



VICTORIAN GOVERNMENT

Office Accommodation Guidelines 2007

Department of Treasury and Finance

OFFICE ACCOMMODATION GUIDELINES

The Government Services Group (GSG), Department of Treasury and Finance, provides real estate services for Victorian Government office accommodation. The *Office Accommodation Guidelines* are for use by government staff involved in the planning, management and fit-out of office accommodation. The Guidelines do not cover government property sale, acquisition and investment/advisory services.

The GSG was established in December 2006 to provide integrated management of common services for government departments and agencies. Its activities, which fall under the portfolio of the Minister for Finance, WorkCover and the Transport Accident Commission, include managing:

- + whole of Victorian Government (WoVG) procurement policies, standards and services;
- + WoVG office accommodation planning, leasing, fit out, refurbishment and security;
- + Victorian Government vehicle fleet; and
- + a range of WoVG Information and Communication Technology services and contracts to support government's ICT deployment, investment and infrastructure.

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121 Exhibition Street Melbourne



Foreword by Minister for Finance, WorkCover and the Transport Accident Commission

The Government continues to demonstrate its commitment to balancing social, economic and environmental goals in delivering policy outcomes.

The *Victorian Government Office Accommodation Guidelines* provide a benchmark for office working environments, consistent with the Government's framework for the future, outlined in *Growing Victoria Together: A Vision for Victoria to 2010 and beyond*.

In order to ensure that the office working environment is consistent with the Government's expectations of delivering quality, value for money and sustainability, these important *Guidelines* have been updated to reflect the changing needs of office workers and the increased urgency to reduce greenhouse gas emissions and conserve water.

The *Guidelines* contain office accommodation principles and benchmarks that provide social, economic and environmental outcomes that align with the Government's vision for Victoria.

The 2007 update of the *Guidelines* includes new measures to ensure healthier buildings that inflict less impact on the natural environment and provide greater well-being for office workers.

The updated *Guidelines* demonstrate how the Victorian Government is using its purchasing power to deliver environmentally sustainable outcomes.

Under the new guidelines, all new office accommodation built for government departments and agencies must meet the 5 Green Star rating outlined in the Government's key environment policy, *Our Environment Our Future*.

Meeting this rating will ensure that buildings have increased energy and water efficiency, reduced waste to landfill, convenience to public transport (promoting walking and cycling) and improved indoor environment quality, which will benefit office workers and the wider community.

The updated *Guidelines* will also introduce a new direction for security and safety, in line with the Government's new *Security Design Guide for Victoria's State Owned and /or Occupied Buildings*.

The *Guidelines* apply to Victorian Government departments and budget sector agencies and will help to achieve a high benchmark for office accommodation.

I encourage you to be involved in implementing these practices across the Government for the benefit of all Victorians.

TIM HOLDING MP
Minister for Finance, WorkCover and
the Transport Accident Commission



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Section 1 Introduction

The Victorian Government is a significant owner and occupier of office accommodation across the State. The former Accommodation Services unit in the Victorian Government Property Group was integrated into the Government Services Group (GSG), Department of Treasury and Finance, in December 2006. The GSG is now responsible for managing approximately 650 000 square metres of office space across 250 properties. The Group provides expert advice to Victorian Government departments and agencies to assist with office accommodation needs. Advice is available on office leasing, fit-outs, property and facilities management, refurbishment and make-goods.

The GSG promotes efficient and effective uses of office accommodation that is aligned with the strategic delivery of government services. It ensures that well-designed, financially and environmentally responsible property decisions are made with a commercial and whole-of-government focus.

1.1 Purpose of the Guidelines

The *Victorian Government Office Accommodation Guidelines* (the *Guidelines*) are used by the Victorian Public Service departments and agencies in the planning, leasing, fit-out and management of office accommodation. Government staff, external consultants and contractors can use the *Guidelines* to achieve well-designed workspaces that deliver quality, value for money and environmentally sustainable outcomes.

1.2 Scope of the Guidelines

The *Guidelines* apply to office accommodation occupied by Victorian Government departments and agencies.

The *Guidelines* do not directly apply to operational accommodation, such as hospitals, schools, and police stations managed by departments and agencies; however, they are applicable to the office areas within the operational accommodation.

1.3 How to use the Guidelines

Government departments and agencies should use the *Guidelines* to establish the accommodation requirements and project briefs. The technical requirements for office accommodation are set out in the complementary document *Office Building Standards Guidelines*. The document is available at DTF website www.dtf.vic.gov.au.



