of entry.
	Not having an assigned desk will reduce efficiency due to the time needed to select and set up a desk each day, as well as not having reference material easily to hand	Selecting a desk based on what employees want to achieve in their work day is a quick process. Reference material will be available within easy access either electronically, via a central library area or at team storage locations.
	People are physically difficult to find as they don't have their own desk - not so good for management who like to directly speak to staff	We are exploring software options to easily locate people within the building. The final solution is currently in negotiation, however an example solution is being used at our DPIE Harrington Street, Sydney site. Employees will have options to easily locate colleagues in 4PSQ.
	What exact methodology has been used when planning shared desks? What does the consultant's report say?	The building design aligns with the NSW Government, Property NSW Fitout Design Principles (Office Workplace Accommodation - 2018). Additionally a workplace analysis project has been undertaken to understand in detail every employees work. The design principles for Four Parramatta Square are outlined at property.nsw.gov.au (https://www.property.nsw.gov.au/sites/default/files/NSW%20Gov%20Office%20Fitout%20Design%20Principles%20180722.pdf)
	Some staff have religious items on their desks that are not appropriate to store in a locker each day.	Our people may choose to locate these items within their team storage units. They can collect and store them on a daily basis. There are multifaith rooms within Four Parramatta Square
	It is important that staff feel a sense of belonging and community in the office and the Department. Having a dedicated space for yourself and your team significantly contributes to this.	We agree. Teams will be located within "neighbourhoods" promoting the sense of belonging and community. Individuals and teams will have choice on their workspace within their neighbourhood on any given day to achieve the type of work activity required on that day.
	How is the Department proposing to mitigate impacts?	Employees are being supported by a large range of initiatives including Experience Hubs at Pitt Street, Hurstville and Parramatta. Experience Hubs enable employees to ask questions and help understand working life in Four Parramatta Square and Parramatta. Other support includes regular electronic newsletters and a dedicated intranet, lunch and learns, training and support, orientation, leader lead support and support from a large number of teams once people have moved into the building. Customised tours of Parramatta supported by the City of Parramatta Council are underway. Additionally, the site is supported through daily cleaning services, concierge and reception facilities and local leadership.
Is and how	Would the department consider allowing full time staff who do not work from home/other locations to have a permanent desk?	No. This is an agile space. The only exemptions will be people requiring workplace adjustment, or where IT hurdles can not be overcome at the time of moving into the building.
	What change management processes will the Department implement to help staff adjust to the changes?	DPIE has been undertaking significant change management activities including awareness raising, people and system support, surveys, face to face and on-line information, declutter and cleanup activities plus orientation into the building. A dedicated change plan on a page is available to all employees. It is hosted on the Parramatta Move intranet.
	Will the executive also be sharing desks?	Our executive will be working agile. Noone is sharing a desk.
Is and how	There is support for the idea of team precincts - It is hoped this will provide an opportunity to personalise a space at a team level, if not at a personal desk level.	Noted. The concept is based on a neighbourhood not a precinct.
	How many people will be located in each precinct?	There are no precincts. Neighbourhoods will vary from team to team in their size.

Team precinct neighbourhood	There is concern that if all team members cannot fit in the team precinct on a given day remaining staff may need to sit quite far from the rest of the team leading to a sense of isolation - this is likely to be a recurring issue for people who start later due to home responsibilities and increased travel time.	People will typically choose to sit in neighbourhoods with teams depending on what they need to achieve in their workday. The advantage of such a large building and the variety of work style options available to them, people can choose to work from other locations to suit what they need to achieve in their work. Where patterns of concern are raised, we will continue to refine the shape and nature of the neighborhoods. Teams and neighbourhoods will be encouraged to develop local rules of behaviours and etiquette.
Kitchens	Will staff still have access to as much fridge space as currently?	The kitchen ratio across our multiple sites and floors varies. At Four Parramatta Square there are eight fridges in every village (three floors) - two fridges in each tea points and four fridges in a Marketplace. Villages are typically three floors with two exceptions where there are two villages with two floors. The two floor village has six fridges.
