

Distributed Work Centre Pilot

Participant Survey Findings Sunshine Coast Report #1

February 2018



Introduction

The Queensland Government Accommodation Office initiated the Distributed Work Centre (DWC) pilot project in April 2016. The DWC pilot project is being implemented in three locations; West (Ipswich), South (Robina) and North (Sunshine Coast). These three locations were chosen as a result of analysis undertaken on employees that commute a considerable distance to their workplace in the Brisbane CBD. Ipswich, Gold Coast and Sunshine Coast have the highest catchment of public servants that commute daily to a Brisbane CBD based job.

A key objective of the DWC pilot project is to test Governments appetite for new ways of working and to provide a flexible workplace alternative for government employees with a desire to achieve more balance in their working lives.

No matter how much an individual enjoys their work, long distance commuting can have a detrimental impact on an employee's work/life balance. Working from a DWC can significantly alleviate this issue and can contribute to improved well-being, less stress, higher productivity and the opportunity to spend more time with loved ones.

This report represents the results of Survey 1 and is designed to see if the Distributed Work Centre (Sunshine Coast) is achieving positive outcomes for the participants.

Surveys are conducted periodically throughout the pilot to gain an understanding of the manager's experience of having their employee participate in the DWC pilot project.

The report is based on responses provided by the Sunshine Coast Participants.

- This survey (#1) was completed in January 2018.

There are currently 35 government employees from various agencies participating in the Sunshine Coast DWC.

The objective of this survey was to gain insight into the participants experience of working from a DWC and to assess the data against the objectives of the pilot program.

The key areas of focus include:

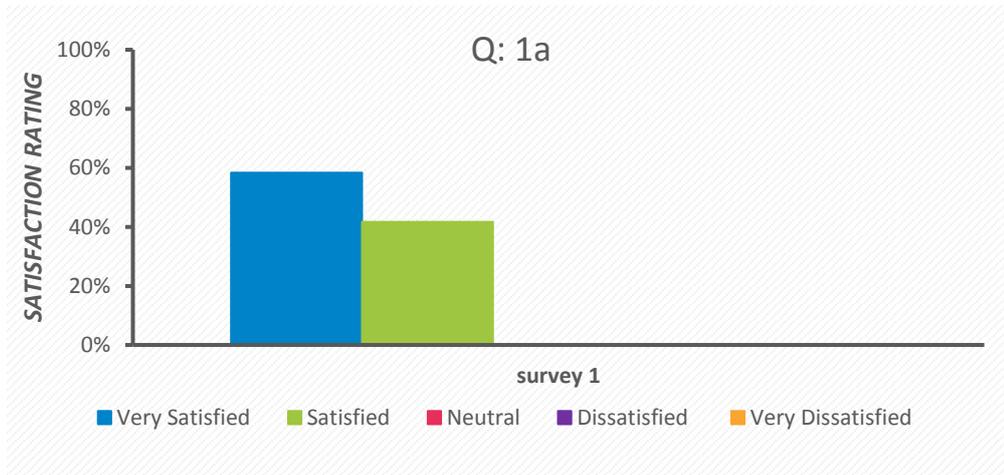
- Working Experience
- Benefits
- Technology

These focus areas are critical to enable the project to identify and capture what the success factors for the pilot project are, and what could be improved upon.