1 Treasury Place Melbourne foyer

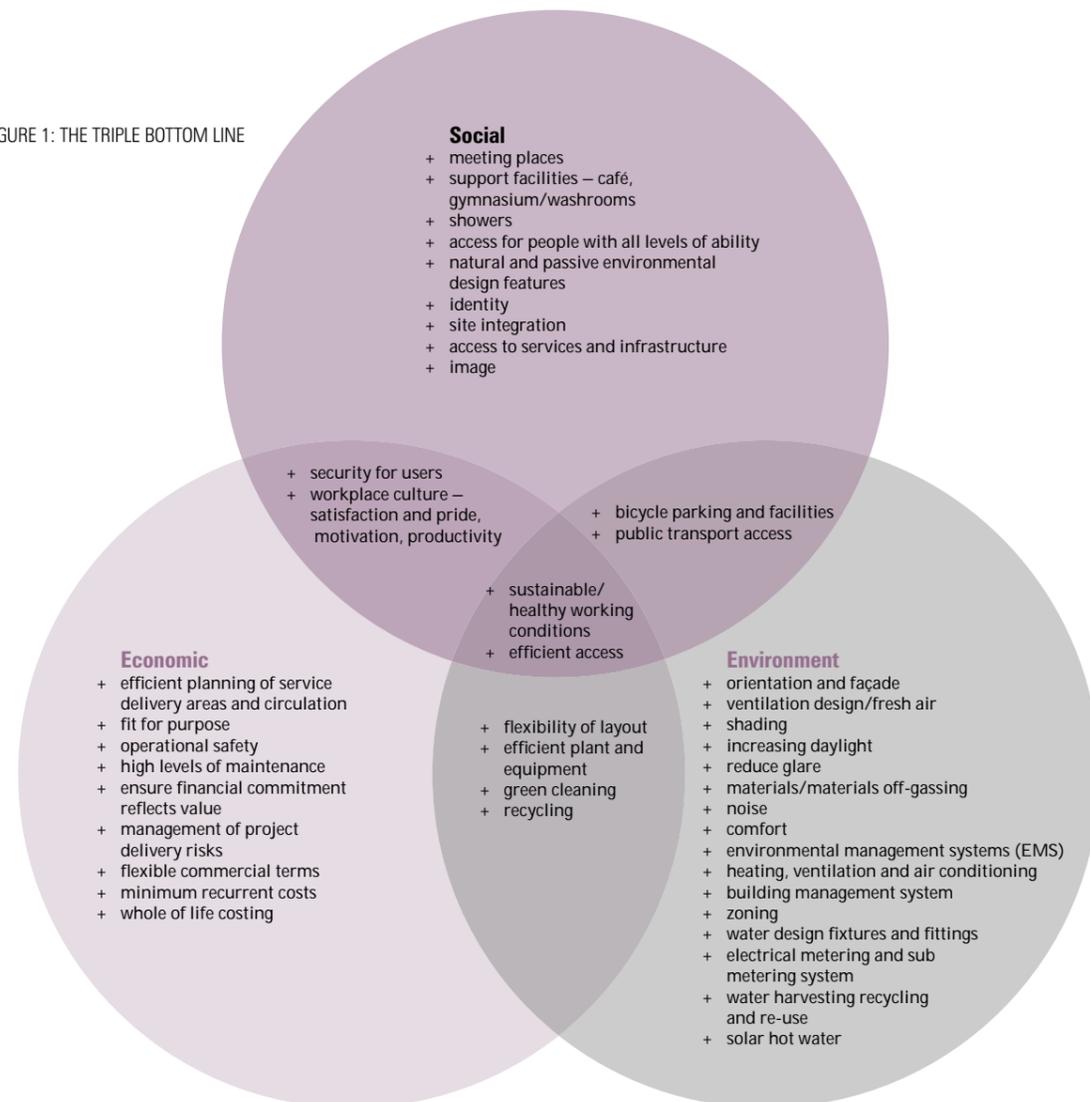
Section 2 Accommodation principles

Eight key accommodation principles form the framework for selecting the most appropriate office accommodation, workplace environment and surrounding amenities. The framework is consistent with government and business expectations for quality, value and sustainability.

The eight principles are:

- + integrated design and the triple bottom line;
- + ecologically sustainable design (ESD);
- + value for money;
- + workplace as a functional unit;
- + the accessible workplace;
- + security and safety;
- + innovation and flexibility; and
- + community benefit.

FIGURE 1: THE TRIPLE BOTTOM LINE



2.1 Integrated design and the triple bottom line

Government office accommodation projects must be evaluated against the triple bottom line—the balancing of social, economic and environmental elements.

The key elements of the triple bottom line are outlined in Figure 1. A well-designed office accommodation project will deliver equally across all three categories.

2.2 Ecologically sustainable design (ESD)

ESD aims to minimise the whole-of-life impact on the built environment:

- + to reduce environmental impacts;
- + to preserve the earth's resources for future generations; and
- + to provide comfortableproductive workplaces.

Project teams should consider ESD when selecting, building and fitting out new and refurbished government accommodation.

ESD has the potential to deliver:

- + operating cost savings;
- + healthier and more productive workplace environments; and
- + reduction in consumption of energy, water and resources.

Departments and agencies should use their competitive procurement processes to encourage building owners and developers to incorporate ESD into buildings offered or proposed for government office accommodation. ESD consultants should be engaged as part of the project team for office accommodation of more than 2 000 square metres. A 'best endeavours' approach, which requires best effort to maximise ESD outcomes, should be applied for any office accommodation project of less than 2 000 square metres if an ESD consultant is not engaged.

2.3 Value for money

All accommodation projects carried out under the Guidelines must deliver a value-for-money result for the Government and the people of Victoria. New and refurbished accommodation must:

- + meet prescribed benchmarks for quality;
- + be appropriate for government needs and service delivery; and
- + be cost effective.

2.4 Workplace as a functional unit

The workplace supports the well-being of government employees to deliver services by facilitating clear functional relationships, efficient design and the provision of high-quality environments.

