

WORKSPACE ACCOMMODATION POLICY

PURPOSE

This policy describes Workspace provisions for NSW Health staff. It provides a people-centric framework to allow NSW Health organisations to develop Workspaces that are tailored to the organisation's vision, its strategic goals and the way its people work together.

In the context of this policy, Workspace means environments in which staff carry out office-based functions such as administrative, managerial, clinical write-up and planning tasks and research activities, either individually or collaboratively.

BACKGROUND

The way Workspaces look, feel and operate is constantly evolving. As technology and other factors transform work, there is a need for flexible and efficient spaces that support collaborative and individual activities.

This policy responds to and is a complementary policy to the *NSW Government Fitout Design Principles (Office Workplace Accommodation)* and the policies and guidelines this document refers to. The *Fitout Design Principles* are published at <https://www.property.nsw.gov.au/sites/default/files/NSW%20Gov%20Office%20Fitout%20Design%20Principles%20180722.pdf>.

MANDATORY REQUIREMENTS

This policy applies throughout NSW Health.

KEY PRINCIPLES

To create dynamic, efficient and agile Workspaces that:

- support effective health care service delivery,
- encourage collaboration, and
- are adaptable to changing needs.

The overarching objective is to provide welcoming and inspiring Workspaces that support NSW Health staff in their goal to provide the right care, in the right place, at the right time.

REVISION HISTORY

Version	Approved by	Amendment notes

ATTACHMENTS

NSW Health Workspace Accommodation Policy Requirements.

1 NSW Health Workspace Accommodation Policy Requirements

1.1 Application of the *NSW Government Fitout Design Principles (Office Workplace Accommodation)* – Guide

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

The *NSW Government Fitout Design Principles (Office Workplace Accommodation)*, published at <https://www.property.nsw.gov.au/sites/default/files/NSW%20Gov%20Office%20Fitout%20Design%20Principles%20180722.pdf>, provides Workspace standards that support the needs of the contemporary workforce.

This Policy adopts the standards, principles and design criteria for office-based Workspaces in the *Fitout Design Principles* and is consistent with the requirements set out in the publication.

Additional detail has been provided to explain how the principles are to be applied in a healthcare context.

2 Workspace Accommodation Principles

2.1 Contemporary Workspace accommodation is about enabling people and teams to choose from a variety of work settings to support their workstyle based on the type of activities they perform and the people they need to work with.

The overarching objective is to provide welcoming and inspiring Workspaces that support staff in their goal to provide the right care, in the right place, at the right time.

The key principles are to create dynamic, efficient and agile Workspaces that:

- support effective health care service delivery,
- encourage collaboration, and
- are adaptable to changing needs.

2.2 Identifying Workspace zones in health care facilities and other facilities with mixed operational/ non-operational functionality

Space within health care facilities and other health-related facilities with mixed operational / non-operational functionality is broadly arranged in three levels of access:

- **public space**, which is accessible to staff, patients and visitors
- **invited space**, where access by patients and visitors may be controlled (e.g. an Inpatient Unit, Operating Theatre Unit)
- **private space**, which is restricted and controlled so as to be only accessible to staff and is physically secure from the public. The Workspaces typically found in these zones must follow the planning and design guidance set out in this policy.

3 Consultation with Health Unions

3.1 Consultation between Health Organisations' managers and the relevant union(s) is to occur at a sufficiently early stage in the planning of new hospital developments, hospital redevelopments or other changes to Workspace accommodation.

3.2 Consultation must be genuine, transparent and be a two-way process between the representatives of Health Organisations and industrial organisations where the parties:

- talk to each other about Workspace accommodation matters,
- listen to their respective priorities and concerns,
- seek and share views and information, and
- consider what is said before making decisions.

3.3 Managers of Health Organisations can utilise existing Joint Consultative Committees and other established channels of communication with Union representatives to consult with and share information on Workspace accommodation projects.

4 Assessing requirements through employee consultation

4.1 Design of workplace environments is not a 'one size fits all' approach. A consultation process will support the successful implementation of new Workspaces, as people involved in the process communicate with each other to identify issues, talk about any service delivery and safety culture matters (noting everyone has responsibility for ensuring their own and others' health and safety at work) and work together to identify optimal Workspace accommodation designs.

4.2 The engagement and consultation process will enable understanding of how people in the organisation work individually, in teams and with other stakeholders, in order to effectively translate the organisation's goals and guiding principles into detailed requirements for the new Workspaces.

4.3 The consultation process must:

- involve Health Organisation managers communicating with the people who will be using the new Workspaces,
- occur at a sufficiently early stage in the planning of hospital projects so that the people impacted can receive information about Workspace accommodation in the context of the new facility or refurbishment,
- use a variety of means to communicate the objectives and outcomes of the consultation process, including face to face meetings, written advice such as emails, posts on facility noticeboards, intranets and other communication tools,
- consider the feedback of people who will be using the new Workspaces. The consent of staff does not have to be obtained to implement the changes to Workspace accommodation, however best practice should be followed to achieve real and sustainable workplace change through cooperative and open change management processes, and
- communicate outcomes as soon as practicable.

5 Workspace Criteria

5.1 The process of developing new Workspaces for NSW Health staff must be undertaken in alignment with the planning and design criteria set out in the *Fitout Design Principles* <https://www.property.nsw.gov.au/sites/default/files/NSW%20Gov%20Office%20Fitout%20Design%20Principles%20180722.pdf> as amended from time to time.

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