Focus Area 1

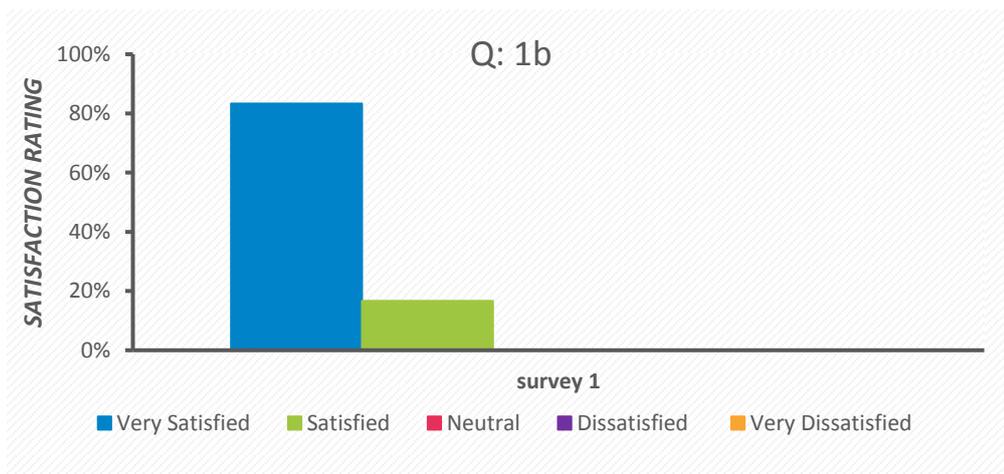
Working Experience

Q1a: Are the participants enjoying working at the DWC?



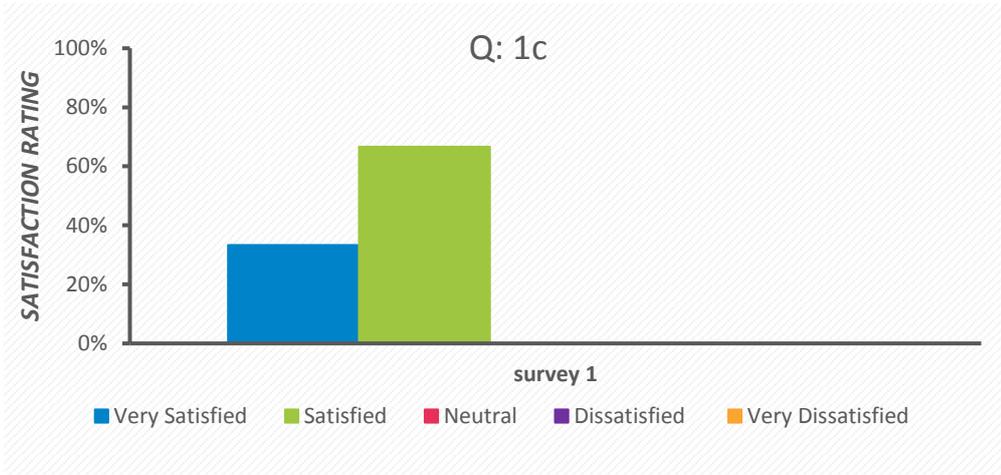
These results here are very positive and show universal satisfaction with 58% very satisfied and the rest are satisfied.

Q1b: Do participants feel they have their manager’s full support?



Having a supportive manager is critical to employees and it is very positive to see that vast majority of participants feel they have their manager’s support for their participation in the DWC. 83 % of the participants are very satisfied with their managers support and the remaining 17% are satisfied.

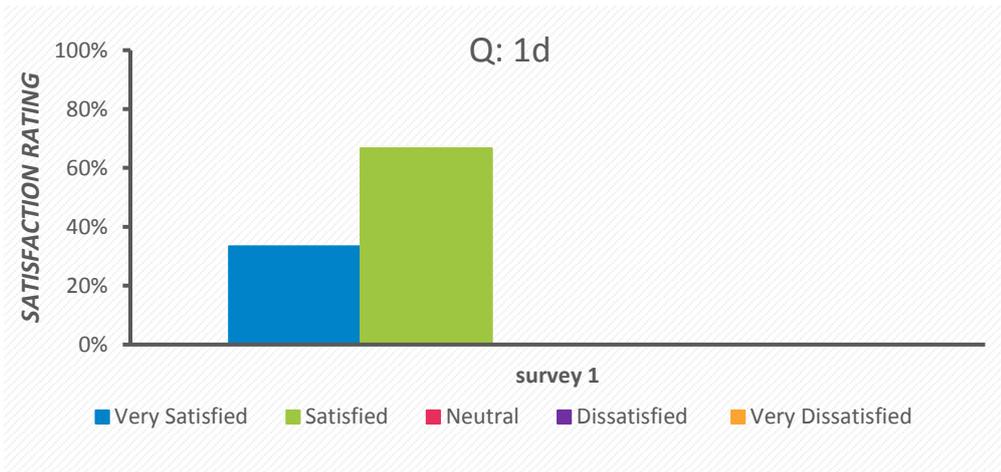
Q1c: How do their colleagues feel?