The concept of 'workplace as a functional unit' should form the basis of a detailed briefing and consultation process with the building occupant representatives. The project brief should be refined to detail accommodation requirements that meet the occupant and operational needs, and are consistent with broader government standards and requirements for adaptation and change.

Strategies and detailed design specifications should be incorporated in all new projects to maximise health, comfort and well-being, minimise stress and create a sense of place and orientation within the working environment. Qualified architects and/or interior designers, who can deliver quality design outcomes, should be considered as an essential part of the project team for office accommodation of more than 2 000 square metres.

2.5 The accessible workplace

The workplace must conform to the access requirements of the Building Code of Australia and meet the intent of the *Commonwealth Disability Discrimination Act 1992*. Qualified access consultants should be considered as an essential part of the project team for any office accommodation of more than 2 000 square metres.

The Commonwealth Disability Discrimination Act makes it unlawful to discriminate against a person with a disability in areas such as work, accommodation and access to premises. The Act seeks to provide equality of access (entry, mobility within, egress) to public buildings and their services for people with a range of disabilities, be they physical, intellectual or learning disabilities.

The provision of equal access to buildings means that everyone should be able to use the building services and facilities for the purposes of which they are designed. Employers and building owners can be required to arrange improvements or modifications to meet these laws and regulations, except where unjustifiable hardship can be proven.

Departments and agencies should use their competitive procurement processes to encourage building owners and developers to ensure contemporary disability access standards are incorporated into all buildings offered or proposed for government office accommodation.

2.6 Security and safety

The workplace must incorporate a balanced application of security and safety measures that can respond to the range and nature of risks to which government workplaces are exposed.

Safety measures should be both active and passive, providing layers of protection appropriate to the needs of the particular workplace. These measures must be included in the evaluation and design phase of each project. Qualified and licensed security advisers should be considered as an essential part of the project team for office accommodation of more than 2 000 square metres.

2.7 Innovation and flexibility

The workplace must be flexible to changing needs, such as restructuring, alternative service provision and new trends in workplace design. Effective future-proof accommodation will be measured by its adaptability to changing requirements over time.

Strategies include the provision of readily accessible communications networks and the minimised use of permanent fittings, fixtures and fit-out components.

2.8 Community benefits

All projects should be developed to maximise benefits to the community. The direct impact of projects on the wider community will vary. However, ecologically, economically and socially sustainable development will deliver benefits to all Victorians at a broader level.



Section 3 Accommodation benchmarks

The accommodation benchmarks have two components—benchmarks for the required office area and benchmarks for the office accommodation standard. The two benchmark components form the framework for the provision of government office accommodation.

3.1 Office area benchmarks

3.1.1 OFFICE SPACE UTILISATION RATE (WORKSPACE RATIO)

The calculation of office space utilisation rate is based on an overall average of less than 15 square metres of Net Lettable Area (NLA) per Full Time Equivalent (FTE) staff to be accommodated in the office. In calculating the workspace ratio, the rules set out below apply.

3.1.2 AREA GUIDELINES

The planning and management of office accommodation should use the following area allocations:

WORKPOINT TYPE/ OCCUPANT	MAXIMUM AREA ALLOCATION (M ²)
Fully Enclosed Workpoint (office)	
Minister (includes 7m ² ensuite)	47
Secretary	30
Deputy Secretary	24
Open Workpoint (workstation/desk)	
Fully Enclosed Workpoint (office) only if need is clearly demonstrated	
Executive Officer: EO 1-3	14
Legal Officer: LO 3-5	
Senior Technical Specialist (Grade 7)	14
Open Workpoint (workstation / desk)	
Senior Officer: Officer Grade 1-6	
Legal Officer: LO 1-2	7
(Maximum area average of NLA per FTE)	15

Notes:

- + The areas allocated may be less than the maximum area specified.
- + Fully enclosed work points (offices) other than for the Ministers, the Secretary and the Deputy Secretary, will only be provided if there is a clear demonstration of need.
- + In exceptional cases, offices may be provided to other levels if the need is clearly demonstrated with the approval of the departmental Secretary or agency CEO.

3.1.3 CIRCULATION AREAS

Approximately 25 per cent of NLA should be added to the individual area allocations to allow for access and circulation, depending on the building floor plan and functional need. Circulation areas are included when assessing average space allocation against the overall average of less than 15 square metres of NLA per FTE.

3.1.4 ANCILLARY AREAS

Ancillary areas such as meeting and conference rooms, reception areas, utility areas, breakout spaces and equipment rooms should be determined on a functional need basis. Ancillary areas are included when assessing average space allocation against the overall average of less than 15 square metres of NLA per FTE.

3.1.5 EXCLUDED AREAS

The following areas are **not** included when assessing average space allocation against the overall average of less than 15 square metres of NLA per FTE:

- + operational areas (e.g. hospitals, police stations etc);
- + bone fide public areas (but not office reception areas);
- + shops;
- + public courts;
- + public tribunals and hearing rooms;
- + significant laboratories and libraries;
- + dedicated IT rooms; and
- + base building facilities including toilets, lift lobbies, stairs, tea rooms, building common areas and plant-rooms.

3.1.6 AREA FOR GROWTH

In addition to the area calculated above, government occupants should consider areas for future growth requirements. A maximum of 8 per cent of the total NLA can be included to allow for future flexibility and growth. This additional area may be used for appropriate alternative purposes until it is required.

