Queensland Health Work Place and Office Accommodation Guideline

1. Purpose

Queensland Health is committed to ensuring a safe, secure and productive work place for all staff. This guideline provides recommendations regarding best practice for the allocation and management of space and office accommodation in Queensland Health facilities.

Queensland Health recognises it is important to provide staff with an environment where they are engaged, feel valued and supported to meet the demands of delivering health services throughout Queensland. A key contributor to a productive work place is the physical environment and amenity of facilities.

The purpose of this guideline is to ensure:

- a consistent approach is used for the planning, design, allocation and management of staff workplace and office accommodation
- space and facilities are provided to support the delivery of health services based on Queensland Health’s values and operating principles
- suitable and flexible provision of work place and office accommodation for all staff
- the optimal use of space and facilities
- accommodation and facilities are provided that reflect the changing patterns of work and support flexible models of care and service delivery. This includes:
  - increased collaboration between health professionals and a focus on multidisciplinary team work
  - part-time, job sharing and telecommuting practices as well as conjoint and multi-site appointments
- accommodation and facilities support all staff in the provision of health services in Queensland.

2. Scope

This guideline provides information for all employees, contractors and consultants within Queensland Health and commercialised business units. This guideline provides designers and health planners with guiding principles, design considerations and overarching standards for the allocation of space and the design of office accommodation in Queensland Health facilities. This guideline provides best practice standards and new or refurbished office accommodation in health facilities are to be designed in accordance with...
the guiding principles and design considerations contained in this guideline. This guideline provides recommendations for space allocation and design of office accommodation in Queensland Health facilities, including all buildings located on a hospital campus serving a specific function or service to a Queensland Health facility.

This guideline should be read in conjunction with the Office Accommodation Management Framework (OAMF) and the Australasian Health Facility Guidelines (Aus HFG) with particular reference to section 120 Administration.

All administrative buildings either within or outside a hospital precinct are subject to Government Office Accommodation Committee (GOAC) approval should office space exceed 50% of the net lettable area.

Liaison with the Queensland Government Accommodation Office on all office accommodation project is recommended to ensure all relevant office accommodation activity accords with the Departmental Office Accommodation Proposal process.

For reference to non-health facility accommodation guidelines please refer to the Office Accommodation Workspace and Fitout Standards developed by the Department of Public Works.

For the purposes of this guideline, the definition of workplace and office accommodation excludes ‘front of house’ reception and related areas.

3. Related documents

Authorising Policy and Standard/s:

- Capital Infrastructure Requirements
- Capital Infrastructure Planning Policy
- Capital Infrastructure Investigations Implementation Standard
- Capital Infrastructure Proposals Implementation Standard
- Department of Housing and Public Works: Office Accommodation Management Framework: Framework Policy

Procedures, Guidelines and Protocols:

- Australasian Health Facility Guidelines (AusHFG)
- Department of Housing and Public Works: Office Accommodation Management Framework:
  - Guideline 1: Planning
  - Guideline 2: Space
  - Guideline 3: Fitout
  - Guideline 4: Occupancy
4. Guideline for Work Place and Office Accommodation

4.1 Ownership and Governance of Office Space and Facilities

Office space and facilities are provided by Queensland Government for the purposes of Queensland Government Departmental business. The allocation, access and use of office accommodation should be consistent with the purposes for which they are provided.

4.2 Allocation and Management of Space and Facilities

Space and facilities will be allocated and managed in accordance with Queensland Health’s values and operating principles. A holistic, whole of facility approach is to be taken in the allocation and management of workplace space and office accommodation.

4.3 Functionality and Flexibility

Space will be allocated and used on the basis of functional need. This will reflect health service needs expressed through appropriate models of care for health service delivery. In turn this is supported through flexible approaches to the use and management of people, information and communication technology. Changes to health service needs may require changes to the use and management of office space and facilities. Queensland Health is continually evaluating its health service delivery and its requirements and will manage its space and office accommodation accordingly.

4.4 Standardisation

Standardisation is important and effective means of improving efficiencies and the effective use of space and accommodation facilities, where possible standardisation of design and use is a preferred option. Standardisation of design, dimensions and materials enables improved efficiencies in purchasing and supply. Standardisation of space utilisation, layout and furnishings within and between facilities increases productivity and reduces training and other requirements.