This performance indicator focuses on a key component of the DWC - cultural change. It considers broader work team attitudes to flexible working. Participants need to feel that their colleagues are comfortable with them working away for the normal workplace. If team members are uncomfortable with staff accessing the DWC then this will be reflected in these results.

Fortunately, the results are encouraging with 33% reposting their team were very positive about it and 67% were positive.

Q1d: Do they feel connected with their CBD work team?



Disconnecting from your work team can potentially threaten the success of the flexible work arrangements. Both participants and managers need to actively promote communication and connection. Technology plays a major role.

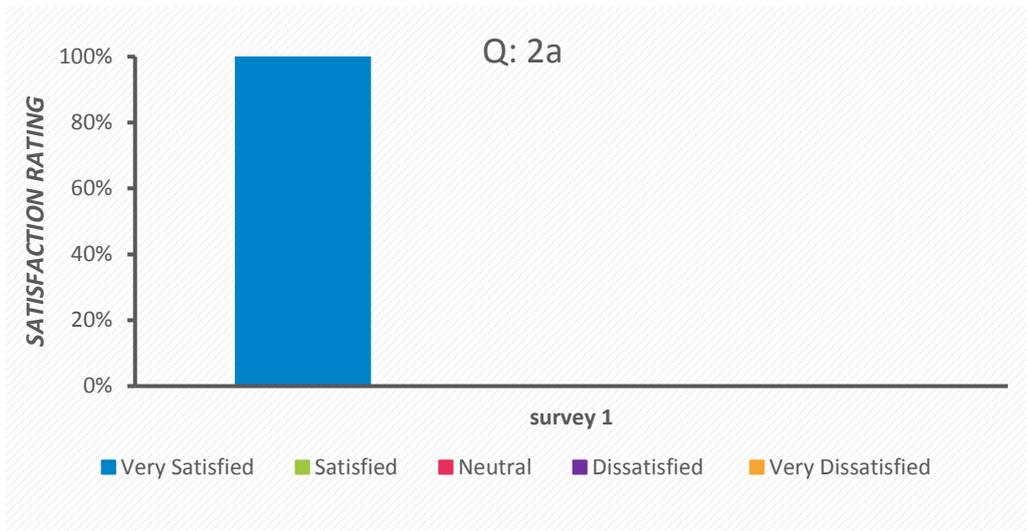
Results show that 33% are very satisfied and 67% are satisfied with their communication with each.

Focus Area 2

Benefits

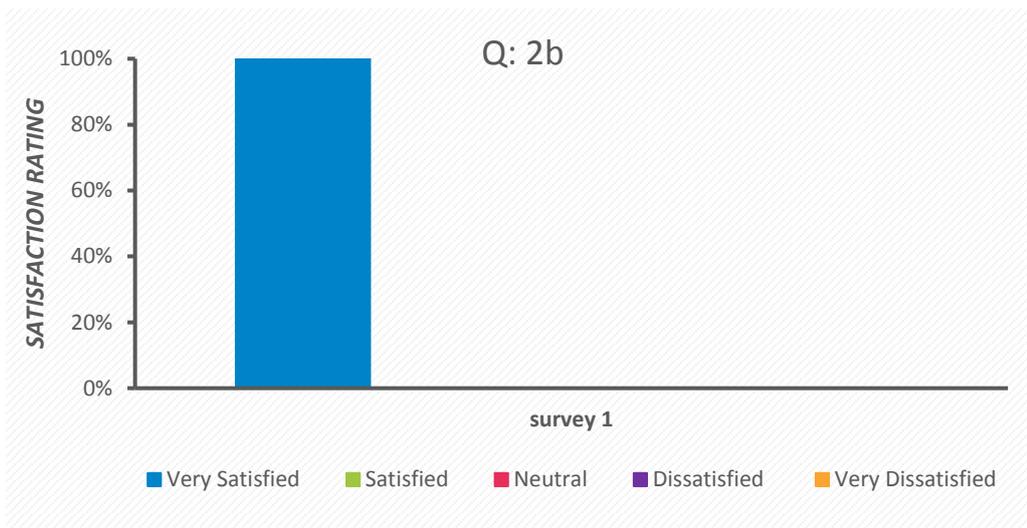
In this section of the survey, we asked participants to identify the benefits that they feel they are getting by working from the DWC. The results were extremely positive:

