



ENTRY REPORT



Visit Number: **V01025801563L**
Entry Date and Time : **03/07/2017 02:45 PM** Departure Date and Time: **03/07/2017 04:30 PM**

PLACE ENTERED

THE CROWN IN RIGHT OF THE STATE OF VICTORIA (DELWP)
ABN: **90719052204**
LEVEL 5
8 NICHOLSON STREET
EAST MELBOURNE 3002
Phone Number: **9637 8785**

Service Method: **Left for a person**

OTHER PERSONS ATTENDING WITH INSPECTOR

WorkSafe Inspector: **Alan Duffett** Other Persons: **Graeme Dudley, Carolyn Jackson,
Angelo Guastella, Taffy Rukodzi
Paul Viney - FPPV Architecture**

THIS REPORT GIVEN TO

Name:	Person's Position:
Kathryn Anderson	Employer Representative
Name of person copy given to:	Person's Position:
Felicia Choo	Health and Safety Representative
Anthony Manuel	Health and Safety Representative

Purpose for entry:

Alan Duffett and I entered this place to respond to a request for an inspector to deal with an alleged health and safety issue.

Under section 98(1) of the Occupational Health and Safety Act 2004, Alan Duffett and I entered your workplace during working hours.

OBSERVATIONS AND ACTIONS OF THE INSPECTOR

1. Workplace Visit
Inspector Alan Duffett and I attended your workplace today following receipt by WorkSafe Victoria of a service request regarding alleged ergonomic issues at this workplace.
We met with Kathryn Anderson - Deputy Secretary and the other above mentioned persons to whom we showed our WorkSafe identification cards upon arrival, and proceeded to explain the purpose of this visit and inspected three of the newly refurbished floors: Level 8 Planning, Level 10 Water & Catchments and Level 13 Forest, Fire and Regions.

The service request states:

'Alleged unsafe workplace and work environment following office move'. The allegation refers to linear desk seating arrangements, partition height, blackout blinds, storage space, noise concerns from phones and net workstation space.'

Reference was made to the WorkSafe publication: *Officewise -A guide to health and safety in the office.*

2. Ergonomist Assistance

You are hereby notified that under Section 122(1) of the Occupational Health and Safety Act 2004, I was accompanied during this visit by Specialist (Ergonomist) Inspector Alan Duffett whose role was to assist me during the visit and to advise about measures for controlling any identified risks.

3. While I was on this site today I was informed of the following:

- accommodation is in transition at this workplace as the building has been progressively refurbished by the owner DEXUS FUNDS MANAGEMENT LIMITED in a two stage process;
- it is expected the refurbishment will be complete by April/May 2018;
- floor designs are of a central enclosed core and open plan surrounds;
- employees have drawers in their desks for storage of personal items; and
- an emphasis has been placed on centralised corporate storage rather than individual filing cabinets. However I noted some cabinet storage in various areas as identified and requested by individual business groups.

4. The new office design is not an Activity Based Flexible office but could be referred to as a Combi-office, where each person has an assigned workstation in an open location co-located with other team members while shared enclosed locations are provided for team work and formal communication activities. Each floor has work points, collaborative spaces and focus-based spaces.

The Victorian Government Office Design Guidelines and appropriate building and other codes were used for the design.

Employee surveys on flexible working were conducted to inform the new design.

OFFICE DESIGN

- The workstations are of linear design and located at right angles to the windows to reduce glare issues. These linear desks are aligned on either side of partitions and we were advised that the height of these partitions are in the process of being raised in response to employee feedback.
- 90% of these desks are mechanically height adjustable while approximately 10% are powered. We observed that some employees are using Varidesks to enable sit to stand work and were advised that these employees have had an ergonomic assessment to warrant their use. An ergonomist will cascade down through the floors to set up individual seating/standing positions and ergonomic assessments will continue to be carried for employees who wish to change to Varidesks.
- A number of different types of desks and furniture were trialled by employees in the transition process.
- Desk phones are provided to workstations and currently desktop computers are installed to many workstations.
- Lighting issues have been identified and installation of additional blinds is underway.
- The central area has shared rooms for team work, utility rooms for photocopiers, compactus and other storage requirements, rooms specifically designed for department use such as 3-D room.
- A central kitchen area that can be used for shared work is on each floor.
- WiFi is available throughout the building including the foyer and Cafe which allows

further flexibility.

CONSULTATION

We were advised that:

- Consultation occurred through the OH&S Committees with presentations by the Project team and Architect.
- For each department that is being relocated, a Client Reference Group was established with employee volunteers and invitations to HSRs. This group identified specific issues for the department which was incorporated into the design for that department.
- Different user groups worked on individual requirements to arrive at the mix of suitable workspace for their unit and general agreement was reached on general layout and workstation design
- A communication person was assigned full time to this project and new furniture was installed for employees to trial.
- Regular meetings with the CPSU have also been occurring.
- Internal consultation is still ongoing to assess issues as they arise by logging into a central point for management of these issues.

