

## Frequently Asked Questions

### Buildings 6 and 23 decant

**1. When will team members affected by the decommissioning of Buildings 6 and 23 be relocated?**

The relocation of teams will be undertaken as a rolling process in the lead up to November 2023. Noting for some teams, relocation to their new accommodation may occur prior to 1 October 2023 to align with clinical service priorities. Teams will be given at least two weeks' notice before moving. However, teams are encouraged to start sorting through files and decluttering workspaces from now.

**2. Will team members located in other buildings on campus be impacted by the demolition of Buildings 6 and 23?**

In some cases, yes. Accommodating team members from Buildings 6 and 23 who need to remain on campus will require relocating some teams from other buildings. Alternate accommodation options for all affected teams have been identified.

**3. If I am required to work from home or at an off-campus location, will that affect any tax benefits I receive as an employee of Canberra Health Services?**

No. Where you do your work does not impact on any tax benefits you currently access. Canberra Health Services employees are entitled to Fringe Benefits Tax (FBT) concessions on a number of ordinarily taxable items. Further information on eligibility is available via the link [Eligible Public Hospital and Ambulance \(EPHA\) Employee Items](#).

### Flexible work arrangements

**4. Can I work from home rather than move to an off-campus office location?**

There is some expectation that all team members will have a presence in the office, whether this is onsite at the Canberra Hospital campus or an offsite location. There are many benefits of face-to-face interactions including for our mental health and culture, including an increased opportunity to collaborate, to feel connected and innovate.

However, if you feel it is not feasible to work at an off-campus office location, then it will be important to discuss your individual circumstances with your manager and have a Flexible Working Arrangement in place. This arrangement may be approved for 12 months, subject to quarterly reviews. More information can be obtained by reviewing the [Flexible Working Arrangements Policy](#).

**5. I don't want to leave the campus, are there options for me to stay?**

There is not enough space for all current team members to keep working on campus.

Where teams located offsite require a small or periodic on campus presence, a limited number of allocated and bookable desks and meeting rooms will be available.

**6. What information is available to assist me in managing my team to work flexibly?**

Information and advice for managers on successfully managing flexible working arrangements is available on the [ACT Government's Flexible Working sharepoint](#) site. Links to this site are on the CHS HealthHub.

## Work Health and Safety

**7. Is there someone I can speak to about my concerns about the upcoming move?**

While this is an exciting time as we start the next phase of the Master Plan, we appreciate that this may be a challenging and anxious time for some team members. We want to reassure you that we will be working with you, your teams, the CHS Strategic Accommodation and People and Culture teams to support a smooth transition. If you have specific accommodation needs and/or concerns about the potential relocation, please speak with your manager. If you have any further questions relating to your upcoming move or the Master Plan please email [CanberraHospitalMasterPlan@act.gov.au](mailto:CanberraHospitalMasterPlan@act.gov.au)

Please remember, while there are inconveniences associated with any construction work, whether it be noise, workarounds, traffic disruptions or relocations, all of this is to create a state-of-the-art hospital campus for the Canberra community. We appreciate your help and patience throughout this massive construction program, and we look forward to giving our teams a modern workplace to enjoy, and one in which you can professionally thrive. For additional support, the [Employee Assistance Program](#) (EAP) offers free, 24-hour, professional, independent and confidential counselling / coaching services for team members and their immediate family for work related or personal issues.

**8. I use an ergonomic chair at work. If I am asked to work from home, can I take my chair with me?**

If you have been assessed as requiring ergonomic equipment through a workstation assessment, Canberra Health Services will cover the cost for any ergonomic equipment you require to work from home.

**9. I have a WHS specific desk/chair set up – how will this be accommodated?**

Sit-to-stand desks and a range of chairs will be provided at each relocation site. Team members will be encouraged and supported to take the time to set their workstations up correctly.

Any team member with specific workstation requirements should discuss their needs with their manager, who will be able to obtain further assistance from the Canberra Hospital Master Plan project team as required.

**10. It is not safe/suitable for me to work from home, what are my options?**

If you are not able to work from home, it is important that you discuss this with your manager. Canberra Health Services will take all reasonable steps and precautions to provide a healthy, safe and secure workplace for all employees.

**11. What will happen to our WHS notice board when we move?**

WHS notice boards are generally building /area specific. As such your board won't be retained. The location you move into should have an existing WHS board with contact details for key personnel, including Fire Wardens and First Aid officers, for the area.