4.5 Accommodation for Dual / Multiple staff roles

A person shall be provided with no more than one office regardless of the number of roles or positions held within a health facility.

4.6 Sustainability

Office and facility design and construction will consider Ecologically Sustainable Development Principles (ESD) as per the CIR.

4.7 Occupation Health and Safety

Office and facility design and construction will consider and comply with:

- *Workplace Health and Safety Act 2011 (Qld)*
4.8 Access and Mobility
Office and facility design and construction shall comply with:

- AS 1428.1 – 2001: Design for access and mobility Part 1: General requirements for access – New building work
- AS 1428.2 – 1992: Design for access and mobility – Enhanced and additional requirements – Buildings and facilities
- *Disability Discrimination Act 1992*(Cth)
- Queensland Health Disability Access Policies and Procedures
- Aus HFG

4.9 Learning and Education
Workplaces and office accommodation shall be designed to encourage and support professional learning and development in accordance with Queensland Health policy and guidelines.

4.10 Office Communication, Messaging, Photocopying and Printing Facilities
Photocopier, facsimile, printing and administrative facilities shall be located within easy access to shared offices. Workplace practice and design strategies should also consider information management issues such as security, confidentiality and privacy.

Office supplies and services including photocopying, printing, intranet/email and fax facilities are to be housed in appropriate reception/administrative areas. These facilities are to be available and accessible based on service need.

4.11 Signage and Wayfinding
Workplaces and office accommodation should be designed and constructed to support Queensland Health principles and guidelines on signage and wayfinding, and the Aus HFG: Part C, Section 750 Signage.

4.12 Nutrition
Office and facility design and construction is to consider appropriate access to nutrition during and after ordinary working hours. Access to food and beverages should support Queensland Health *A Better Choice, Health Food and Drink Supply Strategy for Queensland Health Facilities* and Queensland Health Food Service Policy, Guidelines and Standards.

4.13 Design Concepts and Considerations
The location of office accommodation may be in a clinical or non-clinical setting. The following issues should be considered during the planning and design of office accommodation in healthcare facilities.
4.14 Support for Flexible Work Arrangements
Office accommodation should include support for flexible work arrangements through
• open and multi-purpose spaces
• facilities such as offices and shared work bases that can be used by appointment (i.e. booked)
• access points to communication networks.

4.15 Open/shared office spaces and open plan offices
A key consideration in the design of offices is the Incorporation of open flexible spaces that best facilitate flexible work patterns, communication and teamwork with the efficient use of space. Two related, but different approaches to this issue are the use of open shared office spaces within a clinical environment and the specific provision of open plan offices (associated with administrative/non-clinical settings).

Open/Shared office spaces (clinical settings):
Open or shared office spaces may be multi-purpose spaces and/or specifically designed spaces in a clinical setting. That is, they are open/flexible activity spaces that have a context and purpose. They may be comprised of any number and configuration of shared offices (Types A, B, C) with other clinical and non-clinical spaces.

In open/shared office spaces functional requirements shall include provision for 'personal' space and the capacity to securely store personal items.

Adjoining open office spaces shall be considered as a single space unless there is specific requirements to divide them (e.g. such as security and privacy).

Non-clinical setting open plan office accommodation:
An open plan office is a particular form of office environment which comprises multiple work spaces and workstations (partitioned cubicles) within a larger open office space. This is commonly provided in administration and commercial office environments and is appropriate for consideration in non-clinical settings within healthcare facilities.

4.16 Fixtures and Furnishings
It is preferred, that where possible, fixtures and furnishings shall be standardised and modular to promote ease of use, flexibility and multi-purpose use of space.

4.17 Privacy and security / openness and flexibility considerations
Appropriate strategies and measures shall be included within office accommodation areas to balance privacy, security and openness/flexibility. This may include appropriate use of:
• partitions, screens and forms of sound attenuation
alternative accessible rooms for meetings and interviews within close proximity
areas are designed to enhance patient confidentiality
areas are designed to enhance staff safety such as having the capacity to facilitate ‘lock down’ of various areas after hours (eg restricted 24 hour access to some areas through such mechanisms as swipe access/key access).