If a significant lead-time is required to procure and deliver the accommodation, the growth requirements should be adjusted accordingly and have budget approval.

3.1.7 AUDITS AND SURVEYS

The GSG conducts audits of office workspace ratios. The audits assist departments and agencies to manage their accommodation requirements and minimise the need for new or expanded accommodation. The key measure of the audits is the overall average of less than 15 square metres of NLA per FTE. The audits also measure a number of performance metrics, such as average area per workpoint and the number of enclosed and vacant workpoints.

3.2 Office standards benchmarks

3.2.1 'A GRADE' OFFICE ACCOMMODATION STANDARD

The quality of office space occupied by government should be consistent with 'A Grade' buildings as defined by the Property Council of Australia (PCA). Space within 'B Grade' or 'C Grade' buildings may be used where 'A Grade' is not practicable due to cost or location. Please refer to *A Guide to Office Building Quality* published by the Property Council of Australia or contact the GSG for definitions of office building quality.

3.2.2 VICTORIAN GOVERNMENT OFFICE BUILDING STANDARDS GUIDELINES

The *Victorian Government Office Building Standards Guidelines* should be used in the procurement or construction of office accommodation for government departments and agencies. The guidelines are available on the DTF website www.dtf.vic.gov.au.

3.2.3 GREEN STAR RATING

The Green Building Council of Australia's (GBCA) Green Star environmental rating system is designed to recognise and reward environmental leadership in buildings. The Green Star environmental rating system provides a star rating for a building or tenancy by awarding credits in the following areas:

- + management;
- + indoor air quality;
- + energy;
- + transport;
- + water;
- + materials;
- + land use;
- + site selection;
- + ecology;
- + emissions; and
- + innovation.

More details are available from www.gbcaus.org.

The following Green Star rating shall apply to all new office accommodation built for government tenancies:

- + Green Star – Office Design 5 stars (Australian Excellence) for the base building;
- + Green Star – Office As Built 5 stars (Australian Best Practice) for the base building; and
- + Green Star – Office Interiors 5 stars (Australian Excellence) for the fit-out.

It may not be feasible to engage an ESD consultant and perform an official Green Star rating for office accommodation projects of less than 2 000 square metres. In these situations, a 'best endeavours' approach, which requires best effort to maximise ESD outcomes, will be applied.

Upon project completion, the project team should be able to demonstrate that 'best endeavours' approach has been taken by implementing as many as possible of the design components of the Green Star rating described in Section 4.4: Green Star rating.

3.2.4 THE AUSTRALIAN BUILDING GREENHOUSE RATING (ABGR)

The following ABGR are required for government office accommodation:

- + 4.5 stars for base building of new office buildings built for government accommodation;
- + 4 stars for base building of existing office buildings; and
- + 5 stars for tenancies of new offices.

More details are available from www.abgr.com.au.

3.2.5 OTHER ACCOMMODATION

If the existing office accommodation is not available to meet the required standard, it may be necessary to use an accommodation of a lower standard. The departments and agencies should use the Victorian Government's standard green lease to ensure improvements, including environmental sustainability, are made to the building. The improvements should maximise the building's potential during the term of the tenancy. Advice should be obtained from consultants such as architects, engineers and ESD consultants to determine the potential for improvement. The standard green lease is available on the DTF website www.dtf.vic.gov.au.

Section 4 Design principles

Office environments should be safe, sustainable and healthy to assist productivity. Office design should be flexible, energy and water efficient, environmentally sustainable and cost-effective to operate and reconfigure.

Each project should have a detailed functional brief to identify the key attributes required for the office accommodation, taking into account the details discussed in the sub-sections below.

Government departments and agencies can seek advice from the Office of the Victorian Government Architect in relation to engagement of appropriate design consultants, design objectives and briefing, and design quality and outcomes. The office is located in the Department of Premier and Cabinet. For further information, please go to www.governmentarchitect.dpc.vic.gov.au.

4.1 Consultant team

A consultant team should be retained for an office accommodation project of more than 2 000 square metres to assist in designing and delivering the project. The team for a new tenancy in an existing office usually includes:

- + a project manager if not appointed within the department or agency;
- + representatives from client department or agency;
- + representatives from the GSG;
- + an architect;
- + an ESD consultant;
- + a building services engineer; and
- + a quantity surveyor.

Additional advice can also be obtained from some or all of the following:

- + security adviser;
- + disability access adviser;
- + structural engineer;
- + lawyer;
- + property adviser/agent; and
- + building owner/manager or their representatives.

The consultant team should have regular workshops at key stages in the design process.

4.2 Design criteria

The design criteria for government office accommodation need to consider all key government standards, including:

- + the *Victorian Government Office Building Standards Guidelines*;
- + ecologically sustainable design (ESD);
- + the required Green Star rating and ABGR;
- + workplace as a functional unit;
- + the accessible workplace; and
- + security and safety.