	How will things like tea/coffee/milk clubs be managed? If these supplies will be provided will this be done in a sustainable way e.g. large jars rather than individual packets to reduce package and the department's environmental impact.	We are currently determining this with the intention that tea, coffee and milk will be provided at each of the tea points and kitchen areas in sustainable containers. We are aiming towards a 5 star green star and nabers rating meaning sustainability, energy consumption and behavioural impacts are considered and measured.
	Who will be responsible for cleaning the kitchens? How will this be managed if we cannot have rosters because staff will be working in different locations each day.	Day cleaning will be provided, however our people will be encouraged to clean up after themselves like in any other workplace.
	Is new crockery and cutlery being provided?	Yes. In determining the crockery and cutlery needs of the organisation Keep Cups or similar sustainable crockery and cutlery is being considered.
	What will happen to all the things currently in the kitchens at existing buildings?	Surplus assets will be given to regional sites and/or upcoming projects. Stages beyond this include surplus items being auctioned or donated to charities and schools, recycled or landfill.
Negative impacts of flexible working	How will the Department avoid negative impacts on staff who work part-time or use flexible start times?	We don't anticipate any negative impacts for part-time employees or employees who use flexible work hours. Our employees are encouraged to discuss their personal requirements in the first instance with their leader, teams and HR business partner to align the requirements of the role with their personal needs. Employees are engaged under a variety of award conditions which outline the span of hours and core hours. All employees have the obligation to complete a timesheet of their start and finish times and for these to be subsequently reviewed/approved on a regular basis. It is expected there will be a variety of requirements at any given time.
	How will the Department manage the risk that full-time staff/ those who come to work early will claim the most desirable desks and other staff will be left to choose between the remaining desks and may not be able to sit with their team? This is likely to create a sense of isolation and resentment.	Working Agile ensures that employees have a choice of location depending on what they need to achieve in a day. At any one time there is an abundance of work areas to choose from with the intention that employees will sit in teams within neighbourhoods. There are more work points than employees. There may be times when an employee chooses to sit in a different neighbourhood. Where patterns of concern are raised, we will continue to refine the shape and nature of the neighborhoods. Agile working encourages collaboration and areas of quiet focus.
	Could certain desks be set aside for late starters - i.e. not able to be occupied until after 9.30 or 10.00? could certain desks be booked the day before?	No. This is an agile space. The only exemptions will be people requiring workplace adjustment, or where IT hurdles can not be overcome at the time of moving into the building. At any one time there is an abundance of work areas to choose from because there are more work points than employees. There may be times when an employee chooses to sit in a different neighbourhood. Where patterns of concern are raised, we will continue to refine the shape and nature of the neighborhoods. Agile working encourages collaboration and areas of quiet focus.
	How will the department ensure there are sufficient first aid officers and fire wardens on each floor on any given day? We need 1 first aid officer and 1 warden for every 50 staff. Given these are volunteer roles it is often hard to find sufficient volunteers. Due to the significant amount of staff who will work from other locations, will there be backup first aid officers to ensure that there is enough in the office on any given day?	There will be a minimum of 108 Fire Wardens across the department. This is above the statutory requirement. WHS Regulation 2017 (NSW) S42 states that an adequate number of people should be trained to conduct First Aid or have access to other people trained to provide First Aid, having regard to: -the work being carried out in the workplace, -the hazards at the workplace and size and location of the workplace, and -number and composition of the workers. The First Aid in the Workplace Code of Practice recommended 1 First Aider for 50 people, however this figure can be adjusted based on a first aid risk assessment, which has been confirmed with Safe Work NSW. The risk assessment considers proximity to Doctors surgeries, hospitals and the type of works and employee and stakeholder traffic in the office. The WHS team will complete a first aid risk assessment to determine requirements. A best practice model is currently being researched to ensure first aid in an agile environment is appropriately managed. This review involves cross-collaboration of both the WHS team and Facilities team. Importantly, currently in many of our offices the majority of First Aider have never responded to a first aid event in their tenure. The WHS team have collated a list of current First Aid Officers, the current First Aiders will be contacted regarding the new process once it has been drafted. There is no legislative requirement around the number of Fire Wardens within an office. The WHS team are currently reviewing a best practice model with the Workplace Operations group, including Facilities to determine a streamlined approach to managing this in an agile environment. These processes will be communicated to employees and if required consulted to meet legislative requirements.