The flow of public access may also require the consideration of reception and waiting areas for a cluster of offices and workstations.

4.18 Storage
Storage facilities shall be based on the requirements of the clinical or business area and balance access, ease of access with privacy and security considerations.

4.19 Office and Room Guidelines
The following data is to be used as a guide only. Variation on this data may be required based on a review of the individual facility requirements. This table has been adapted from the Australian Health Facility Guidelines and provides additional guidance for the planning and design of office accommodation for health facilities. It links AusHFG accommodation categories to functional need as a core principle for the use and allocation of office accommodation. Comments are provided as guidance only.
<table>
<thead>
<tr>
<th>Category (AusHFG)</th>
<th>Functional Description</th>
<th>Work Space m² (AusHFG) / Features</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Type A</td>
<td>High level/volume of confidential information</td>
<td>18 m²</td>
<td>Allocation for a HHS Chief Executive&lt;br&gt;A meeting area is to be included within this office space (AusHFG 6m²)&lt;br&gt;Typically these executives may have multiple roles, but only one dedicated office space that should be assigned within or across the Hospital and Health Service</td>
</tr>
<tr>
<td></td>
<td>High volume of 'meeting with people' as part of the role</td>
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<tr>
<td></td>
<td>Role definition requires large amount of time at desk (90%)</td>
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<tr>
<td></td>
<td>Meetings involving senior level internal and external parties on a regular basis (including senior health executives, visiting dignitaries, community leaders and politicians)</td>
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<tr>
<td>Office Type B</td>
<td>High level/volume of confidential information</td>
<td>15 m²</td>
<td>Allocation for a HHS Executive&lt;br&gt;A meeting area is to be included within this office space (AusHFG 3m²)&lt;br&gt;Typically these executives may have multiple roles, but only one dedicated office space that should be assigned within or across the Hospital and Health Service</td>
</tr>
<tr>
<td></td>
<td>High volume of 'meeting with people' as part of the role</td>
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<tr>
<td></td>
<td>Role definition dictates large amount of time at desk (80%)</td>
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<tr>
<td></td>
<td>Meeting involves senior level internal parties and some external parties but not to a level of dignitaries and politicians</td>
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</tr>
<tr>
<td>Office Type C</td>
<td>Significant level of confidential information</td>
<td>12 m²</td>
<td>Allocation for department heads including Clinical Stream/Divisional Health Executives, Clinical Directors of Departments/Units&lt;br&gt;These staff may have multiple roles but only one dedicated office space should be assigned within the campus/Health area</td>
</tr>
<tr>
<td></td>
<td>High volume of 'meeting with people' as part of the role</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Role definition dictates moderate amount of time at desk (50-70%)</td>
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</tr>
<tr>
<td>Office Type D</td>
<td>Some level of confidential information</td>
<td>9 m²</td>
<td>Allocation for Staff Specialists, Nurse Unit Managers, senior clinicians and medical officers, Staff</td>
</tr>
<tr>
<td></td>
<td>High volume of 'meeting with people'</td>
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</tr>
</tbody>
</table>
as part of the role
- Role definition dictates moderate amount of time at desk (50-70%)

Specialists, Business Managers and Departmental Heads with significant staff supervisory responsibilities and the position is higher (0.8 FTE or higher)
These staff may have multiple roles but only one dedicated office space should be assigned within the campus/HHS

<table>
<thead>
<tr>
<th>Shared Office Type A</th>
<th>12 m²</th>
<th>Shared office areas for two persons with two workstations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared Office Type B</td>
<td>15 m²</td>
<td>Shared office areas for three persons with three workstations</td>
</tr>
<tr>
<td>Shared Office Type C</td>
<td>20 m²</td>
<td>Shared office areas for four persons with four workstations</td>
</tr>
</tbody>
</table>

Open plan office accommodation (Non-clinical)
Open plan office for all staff functionally located into one administration cluster. The area will have the use of shared interview type rooms, where private discussions/phone calls etc. can be accommodated. In this environment there are no four walled offices allocated to a role.

