



**Australian Government**  
**Department of Human Services**



Delivered by the  
National Disability  
Insurance Agency

## **SUBMISSION ONE – SUPPORTING INFORMATION**

### **PROPOSED FITOUT OF NEW LEASED PREMISES AT 13–19 MALOP STREET GEELONG, VICTORIA**

**NATIONAL DISABILITY INSURANCE AGENCY  
DEPARTMENT OF HUMAN SERVICES  
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## **1 SUPPLEMENTARY INFORMATION**

### **1.1 How will the fitout make the leased property fit for purpose?**

- 1.1.1 The purpose of the NDIA fitout is to provide national office accommodation for the NDIA staff in a co-located environment, which requires collaborative and flexible workspaces that provide high quality amenities and facilities for staff and visitors.
- 1.1.2 The purpose of the DHS fitout is to provide accommodation for the DHS Geelong smart centre operations, which undertake telephone and processing work. This requires an open plan, high density fitout with good acoustics.

### **1.2 How many floors will be fitted out?**

- 1.2.1 The combined proposed fitout works will cover five and a half floors in total.
- 1.2.2 The NDIA will occupy three floors exclusively and approximately half the ground floor, which also incorporates a reception area and shared conference facilities.
- 1.2.3 DHS will occupy two floors exclusively, being levels one and two.

### **1.3 How many staff will occupy the leased property?**

- 1.3.1 The proposed fitout works will accommodate approximately 945 NDIA and DHS staff.
- 1.3.2 The NDIA fitout will accommodate approximately 545 Geelong based NDIA staff.
- 1.3.3 The DHS fitout will accommodate approximately 400 DHS staff.

### **1.4 What are the functions of the fitout space?**

- 1.4.1 The NDIA fitout provides accommodation for the NDIA national office. The fitout will also provide staff and the disability sector representatives from across Australia with access to meeting and conference facilities for training, seminars, workshops and professional development to effectively support delivery of the national scheme.
- 1.4.2 The function of the DHS fitout is to provide accommodation for the DHS Geelong smart centre operations. A smart centre is a virtual service centre, undertaking telephone and processing work. From one location, smart centre staff can assist customers anywhere in Australia.

### **1.5 How have functionality requirements affected the design, layout, and other features of the fitout?**

- 1.5.1 The NDIA fitout is typical of a national office function with workstations, meeting rooms and flexible workspaces appropriate for national office and visiting staff. The design supports and shapes high levels of communication and collaboration between team members and branches across different floor plates. Under the NDIA accommodation principles, the design does not include offices but provides a flexible environment with designated quiet and noisier zones, collaboration areas and quiet spaces.
- 1.5.2 The meeting and conference space on the ground floor will enable staff to conduct training and professional development activities and in addition will enable staff to

host a range of seminars and workshops which could include the disability sector representatives. As the anchor tenant, the NDIA lease will include the ground floor conference facilities and reception and foyer areas.

- 1.5.3 For a DHS smart centre to be functional, property requirements include an open plan, high density fitout that provides good acoustics. The fitout plans reflect this requirement.

## **1.6 How have space requirements been determined?**

- 1.6.1 NDIA has sought space required to establish an appropriate national office and consolidate NDIA staff currently located across six separate buildings in Geelong. The requirements for the national office included conference and training space, ancillary IT and communication rooms, and collaborative spaces. A modest contingency of 5 per cent was included to allow for future growth.
- 1.6.2 DHS has sought space comparable to the space currently occupied in its two existing Geelong smart centres. DHS intends to consolidate its two Geelong smart centres into this one new location.

## **1.7 What facilities are included under the fitout works?**

- 1.7.1 The NDIA proposed fitout works provide 564 workpoints (including 520 open plan workstation, and 44 quiet rooms and booths), 20 meeting rooms, 2 multi-function rooms, 6 utility rooms, 5 break rooms, and a conference centre.
- 1.7.2 The DHS proposed fitout works provide 409 open plan workstations and a small number of built areas, including: 12 collaborative spaces, 3 multi-function rooms, 2 first-aid rooms, 4 utility rooms, 3 offices, and 2 break rooms.

## **1.8 What materials, furnishings, and fittings are required to support the purpose of the fitout works?**

- 1.8.1 All selected materials and furnishings for the NDIA fitout will meet green star requirements to reflect an environmentally sustainable design. Materials, signage and lighting will support 'wayfinding' for the visually and cognitively impaired. All furniture and enclosed spaces will be easily accessible for those with mobility impairment and audio augmentation will be utilised for those with hearing impairment. All workstations will be electronically height-adjustable and lighting levels will also be adjustable above workstations.
- 1.8.2 The DHS fitout will largely comprise 120 degree electric dual stage desks with 25 mm E-zero environmental rated laminate particleboard desktop, full upholstered gas lift task chairs that are tested and approved to Level 6 safety standard by the Australian Furnishing Research and Development Institute Limited (AFRDI) that are fully compliant with Work Health and Safety Regulations. Linear 25 mm manual dual stage desks will also be used in senior executive offices and designated administration areas. All items to be used in the fitout will be procured from the existing departmental furniture panels.

## **1.9 What is the expected lifespan of the fitout works?**

- 1.9.1 The NDIA expected lifespan is aligned to the lease period.
- 1.9.2 Consistent with usual practice, the lifespan expected by DHS span is 15 years. Interim works would be undertaken by DHS after the initial lease term of 10 years, if required.

## **1.10 Will the fitout works include the use of items and material from existing offices?**

- 1.10.1 The NDIA proposes to re-use the majority of its desktop ICT equipment, including screens, laptops and printers. In addition, some storage along with chairs, which have been specifically setup or designed for individuals, will be relocated to the new building.
- 1.10.2 The proposed DHS fitout does not include the use of items and materials from the existing DHS offices as the existing fitouts will be at the end of their useful life at the time of relocation.