The Government's objectives for design criteria are as follows:

- + Open workpoints located adjacent to windows prefers generic, open plan designs to maximise natural light, air conditioning performance and energy conservation.
- + Enclosed office workpoints should occupy less than 15 per cent of the total NLA and be located on the building core.
- + The office layout design should follow the Government's area guidelines to achieve an overall average space ratio of less than 15 square metres of NLA per FTE.
- + Government offices should be constructed and maintained to commercial standards consistent with building regulations, Australian Standards and Occupational Health and Safety (OH&S) standards, including *Worksafe Code of Practice – No. 03 – Workplaces*.
- + Government office accommodation should comply with the *Building Code of Australia*.
- + Greenfield site fit-out costs should be kept below or within the government benchmark range. Current ranges of costs are available from the GSG.

4.3 Ecologically sustainable design (ESD)

Improved working environments increase productivity. Building attributes such as temperature, airflow and natural lighting are all significant in providing conditions that improve performance.

The ESD process should incorporate steps to ensure achievement of the necessary ABGR and Green Star rating.

ESD aspects of building design, construction and operation should include, but are not limited to:

- + control and reduction of energy and water consumption;
- + on-site energy generation, solar hot water, rainwater harvesting and grey water reuse;
- + the use of natural light, solar access, fresh air, air temperature, air speed, humidity, glare control and noise minimisation to improve the internal environment;
- + building materials that:
 - can be re-used;
 - have recycled content;
 - can be recyclable and/or selected for durability from locally-sourced and sustainable raw products; and/or
 - do not have adverse health impacts, such as off gassing and emitting volatile organic compounds (VOCs).
- + respect for the building's local environment to minimise impacts on surrounding buildings and local ecosystems;
- + building commissioning and user guides to minimise operational environmental impacts;
- + provision of facilities to encourage commuting by cycling, walking, public transport, etc;

- + effective waste management; and
- + metering of all major end users of electricity, natural gas and water within the building (e.g. lighting, chillers, boilers, data centres).

4.3.1 DATA CENTRES

Data centres are part of the tenancy fit-out and can use up as much as 40 per cent of the total tenancy energy consumption. High-level attention and commitment are required to improve energy efficiency for data centres to reduce costs and greenhouse gas emissions resulting from operation.

Data centres' electricity consumption should be sub-metered and monitored by IT staff to help manage the energy consumption and the associated supplementary air-conditioning systems.

4.4 Green Star rating

Departments and agencies should pay attention to a range of sustainability factors to achieve the Green Star rating. The following sections provide some examples of what should be considered. However, it is important for departments and agencies to refer to the appropriate Green Star design standard rating.

4.4.1 MATERIALS

The selection of building and fit-out materials must minimise the impact on the environment. Materials should be selected with minimal embodied energy to increase the building's energy and water efficiency and maintain a healthy internal environment. Reused or recycled materials and/or those able to be reused or recycled are encouraged. Minimisation of total material consumption is encouraged.

4.4.2 WASTE

Construction contractors are required to minimise and recycle construction waste in constructing and fitting out offices.

Provision should be made for recycling of waste products, including paper products, glass, metals, plastics, organic materials, fluorescent lamps, mobile phone batteries and toner cartridges. The provision is preferred for the whole-of-building programs, but it may be tenancy specific.

4.4.3 WATER EFFICIENCY

Water consumption within office accommodation should be reduced. The water consumption target is 30 litres per person per day. Fittings and fixtures should be water efficient with dual flush toilets—preferably 4.5 litres for full flush and 3 litres for half flush—and waterless urinals incorporated. Rainwater should be harvested and re-used, where practical, for flushing toilets and irrigating gardens and landscaped areas.

4.4.4 ENERGY EFFICIENCY

A substantial focus is required on making the office accommodation energy efficient to achieve a Green Star rating. All cost-effective principles for energy management are expected to be incorporated, including:

- + T5 fluorescent fittings (preferably dimmable electronic);
- + motion sensors in all office locations and daylight sensors in appropriate locations;
- + zoned heating and cooling, timer controls and delays for air conditioning (including optimum start/stop functions where a timed schedule is utilised);
- + separate air conditioning for server rooms and installation of economy cycles; and
- + the avoidance of using halogen downlights.

4.4.5 OTHER SUSTAINABILITY MEASURES

To meet the targeted Green Star rating, it is necessary to address the following additional components:

- + transport;
- + indoor environment quality;
- + land use and ecology;
- + emissions;
- + sewage; and
- + innovation.

4.5 Workplace as a functional unit

An effective government workplace will include:

- + integrated individual and shared work areas that support more informal shared work activity;
- + communal and meeting spaces that have good access to natural light, fresh air and outlook;
- + informal meeting areas combined with basic food and drink preparation areas;
- + open office spaces that maximise shared access to natural light, fresh air and outlook;
- + public spaces that provide good amenity (views, natural light, fresh air and similar workplace amenities);
- + opportunities for occupants to control the amenity of the working environment, including daylight/sunlight and outlook;
- + access to recreational amenities outside the office environment; and
- + access to public transport and facilities for cyclists and walkers, including lockers.

Section 5 Responsible leasing

4.6 The accessible workplace

Workplaces need to conform to the access requirements of the Building Code of Australia and meet the intent of the Commonwealth Disability Discrimination Act.