	Who will pay for first aid supplies? It seems currently some sections are footing the bill for others.	This is currently under review, with the process accompanied by the First Aid best practice model. However, the supply and re-stocking of the First Aid kits will come out of the Building Services budget. Mark Patrino confirmed Workplace services will be responsible for the stocking and ongoing audits of the First Aid Boxes, AED's and supplies in the first Aid rooms

Will there be a chief building warden who is on site every day?	Yes, there will be a Chief Fire Warden.
What will be the protocols for hygiene and how will they be implemented?	<p>The WHS team will collaborate with the Parramatta Move Change Management team to develop resources and educational pieces around hygiene in the agile workplace. This information will be informed by the agile hygiene survey and evidence based best practice.</p> <p>There are a number of protocols being implemented for Hygiene such as:</p> <ul style="list-style-type: none"> Personal keyboards, mouse and headsets issued to employees Hand sanitizers at convenient locations Cleaning services for personal areas such as IT wipes and screen wipes issued in centralised stationary cupboards Day cleaners will also be throughout the building to ensure the workplace is kept to a clean environment
How will the department limit the spread of cold and flu during winter? Sharing of desks increases staff interaction with the same surfaces, which may be contaminated.	<p>The department offered Influenza vaccinations this year to assist in preventing the spread of Influenza.</p> <p>Computer keyboards, mouse and headsets attached to a soft phone will form part of an ICT kit provided to employees and will be owned by each individual employee and will not be shared. This means no item the employee touches regularly or comes in close contact with the mouth will be shared. Therefore, minimising the spread of infection.</p> <p>There are a number of protocols being implemented for Hygiene such as:</p> <ul style="list-style-type: none"> Personal keyboards, mouse and headsets issued to employees Hand sanitizers at convenient locations Cleaning services for personal areas such as IT wipes and screen wipes issued in centralised stationary cupboards Day cleaners will also be throughout the building to ensure the workplace is a clean environment.
How will workplace adjustments be provided for staff who need particular equipment or desk set-up in order to work comfortably and safely? Will these staff need to waste time every day setting up and dismantling their equipment? What about people who need specific computers with specific programs (eg Publishing, GIS)?	<p>The WHS team are undertaking several initiatives to identify employees who require reasonable adjustments. This is via a survey, face to face visits at Experience Hubs and information provided on intranets. The WHS team will contact the employee during September to advise of the next steps. This is an individualised process and each survey submission is reviewed on a case by case basis. If someone is assessed as requiring a reasonable adjustment the requirement identified will depend on whether they have an anchored desk or remain agile.</p>
<p>The curved screens chosen stretch graphics and are not suitable for publishing. http://fourparramattasquare.planning.nsw.gov.au/Pages/Announcements/Reasonable-Adjustments.aspx</p> <p>Some staff need special chairs for WHS reasons. E.g. Someone is very tall and cannot fit in the normal chairs. How will this work? Will staff have an assigned chair? Where will it be stored? If not, how will the Department ensure there are enough of these special chairs available each day?</p>	<p>The curve screen monitor has been chosen for performance with significant user acceptance testing performed by ICT. There is a currently a business requirement activity underway for employees who require high specification laptops for employees with specific requirements.</p> <p>As per the FAQ Reasonable Adjustments employees are required to complete the reasonable adjustment survey if they believe they may require a WHS reasonable adjustment. The WHS team will contact the employee during September to advise of the next steps. This is an individualised process and not a one size fits all. If someone is assessed as requiring a different task chair this will be their task chair they retain. How this task chair is accessed each day depends on additional reasonable adjustments that may be required.</p> <p>10% of task chairs will have an extra high gas lift to accommodate employees well over 6ft, the backrests will be a different colour. Each task chair has a seat slide to accommodate a variety of leg lengths.</p>
