



**Property
NSW**



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NSW Government Fitout Design Principles (Office Workplace Accommodation)

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**MAJOR PROJECTS
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1. Purpose

This document articulates the required workplace fitout principles for new or upgraded Government commercial office accommodation.

Property NSW (PNSW) on behalf of the Minister for Finance, Services and Property will seek to ensure that accommodation usage across the government sector supports wider government objectives and complies with the accommodation standards.

Agency and/or Departments (refer to as Agency within this document), are to apply these Design Principles to all new or upgraded office workplace accommodation.

2. Government Priority & Objectives

The NSW Government's clear direction is to create consistent, efficient, flexible, agile and dynamic workplaces across the whole of Government. This policy will support:

- The Premier's initiative that 100% of public service jobs will be flexible by 2019, with a mandate of "if not why not".
- Public Service Commission commitment to flexible working for employees.

Government workplace strategies are designed to see staff working across fewer workplaces (locations) and creating workspaces that are contemporary, flexible and encourage collaboration. Best practice is achieved by providing inspiring work environments that enables our people to work effectively, and continue to deliver quality services for the people of NSW.

Flexible accommodation is about choice – individuals and teams can choose from a variety of work settings based on the type of work they need to do and the people they need to work with. It supports employee collaboration, learning, interaction, and ensures that workspaces operate at maximum effectiveness delivering the needs of government, the Agency and the individual.

New office accommodation is to target a PCA Grade A building as measured by the Property Council of Australia as a benchmark, regionally this will be assessed on a case by case basis.

3. Accommodation & Fitout Principles

All new leases and renewals of existing leases, for office accommodation will be managed by PNSW and must comply with all relevant government policies, including:

- Efficient utilisation of government owned and leased assets:
 - All new fit-outs for office accommodation must meet or exceed the space utilisation target maximum of 13m² per workpoint (ERC decision 10 May (FD0060-2011)).
 - PNSW will consider ways to drive whole of government cost savings across the portfolio when responding to agency accommodation requests.
- Decade of decentralisation: Location of office accommodation must consider the Government target to reduce Government agencies CBD office space by at least 100,000m² by 2021.
- Accommodation: Agencies must as a minimum comply with whole of government accommodation policies.
- Active living principles: Decisions on the location and fit-out of office accommodation must comply with the government's active living principles.

- Sustainability: Office accommodation must comply with the government's resource efficiency policy in relation to sustainability and energy conservation.
- Car parking: Spaces will only be provided for official government vehicles, unless approved by the Secretary of the relevant Agency. Car parking provision must be in line with the Motor Vehicle Policy for NSW Government Agencies.
- Activity based working / flexible working arrangements: Agencies must actively pursue and develop plans for office accommodation that is suitable for activity based working and flexible working arrangements.
- Co-sharing: Agencies must actively pursue opportunities that enable office accommodation to be accessible and shared by other government agencies.

Consistency of accommodation across Government is key and is reflected in a number of principles that should be adopted within all workplace accommodation projects.

- When considering a relocation project, consider co-location with other Agencies;
- Fitout design to ensure ability for future flexibility of a changing Agency business and/or co-locating with other Agencies, thus minimising fitout churn;
- The use of technology including teleconferencing enabled phone systems is key as it allows for the reduction of personal travel;
- Enclosed offices are not supported and should only be provided for a specific operational requirement (with other open plan office arrangements/configurations being fully tested first), otherwise layout is to be open plan;
- Flexible workspace/desk sharing is encouraged;
- Adoption of environmental good practice is a requirement of all workplaces;
- End of journey facilities for staff using non-motorised transport to be provided;
- All agencies should use off-site archiving instead of storing locally – this is in line with the State Standard's principles regarding archiving and document storage, specifically:
 - Records are stored in authorised areas and facilities
 - Security, Identification and control
 - Digitisation of documents is strongly encouraged.

Other fitout considerations include:

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|-------------------------|-------------------------|--------------------------------------|
| • Indoor air quality | • Breakout space | • Energy management |
| • Thermal comfort | • Collaboration | • Waste and recycling systems |
| • Use of natural light | • Group project work | • Use of recyclable materials |
| • Lighting | • Quiet space | • Water management systems |
| • Acoustics | • Amenity | • Records and information management |
| • IT/Wi-Fi connectivity | • Low toxicity finishes | |

All fitouts, material changes to fitouts, and make good of premises undertaken by Agencies must comply with all government policies on fitouts.

Any fitout works over \$2m require prior approval by PNSW (ERC SC0034-2016 dated 24 August).

