

## **Key Design Principles for ACTPS Activity Based Work Environments**

*As the ACTPS transitions to Activity Based Work (ABW) ahead of new offices in Dickson and Civic opening in 2020, the following principles are designed to provide guidance to directorates with respect to implementing ABW in new, existing or temporary office accommodation.*

These principles were endorsed by the Strategic Board on 25 October 2017.

### **Accommodation Principles**

1. Directorates are expected to liaise with the Flexible Work Arrangements Team in CMTEDD for advice with respect to these Key Design Principles, and in preparation for seeking the endorsement of the Strategic Office Accommodation Committee for any proposed changes.
2. In planning a move to an ABW environment directorates will consult on how the change is undertaken with staff and their representatives in accordance with Section G of the Enterprise Agreement.
3. Directorates are expected to liaise with ACT Property Group for advice with respect to the potential impacts of any planned refurbishment on the broader office property strategy.
4. Where business units are expected to be moving into the new Government Office Blocks in Civic or Dickson, substantial or structural refurbishments should not be undertaken unless there is a demonstrable net benefit to the Territory.
5. Where business units are required to move into temporary accommodation and there is an existing fit out, where possible this fit out will be used in its current configuration, i.e. there will not be an expectation of refurbishment in line with ABW Key Design Principles.

### **Design Principles**

6. Leased spaces to achieve workpoint density of 12m<sup>2</sup> per workpoint across the NLA.
7. Workpoint to staff ratio of approximately 8:10.
8. Offices will only be made available to Deputy Directors-General and above at an opt-in basis. No new individual offices will otherwise be built or refit across government.
9. Bespoke or highly tailored design solutions will not be permitted unless there is a compelling business case. This will ensure the continued flexibility of the office environment and enable greater workforce mobility.
10. There will be no partitioning of workstations and no corner-style workstations.
11. In instances where it is identified that health and safety risks cannot be effectively managed, or the unique nature of an individual business unit's work requires that full ABW principles do not apply, alternate arrangements will be identified.
12. A clear desk policy will require staff to remove all belongings from a workstation or other workspace when they have finished using it, or at the end of each working day.
13. All staff will be provided with a locker space to store their personal effects.

14. A workpoint is an ergonomically sound, fully equipped workstation, including (where possible) adjustable sit-to-stand desk, ergonomically adjustable office chair, keyboard, mouse, monitor(s) and docking station for mobile devices.
  15. Consistent with the ACT Public Sector's stated commitment to achieving the highest work health and safety standards, assessment of health and safety risks will occur throughout the implementation of ABW and risk mitigation/management strategies implemented to allow all workers to safely transition to new arrangements.
  16. ABW environments will also include capacity for a range of other workspaces such as:
    - touchdown points (generally bench-style seating where staff can use laptops for tasks of limited duration);
    - breakout spaces (areas for eating and drinking, for conversations and collaboration, and for other non-workstation based tasks);
    - meeting rooms (small, medium and large); and
    - other collaborative spaces (incorporating tele/videoconferencing and other collaborative technologies); and
    - Quiet, focused spaces for uninterrupted work\*
- These are standard design features for an ABW environment, but are not counted as workpoints for the purposes of 6 and 7 above. (\*NB: Where quiet, focused spaces meet the definition of a workpoint at 14 above, these should be counted for the purposes of 6 and 7 above).
17. Provision for spaces described in 16 above will broadly align with the ratios and provisions under the ACT Government Office Project Request for Tender Space Schedule (under 'Local Support').

### **Supporting technology**

18. All staff will be provided with mobile technology to enable them to work from place, including a mobile telephony solution to eliminate the need for IP desk phones.
19. Shared Services ICT has been instructed to cease all future purchasing of desktop assets, and only allow ICT assets to be refreshed with mobile assets, Or as agreed by the SSICT Chief Technology Officer in approving a short business case. Such a business case must demonstrate that the business function being supported by the PC (not the individual to whom the PC is being issued) will always be required to be performed in the same location, e.g. a security guard desk, meeting room AV function etc<sup>1</sup>. Where desktop assets are specifically requested by directorates only stock under existing lease arrangements will be provided.
20. Meeting rooms will be technology-enabled to provide ease of collaboration with others not physically present.

---

<sup>1</sup> This principle has been expanded since the formal endorsement of the Strategic Board in October 2017. The ICT Working Group for the implementation of ABW in the new Civic and Dickson Offices agreed to this clarification in February 2018 to enable the CTO to approve specific exemptions where operationally appropriate and accordant with the intent of the original principle.

21. EDRMS will be made available to all staff transitioning to ABW, to eliminate paper reliance and paper-based recordkeeping to as great an extent as possible.