Four Lessons from Australian High Performance Workplaces
This bite-size summary summarises preliminary results from 1,573 SHE Post-Occupancy Evaluation (POE) surveys collected from WELL-certified, Australian workplaces. The SHE POE survey is used to map workers’ satisfaction, health (physical and emotional) and productivity. SHE innovates by collecting valuable data about human, organizational and environmental-related variables that combined may affect people. The SHE POE is a data collection vehicle feeding ongoing research projects about the design, performance and experience of spaces from the occupants’ perspective in Australia and overseas. SHE is endorsed for use in IWBI’s WELL v2, Green Star Performance and NABERS IE. In this short summary, we focus on four main lessons from Australian high performance workplaces.
KEY FINDINGS

High performance Australian workplaces have

1 | Great interior design
2 | Host a variety of work activities
3 | Have great technology
4 | Promote healthy lifestyles
GREAT INTERIOR DESIGN

Workplaces that are highly-ranked in terms of workers’ satisfaction, productivity and health share interior designs that deliver great Indoor Environmental Quality (IEQ), incorporate biophilic, active and ergonomic design principles. In the survey, about 80% of the respondents agree that the physical configuration of the workspace affects their productivity. This results highlights the importance of workplace design to people.

All things considered, the physical configuration of the workspace affects my productivity.
The majority of the respondents (75%) in the survey believe that their workplace adequately supports the way they work. Analysis of the physical configuration of the office layout show that these spaces offer workers with various zones purposively designed to support different activities. Regardless with desk-ownership was present or not, workers had to move around to work form the location that best supported their task at hand.
03 | GREAT TECHNOLOGY

Technology has been central to the rise of new ways of working. Technology is one of the key factors of satisfaction in workplaces that could facilitate achieving productivity and efficiency in communication and to bring individual and teams together. In this study, about 40% of the participants agree that the adequate technology is available to them and 14% are strongly agree. Workplaces that perform have the digital and physical infrastructure to deliver new ways of working.
04 | PROMOTE HEALTHY LIFESTYLES

High performance workplaces can support healthy lifestyles by providing access to water and proper food, and opportunities for the workers to be physically active. In the survey, about 90% of the surveyed employees have access to water. About 70% felt that their workplaces motivates them to enhance their physical activity. The same percentage of the survey respondents (70%) are satisfied with food made available to them in their work or near.
workplace design affects their productivity.

workspace adequately supports the way they work

adequate technology is available to them

workspace provides them with access to nutritious food

workspace provides them with access to water

workspace provides them with opportunities to be physically active during their working day
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