Q2a: Work/life Balance:



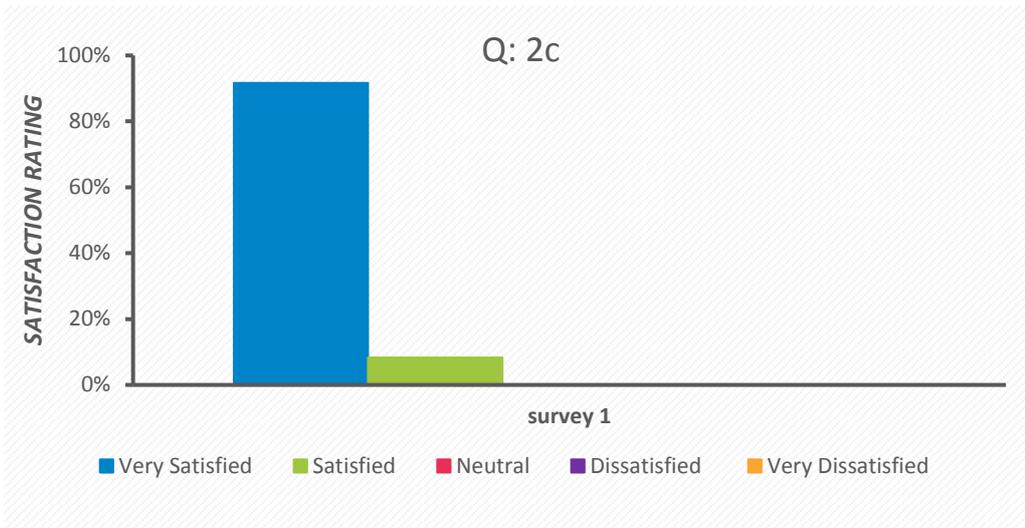
A great result with 100% of respondents reporting they are very satisfied with their improved work life balance as a result of accessing the DWC.

Q2b: Health and Wellbeing:



Another key measure of success for the DWC Pilot Project is to see improved health and wellbeing of the participants. A great result with 100% all reporting they had improved their health and wellbeing by reducing their daily commuting time.

