



## Co-location Compatibility Prompt Questions

**Objective:** To gain an understanding of the co-locating functions compatibility to co-locate and give an indication of how the co-location could be customised to best meet the specific circumstances of the cluster.

**Participants:** At least one representative from each agency considering co-locating. Participants need to be able to discuss strategic objectives and direction for the functions in the region being considered and a certain level of functional requirements. Consider including participants that may be key in implementing the solution at a local level. This will help invest in the change at the site.

**Duration:** 1 - 2 hours depending on number participants

**Considerations:** If agencies are compatible this will be the first of a series of conversations to confirm functional requirements.

Area	Prompt questions to identify similarities or possible areas of constraint
Strategic considerations	<p>Are parts of the intended co-locating agencies working in the same sector? (Education, health, child welfare, social welfare, transport, economic development etc)</p> <p>Are parts of the intended co-locating agencies working on similar subject matter areas or with similar professional disciplines?</p> <p>Are the co-locating agencies working towards similar goals?</p> <p>How does that subject matter intersect with each agency/function within agency?</p> <p>Do parts of the co-locating agencies have similar stakeholder groups? How does each agency interact /engage with these stakeholders?</p> <p>Are parts of the intended co-locating agencies working in areas that have potential conflicts of interest or can't be seen to be working together? If so, are there ways that these can be mitigated?</p>

<p>Service delivery considerations</p>	<p>Are any parts of the intended co-locating agencies customer-facing/service delivery functions?</p> <p>If service delivery functions exist:</p> <ul style="list-style-type: none"> <li>• Who is the customer base (business or individual)?</li> <li>• What types of services is that customer accessing?</li> <li>• How does the agency interact with that customer base and/or how does the customer access that service?</li> <li>• How will the way you interact with customers or have customers access those services change over the next five years?</li> <li>• What's the current experience of customers at each agency?</li> <li>• What type of experience would each agency like to provide?</li> <li>• What benefits would there be for the customer in services being co-located?</li> <li>• What are the location drivers for customers? Are they the same across the agencies?</li> <li>• Are there any conflicts between multiple service delivery operations operating at the site and/or back of house operations? If so, are there ways to mitigate?</li> </ul>
<p>Cultural considerations</p>	<p>What are the cultural values of the agencies? (think about behaviour outcomes, security attitudes, health &amp; safety attitudes, work practice attitudes)</p> <p>How do these values manifest in leadership style and how employees relate to each other?</p> <p>How is the organisation structured at the site (level of managers, where does decision making happen)?</p> <p>How does this site interact with National Office and/or its other regional sites?</p>

Operational considerations	<p>What types of entities are co-locating (i.e. Department, Crown Entity, State Owned Enterprise, or Non-Governmental Agencies)?</p> <p>Do agencies have a property/workplace strategy? How would elements of that strategy be achieved in the co-location?</p> <p>Do agencies have design standards or workplace policies that may impact how the site is planned, organised and occupied? Can any disparities be overcome?</p> <p>What is the security capability of the agencies and functions operating at the site? How does each agency approach security? What is the security threat level of the functions co-locating? What is anticipated as the likely controls needed? Will the controls place undue cost or burden on participating agencies?</p> <p>What operational policies or practices do agencies have? (e.g. kitchen equipment and consumables, stationery management, storage allocation etc)</p> <p>What ICT platforms do agency's use? What ICT performance requirements does each agency have? Does any agency have compatibility issues with using TaaS or TaaS enabled services?</p>
Property transaction requirements	<p>What are each agency's lease expiries or current commitments? How will this impact occupation dates etc?</p> <p>What are each agency's expectation for commercial terms? Rental, operational costs, lease length</p> <p>What are each agency's expectations for quality pitch of base building?</p> <p>How stable is the workforce? Is there any expected legislation or organisational changes that may impact workforce numbers? Does one agency need to factor more growth?</p> <p>What is each agency's agency building profile needs (how identifiable to public, street presence requirements etc)?</p>