Before using an ACT Government Flexible Work location you will need to complete an induction that will outline Fire Wardens and First Aid Officers. Further information on Flexible Work locations is available on the [ACT Government Flexible Working SharePoint site](#).

**Preparing for the move**

**12. How will I be moved? Do I need to pack up my desk or will that be done for me?**

When the time comes, you and your team will be responsible for packing up your area and your personal belongings. Removalists will be engaged to relocate items to your team's new site. Information on packing requirements, packing crates and labels will be provided closer to your decant date.

**13. What assistance is available to help me clean up my office area?**

Our [Welcome to 5S! \(sharepoint.com\)](#) gives teams plenty of advice on how to declutter.

For old/broken items that can be disposed of, you can contact the ISS Help Desk on **512 42598** to log a collection.

If you have old ICT equipment (with an ICT/InTACT label) that is no longer wanted or functional, contact **620 79000** to arrange collection.

Clean-up The Canberra Hospital week is scheduled for Monday 18 September to Friday 22 September 2023, providing another opportunity to clean up your office area and dispose of unwanted items.

**14. We have a lot of files stored in our office area, what can we do with them?**

First you will need to identify what type of record you have.

### ***What is a corporate record?***

Not all files are considered corporate records. You can check if a document is a record by going to this site: [What is a Record \(sharepoint.com\)](#) site.

If the document is a corporate record, then you will need to make arrangements for its management please contact Canberra Health Services CIO [chs.informationmanagement@act.gov.au](mailto:chs.informationmanagement@act.gov.au)

### ***What is a Clinical Record?***

A clinical record (also referred to as a health record) is a collection of data and information gathered or generated to record clinical care and health status of an individual or group. Health records are made up of documents such as health record forms, clinical documents, legally authenticated documents and clinical referral letters received from clinical providers. This term includes paper-based health records, clinical records, medical records, digitised health records, EHRs, and healthcare records.

For clinical records advice please contact Health Information Services (Medical Records) on **512 42124** or [CHS.HIS@act.gov.au](mailto:CHS.HIS@act.gov.au).

### ***Ephemeral (short term) records and other documents:***

In broad terms, ephemeral documents include:

- documents of a routine or trivial nature;
- documents which duplicate (or extract) information which is already held elsewhere; and
- documents with little or no administrative, fiscal, legal, evidential, cultural or known historical value.

This can also include: Basic documents, partial reports, drafts and emails, and do NOT need to be kept.

To check if the document you have is an ephemera record, visit the [Ephemeral Documents \(sharepoint.com\)](#) site.

Ephemeral records/documents that are no longer required can be disposed of in a secure waste bin. If your area does not have a secure waste bin, one can be arranged through Iron Mountain on **1300 476 668**

## **Following the move**

### **15. Will I lose access to the campus when I move?**

No. All Canberra Health Services team members will retain their current security pass access arrangements to Canberra Hospital buildings.

**16. I currently have an office; will I retain my office when my team is relocated?**

Offices will be allocated according to the CHS Office and Workstation Accommodation Policy. [Office and Workstation Accommodation.docx \(sharepoint.com\)](#)

**17. I use available office spaces and meeting rooms on campus to hold highly confidential conversations, will I be able to do this in my new location?**

Consistent with current arrangements, all team members will continue to have access to bookable meeting rooms on the Canberra Hospital campus. Any specific requests for office spaces and meeting rooms identified by teams to be relocated from Buildings 6 and 23 are being considered by the project team. At a minimum, bookable office spaces and/or meeting rooms will be available at each relocation site.

**18. Will I still be able to use the meeting rooms on campus when I need to?**

Yes, team members will be able to book meeting rooms on campus when needed.

**19. Will end of trip and bike storage facilities be available at the off campus and Flexible Work locations?**

High quality end of trip facilities are available in most ACT Government Flexible Work locations. To see what's available check the [Flexible Working - Home \(sharepoint.com\) site](#).

Bowes Street has end of trip facilities. Further information on Bowes Street facilities is available [here](#).

The Canberra Hospital Master Plan project team is investigating end of trip facilities at other offsite locations and will provide further advice to team members in due course.

**20. How will hot desk availability be managed at both offsite and on campus locations?**

ACT Government Flexible Work locations use a booking system to book spaces. Information and resources about flexible working is available on the [ACT Government Flexible Working SharePoint site](#).