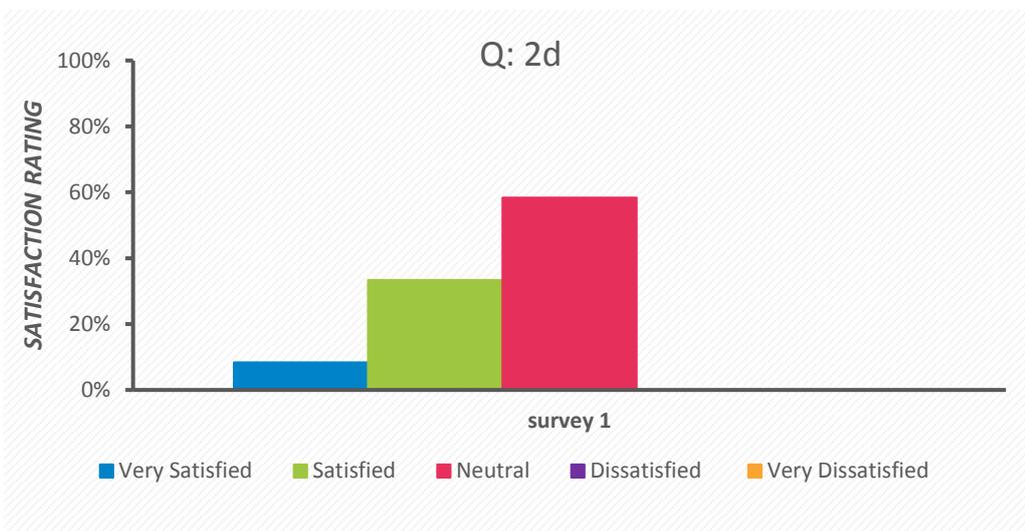
Q2c: Commuting Time and Cost:



Commuting to the city on a daily basis costs time and money, and this is major factor for employees living a long distance from their workplace.

92% of the participants said they were very satisfied with their reduced commuting times and costs and 8% said they were satisfied with this aspect of the DWC Pilot.

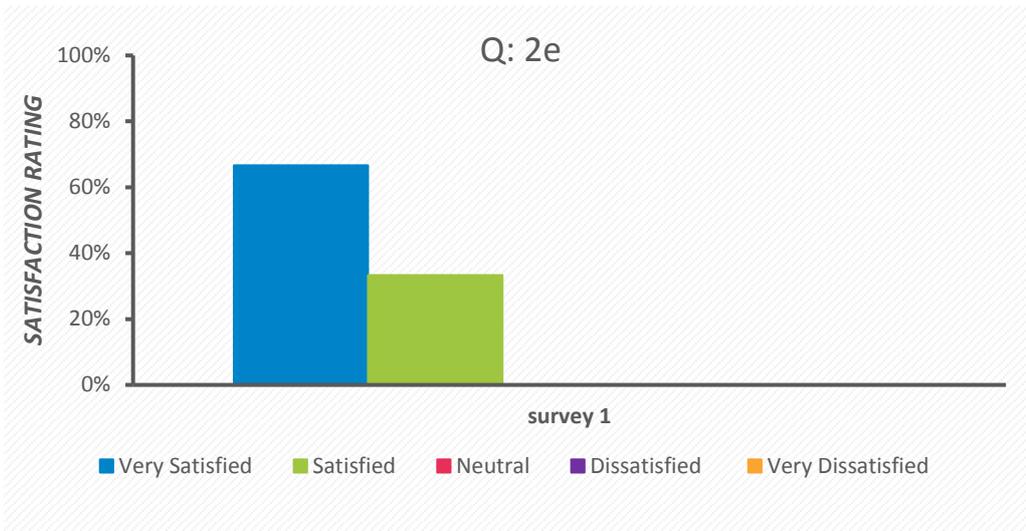
Q2d: Collaboration with other DWC workers:



Having employees from different agencies working in the same office environment is new to most people. This is another aspect of cultural change that takes time for people to get used to.

This chart shows mixed results and that collaboration between employees at the Sunshine Coast DWC could definitely improve.

Q2e: Productivity:



