



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Mr Shane Rattenbury MLA

Addressed to: Minister for the Public Service

In relation to: Use of Flexi spaces

Hearing: 20 November 2025

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Answer Due: 10 December 2025

MR PARTON: Thank you, Chair. In 2021, the ACT government made the announcement that ACT public servants who were working from home because of the pandemic would soon be able to operate from new Flexi hubs.

Mr Barr: Yes.

MR PARTON: To be developed an existing office space in Tuggeranong and Belconnen as part of the government's flexible work program. Now, back then, the budget papers revealed the government would spend 2.5 million over four years to refurbish the town centre offices to support new ways of working. Chief Minister, I understand that this costly innovation has been a complete failure. And I understand that the Flexi hubs are indeed still available for public servants to use, but they are about as busy as a One Nation branch meeting in Kurrajong.

Mr Barr: Well, look, I understand that One Nation is more active in Brindabella than they are in Kurrajong, that is probably fair.

MR PARTON: But are you able to detail the success or the abject failure of this—**Mr Barr:** Well, look, I think it is important that the ACT government provide flexible working spaces in our town centres. The level of uptake will, of course, vary depending on business needs and circumstances for individual public servants. But I think the approach of having distributed employment opportunities and work locations has been important, and there has been plenty of arguments in—

MR PARTON: Sorry, how did you end that sentence? It has been.

Mr Barr: There have been plenty of discussions in this place this century over the need to have ACT employment hubs more than just in the CBD, so we do seek to have presence and flexible working

arrangements in locations across the territory. That, I do not think, is an unreasonable proposition. I mean, we have—

MR PARTON: Is anyone going? Is anyone using it?

Mr Barr: We have offices in Gungahlin, we have offices in Dickson, we have offices in the city, in Woden, Tuggeranong, and Belconnen.

Mr Wright: Yes, Greenway. We have Greenway as well.

Mr Barr: Yes, and Tuggeranong town centre, yes.

Mr Wright: Yes, so Greenway, Woden, Civic, Dickson, Belconnen, Gungahlin. **MR PARTON:** But I guess what I am trying to get to is sometimes we say the line, “It seemed like a good idea at the time.” But I do not know, believing that workers would choose to go to a hub rather than continuing to work from home, I am just trying to get a handle on how successful or otherwise the hubs have been because—**Mr Barr:** Sure. Well, the capacity varies so there is 62 workstations in Gungahlin, 134 in Belconnen, 69 in Dickson, 10 just across the way and 60 in the Nowra centre on the other side of London Circuit. There is 45 places in Woden and 36 in the Tuggeranong facility.

MR PARTON: But is anyone using them?

Mr Barr: So the capacity is at a little over 400 across all of those areas and yes, they are available for use, and they are used but there was never going to be 3,000 people working out of the Tuggeranong and there is room for 36.

MR PARTON: Yes, all right. The feedback I got was they were pretty empty and that in terms of money well spent that this was not it.

Mr Barr: Well, look, we have, most of them are within existing ACT government facilities.

MR RATTENBURY: Is there any measurement of their usage?

Mr Wright: So Robert Wright, Acting Deputy Director-General, Office of Industrial Relations and Workforce Strategy, and I have read and acknowledge the privilege statement. So anecdotally, we do have lots of people who tell me that they do use the Flexi hubs because it allows them to work in a manner which supports pick up, drop off, all those types of things. So for example, we might have a person whose day-to-day office space is in 220 London Circuit, but on a day where they need to pick up a child or something like that, they work from the Belconnen hub.

MR RATTENBURY: I understand the usage of them. My question was, is there any measurement of the usage?

Mr Wright: So I understand that there is. So I understand that ICBR actively is reviewing usage. I do not have that data in front of me, Mr Rattenbury.

MR PARTON: Would it be possible for that data to be provided on notice?

Mr Barr: Yes, we could seek to provide that data.

MR PARTON: Please.

Mr Barr: But let me say from the outset it would not be my intention to be closing ACT government offices in Tuggeranong, Mr Parton. I am sure you are not advocating that we do that.

MR PARTON: What I am getting to is if nobody is using them—

Mr Barr: I do not think that is the case.

MR PARTON: Right. Okay.

MS CARRICK: Do people know about them? Do they advertise that they are there?

MR RATTENBURY: What is the metric of success for their installation?

Mr Barr: If I can put it this way, we are not going to close to the building where we have got thousands of staff working on it. There are 10 desks within there that are—**MR PARTON:** Flexis.

Mr Barr: Yes, we are not going to close that.

MR RATTENBURY: No one has suggested that.

Mr Barr: The gist of the question is, are we paying to lease space in someone else's building that no one else is using.

MR PARTON: And that is not the case.

THE CHAIR: I think Ms Carrick wanted to know if you are promoting the use of these spaces and how do you do that?

Mr Wright: Yes, we do. So we regularly promote the use of the Flexi hubs as a way where people can work from home. It is also a really good way in which, if there is a particular building which cannot be used at a particular time, that people can work from the Flexi hub so that we can manage that. It has been widely used in regards to that. We also have a Flexi hub in 220 London Circuit, which is child-friendly. So if people have a day where they do need to bring children to work, then there is a space that is available and fit for purpose for that.

Mr Barr: What I will absolutely rule out, though, is any use of the space for One Nation branch meetings.

THE CHAIR: Mr Cocks on a supplementary.

MR COCKS: Sorry, just trying to come back to the question that has been asked a few times now, is there a metric of success and is there any plan to actually evaluate the performance of these Flexi hubs?

Mr Barr: Sure. So we will have data on the number of bookings as well as casual use. Some of the spaces, as Mr Wright has just indicated, have child-friendly facilities, so we are not going to close them, because circumstances like the last week would indicate that there would be times when public servants may need to bring children with them.

MR COCKS: Perhaps you can provide on notice how many were used in the last week?

Mr Barr: Probably that data will take a little while to come through, but we will see what we can do to assist there.

Mr Wright: So I can say that we knew in the Dickson one are busy Flexi space centres, so get lots of usage, but we will come back with the data.

Rachel Stephen-Smith: The answer to the Member's question is as follows:

The ACT Public Service (ACTPS) has six FlexiSpaces across Canberra, providing a total of 448 available seats each day. All FlexiSpaces have been provided within existing ACT Government tenancies.

For the week commencing 9 November 2025, all six FlexiSpaces were accessed. Details on the number of available seats and average usage, by location, are provided in the below table.

Building	Seats available	Average Usage across the week
Belconnen, Emu Bank	134	29%
City, Nara Centre	74	28%
Dickson, 480NBA	77	69%
Gungahlin, Winyu	82	38%
Tuggeranong, Scollay St	36	33%
Woden, Cosmo	45	37%
TOTAL	448	38%

Additionally, [220 London Circuit](#) has a family-friendly space located on the Mezzanine level. This space is equipped with 10 workstations designed to support staff with caring responsibilities within the workplace.

The ACTPS recognises the benefits of flexible working arrangements for individuals, teams and the wider ACTPS. The [Flexible Working Arrangements Policy](#) plays a critical role in supporting gender equity by promoting work practices that enable individuals to balance their personal and professional commitments. In the 2025 ACTPS Employee Survey, respondents were asked about their level of satisfaction with employment conditions, including flexible work, and satisfaction with their access to flexible work. Results from this survey are being prepared for release.

Approved for circulation to the Standing Committee on Public Accounts and Administration

Signature:



Date:

17/12/25

By the Minister for Public Service, Rachel Stephen-Smith MLA