The following access features must be considered when planning, designing, and specifying new or refurbishing/refitting existing government office accommodation:

- + accessible path(s) of travel to and from buildings from the allotment boundary;
- + accessible entry to and exit from buildings, including the provision of exit door buttons at an accessible height;
- + accessible paths of travel within buildings with particular attention to corridors, meeting rooms, reception areas, kitchens and utility rooms;
- + accessible wheelchair seating spaces in theatrettes and similar facilities;
- + accessible unisex sanitary facilities;
- + accessible heights and widths for security phones, access card readers, single person entry barriers switches, benches and stored materials;
- + hearing augmentation;
- + accessible car parking spaces;
- + accessible lifts (the use of smaller lifting devices may be appropriate in certain situations); and
- + way-finding features, such as Braille and tactile signage used to identify features and facilities; tactile ground surface indicators to identify hazards.

4.7 Security and safety

Security and safety design for the workplace will include the following considerations:

- + The principles of *Consideration of Crime Prevention Through Environmental Design* (CPTED) should be incorporated. CPTED strategies assist in the design and management of the physical environment to reduce the incidence and fear of crime, consequently improving a sense of well-being in the workplace.
- + A range of risk management strategies must be applied in accordance with the defence-in-depth principles. The principles ensure that the workplace does not rely on one solution to mitigate risk, but develops a layered approach to providing successive levels of protection.

- + Structural and fit-out elements (e.g. doors, windows, key cabinets, filing cabinets, cabling, etc) with structural integrity must be assessed commensurate with the risks that the workplace is exposed.
- + Only approved security hardware and technology, installed in accordance with published guidelines—for example, *Australian Standards and Commonwealth of Australia Security Equipment Catalogue*—should be used in the workplace.
- + Strategies that take advantage of current and emerging technologies in the management of risks should be incorporated.

The Government's new *Security Design Guide for Victoria's State Owned and/or Occupied Buildings* should be used to design government owned, operated and/or occupied buildings and facilities. The guide provides direction on how to reduce the risk to occupants and the hazards associated with a potential terrorist event. The guide is available on the DTF website www.dtf.vic.gov.au.

4.8 Pre and post-occupancy assessments

Pre-occupancy assessment should be carried out prior to a major relocation for office accommodation of more than 2 000 square metres. The assessment is a survey to highlight problems or issues with the current facilities. Post-occupancy assessment should be carried out after one year of occupying the new facility.

The cost of the pre and post-occupancy assessments should be included in the overall cost of the project.

5.1 Lease prerequisites

Prior to conducting a market search for office accommodation or taking action on any lease, including renewing any leases or exercising an option, departments and agencies should:

- + consult with the GSG on the whole-of-government strategies, coordination, vacancies and options to use vacant or under-utilised government space;
- + obtain the authorisation from its portfolio Minister; and
- + obtain approval in principle from the Minister for Finance, WorkCover, and the Transport Accident Commission.

Please note that all negotiations are subject to the approval of the Minister for Finance, WorkCover, and the Transport Accident Commission, who executes the lease via the GSG.

5.2 Lease requirements

All government lease transactions need to comply with the following prerequisites:

- + Seek to co-locate with compatible departments and / or agencies in groupings that will benefit the tenants and their clients.
- + Obtain a rental valuation from a qualified valuer for rentals between \$5 000 and \$50 000 per annum gross. A rental valuation from the Valuer-General's Panel of Valuers is required for rentals greater than \$50 000 per annum gross.
- + Use the Government's standard leases available from the GSG (see Section 5.3 below).
- + Observe Section 3: accommodation benchmarks. In circumstances where an agency is 'back filling' a lease on a short-term basis, the requirements under Section 3 may be reduced with prior approval of the Minister for Finance, WorkCover, and the Transport Accident Commission.
- + Ensure new leases for premises meet the regulatory and government policy requirements outlined under Section 4: design principles.

5.3 Victorian Government standard leases

The GSG has developed a set of standard leasing documents for government tenancies. These include the Heads of Agreement which should be used to ensure all relevant issues have been covered in lease negotiations. The set of standard leases may be used according to whether the building is to be leased fully or in part, and whether outgoings are separately payable in addition to the rent.

The leases have detailed provisions appropriate for the Government, including a green lease schedule to help formulate specific ESD commitments from the landlords. Each lease has a guide to explain some of the significant lease provisions. Using these standard leases will help achieve the Government's aims for quality, value and sustainability. The standard leases are available on the DTF website www.dtf.vic.gov.au.

5.4 Market rentals and commercial agreements

Government departments and agencies are required to pay market rental and appropriate outgoings for their tenancies in government owned and leased offices.

For government owned offices, market rentals are generally determined by valuation to commercial property markets every two years. For leased offices, tenants will pay the market rent in accordance with the lease conditions.

5.5 Rent reviews and renewals

Adequate forward planning is required before rent reviews and renewals to ensure appropriate value-for-money decisions are made by the departments and agencies. The dates and deadlines for rent review and option exercise need to be diarised — notices from landlords must be acted on promptly. Rent renewals will trigger the same considerations as a new lease and adequate time should be allowed for this process.

5.6 Government owned offices

For government owned offices, departments and agencies must commit to tenancy agreements, which reflect the terms and conditions of occupancy, with the GSG prior to the occupation of the premises.

5.7 Insurance

Government leased office accommodation is automatically insured under the department or agency's existing Industrial Special Risks (ISR) property insurance policy with the Victorian Managed Insurance Authority (VMIA).

Insurance confirmation, if required by the landlord, must be obtained from the VMIA prior to submitting the lease for execution by the Minister for Finance, WorkCover, and the Transport Accident Commission.

