



Response to PSA's email of 16 March 2021

Sender	Sam Bridgeford	To	Monika Wunderlin, PSA Julie-Ann Bond, PSA
		CC	Greg Corrigan, PSA Graydon Welsh, PSA Roland Harris, PSA Ian Taylor, DCJ Nathan Kennedy, DCJ
Subject	23 April 2021 response to PSA questions of 16 March 2021 on Central Offices relocation		

1. What is the current status of the move, what are the design plans and when will staff be moved?

The Department is currently in the concept and planning phase of the program, working with divisional executive teams to understand any changes or adjustments in work arrangements for their teams following the pandemic.

The design plans for Central Offices will be an agile working environment with a variety of work settings and technology provided.

The first moves will take place from November 2021, commencing with moves to 6 Parramatta Square (6PSQ). We expect it will take up until May 2022 to move everyone into their new workplace.

2. There are WHS issues & concerns within the capacity of the Parramatta Precinct including the distance that has to be travelled by staff and potential for the Parramatta Precinct to reach capacity and also the extra risks created as a result of this increased capacity?

The Parramatta Precinct is currently managed in line with the latest Public Health Orders and NSW Health advice to ensure a COVID-Safe environment.

Appropriate safety measures will be in place to support the COVID-Safe management of the precinct, this may require capacity to be reduced. Appropriate planning and communications will be in place to support staff and managers to stay well informed.

Due to no or low community transmission in NSW, a managed and phased return to the workplace has been implemented. All staff are encouraged to have individual discussions with their Leader regarding their return to office arrangements including any reasonable adjustments or agile working arrangements that can be made that includes consideration of travelling arrangements. A staged approach of having staff return to the Parramatta precinct will be adopted. DCJ will also continue to monitor and follow NSW Health advice regarding social distancing requirements and any number of people limits per square metre. If offices are identified as potentially being at capacity under newly imposed restrictions then measures will be taken to comply with the NSW Health mandate. To manage increased access within



our COVID-Safe capacity limits, leaders should focus on finding the right balance between work that is best done in the workplace and work that can be effectively delivered remotely.

- 3. We would like to raise is the lack of updates from Senior departmental staff since the announcement was made in October last year and that this has led to staff feeling undervalued and anxious. Staff state that there's been radio silence since the announcement but noting that the lease on HDB expiring in November, it's starting to cut it fine on giving reasonable notice of what will happen after that.**

Since January 2021, the Central Offices Program has been completing a review of all businesses due to relocate to understand the impacts of COVID-19 to the workstyles and accommodation requirements. Executive teams have been involved in this initiative together with the PSA who have been updated at appropriate intervals with presentations by the Workplace Transformation team.

In the update provided by John Hubby, Deputy Secretary Corporate Services in October 2020 to confirm that the moves to Parramatta would continue as planned, it was confirmed in the update to HDB staff that the HDB lease had been extended until May 2022.

Further to the answer to 5 below, a comprehensive communication and engagement plan will shortly be released to support managers and staff, including an online social platform to enable two way communication with all impacted staff.

- 4. Are there working groups being developed and if so who from HDB are invited, will there be a staff representative/s?**

Once approval has been provided by the DCJ Board to kick off the program, all staff engagement and communications will commence.

There will be an online social platform launched as part of the program to enable two-way communication with all impacted staff.

Action Teams will be created as working groups to represent each Division and will work closely with the Central Offices Program team to ensure clear, consistent and co-ordinated communications and engagement. Action Team nominations will be called for following the program kick off.

- 5. There has been no indication of possible locations/design plans and the number of people affected by the closure to HDB, why?**

We are currently in the concept and planning phase of the program. We have been working with divisional executive teams to understand any changes or adjustments in work arrangements for their teams following the pandemic. This also includes validation of impacted staffing numbers and identification of impacted roles.



At program kick off, a comprehensive communication and engagement plan will support staff to understand the locations, agile design and we will also be able to confirm the number of staff relocating from all 13 Central Offices, these being at:

Office Address	Suburb	Office Address	Suburb
110 George Street	Parramatta	223 – 227 Liverpool Road	Ashfield
35 Smith Street	Parramatta	320 Liverpool Road	Ashfield
2-10 Valentine Avenue	Parramatta	Level 4, 219 – 241 Cleveland Street	Ashfield
9 George Street	Parramatta	20 Lee Street	Sydney
23-31 Moore Street ¹	Liverpool	50 Phillip Street	Sydney
2 Cavill Avenue	Ashfield	160 Marsden Street	Parramatta
4-6 Cavill Avenue	Ashfield		

6. Are there other locations (e.g. city) being looked at?

There will be three offices for DCJ Central Offices staff:

- the new purpose built 6 Parramatta Square (6PSQ);
- the existing Parramatta Justice Precinct (PJP) 160 Marsden Street, Parramatta, which will undergo a partial refurbishment and facilities upgrade; and a
- new DCJ site to create a small CBD office, including a DCJ Touchdown space.