Staff need on-site support to assist in setting up their desks ergonomically, so they know how to do this correctly and quickly each day, and to manage any issues.	<p>The WHS team and ergonomic providers will be onsite to assist employees with setting up their workstation during initial move-in days for each business group. Educational resources on workstation set-up and ergonomics in a connected workplace are currently being developed to empower employees to take ownership over their ergonomics.</p>
Will there be 24-hour security at the new office? With such a concentration of public service staff it makes the new building a target. The adjoining Police and Justice buildings have high levels of security.	<p>There is 24hr/7 day security available on site, in addition to this there will be additional security measures such as guards in the ground floor and podium during certain times, roving patrols, additional security access requirements such as turnstiles and lift access and additional doors on the floor between the Lift lobby and staff area</p>
Will HSRs be elected? If so, how first aid/WHs/floor wardens and when will personal emergency evacuation plans be sorted out prior to the move?	<p>There will be a building site WHS committee that will go through a nominations process. HSRs are determined through consultation to represent their working groups.</p> <p>First Aiders and Fire Wardens are answered in WHS Question 1. Personal Emergency plans will be developed as part of the individual reasonable adjustments processes for all known personnel.</p> <p>Evacuation plans are currently being completed and expected to receive in Late Sept or early Oct. There will also be a training session prior to occupation for all fire wardens.</p>
There are concerns that waste rubber as mulch might be outgassing harmful VOCs. Has this been considered?	<p>Recycled tyres are made of rubber which doesn't emit Volatile Organic Compounds (VOCs) when presented as a solid mulch compound as it is not in a heated state. The recycled rubber is a solid and remains a solid in situ in the planter boxes.</p> <p>Recycled rubber such as tyres have been used in athletic tracks and children's playgrounds for over 30 years with no evidence-based research to suggest adverse health effects or a VOCs risk in its solid state. Research has also indicated recycled tyre prevents insects attacking the plant and mould from occurring in planter boxes.</p>

	Will there be enough lifts to transport staff conveniently?	The building has been designed to the Australian Building Code. There will be eight lifts in the building to ensure employees are transported conveniently. The building is required to meet all Building regulations as per Australian standards which included statutory requirements regarding paths of travel and lifts, and this relates to number of staff per floor.
	How will you deal with workers who have mobility issues who are on the higher floors and must use the safety stairs during a fire?	Through the reasonable adjustment process the WHS team is capturing those who may require a Personal Emergency Evacuation Plan (PEEP). Refer to the FAQ Reasonable Adjustments. Some staff who have PEEPs currently remain in the stairwell during an emergency evacuation as per AS 3745 Planning for Emergencies in Facilities.
	How regularly will cleaners clean the building? How many cleaners will be employed and	There will be a combination of Day Cleaners and after-hours cleaning staff who will be employed to clean the building. The number of staff required will vary on the scope of works agreed. The cleaning company will be required to deliver the solution and will dictate the number of staff required to complete this. We are currently working through a scope of works required by the cleaners and will be finalised soon.
	How will air quality be managed and regulated?	The Air Handling Units are required to be maintained as per Australian Standards and this will be managed by the building Management. Plants in the building improve air quality through several mechanisms; they absorb carbon dioxide and release oxygen through photosynthesis, and they can passively absorb pollutants. Property NSW with the University of Sydney conduct ongoing longitudinal BOSSA studies to monitor and understand air quality.
