



MEETING	Australian Bureau of Statistics Site Visit
DATE TIME	Friday, 16 August 2019 10.30 – 11.30
LOCATION	Australian Bureau of Statistics - 45 Benjamin Way, Belconnen ACT 2617
ATTENDEES	s 22 Matt Yannopoulos Paul McCormack Daniel Keys Daniel McCabe Mark Roddam Ariana King Robyn White Celia Street s 22 s 22
APPOLOGIES	s 22

New Ways of Working Steering Committee (SC) members and the New Ways of Working (NWoW) program team attended a site visit of the Australian Bureau of Statistics (ABS) to view their new ways of working.

The tour of the current floor plate sparked discussion surrounding infrastructure, technology and cultural change. It was beneficial to see how the ABS have implemented change and lessons learnt.

Observations and Lessons Learnt

Maps were presented at the lift and at the entrance to work zone, neighbourhoods had been implemented to support staffs fears surrounding social isolation.

Lockers strategically placed at the entrance of the floor plate to promote physiological preparedness when entering the workspace this was to prompt a 'Leave home at home as you step into work' mentality. The lockers were large with a key lock and could accommodate clothing to the size of a suit jacket.

Personal observation: This may not be accommodating for staff who participate in recreational activities; attending the gym during their lunch, storage of dry cleaning or personal protective equipment for travel to and from work (helmets/shoes/etc.) Not accommodating for this may result in people feeling lack of support for health and wellbeing practices.

Question: Locker Access - what happens if a staff member forgets their pass – can a day pass be programed to access lockers? What is the override process?

A collaboration space was observed in action, this involved a couch situated in front of a mounted television projecting the content of a laptop, this was a good example of technology enhanced collaboration in practice.

Meeting rooms each had assigned booking pads. Staff were viewed actively utilising the different work environment to suit individual need. Frosted glass panels whiteboards were being used effectively, a similar concept to the NWoW whiteboard walls, however, whiteboard paint has shown to be less durable.

Suggestion: For sustainability, quality frosted glass panels could replace whiteboard paint in future rollouts.

Special working requirements; ABS staff currently require staff to carry their assigned equipment and if required at home to take it home with them.

Personal Observation: This could be a clunky process and may deter staff from adopting flexible working arrangements.

The time and accosted costs surrounding staff movements was reduced due to minimised personal items. This also allowed for heavily reduced storage requirement.



The ABS identified that staff pushback was not ongoing, the initial pushback was soon replaced with acceptance and acknowledgement of the benefits of the program.

Staff presumed that the open plan concept would be noisy however this was not the case. The initial concept of developing a quiet 'Library Space' was soon dissolved after it became apparent that workstations became the quiet spaces. The ABS have developed a functional space with access to amenities that visitors can be signed into a left unescorted. This was valuable as it meant visitors were not required to be accompanied at all times.

Following the walk through the SC and NWoW team met with s 22, ABF General Manager, Chief Finance Officer - Chief Risk Officer, Finance, Risk and Planning Division and champion for Activity Based Working (ABW).

s 22 provided some background on the ABS rollout, lessons learnt and critical success factors. She placed emphasis on open communication surrounding the pros and cons, what was/was not negotiable and on the ABS program being a pilot and if unsuccessful would be rolled back.

s 22 reiterated the importance of consultation reflecting on the ABS 'Fireside Chats' where representatives from each area were provided the opportunity to raise any questions or concerns.

Initial pushback was received which subsided shortly after the implementation of the trial. Staff had raised concerns surrounding losing their identity through lack of workspace personalisation, this was addressed by allowing personalisation of desktops and lockers. Staff were provided with moving boxes nine months pre-relocation and advised that personal items were to go home the night of relocation, it was noted that these items did not come back.

Persons with special requirements, where appropriate, were encouraged to adopt the new program however, these situations were assessed on a case by case basis resulting in some staff being anchored to one location.

Successes were attributed to:

- Uniting IT and Property to support one another;
- Positive pitch to Executive Level (EL) staff – this is what we are taking and this is what we are giving back;
- Delivering a trail space in the foyer;
- Floor walkers to generate excitement;
- Empowered people within their workgroups to make decision, provide people with scope and allow for people to feel that they are incorporated and not just being told what to do;
- Champions – staff who has some resistance to the change but have accepted – allows employees to relate to the REAL person;
- Taking feedback and addressing the fears of the staff;
 - People were worried about hygiene issues.
 - Social exclusion – there are people who come to work to feel connected to people
- Providing support to managers to support staff; and
- Ensuring all good intentions do not get abused.

Questions in relation to teleworking were raised surrounding access levels, security risk, legal liability and performance management.

The ABS currently offers teleworking up to the EL, access is gained through a teleworking agreement subject to approval and retraction if abused. Consideration was given to sensitive information and embargoed documents in relation to environmental security before approval was granted. The issue of legal liability and worker's compensation were raised, the ABS has some data on the prevalence of these issues (low) however, liability owners are currently unknown. Performance management and the issues around supervisors not having visibility of their staff was raised. The ABS showed a low performance management risk which may be attributed to teleworking being a privilege not a given.