A similar booking system will be established for on campus sites. Further information will be provided in due course.

**21. How will hot desks be set up?**

ACT Government Flexible Work locations are fully equipped office environments, with each workstation having either a large monitor or dual monitors, a docking station, a standard keyboard and mouse and chair. You will need to take your security pass, laptop, charging cable and headset. Information and resources about flexible working is available on the [ACT Government Flexible Working SharePoint site](#).

Bowes Street desks are equipped with two monitors and a docking station. A connector to enable older laptops to connect to the dock will also be provided along with an instruction sheet on how to use the connector. You can find more information [here](#).

Similar hot desking arrangements will be set up in other relocation sites.

**22. Will lockers be available to store items such as coffee mugs and personal items for team members who work flexibly at on and off campus sites?**

The Canberra Hospital Master Plan project team is currently looking into lockers for team members and teams who will be working flexibly from on and off campus relocation sites.

ACT Government Flexible Work locations have day lockers available for use and further information can be found via the link [ACT Government Flexible Working SharePoint site](#).

**23. If my team is relocated offsite and I have to travel further to the office, will I be compensated for the additional travel?**

Any additional travel time to and from work will not be compensated. Understanding that changing work location can present challenges for individuals, if the additional travel time is of concern please raise this with your manager.

**24. I still have on-campus meetings that I need to attend. Will I be compensated for the travel?**

Any travel time between a new work location and the Canberra Hospital campus (or vice versa) will be considered as time worked and paid accordingly. Depending on the distance travelled between sites, team member may consider applying for a Motor Vehicle Allowance.

Across the ACT Government approaches to meetings have changed, with new technology supporting remote meetings. Where travel is impractical or burdensome, consider facilitating an online Webex or Microsoft Teams meeting.

**25. If I am asked to work from an off-campus location and need to pay for parking, will I be compensated?**

The cost of parking to attend work at an off-campus site will not be compensated.

**26. If I am relocated to Bowes Street can I still access and park in the CIT carpark?**

Yes. All team members will retain their current access to the campus, including parking facilities.

**27. When will I move back to campus?**

As the Canberra Hospital Master Plan is implemented and new buildings open, opportunities to move teams back to campus will be explored. For example, when the Critical Services Building opens in 2024, a number of clinical services will relocate into the new building and open up spaces elsewhere on the campus. Options to utilise these spaces to bring teams that require an onsite presence back to campus are under review.

### ICT support

**28. Will I be provided with ICT equipment to work from home?**

Team members will be provided with the appropriate ICT equipment to enable them to work from home including a laptop, headset, monitor, docking station, keyboard and mouse. When working from an office location, team members will need to take this laptop and headset.

**29. Will assistance be available for people with a disability or other barriers to transport ICT equipment home?**

Where a team member requires assistance to transport ICT equipment home they should discuss their needs with their manager, who will be able to obtain further assistance from the Canberra Hospital Master Plan project team as required.

**30. If I can't take my laptop with me to a relocation site, will there be a computer I can use?**

No, all sites will rely on team members having access to their own work laptop. If you are working flexibly and there is a reason why you are unable to transport your laptop in and out of the office, you will need to discuss this with your manager to see if an alternate solution can be arranged.

**31. What happens to our landline phones if we are required to move to a flexible work location or work from home?**

To allow team members to work flexibly, we will be transitioning from desk phones to Webex. You will be able to access all of the features that you currently use on

your desk phone such as making calls, diverting your phone and answering a colleague's phone through Webex on your laptop (or on your mobile phone if you have installed Webex on your mobile) wherever you may be working.

**32. Our team has multiple out of lease/old laptops that may limit our ability to hot desk. How will this be addressed?**

Hot desk spaces and Flexible Work locations will be compatible with a range of ACT Government laptops, further information can be found here [Setting up your computer \(sharepoint.com\)](#). If a refresh of laptops is required, your manager will need to contact DSD / DDTS regarding out of lease/old laptops and request a replacement as per the usual process.

**Further information**

**33. Where can I get further information on this project?**

If you require further information on the decanting of Buildings 6 and 23, or the proposed relocation options for affected teams, contact the project team via email at [CanberraHospitalMasterPlan@act.gov.au](mailto:CanberraHospitalMasterPlan@act.gov.au).