The leased property must be registered with the VMIA via the department's annual asset declaration to receive a VMIA insurance confirmation. Additionally departments and agencies must inform the VMIA, prior to commencing the lease, if the leased property value is greater than \$5 million or 5 per cent of the department or agency's asset portfolio to determine if an additional premium is to be charged.

Refer to the VMIA website at www.vmia.vic.gov.au for information on insurance, general advice and details of cover and policy wording for ISR and public liability.



Section 6 Roles and responsibilities

The GSG and the departments and agencies have specific responsibilities in the provision of office accommodation.

6.1 GSG

The GSG is responsible for coordinating and managing the CBD, multi-tenanted suburban and regional office accommodation leased under the name of the Minister for Finance, WorkCover, and the Transport Accident Commission.

The GSG also coordinates all leases signed in the name of the Minister for Finance, WorkCover, and the Transport Accident Commission.

6.2 Departments and agencies

Departments and agencies directly manage their suburban and regional office accommodation that is generally single-tenanted. These offices remain subject to the *Guidelines*.

Departments and agencies are also responsible for managing their operational accommodation (schools, hospitals, police stations, etc) which are not subject to the *Guidelines*. The accommodation of staff in an office-based environment within the operational accommodation is subject to the *Guidelines*.

Refer to Appendix 1 for the role and responsibility matrix.

Appendix 1 Office accommodation role and responsibility matrix

The following tables outline the key responsibilities for office accommodation planning, contract property management and project and fit-out management for the GSG, GSG's contracted Property and Facility Managers and the departments and agencies.

Accommodation planning

Roles	Responsibilities
GSG	<ul style="list-style-type: none"> + Issue office accommodation policies and guidelines. + Develop office accommodation strategies. + Conduct audits and surveys. + Monitor performance and benchmarking usage across the Government's portfolio. + Coordinate government office accommodation, reduce the associated costs and maximise occupancy rates. + Provide standard 'Green' Lease agreements for use by departments and agencies.
GSG contracted property service management	<ul style="list-style-type: none"> + Implement the Government's accommodation policy. + Provide reports and data to GSG management, including energy and environmental data. + Develop building and portfolio strategies. For example, regulatory compliance reviews and asset management plans.
Departments and agencies	<ul style="list-style-type: none"> + Comply with the Government's accommodation policies and guidelines. + Develop agency accommodation strategies and policies. + Complete audits and surveys. + Manage Ministerial, GSG and other approvals. + Comply with the obligations set out in the standard 'Green' Lease agreements.

Accommodation management

Roles	Responsibilities
GSG	<ul style="list-style-type: none"> + Act as landlord for government owned offices. + Act as lessee for leased offices. + Manage accommodation approvals. + Manage all lease approvals and executions. + Approve agency tenancy agreements. + Manage energy management program for government owned offices. + Manage Treasury Reserve parking and access. + Manage contracts for property and facility management. + Minimise vacant space across the Government. + Negotiate major leases. + Advise on office accommodation security and safety measures. + Advise on strategies to reduce energy and water usage and greenhouse gas emissions across the Government's office portfolio. + Improve environmental outcomes across the Government's accommodation portfolio.
GSG contracted property service management	<ul style="list-style-type: none"> + Provide property and facility management services. + Provide recommendations to the GSG management. + Provide 24-hour help desk service. + Manage office maintenance (breakdown, preventative, cyclical) for government owned offices.
Departments and agencies	<ul style="list-style-type: none"> + Negotiate and manage sole tenancy leases (suburban/country). + Enter into Accommodation Services Tenancy Agreements. + Comply with private landlord and the GSG's building and tenancy policies. + Punctually pay rent and outgoings. + Comply with building regulations and OH&S requirements. + Manage tenancy areas, security and emergency evacuation. + Coordinate help desk reporting. + Manage tenancy energy and environmental programs. + Comply with office accommodation security and safety measures. + Develop strategies to reduce energy and water usage and greenhouse gas emissions. + Improve environmental outcomes.

Glossary of terms

Accommodation projects

Roles	Responsibilities
GSG	<ul style="list-style-type: none"> + Project manage major fit-out, refurbishment and relocation projects. + Manage contracts for major fit-out refurbishment and relocation projects. + Manage contracts for minor and medium fit-out works for government offices. + Introduce ecologically sustainable development initiatives. + Issue Office Building Standards and fit-out cost benchmarks. + Fund landlord project costs for Government owned offices.
GSG contracted property service management	<ul style="list-style-type: none"> + Manage the GSG and private landlord approval process for works. + Advise occupants and tenants on the GSG and private landlord conditions for works. + Manage maintenance projects in government owned offices. + Provide landlord approvals for tenant works for government owned offices. + Maintain updated plans for government owned offices.
Departments and agencies	<ul style="list-style-type: none"> + Coordinate department's/agency's role in major fit-out, refurbishment and relocation projects. + Manage minor fit-outs and churn projects within tenancies/offices. + Comply with Office Building Standards and fit-out cost benchmarks within tenancies. + Request landlord approvals through Property and Facilities Contractor. + Fund tenant fit-out costs. + Manage tenant energy and environmental management works.

Australian Building Greenhouse Rating (ABGR)

Accredited assessments of office buildings' greenhouse intensity by awarding a star rating on a scale of one to five. A building with a high star rating will be more energy efficient and cheaper to run, and will result in lower greenhouse gas emissions.