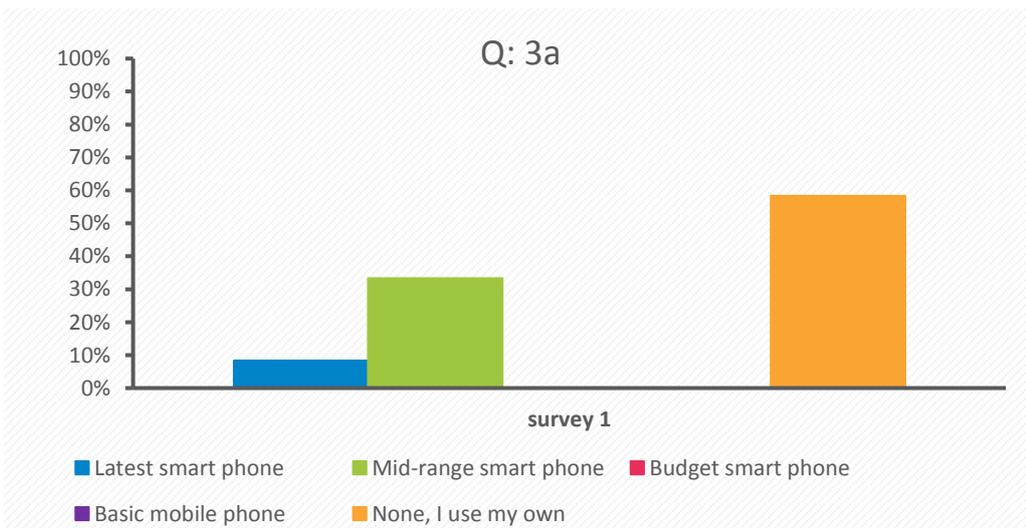
Productivity is important and with less time spent on commuting, all participants felt they are productive working from the DWC.

Productivity is also assessed from the managers/supervisor’s perspective.

Focus Area 3

Technology

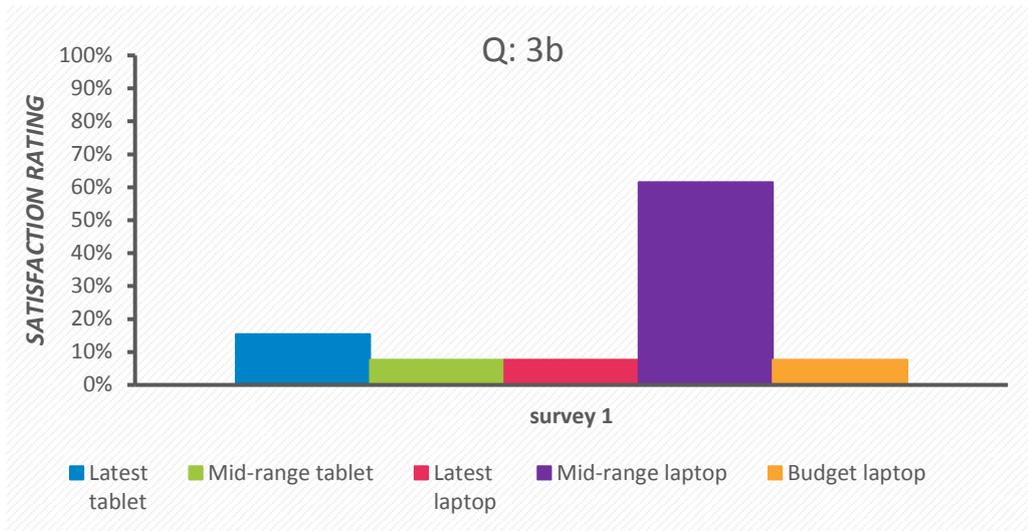
Q3a: Mobile Phone



Desk phones are not provided at the DWC, so each employee must bring a phone.

The standout result in this chart is the high-level use of personal smart phones as opposed to a Government supplied phone.