7. We understand that Senior Management within HDB do not want to move and are looking to alternate accommodation in the CBD is this correct?

The only proposed CBD location will be a new DCJ site, a small CBD office (one of the three offices), which will have a DCJ Touchdown space.

A DCJ Touchdown space is a workspace established to support flexible work practices for DCJ employees who need access to a work point (desk) for a set period of time, for which a staff member may book a desk in advance on the DCJ intranet. The space will include a variety of workspaces for: individual work, quiet focus areas, informal group, team, collaboration and workshop areas along with wi-fi, printing, hydration and tea point areas.

All DCJ staff will be able to use the DCJ Touchdown spaces to support flexible working and staff mobility. This is a new concept for DCJ and more information of how the touchdown spaces will work will be provided closer to the time of opening.

8. Are there other possible DCJ 'hubs' where staff can nominate to work from instead of Parramatta?

All DCJ staff will be able to use the new DCJ Touchdown spaces that will be developed at 6 Parramatta Square, our existing Moore Street, Liverpool site and the new DCJ site in Sydney CBD, to support flexible working and staff mobility. There will be limited access to the Sydney CBD touchdown spaces.

¹ Frontline services staff remain at this site.



See the description of a DCJ Touchdown space in the answer to 7 above.

Touchdown spaces are a new concept for DCJ and more information of how the touchdown spaces will work will be provided closer to the time of opening.

9. What are the results from People Matters Survey on 'work from home' related questions and has DCJ looked to accommodating these results?

Workplace Transformation will work with DCJ People team to enable initiatives as directed by DCJ Board in relation to PMES.

10. The PSA has been advised that the capacity of Parramatta can only accommodate 60% of staff with the other 40% we assume are to work from home, is this correct?

This is not correct. DCJ Central Office will provide agile workspace and accommodates agile working. A variety of work settings are provided, including work points (desks).

11. How would this be accommodated and who would determine the 60/40 staff ratio?

To avoid confusion on agile working and agile ratios, we think this is best discussed at our forthcoming meeting on 27 April 2021.

12. What are the security plans/risk assessments undertaken in regard to the relocation to Parramatta?

We have engaged with representatives and executives from each division at DCJ to understand the profile of each division from both our staff and clients' perspective. This includes the type of work, and staff needs and their operational and business requirements.

DCJ Corporate Security work closely with the Central Offices Program to provide advice and guidance to ensure all security requirements and risks are considered and appropriate treatments are provided.

From a building perspective, full risk and security assessments are completed by the building owners to ensure the safety of all staff and visitors.

The WHS component of risk assessments was completed through completion of the Planning Accommodation Group Risk Assessment Checklist (PAGRAC). The PAGRAC was completed in November 2020 and takes into consideration access / egress; behaviour; emergency structures; equipment; induction / training; policies / procedures; reception / foyer areas; construction and fit out considerations.

13. What measures are being looked with particular note to peak hour commuting as train platforms are heavily crowded which in turn raises issues of safety with note to COVID and security in both peak and non-peak hours for staff.

The plans for now consider COVID-Safe guidelines to be in place when we relocate. Staff will need to follow Public Health Orders and NSW Health advice to ensure their safety. Flexible working agreements enable flexibility in start and finish times to further support staff personal preferences.



Managers are encouraged to discuss flexible work arrangements with their staff, including start and finish times where possible to reduce the impact on public transport. At any time where staff cannot maintain a physical distance of 1.5 metres and there are no other barriers in place, staff commuting on public transport are strongly recommended to wear a mask at all times, observe capacity limits (including waiting for the next service if necessary), and follow all signage. We encourage staff to allow plenty of time for their commute and where possible avoid peak services as public transport services are running at a reduced capacity.

14. The PSA undertook a member survey following the 2020 announcement and note the following results:

62% of members indicated that they did not believe that there had been adequate consultation by your employer regarding the planned relocation.

Members noted that the consultation process could have been improved with regular communication and transparency.

When given the option of working from home (WFH) relocating to Parramatta CBD or remaining in Sydney CBD:

51% of respondents nominated to remain in Sydney, 46% preferring to WFH and 3% chose to relocate to Parramatta CBD.

78% of the respondents stated an increase in travel time.

79% forecasting a significant increase in their commuting costs.

45% noting changes to their carer responsibilities.

Thank you for sharing this information, it would be useful if you could share further information about this survey for our change management planning.