Sufficiency of desks and other spaces	The union and staff would like to know what is the planned ratio of staff to desks	The Department, in line with NSW Govt design and fit out principles, has planned to provide desks (workstations) for approx 80%. The utilisation study presents the opportunity to go 70% if required. There are more work points than people. Work points are spaces where a person or group of people can collaborate, focus on specific tasks, make phone calls, participate in meetings of various sizes etc. There will be sufficient spaces for people to undertake the requirements of their role. Please refer to NSW Government, Property NSW Fit out Design Principles (Office Workplace Accommodation - 2018) for more information. Property.nsw.gov.au (https://www.property.nsw.gov.au/sites/default/files/NSW%20Gov%20Office%20Fit%20Design%20Principles%20180722.pdf)
	The union and staff would like to know the planned ratio of quiet spaces, private spaces and meeting rooms to staff - specifically, how many desks are available and how many staff will there be overall?	There will be approximately 4,400 employees moving to Parramatta. There will be more work points than people. Building is composed of the following: Workstations: 3,572 DPIE area m²: 46,520 Meeting rooms: 173 Casual meeting spaces: 194 Focus rooms: 137 Drop in spaces: 332 First Aid Rooms: 2 Parent Rooms: 7 Multi-faith: 3 (2 LR, 1 HR) 5390 seats across DPIE
	There must be sufficient desks available that all staff in the office on any given day can work at a desk where the desk and equipment can be adjusted into the correct ergonomic position.	As previously described there will be more workstations than employees. The workstations are ergonomic with a large proportion of workstations being sit to stand, adjustable monitor arms and an ergonomic task chair. If employees require a reasonable adjustment they can contact their WHS business partner.
	If sufficient desks are not available on a particular day staff should not be expected to work on their laptops at benches or on couches in activity-based working area - these areas cannot be set up in an ergonomic position and will expose staff to workplace injuries.	Employees are provided a variety of choices to work from on any given day to undertake the requirements of their role in a safe manner. Our observation studies across all of our sites show that on average 42% of workstations are used on any given work day. We believe therefore that there will be sufficient desks in the building. There will also be a significant number of other workpoints that will be available for use. The total number of workpoints in the new building will exceed the total number of employees.
	If sufficient ergonomic work spaces are not available the PSA may direct staff to cease work for the day as the Department has failed to provide a safe working environment	There will be sufficient ergonomic workpoints. We are ensuring that all employees have space to safely undertake their duties.
Working from home	Will a new work from home policy be negotiated and released?	There are existing flexible working policies with a new flexible working policy across DPIE currently being finalised for consultation.
	Will this be less based on manager discretion? Feedback from staff is the current work from home policy is inconsistently implemented across the department.	Access to flexible working, including working from home is based on an agreement between the manager and the employee. Working from home needs to take into account the reasons why the employee is requesting it, the requirements of the Department to get the work done and the impact the decision will have on the team. Training will be undertaken with management and staff to improve their understanding of flexible work so that more balanced decisions are made in this space.
	Will any staff be forced to work from home?	No. Working from home is a choice, not a forced position.
	Some teams have already been told they will still be expected work 4-5 days a week in the office	This will depend on the nature of the team and the work that is being undertaken. Training on flexible working will continue to be delivered across the agency.
	Will there be training for managers? Members have expressed a lack of managerial consistency and understanding on this policy.	We acknowledge this is an issue across the NSW public service and are working closely with the NSW Public Service Commission and other agencies to develop and promote good practice, including education and capability development with our people and leaders.

Co	Some staff undertake work that should be kept confidential from other staff in the Department e.g. EES staff regulate the work of the Biodiversity Conservation Trust and so should not be sitting near BCT staff, the work of EPA staff may come in to conflict with the work of Industry staff	These are basic adjacency concepts that have been considered when designing and setting up the neighbourhoods across the building. It is expected that employees will maintain and manage information in accordance with the code of ethics and behaviours to which they are professionally employed.