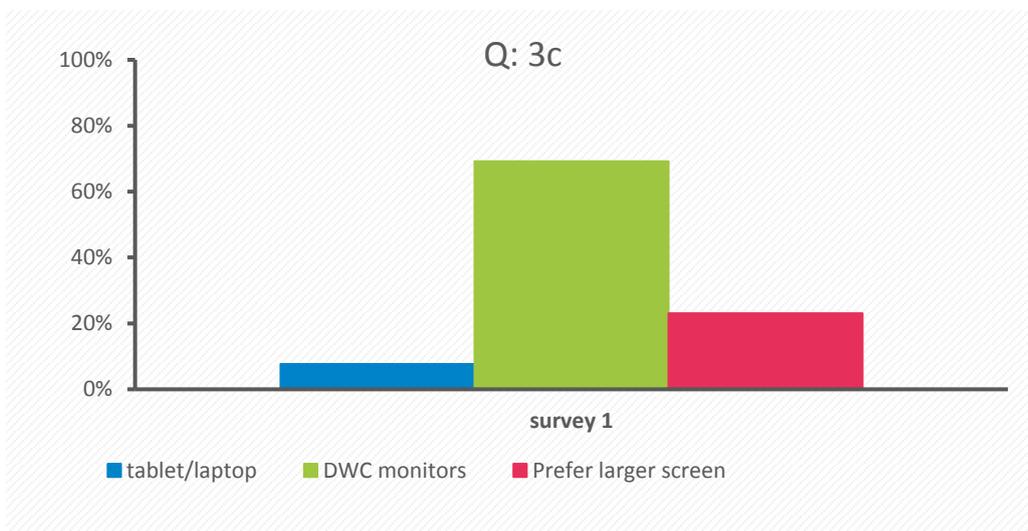
Q3b: Computing Device



Being provided with quality technology is important to enable participants to work productively and maintain good connectivity to their work team.

The survey results show that most participants have been equipped with the good technology, however, a few participants struggle with mediocre equipment.

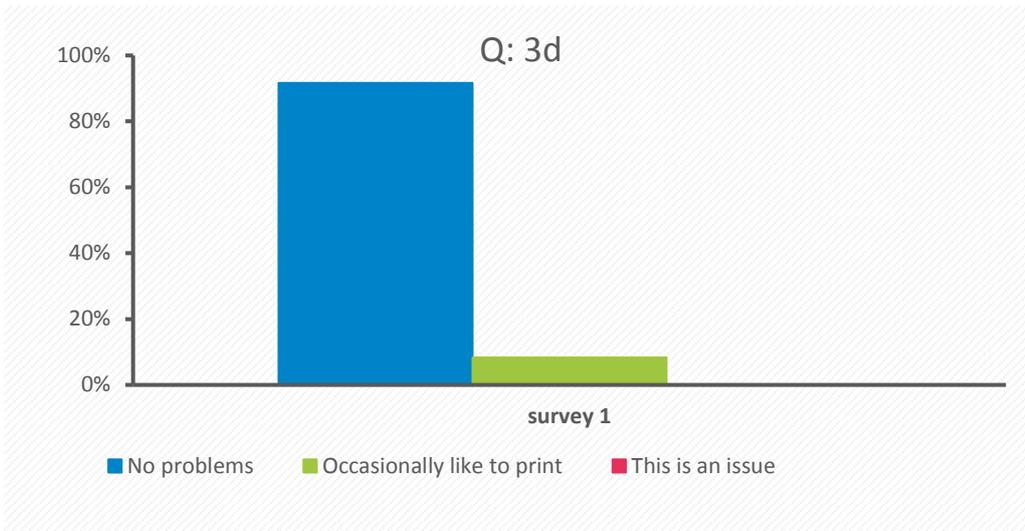
Q3c: Display Monitor



Large display monitors dominate many workplaces; however, mobile working often means working with small screens.

In this KPI, we can see mixed results with a sizable portion of employees prefer larger screens than their tablet/laptop. Older style mid-sized screens are provided at the DWC (these screens were recycled from 80 George Street).

