

# 01.

## THE OPPORTUNITY

**a means to re-imagine the workplace footprint, with satellite sites designed to meet different needs, which can be delivered quickly and easily refined over time**

As part of a broader strategic agenda to create a more dynamic and flexible workplace, the department is piloting a flexible work Hub. The Hub is an alternative and convenient workspace, close to where staff live, with access to department networks and tools.

Currently, portable devices are not provided to staff, many need to access a secure network, so working from home isn't commonplace.

The Hub was designed as a viable remote working option, easily accessible to where people live.

This approach celebrates experimentation - prototyping, testing, learning and incorporating insights into future design. It tangibly engages people in the future of workplace, by allowing them to experience new environments and ways of working and provide feedback.

Puzzle partnered with the department to evaluate the Hub's effectiveness and to ensure these insights are considered in future Hub designs and locations.

## 02. OUR APPROACH

### **work in partnership and develop rich insights**

The Hub opened in late 2020, with 400 staff registered as potential users. It was designed with a variety of work settings, to support different workstyles and tasks, and as a means to test and trial which settings are most utilised in a Hub environment. Settings included:

- workstations, some with secure terminals
- focus rooms
- open, collaborative workspace and meeting tables
- formal meeting room
- kitchen | breakout
- print utility area
- working with children room
- the building is also equipped with end of trip facilities

Puzzle developed a bespoke survey designed to capture insights from staff and help the department to understand:

- Hub performance, including the facility, equipment and workplace experience
- staff usage patterns and purpose for visiting the Hub
- opportunities for improvement
- value and benefits to inform the design of future flexible working hubs to service other locations

## 03. THE RESULTS

**The Hub experiment enabled the department to define what ‘flexible working’ means for them, deliver a variety of workplaces and a unique employee experience**

Key findings from the survey included:

- 99% overall satisfaction.
- Over 70% of Hub users live within a 5km radius, which reduces travel by an estimated average of 22km per day and cuts travel time in half (about 30mins).
- The main reasons for attending the Hub were a reduction in travel time (74%), followed by access to tools and technology not available at home (59%) and the ability to better manage work and life responsibilities (47%).
- Formally inducting staff, as well agreeing how the spaces are to be used and shared, will further enhance user experience. Managing behaviours like re-setting spaces, noise and distractions, and so on, are critical for a harmonious work environment, and as more people avail themselves of the Hub in the future.



**This is an outstanding facility. It is the kind of people focused thinking that gives meaning to the often vocalised (but less often lived) statement "people are our most important asset."**



This was just one of our 1,100+ workplace adventures. We'd love to help you with your next adventure!

contact us

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