Legal Branch	Legal branch attends courts in the city regularly which requires physical files. How will storage and transport of physical files be managed?	This matter will be addressed by senior management within Legal Branch
	Will staff need to take files home that are needed for court the next day?	This matter will be addressed by senior management within Legal Branch
	Will travel costs e.g. taxis, be covered by the Department?	This matter will be addressed by senior management within Legal Branch
	How will the necessary travel to the courts be managed? Will staff be able to work somewhere in the city before/after the court appearance?	Yes. It is expected they may work agile from a city office location on the days that require a city court appearance.
Disturbance & Disruption	It is expected that the set-up of the new office will increase ambient noise due to the low desk dividers and because people are in closer proximity to each other.	It is a modern agile workspace that considers noise, space, greenery and the environment. Employees will have the choice of the work style and space to adequately undertake the duties required of them on the day to deliver their required outcomes.
	Staff do not want to wear headphones all the time while in the office to block out ambient noise.	Noted. As above, our people will have the choice to move to a location that best suits them. They are not forced to sit in the same location of configuration each day.
Storage	Will lockers be big enough to store common personal items like yoga mats (OEI currently offers a yoga class in the building)?	The lockers are 500w x 500h x 400d. Items that do not fit may be placed in team storage where necessary and agreed as part of the local team behaviours.
	Staff have raised concerns if lockers are at a high height and staff have to raise their items to shoulder height or above to put things into the locker this could cause injury.	A safe environment is paramount. We suggest where risk is identified, our people work with their team, WHS Business partners and concierge services to agree a more appropriate solution. Just saying "I don't like it" however will not be sufficient.
	Some teams have essential equipment and personal protective gear. The bags of gear are much larger than the proposed lockers. Will there be sufficient space to store these in the office? Staff need to be able to access these items quickly to attend to State emergencies. There is concern that staff may need to travel off site to retrieve these items.	Storage within the building will be considerably reduced to what we have currently. We ask that all areas as part of their declutter program actively reduce non-essential storage via off-site storage, electronic archiving etc where possible. Team storage will be available on each of the floors for larger bulkier goods, or alternatively in the basement area.
	Beachwatch visits all beaches every day and has cool storage boxes and specialist equipment. How will they be accommodated?	This will be discussed at a local level between relevant management and the facilities team.
Consultation & Change Management	Will the Department release the report from the recent review that recommended the move to agile working?	The topline results of the Workplace Analysis project will be released on the Paramatta Move Intranet.
	It is vital that genuine two-way consultation is undertaken during transition to shared desk working	We agree and have been actively engaging with the business via on-line material, face to face discussion, town hall forums, attending an experience hub, capability development via training forums and sessions.
	This must occur with staff at all levels (not just managers and up).	Agreed.
	A significant change management program will be needed to support staff through the move beyond the training announced by the Secretary.	We agree. A full program and body of work is in delivery and being overseen by the Connected Workplace Customer Board, Comprised of Deputy Secretary and Executive Director level staff. There is a dedicated change manager and change roadmap on the Paramatta Move Intranet.
Oversite of the change	We think one Executive member should have responsibility for ensuring the move to agile working is successful and manage any issues. Clear responsibility is vital for accountability. Managing the shared desk arrangements will result in significant workload increases. Will there be a designated person or persons who are in charge of dealing with this process? If not, how will this process be managed considering the significant workload increases for those in charge of the process?	Oversite of the program is via the Connected Workplace Customer Board, Comprised of Deputy Secretary and Executive Director level staff.
Phone Number & Emails	Will staff be given new phone numbers?	We are working towards making the transition seamless and the numbers simply ported behind the scenes. In general, staff have been migrated to soft-phones with some remaining areas to be managed over before the move.
	Are emails being updated to be consistent across OPIE? When will this occur?	Emails will move to a single DPIE as all of the agencies come together. A timeline for the specifics of this is being worked through as part of the Machinery of Government change program vs Connected Workplace Paramatta site.
	Is it important that staff are informed of these changes well in advance so they can inform stakeholders.	We agree and are working to a whole of cluster solution for our people with the view of minimising any impacts to staff or our customers.