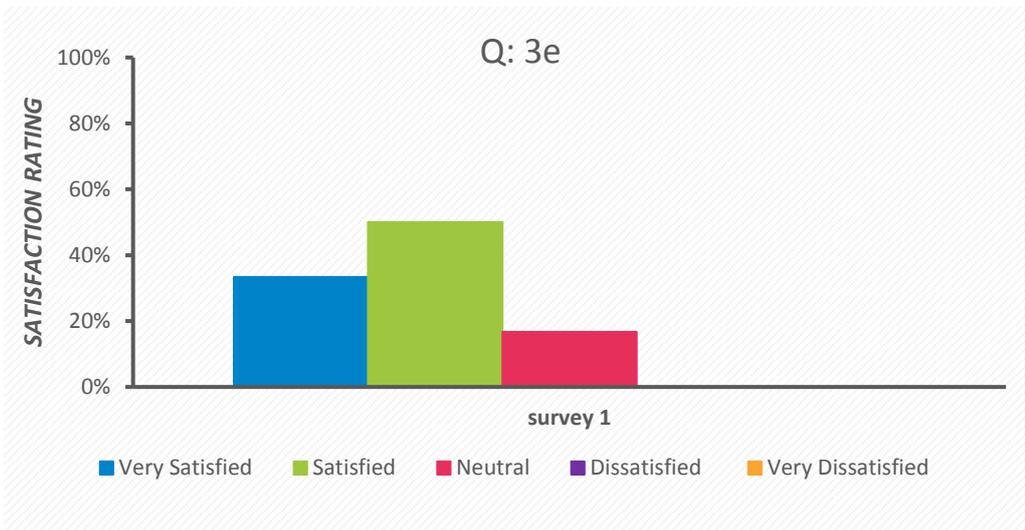
Q3d: Printer



In this chart, we are seeking to understand whether employees missed having a printer (no printers are provided at any of the DWCs).

92% of participants do not have an issue working without printers and 8% said they would occasionally like to print.

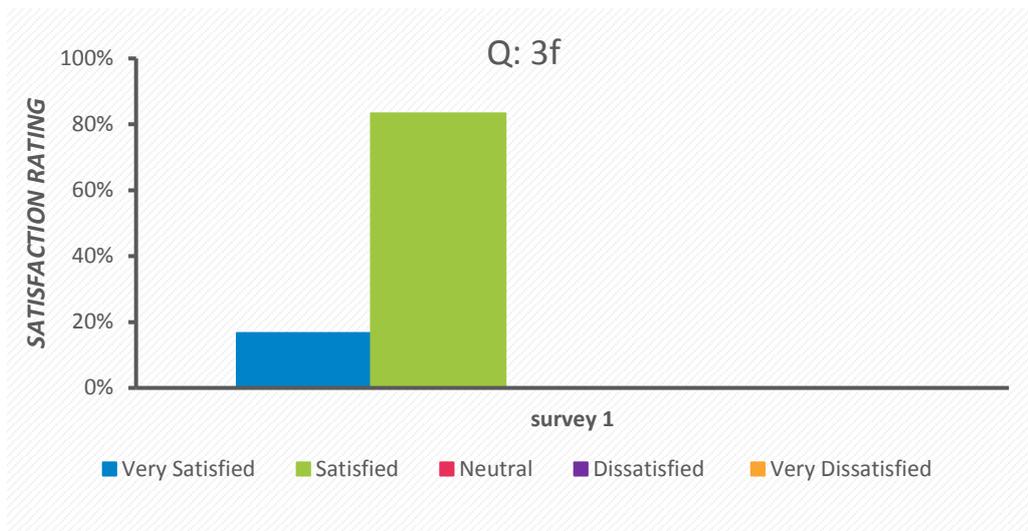
Q3e: Departmental willingness to provide technology to participants



This is an important element of the pilot without the relevant technology the DWC experience will not be a seamless one.

This chart captures the employee’s perspective of their department’s willingness to invest in appropriate technology. Participants reported that they are 33% very satisfied, 50% satisfied and 17% are neutral with technology provided to them by their agencies.

Q3f: Performance of the technology kit.



The majority of participants feel that their technology kit performs to a standard that enables them to work effectively away from their normal office location.

83% of the participants responded that they were satisfied with the technology provided to them by their department and 17% were very satisfied.

Key findings

Overall it is reasonable to conclude that the survey results support that the Sunshine Coast DWC is achieving the desired results.

This report shows good to very good results against almost all key performance indicators.