4. Appropriate Space Planning Models

In seeking to respond to Agency needs for flexibility, responsiveness, and collaboration, all new Government accommodation projects will adopt one or a combination of the following models:

1. Activity based planning – customised but shared modular workplace. Depending on the choice of the individual agency, each staff member may or may not have their own permanent workspace/workpoint.
2. Universal planning – consistent in nature and provides one or a limited few sized work setting that is designed to provide all of the functional performance needs of the agency's staff. Universal planning is a very effective planning technique for agencies that experience a high degree of churn and organisational change as the rearrangement of organisational groups can be achieved without the need for any change to the physical workplace.
3. Hoteling – often mistaken with hot desking which is a non-bookable workplace, hoteling is the controlled and pre-arranged booking of specific work settings by individuals or groups in order to accommodate them for a given period of time or project.

Other important considerations when planning spaces are:

- Collaboration hubs – project and cross business work
- Bookable and non-bookable space & ad-hoc project rooms – specific project war room
- Touch down work-point – for those only need a short term stay
- Primary circulation routes should ideally be 1.5m wide, with a single circulation route between the core and perimeter preferred for greater efficiency
- Open plan individual work places should have access to daylight and aspect
- Informal meeting areas should be centrally located to encourage interaction across the floor
- Acoustic treatment to surfaces
- Enclosed areas are to be located centrally
- Ensuities are not to be provided in any circumstance
- Layouts must support quiet areas, interaction, collaboration and concentrated work
- Layouts must be adaptable over time and suitable for a variety of different business lines
- All work points should be considered as being available for use by others when not occupied
- Consideration of grouping visitor meeting facilities in a single location

5. Team Work Settings

Item	Description
Collaboration hub	Centrally located, multi-use space for working, socialising, eating and holding meetings
Open meeting table	Gathering space with screening to create a sense of privacy
Enclosed small meeting room	Bookable or non-bookable meeting room for up to 4 people. Can be used to hold teleconferences and interviews
Enclosed medium meeting room	Bookable or non-bookable meeting room for up to 10 people. Can be used for client meetings
Enclosed large meeting room	Typically bookable large meeting room to accommodate 15-20 people. Used for presentations or meetings. Consider operable walls if very large function spaces are required
Ad-hoc room	Typically used for short periods of time for activities that require privacy. Discreetly screened to avoid visual distraction. These include religious rooms, or first aid room.

Touch down work-point	Reserved for staff visiting the office on a short term basis. They must be left empty when vacated
Utility hub	A local support space that provides access to copying, faxing, printing, layout/collation and recycling. Typically located with collaboration hubs where possible to promote ad-hoc interaction

Another group of work settings exist, being the public interface areas such as reception, shopfronts, training, meeting and hospitality spaces. A suggested benchmark is that this should not account for more than 20% of the overall area occupied by the Agency (excluding shopfronts).

6. Security and Access Control

The level of security and access control required by each Agency will vary according to the specific service delivery factors. These may include location, times of operation, nature of the business conducted, amount of public interface and sensitivity of the data held by the organisation.

A general principle is to adopt three levels of secure access based upon the following:

1. Public Space is accessible to all staff, visitors and general members of the public without passing through security. Public areas typically include a reception desk zone and lobby/waiting areas. These areas should provide an intuitive entry from the street, an inviting and comfortable, professional lobby/reception space and security provisions as appropriate for the facility.
2. Invited space is accessible to staff and invited visitors only when accompanied by staff. These areas typically include a consolidated set of meeting spaces suitable for meeting with external visitors or clients without giving access to the private workspace itself. This space is an opportunity to focus design attention on a concentrated series of spaces that will regularly be used by visitors to create a managed experience for visitors.
3. Private space is accessible only to staff members and is physically secure from Public and Invited spaces (by way of proximity card security access points or similar). The general workspace areas, including most individual work points, internal meeting spaces, breakout spaces and kitchen/lunch rooms will exist within the secure Private space. Once inside the secure perimeter of this space, staff should be able to move as freely as possible throughout the workplace without additional security access points or any other unnecessary physical barriers, to allow maximum accessibility and transparency across the organisation. In large, multi-story workplaces, this freedom of movement should include ease of vertical movement between floors by eliminating physical/security barriers at each level, providing open and accessible stairs as well as lifts, and creating visual connections between floors wherever possible.

Typical areas that should be secured include perimeter doors, main computer rooms and unique security facility rooms.

The Agency security and access system is to be compatible and integrated into the base building system allowing for effective and flexible coverage whilst maintaining control.