Timing	Staff need certainty and advanced notice on timeframes for the move in order to manage home and work commitments	These will be provided in September as negotiations around building lease tails are finalised and approved by the Connected Workplace Customer Board.
	Some teams have major events that must be delivered, without sufficient notice the move could interfere with this	Noted. Our people will be provided dates and locations for the upcoming move in September 2019.
	Staff with children in childcare will not be able to change those arrangements at short notice e.g. if their current childcare are near their current work location.	Noted. Our people will be provided dates and locations for the upcoming move in September 2019.
	Staff are very concerned with being required to move over the summer school holidays as many staff will not be in the office	The relocation program will commence in December through to May 2020 and is based purely on negotiated lease end tails which is the most time and cost efficient outcome. Where practical, we will work to close the relocation gap following Customer Board review/approval to do so.
	For these reasons making the office move at the beginning of the year, rather than the end, would reduce the impacts on staff.	As above. The moves are based around negotiated lease end tails and do not have flexibility without significant financial impact.
	What is happening to the collection of artwork purchased for the EPA and currently displayed at Goulburn Street?	An audit of all government artwork across the cluster has commenced and options will be provided to the Customer Board for discussion/review.

	Early communication is needed between staff and managers on expectations for check-ins/reporting when working from home	This forms part of the education and conversation between an individual and their leader to enable trust in the delivery of outcomes and the balance of flexibility.
	A balance is needed between facilitating work from home by not having very restrictive requirements but still ensuring safe working environments at home	Absolutely. It is the employees responsibility to firstly self assess they have a safe environment to work from, and the equipment to undertake the agreed duties in their home environment. Flexibility however is not just about working from home, but about working from other locations.
WFM - equipment and costs	If home-based working is expected, will financial support be provided to set up safe and ergonomic home offices and for ongoing costs such as internet?	No. DPIE provides a safe, healthy and operable workspace for their employees in all locations. Our people are provided the choice of flexible working and in doing so acknowledge they have the equipment and tools to do so.
	There seems to be an expectation through the flexible working policy that more staff will work from home to reduce demand for desks in the office	Flexible working is a choice available to our people which has not been as readily available previously. We are promoting the availability of the way or working which may have a positive impact on travel time for people. Again, this is a choice vs mandated position.
	While the PSA supports staff have the option of working from home there should not be an expectation for staff to do this because there are insufficient desks in the office	We agree. There are sufficient workpoints (including workstations) for our people to work from 4PSQ. There are more workpoints than people.
	The Department must ensure staff are supported, financially and with advice, to set up safe and ergonomic home offices to avoid work place injury. The Department should not be transferring the cost of office set-up and maintenance to staff - simply providing a laptop is not sufficient.	The Department are not providing additional equipment of services for employees who choose to work from home. As part of the self assessment process, our employees self select they have the equipment and environments to safely undertake the agreed duties from a home location. If they do not, or it is reasonably believed they do not, working from home will not be approved.
	Redundant office furniture should be offered to staff.	All surplus furniture and assets are being catalogued and will be utilised for upcoming government projects or given to regional sites. If there is further surplus items following this, they will be auctioned or recycled. If there is an auction employees will be advised and have the option of purchasing office furniture.
	Will the Department pay for ongoing home-office costs such as internet access? Will mobile internet be provided?	No - as per above. This is a choice available to people to work from home, not an expectation.
Change to Travel Time	Many staff are concerned about increased travel time from the move	For some employees there is less travel time and for other employees there are longer commute times. The introduction of flexible working options can reduce this concern but ultimately staff need to manage this issue in accordance with their individual circumstances.
	The increased travel time will exacerbate accessibility issues for some staff e.g. one staff member has had a recent knee reconstruction and faces at least an additional 30 minute commute each way. She indicated this would not be possible with her injured knee.	Exploring flexible working options may be a benefit for this staff member and for others where travel impacts are felt. Employees should discuss their individual needs regarding their injury with their manager, WHS and HR Business partner.