Building Code of Australia (BCA)

A uniform set of technical requirements and standards for the design and construction of buildings and structures throughout Australia.

Churn

The moving of staff and rearrangement of office space.

Circulation space

Space added to the base workpoint area to allow for access and circulation.

Client department

Government departments and agencies tenants/occupants.

Construction waste

A description of physical quantities and physical character of solid construction waste.

Data centres

A data centre stores and manages digital data and information or provides data processing (i.e. internet, intranet, IT and telecommunication).

Embodied energy

The combined energy required to extract raw materials from processing to erection, including transportation calculated to compare one material to another.

Environment

Surroundings in which an organisation of living things functions, including affected air, water, land, natural resources, flora, fauna, communities and habitat interrelations, that extends from inside to outside that organisation to the global system.

Environmental Management System (EMS)

The organisational structure, policies, practices, processes and procedures for implementing environmental management, including systems for designating responsibility and for allocating resources to environmental management.

Environmental policy

A statement by an organisation of its intentions and principles in relation to its environmental performance which provides a framework for action and for setting environmental objectives and targets.

Fit-out

Fabrication and/or renovation on the non-structural components of a property that is undertaken to create the internal layout of an office.

Full Time Equivalent (FTE)

The number of personnel (staff, contract or other) full or part time, to be actually accommodated in an office.

Functional brief

A brief that details the client's office accommodation requirements.

Greenfield sites

Undeveloped land or building shell.

Greenhouse Gas Emissions

Emission of gases such as Carbon Dioxide (CO₂) and methane which have the characteristics of trapping heat within the earth's atmosphere.

Green Star

The Green Star Environmental Rating System is designed to recognise and reward environmental leadership in buildings. Office design covers base buildings and integrated fit-out office interiors covers tenancies.

Landlord

The owner of real property. The Minister for Finance, WorkCover, and the Transport Accident Commission is the landlord for government owned office accommodation.

Life cycle

A product systems consecutive and interlinked stages which start from raw material acquisition or generation of natural resources to the final disposal.

Lease

A legal agreement which grants possession of a premises for a fixed period in exchange for the payment of rent.

Lessee

The party (tenant) required to pay rent under a lease agreement.

Lessor

The party (landlord) which grants possession of premises under a lease agreement.

Make Good

A requirement for the tenant to return the premises to its original condition (usually excluding fair wear and tear) on the expiry of the lease.

Links

Net Lettable Area (NLA)

The net floor space in square metres within the building defined in accordance with the Property Council of Australia (PCA 1997) method of measurement.

Occupational Health and Safety (OH&S)

Occupational Health and Safety defined by the Victoria *Occupational Health and Safety Act 2004*.

Office accommodation

Commercial offices that are used for general administration/client service functions but exclude operational accommodation such as schools, hospitals, police stations depots, workshops, specialist facilities and industrial storage areas.

Operational accommodation

Accommodation that is used for the non-administrative (operational) business operations of a department or agency. Examples include schools, hospitals, police stations depots, workshops, specialist facilities and industrial storage areas.

Option

A lease condition that gives the lessee the right, if exercised, of extending the lease for a period or periods detailed in the lease (There are also lessor's options but these are less common).

Outgoings

The cost involved with the ownership or occupancy of property such as taxes, rates, cleaning and insurance.

Property Council of Australia (PCA)

The national body which represents the commercial property industry in Australia. The PCA also sets standards for the grading of buildings and floor measurement.

Refurbishment

Fabrication and/or renovation of the structural components of a property.

Rent Review

A periodic review of the rent paid by a lessee over the term of a lease.

Tenancy Agreement

A written agreement between GSG and a department or agency which outlines the conditions of occupancy by that department of government leased or owned office accommodation.

Tenant

A department and/or agency or private tenant occupying leased or government owned office accommodation.

Vacant space

The Net Lettable Area of vacant office space that is potentially available to the market. Space, which is empty but not able to be occupied, is not included in vacant space calculations.

Volatile Organic Compounds (VOCs)

Substances that readily release vapours at room temperature or below by evaporation from the volatile liquids and by off gassing from many synthetic solids.

Waste

Any output from the product system with no marketable value that is disposed of in releases to the environment via air, water, and land. It has no beneficial use and is returned to the ground (e.g. landfill or incineration).

Workpoint

The area dedicated to an individual(s) as their personal work area as either enclosed office, screened area, open workstation or desk, including circulation space.

Workstation

A modular open or semi-enclosed work area with workbench, screens and storage components that form an individual workpoint.

Department of Treasury and Finance
www.dtf.vic.gov.au

Green Building Council of Australia
www.gbcaus.org

Australian Building Greenhouse Rating System
www.abgr.com.au

Victorian Government Architect
www.governmentarchitect.dpc.vic.gov.au

Sustainability Victoria
www.sustainability.vic.gov.au

Commonwealth ESD guidelines
www.environment.gov.au/settlements/publications/government/esd-design/index.html

RMIT Centre for Design
www.cfd.rmit.edu.au

ESD Resource Hub
www.ecosustainable.com.au/links.htm

Victorian Managed Insurance Authority (VMIA)
www.vmia.vic.gov.au

www.dtf.vic.gov.au