7. Mandatory Requirements

Under the PCA Office Quality Grade Matrix and government policies and standards, the following fitout metrics should be adopted:

Requirement	Compliance	Notes
Funding, procurement & management of fitout activities	Agencies are to fund, procure and manage their fitout activities.	If more than one agency is fitting out a building with similar timing, works are to be managed collectively by Property NSW.
ICT program	The fitout delivery will <u>only</u> include ICT infrastructure i.e. cables, racks, etc. Active ICT equipment is to be provided by the agency separate to fitout.	Ensuring ICT is aligned with current industry practice is a 'Business As Usual' refresh process. Agency's ICT program is a separate activity to fitout work.
Workplace density	Max. 13m ² /workpoint. Desk utilisation survey must be undertaken to inform brief.	Target 11m ² /workpoint and provide workpoints for 80% to 90% of total FTEs.
Sustainability Ratings (applies to both base building & tenancy)	NABERS – 4.5 stars for energy and 4 stars for water. Meet targets for waste and indoor environment. Greenstar – 5 star new building & 4 star existing buildings.	Where agencies occupy >2000m ² NLA, all new and renewed leases of at least 2 years. Regional buildings will be assessed on a case by case basis.
Lighting Design (applicable to new fitouts and if scope requires a lighting upgrade)	Nominal lighting power density should be below 5 W/m ² while meeting Australian standard illuminance requirements for nominated use. All lighting should be sensor integrated LED luminaire with at least 5 years and preferably 10 years labour and product warranties.	Regional buildings will be assessed on a case by case basis.
Electrical Appliances	Refer to GREP Guidance Note – Electrical Appliances (E3)	Minimum Standards
Water fittings and fixtures	Refer to GREP Guidance Note – Water Appliances (W3)	Minimum Standards
Volatile Organic Compounds (VOCs)	Refer to GREP Guidance Note – VOCs (A2)	Minimum Standards
Waste Management	There should not be any desk bins in the fitout. Source segregation bin islands should be setup at convenient locations throughout the floor plate. Minimum three streams Recycling/ Commingled, General/ Landfill and Paper should be set-up.	Regional buildings will be assessed on a case by case basis. This will be based on the type of waste recovery facilities available in these regions.

Requirement	Compliance	Notes
Air Balancing	Conduct pre and post-fitout air balance measurements to ensure they are in line with overall building design.	Minimum Standards (to be signed off by Property NSW and/ or landlord representative).
Equality of access (disability)	All workplaces are required to comply with AS 1428.2.	Comply with code.
Workstation screen height	Not to exceed 1200mm above finished floor level.	Height allows for controlled line of sight when seated but retains an open plan environment and assists with air flow/air quality.
Enclosed offices (by exception)	Co-location: design must allow for use as a meeting room by general staff when vacant. Max size 15m ²	Open plan configuration to achieve the same operational outcome must be tested prior to an office being allowed. Any offices provided are to be located around building core and away from glazed facades.
Wellbeing	Health & wellbeing is to be integrated into the workplace.	Examples to be considered are: - adjustable/sit-to-stand desks - lean rails in meeting rooms - breakout lounge spaces.
WHS	Codes & legislation.	Consider as part of fitout design.
Storage	Paper light office implemented. Preference to be given to electronic filing and centralised/shared storage, records management.	Paperless to be targeted where possible.
End of journey facilities (min to Council's DCP/LEP)	To be maximised as a part of fitout design. Extra lockers to be considered.	Shared facilities, part of base building.
Shared facilities	Maximise use	Reduces duplication.
Sundry rooms	Examples include prayer rooms.	Multi-use rooms where possible.
First Aid Room	First aid room (req'd when staff greater than 200), WH&S	
Security	CCTV - Main public areas, main lobbies, loading docks, goods lifts and all entry/exit points.	A security assessment should be undertaken.
Car parking	No personal car parking.	For fleet vehicles only.

Depending on the nature and size of the Agency, some other function specific rooms or spaces should be considered. It may be possible for some of these rooms to be multi-use rooms.

General operational usage includes:

- Storage, including individual lockers
- Conference rooms/boardrooms
- Training rooms (including computer related training)
- Kitchen and break room
- Additional toilet facilities (ie ratio of male-female staffing).

8. Sustainability

A workplace which integrates sustainability considerations in its planning, design and operation can result in reduced running cost, more efficient use of resources and a healthier working environment for its occupants. A growing body of research also shows that sustainable workplaces are associated with greater productivity and occupants' satisfaction. This includes better staff recruitment and retention, lower levels of sickness and absence, and higher quality work.