Working in Transit	Many people have increased travel time and may want to work in transit. However, this raises potential issues with WHS and confidentiality.	The Award under which our staff are employed does not allow a staff member to count their daily commute as work time. Staff should therefore not be undertaking work activities during their commute to work and as such there should not be any WHS or confidentiality issues arise.
	Will the department pay for internet access while in transit? If so, will this be via paying for wifi dongles, allowances or any other method?	No. As above, flexible working is a choice of the employee and not an expectation of DPIE.
	Will the department write a working in transit policy in time for the move?	No. This option is not appropriate as it is inconsistent with the award requirements.
Regional Hubs	Government should establish regional hubs and Sydney suburban hubs so staff have the option to work in these locations if more convenient.	We note your position. As we increasingly develop and promote our Connected Workplace Strategy, we will increase our footprint of additional work locations for our people.
	Someone should be responsible for coordinating and supporting agile working at each regional hub.	We support your position, however are balancing this against our headcount and budgetary position on behalf of government and the people of NSW. Within our city and greater working hubs sites, we have property and concierge staff available to assist as best fits the local environments. Agile working will be supported through training, orientation to the building and ongoing support such offered by service departments including ICT.
	Have you considered using underutilised sites owned by Property NSW, ie. Callan Park (which has many free buildings) as hubs in order to deal with staff overflow while saving costs?	Yes, as our agencies (DPE and DOI) are coming together, we have commenced a process of reviewing our accommodation footprints as part of a broader Connected Workplace operational strategy to effectively manage our costs.
Tech/ Equip Needs	Not all staff are currently provided a laptop e.g. contractors. Will they be given laptops? Some staff need specific computers, screens and other equipment to do their job e.g. o Publishing staff use Macs. Can they continue doing so?	The intention is for employees to bring their laptops to the new location. ICT are capturing all technology requirements of employees including high specification technology business requirements.
	GIS, Science and Data teams need more processing power than the standing laptops can provide due to the large datasets they are working with. Will they have a specific precinct where adequate computers are available. Have these machines been purchased or will they be purchased soon?	As above, ICT are capturing specific business requirements including higher processing power laptops.
Confidentiality	Some staff work daily with material that is confidential (e.g. cabinet in confidence, commercial in confidence) - how will these staff be able to keep material confidential when information on screens is much more visible in the new office layout and staff may not know who is sitting around them?	The workspaces at Four Parramatta Square include areas where staff can ensure material remains confidential. Additionally all DPIE employees are engaged with a code of ethics and behaviours which include how they manage and convey complex, secure and confidential information. This includes legal, people and commercial information.
	Telephone calls may also be confidential - staff cannot always move to a room to make or receive a call. Are there enough quiet spaces that are close enough to desks in order to have confidentiality and convenience?	Employees will be able to move to a location to ensure confidentiality, whether this is a phone call or a "drop-in" informal meeting space. This includes our Cabinet, HR or legal teams.

Misc.	What will happen to other pieces of Art, such as those in Valentine Avenue	As above, an audit will be completed with outcomes put to the Customer Board.
	What is happening to the highly valued and longstanding tree on level 2 of 10 Valentine Avenue. Staff are very protective of this tree and would like to see	Need more information. In essence we are moving to a state of the art, A Grade building based on biofilic design principles.
	Why will there be no childcare centre in the new building? How many FTE jobs will sharing desks save?	The Walker Corporation plan to provide a licensed child care in 6 Parramatta Square. They are in negotiation with a range of providers for an 85 place centre. There is information about childcare for employees on the Parramatta Move Intranet with websites highlighting childcare centre availability. There are providers close to Four Parramatta Square and also seven parent rooms in the building. http://fourparramattasquare.planning.nsw.gov.au/Shared%20Documents/PNSW%20Intro%20Pack.pdf

https://www.childcarefinder.gov.au/search/nsw/2150/parramatta?geo=-33.8135571%2C151.00340700000004&service_type=ZCDC,ZFDC,ZOSH

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