5. TECHNOLOGY CHANGES

We were also advised that there is also a roll out of new technology being undertaken and planned which will include:

- smart boards in shared areas;
- laptops and 3 in 1 devices;
- Skype so that video conferencing can occur at desks and shared areas;
- Office 365;
- More use of mobile phones rather than desk phones;
- Trial of headsets; and
- Training for the uptake of new technology is still taking place.

ISSUES

TERTIARY SPACE - Refer Part 4 - Officewise - A Guide to Health and Safety in the Office. WorkSafe Victoria publication.

We were advised that DEWLP has not designed the building using the Building Block approach for Tertiary Space detailed in Officewise.

It is acknowledged that this approach is only one method of determining the tertiary space required in a workstation to accommodate a desk, chair drawers, filing cabinet and other necessary equipment but this approach is based upon a functional analysis of the employees need, that is, the tasks they perform in their jobs.

It is recommended that details of the functional analysis, upon which the tertiary space has been determined, is communicated to HSRs, employees and their representatives.

VIDEO CONFERENCING AT WORK POINTS

We were advised that video conferencing at work points is likely to increase with the introduction of new technology. This may increase distraction to colleagues in the vicinity and it is recommended that this be monitored and appropriate controls be identified and trialled with appropriate consultation.

6. During discussions with Kathryn Anderson - Deputy Secretary on the method of issuing of this entry report, Kathryn Anderson consented to receive this entry report electronically, that is via email and provided me with an appropriate email address.

The entry report was also electronically provided to Felicia Choo (HSR) and Anthony Manuel (HSR).

7. Elected HSR and consultation arrangements

I was advised by Kathryn Anderson - Deputy Secretary that
- designated work groups (DWG) have been formed at the workplace; and
- health and safety representatives (HSR) Felicia Choo (EECC) and Anthony Manuel (FFR) have been elected

8. Inspect, examine and make enquiries (including documents)
In accordance with Section 99(a) and (b) of the Occupational Health and Safety Act 2004, Alan Duffett and I inspected, examined and made enquiries.

INSPECTOR INFORMATION

Name of Inspector: **Salvatore Pignalosa**
Telephone Number of Inspector: **9223 6863**
Facsimile Number of Inspector: **9223 6801**
Email address of Inspector: **salvatore_pignalosa@worksafe.vic.gov.au**

INTERNAL REVIEW OF CERTAIN INSPECTOR DECISIONS

If you want to apply for internal review of a decision made by an inspector during this visit, you must lodge the approved application form with the Internal Review Unit within 14 days of the date the decision came to your notice. WorkSafe Victoria (WorkSafe) must conduct the internal review within legislated time frame of either 7 or 14 days depending on the category of reviewable decision. If WorkSafe does not notify you of the internal review decision within the required time, WorkSafe is taken to have made a decision to affirm the reviewable decision. Not all decisions can be internally reviewed and in order to seek internal review of a decision you must be an eligible person. A list of eligible persons is available from the WorkSafe website - worksafe.vic.gov.au

Applications for internal review can be made online on the WorkSafe website - worksafe.vic.gov.au - or by downloading a form from the WorkSafe website and emailing it to internalreviewunit@worksafe.vic.gov.au, faxing it to (03) 8663 5451, or posting it to the Internal Review Unit, WorkSafe Victoria, GPO Box 4306, Melbourne 3001.

If you lodge an application for internal review and you do not receive a decision within the required time frame or you receive an Internal Review decision that you are not happy with, you can then apply to Victorian Civil and Administrative Tribunal for external review within 14 days of the date the Internal Review decision or non-decision first came to your attention. Applicants seeking external review must be an eligible person.

You can contact the Internal Review Unit on telephone (03) 8663 5450, fax (03) 8663 5451 or by email at internalreviewunit@worksafe.vic.gov.au

OFFENCE

The following Acts, including any regulations made under them carry varying offences such as failure to meet duties and obligations, non compliance with a notice or direction issued or made by an inspector and hindering or obstructing an inspector in the exercise of their powers:

- * *Occupational Health and Safety Act 2004*
- * *Dangerous Goods Act 1985*
- * *Equipment (Public Safety) Act 1994*

For specific details about offences and subsequent penalties refer to the specific Act or regulation.

FEEDBACK

If you want to contact WorkSafe in relation to this entry by our Inspector other than for Internal Review purposes (see above), please use the following guide:

- * to clarify any matter that is covered by the Entry Report and any associated Notices or Directions contact the issuing Inspector, whose name and contact details appear above in the Inspector Information section in this Entry Report.
- * to make comment about any aspect of how this inspection was conducted, contact the inspector's senior management on telephone 9941 0604, fax 9941 0555 or by writing to P.O. Box 414, Melbourne 3005
- * to provide feedback in relation to WorkSafe activities or the legislation we administer, write to WorkSafe Victoria, Advisory Service GPO Box 4306 Melbourne Victoria 3001, For general enquiries contact our Advisory Service on (03) 9641 1444 or 1800 136 089 (toll free). Otherwise email info@worksafe.vic.gov.au

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FURTHER INFORMATION

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