The Government Resource Efficiency Policy (GREP) outlines how the Government will lead by example in sustainable water and energy use, reducing greenhouse gas emissions, waste and fleet management and sustainable purchasing. The policy aims to reduce the operating costs of NSW Government agencies and ensure that they provide leadership in resource productivity.

The GREP policy requires Agencies to:

- incorporate resource-efficiency considerations in all major decisions
- focus on the challenge of rising costs for energy, water, clean air and waste management
- seek to leverage purchasing power for resource-efficient technology and services
- publish annual statements of their performance against the policy.

All tenancy fitouts in government owned or tenanted office buildings over 2,000m² are to achieve and maintain a NABERS 4.5 Star rating for energy in metro regions. Regional buildings will be assessed on a case by case basis.

All Government owned or tenanted office buildings over 1,000m² are to achieve and maintain a NABERS rating of 4.5 stars for energy and 4 stars for water, where cost-effective.

Compliance with GREP is mandatory for all government Agencies on a whole-of-cluster basis, while local government, state-owned corporations, public trading enterprises and public financial enterprises are strongly encouraged to adopt the policy.

GREP replaces the NSW Government Sustainability Policy and supersedes the Waste Reduction and Purchasing Policy (WRAPP).

Agencies are to ensure the principles within the GREP are included in their detailed accommodation fitout brief and ongoing business management.

Recycled and recyclable materials to be considered as part of every design solution.

9. Space Use Types

Office	Space used for normal office functions. It would normally be occupied by workstations or desks, and could include reception areas, meeting rooms, conference rooms, amenities rooms, utility rooms and records/stationery areas where they are used by only the one agency, (i.e. space not shared with any other agency) in the course of its usual business. Office space includes space used for retail purposes where this is a minor function of the agency.
Operational Space	An area used to carry out specialised (non-traditional Office type) functions as part of an agency's operational role. Examples that could be considered operational would be areas specially dedicated for use as: • A centre for directing/coordinating responses to emergency situations/crises • An extraordinary need for many interview rooms • A laboratory • Exhibition or function room space • Commercial catering kitchen (excludes normal Office kitchen facilities) • Large libraries • Secure interview rooms / Hearing rooms / Observation rooms • Front counter / reception • Secure weapons storage Normal meeting rooms and staff kitchens are not classified as operational space. If in any doubt please contact Property NSW.
Storage	An area used for storage and generally in a basement or similar space. Where storage, e.g. stationery, is incorporated in Office space and is within the usual amounts associated with an Office function the space usage is regarded as Office.
Court Tribunal Room	An area which would otherwise be Office space but which has been converted either permanently or temporarily to a court / tribunal facility. The area will include ancillary areas associated with the court function, e.g. public waiting areas.
Minister's Suite	A Minister's office, ante rooms, en-suite, kitchen, which are not used as Office space in the general sense of the term, and which are not occupied by support staff. The area occupied by support staff adjacent to the Minister's suite is Office space.
Retail	Space used for retail purposes as the prime function of the agency. Where the sale of material is a minor function of the agency the usage should be recorded as office, e.g. some agencies provide an information service (including the sale of maps, books, etc.) as a relatively minor part of their overall operations. In this instance the space usage is Office rather than retail.
Industrial	Space used to do with the business of manufacturing and storage of products on a commercial scale. For example warehouses and boat sheds.
Recreation	Space used as a leisure area for staff, e.g. gymnasium or swimming pool.

10. Reference Documents

- Premiers Memorandum 2012-20
<http://arp.nsw.gov.au/m2012-20-government-property-nsw-previously-state-property-authority-and-government-property>
- ERC decision's 10 May FD0060-2011 and SC0034-2016 dated 24 August 2016
- NSW Premiers Active Living Principles <http://www.pcal.nsw.gov.au>
- Records Management Policy
- Travel Management Policy
- Government Resource Efficiency Policy (GREP)
<http://www.environment.nsw.gov.au/government/140567-resource-efficiency.htm>
- National Australian Built Environment Rating Scheme (NABERS)
www.nabers.com.au
- <https://www.records.nsw.gov.au/sites/default/files/Recordkeeping/Standard%20on%20the%20Physical%20Storage%20of%20State%20Records%20-%202025-02-2015.pdf>
- *PNSW Building Performance Brief*
- Property Council of Australia – A Guide to Office Building Quality 2nd Edition 2012
- Disability Access Standards AS1428
<http://www.disabilityaccessconsultants.com.au/australian-standards-as1428-suite/>

