



Consolidating office accommodation in the CBD

SNAPSHOT

The Department of Environment, Water and Natural Resources (DEWNR) consolidated over 900 staff into a single Adelaide site, saving money, increasing productivity and collaboration and making a more accessible customer service centre. The site became Australia's first office to be awarded the 6 Star Green Star – Interiors V1 rating in the first round of assessment, and is considered world leading.

Background

Sixty percent of Adelaide's carbon emissions are from commercial buildings.

Prior to the move, DEWNR had staff in seven different metropolitan sites. This was costly, hampered effective collaboration, did not support the government's aspirations for Adelaide to be a carbon neutral city and supported their reliance on hard copy files.

The DEWNR executive made a decision to move into a single site.

A team was established to find a site with high quality facilities at a reduced cost which would:

- improve connections and enable collaboration between staff

- facilitate staff health, wellbeing and a family-friendly environment
- reduce DEWNR's environmental footprint
- demonstrate reconciliation
- reduce the impact on the state budget.

The initiative

A building was found on Waymouth Street. Teams were established to manage tight timeframes, continue service delivery and minimise disruption.

A risk management committee was established to manage risks for the staged relocation including:

- cost overruns
- failure to achieve a 6 Star Green rating
- establishment of network and phones
- reduction of physical file storage.

PUBLIC VALUE FRAMEWORK



What outcome will be delivered?



Whose support is necessary?



How will the outcomes be delivered and who will be responsible?

EVALUATING FOR PUBLIC VALUE

Public value

Positive social impact: Customer service has been made easier through the establishment of a single, easily accessible customer service point.

Locally sourcing materials meant that miles of transportation were eliminated and local businesses were able to provide materials and goods for the fit-out.

The use of natural light, plants and sourced art instil public confidence in an agency that genuinely reflects environmental values in both service delivery and corporate operations.

A reconciliation room, featuring Aboriginal artwork and the DEWNR reconciliation statement, will be offered free of charge to Aboriginal community organisations for meetings.

Increased effectiveness: Savings of over \$30 million from lease costs, space savings, power and cleaning costs will be returned to the government.

Easier staff collaboration will result in greater efficiency. For example, the reduction of closed offices allows more and larger informal collaboration spaces. The interior of the building has been designed to get people to use it more efficiently, such as using open stairwells instead of lifts. End-of-trip facilities, such as bike and drying rooms, encourage people to walk or cycle rather than drive to work.

A move from hard copy files to electronic record-keeping is expected to reduce DEWNR's environmental footprint by around 40 percent.

Legitimacy & support

Clear objectives: The DEWNR executive set clear objectives for the new accommodation site. It is the first state government building to receive a 6 Star Green Star rating from the Green Building Council of Australia for an interior fit-out. This is considered world leading and provides a strong example to the South Australian public sector and the wider community.

Political support: Cabinet approved the relocation.

Stakeholder & community support:

Extensive collaboration with the Department of Planning, Transport and Infrastructure and Department of Treasury and Finance helped to secure suitable accommodation and ensure the project outcomes met the requirements of the state budget.

Staff were engaged throughout the relocation process and feedback was extremely positive. The building move was nominated in the 2016 DEWNR Green Globe Awards and received over 80 percent of staff votes in the “People’s Choice” category.

Operational capability

ICT and other resources: Significant ICT work was required for the fit-out of the building.

Additional work was required beyond the Government Office and Accommodation Committee (GOAC) guidelines.

Human resources: The project was led by an accommodation team and steering committee. These groups were supported

by working groups, which supported the implementation of the project.

Representatives from across DEWNR, as well as external contractors and other government departments, participated in the committees and working groups.

A dedicated project manager coordinated the different elements of the project. A change manager was also engaged to assist with managing issues associated with the relocation.

Financial: A baseline budget was established for fit-out work in line with the GOAC Guidelines. Additional funds were required in order to replicate core DEWNR functions, security requirements, audio visual works, a new data centre and to achieve the 6 Star Green Star rating.

Outcome

The initiative delivers on the government’s commitment to a modern public service and a carbon neutral Adelaide, while savings over the long term will be more than double the cost of the move.

For more information:

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