Workstations with provision of 2.3 m² unencumbered floor area for each worker. Size of desk will be dependant of functional requirement.

Distinction of roles and functions may occur at a layout/design level. Modern acoustic and portioning will be incorporated to promote this model. Suitable for all staff who are accommodated in Office Type C and D, and Shared Office Types A, B and C as above and Workstations as below.

| Workstation A | High volume of material is managed – security is mandatory requirement
Meeting with people can be managed by access to shared/’bookable’ meeting spaces.
Desk typically includes 2100 x 1800 or 1800 x 1800 mm desks
Includes facilities of desk/return, filing, shelving (that can be locked)
| Workstation B | Material security can be provided at workstation or nearby.
Desk typically includes 1800 x 1600 or 1600 x 1600 mm desks/return, filing, shelving (that can be locked). PC allocation
| Allocation for clinicians:
Senior role – low/moderate time spent at desk.
General administration: Non senior/non manager role – moderate/high time spent at desk. |
### 5. Review

This Guideline is due for review on: 1 October 2014  
**Date of Last Review:** N/A  
**Supersedes:** Queensland Health Work Place and Office Accommodation Policy QH-POL-057-2008

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|                                | based on functional requirement                                                                 | Allocation for casual role with low contact hours requiring access to a desk space and office facilities for some functions.  
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Shared workbase (Hot Desk)</td>
<td>Rose requires high level of ‘transient activity’ – work in multiple/areas functions. Material security (information/records) provided in ‘shared storage’. Core or main files and patient records accessed and stored via main/central storage facilities.</td>
<td>For the purposes of this policy a ‘hot desk’ may also include the ‘casual’ and or temporary use of a workstation (A or B) above.</td>
<td>---</td>
</tr>
<tr>
<td>Waiting Areas</td>
<td>AusHFG allocates 1.2 m² per person and 1.5 m² for people with wheelchairs.</td>
<td></td>
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</tr>
<tr>
<td>Meeting Room A</td>
<td>9 m²</td>
<td>Meeting room for interview purposes for 2 to 3 people.</td>
<td>---</td>
</tr>
<tr>
<td>Meeting Room B</td>
<td>12 m²</td>
<td>An area suitable for 4 to 6 people. For staff, patients and family members to conduct confidential discussions.</td>
<td>---</td>
</tr>
<tr>
<td>Meeting Room C</td>
<td>20 m²</td>
<td>An area suitable for 8 to 12 people to conduct meetings. This room is a shared facility to be accessed through a booking system.</td>
<td>---</td>
</tr>
<tr>
<td>Meeting Room D</td>
<td>30 m²</td>
<td>Allows for up to 14 to 20 people to attend meetings or can be used as a small group room for community health. Where two such rooms are co-located, operable walls may be installed allowing greater flexibility.</td>
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</tr>
<tr>
<td>Meeting Room E</td>
<td>55 m²</td>
<td>Allows for up to 50 people plus lecture area. Should allow for the provision of non-fixed stackable seating.</td>
<td>---</td>
</tr>
</tbody>
</table>
6. **Business Area Contact**

Senior Director, Clinical Infrastructure Unit  
Health Infrastructure Branch, System Support Services

7. **Definitions of terms used in the policy and supporting documents**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition / Explanation / Details</th>
<th>Source</th>
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8. **Approval and Implementation**

**Policy Custodian:**  
Chief Health Infrastructure Officer, Health Infrastructure Branch  
System Support Services

**Responsible Executive Team Member:**  
Deputy Director-General  
System Support Services

**Approving Officer:**  
Chief Health Infrastructure Officer, Health Infrastructure Branch  
System Support Services

**Approval date:** 10 June 2008  
**Effective from:** 10 June 2008

**Version Control**

<table>
<thead>
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<th>Version</th>
<th>Date</th>
<th>Prepared by</th>
<th>Comments</th>
</tr>
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<tbody>
<tr>
<td>1.0</td>
<td>10 March 2014</td>
<td>Helen Sotiris</td>
<td>Old content transferred to new Guideline template before old documents can be reinstated on policy register</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Leanne Hartley</td>
<td>Updated DIU to reflect document changed from a Policy to a Guideline (QH-GDL-057:2008)</td>
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