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## Brisbane Central Business District Bicycle User Group

### CBD BUG

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Mr Jamie Merrick  
Director-General  
Department of Science, Information Technology  
and Innovation  
GPO Box 5078  
BRISBANE QLD 4001

Dear Mr Merrick

The letter seeks your intervention to ensure your staff are able to use the lockers forming part of the End of Trip (EoT) facilities at Terrica Place in a manner that is designed to provide convenient user access.

As background, the Brisbane Central Business District Bicycle User Group (CBD BUG) is a grass roots volunteer organisation of more than 800 members, representing the interests of the very large number of people riding bicycles to, from and within the Brisbane city centre. We are active in seeking policy decisions at all levels of government supporting people who want to cycle, and in particular relating to improved infrastructure, end-of-trip facilities, integration of cycling needs with other transport modes and a regulatory environment friendly towards people riding bikes. CBD BUG members meet monthly to exchange information and ideas, discuss issues of relevance and determine the direction of policies to benefit CBD cyclists.

The reason for this letter is that staff of the Department of Science, Information Technology and Innovation (DSITI) who are also CBD BUG members have raised their concerns about how they will access lockers following DSITI's move to new premises at Terrica Place.

Our understanding is that the locker access arrangements currently proposed to apply at Terrica Place involve staff not being allocated a locker. Instead, they will only be allowed to place their belongings in an available locker each Monday and then have to remove these items by the end of each working week. It is planned that personal items left in lockers at the end of each week will be cleared by building management and then kept in a designated area for one week.

The CBD BUG is very familiar with EoT management practices and regards this approach as unprecedented. It will not provide convenient use for staff. Instead, this approach appears to be designed to remove the relatively minor administrative effort that is widely applied to manage EoT facilities, whereby staff are allocated a locker that they can continue to use until they typically either leave the workplace, or are found to not be actually using the locker. In most workplaces there is a waiting list for lockers and periodically locker allocations are reviewed to ensure staff are actually using their locker, and in instances of non-use, lockers are then re-allocated

The currently proposed DSITI approach to EoT locker access at Terrica Place will cause inconvenience for staff, and disruption for those who have been long term EoT facility users and rely on these as enablers of their routine work commute. Furthermore, competition between staff for a locker every Monday is also envisaged. While DSITI's approach may technically comply with the requirements of the Queensland Government's commitment to have "more people cycling more often", it will not align with the spirit of this policy.

A number of immediate areas of concern have been raised -

- What will happen to the personal belongings of a locker user in the case of them being sick or having to take other unplanned leave on a Friday?
- How would possessions of staff who may have to take unplanned leave for longer than one week be recovered?
- When such staff return to work how much trouble will they experience in locating their belongings so they can immediately use the shower/change facilities?
- How are part-time staff who do not work Mondays to gain access to a locker?

It should also be pointed out that the loss of amenity for EoT facility users though this approach in comparison to the arrangements at DSITI's current premises will not just affect people commuting to/from this workplace by bicycle, but will also inconvenience walkers, runners, gym users etc.

On behalf of staff we seek the implementation of the more typical management practice i.e. a continuation of the current approach whereby staff are allocated a personal locker for use until they either depart the DSITI workplace or are found to not be using their locker.

Apart from the ongoing inconvenience to staff from DSITI's proposed locker allocation / management approach at Terrica Place, there is also the broader issue of the disturbing manner in which DSITI has responded to the reasonable concerns raised by staff about this matter.

The initial lack of consultation with staff is a key element underpinning staff dissatisfaction. This has been exacerbated by staff questions about this approach being summarily dismissed on the basis that the decision has been made and is final.

When some staff had the apparent temerity to continue questioning this approach they were called into the office of their manager and apparently subjected to an intimidatory message -that their questioning of such issues was inappropriate. Not surprisingly, a number of the DSITI staff employed on contracts have decided to not press this issue further out of concern for their ongoing employment. Other staff employed with more secure tenure were at least prepared to ask the CBD BUG for assistance.

I look forward to your response and action to address the concerns of staff on this matter, and would be happy to meet with you or your delegate to enable an outcome that addresses the concerns of all stakeholders.

Yours faithfully

Paul French  
Co-convenor  
Brisbane CBD BUG  
21 October 2016

Cc: Neil Scales, Director-General, Department of Transport and Main Roads  
Alex Scott, Secretary, Together Union  
Ben Wilson, Chief Executive, Bicycle Queensland