

ITEM NAME:

THQ ON THE MOVE

SHIP TO:

261-265 CHALMERS STREET
REDFERN NSW 2016



THQ Relocation Update

This is the last issue of *THQ On The Move* for 2015. While we wind down for the year, construction company Grindley continues its hard work at the Redfern site. Work on the site will halt between 22 December and 4 January for the Christmas-New Year break, but the relocation date is still on target for late March-early April.

In this issue of *On The Move*, we chat with the IT department. We also bring you updates from the building site and take a look at how Redfern gets into the Christmas spirit.

2015 in review

We've come a long way since the announcement of the THQ relocation in July 2014. With the original move-in date announced as mid-2015, this year has been full of expectation and activity. The delay of the original move-in date to early 2016 has been challenging but graciously embraced with the majority of THQ employees looking forward to moving to Redfern. The delay has also meant more time to plan and prepare for THQ's arrival in the new building.

IT, in particular, have been hard at work, preparing some innovative features for the new building. They are working on some exciting new developments including building-wide WiFi, video conferencing capabilities and a new-and-improved IT helpdesk.

Over the last 12 months, IT and the business admin team have rapidly increased rollout and training for EDMS. The delay in relocation has meant the team have been able to thoroughly train THQ employees in the new system and raise up EDMS champions to help support the transition.

It's been an exciting journey. There's a sense of renewed energy as each team empties storage cupboards, scans documents and de-clutters in preparation for the move.

On The Move's 'Spotlight' section has given us a chance to hear from representatives of most THQ departments. What we've learned from these interviews is that while there's some apprehension around the changes to come, overall, our people are

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excited to move into this new season with opportunities for new friendships and a greater sense of community.

Christmas in Redfern

With Redfern situated just minutes from the CBD, most locals head into town to visit the Martin Place Tree or Pitt Street Mall's Boulevard of Light.



(Photo: dailytelegraph.com.au)

Within Redfern itself, there is a lot on over the Christmas season. Many Redfern churches hold Christmas Carols in December. One1seven Church Redfern-Waterloo will be hosting a community event with games, a jumping castle and Christmas carols. Greek Orthodox Archdiocese of Australia in Redfern also holds an annual event with loukoumades, popcorn and traditional outdoor Christmas carols for the family.

The creatively inclined can head to Work-Shop on Cleveland Street for Christmas-themed kombucha or kokedamas-making classes or harmonica lessons.

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Naming of the new THQ Meeting Rooms

Thank you to everyone who has submitted potential names for the eight meeting rooms. We have received many excellent suggestions, which will now be presented to the Steering Committee for consideration. The chosen names will be announced in the New Year.

Building progress

Building and fit-out works are continuing to move ahead as per schedule. In the last builders report (27 November), Grindley outlined the following new activities that are underway (in addition to ongoing work):

Level 1

- Completed undercoat to concrete soffits
- Installation of partitions
- Commence demolition for end of trip
- Commence blockwork for new lift shaft

Level 2 & 3

- Complete floor topping
- Installation of partitions including decorative ceilings
- Commence aluminium framing to meeting rooms
- Steel stair installation
- Commence preparation work and battens for timber floors.

Chosen removalist

Allied Pickfords is the successful tenderer for provision of relocation services. This company was selected by a panel of Salvation Army personnel from Property, Finance, IT, HR, Aged Care Plus, and SCU.

Five relocation service providers were invited to tender. Two chose not to participate as they felt they could not fulfil the total scope of the project.

A detailed selection process was undertaken, including the scoring of four selection criteria: Past Relevant Experience, Methodology, Resources and Price. Although Allied Pickfords scored highest (preferred), the scores were within 1-2% and once

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reference checks were carried out, five members of the selection panel voted to make a final selection.

Allied Pickfords had consistently very good/excellent reference feedback and were voted as the preferred tenderer by this selection panel. We're excited to work with Allied Pickfords to relocate THQ to its new home in Redfern.

EDMS status update

THQ staff training is almost complete and IT is now conducting training for centres aligned to THQ, including Salvos Stores, Aged Care Plus, Salvos Counselling and a number of Queensland-based centres. Those using EDMS have realised that there are many advantages and we are gradually having an increase in staff using the system. It has been a difficult transition for some staff to break away from the Windows Folder environment. Having teams design appropriate folder structures and naming convention for their departments now provides for an easier and more rapid access of documents.

IT is now aiming to have two champions per department to provide first-level support. Another EDMS champion training course will be available soon. EDMS champions are:

- Alice Meng – Business Administration
- Neil Hide – Mission and Resource (Social)
- Michelle Bolton – Mission and Resource (Social)
- Sarah Giordano – Finance
- Sophia Masur – Communications and Fundraising
- Stacey Punz – Property
- Steven Smith – Strategic Change Unit
- Sam Morton – Human Resources
- Trish Chin – Human Resources
- Kristy Asiriah – International Development
- Juliana Lan – Communications and Fundraising
- Vaughan Olliffe – Mission and Resource (Social)
- Edwin Spindler – Communications and Fundraising

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IT update: Wifi

IT have finalised purchase of the Wi-Fi system for the new building. Cisco Meraki will provide Wi-Fi to the whole building at Redfern, with Wi-Fi available to all THQ personnel and guests. IT have confirmed with *On the Move* that the Wi-Fi will be ready when relocation takes place in March-April.

Transitioning to the new work environment

Spotlight on IT

On The Move caught up with Mauro Del Principe from the IT department to discuss how the team has prepared its personnel for relocation, especially in relation to the logistics of preparing THQ's computer and phone systems.

Tell us briefly about your team. Basically, we support the territory with anything related to IT, whether it be on the desktop or network or back-end infrastructure; whether it be support with a particular application. The IT team even supports mobiles, telecommunications, phones, so it's pretty wide-ranging.

How is your team preparing for the relocation to Redfern? Moving the service desk in-house is one thing we're doing, and that will help with Redfern as well, so that's initially for the whole territory, but it's also an initiative that will help Redfern; a few more people on the ground who will be able to help with relocation as well. We've already been an EDMS user for a long time, basically since day one, so it's not a new thing for us.

What are you looking forward to most about the relocation? Making it easier to talk to other departments, as opposed to being in different locations, or even different floors. Even though everyone's not on the same floor (in the new building), it will make it a lot easier to meet up with people. That's probably the main advantage for us.

What do you think will be the hardest part of the relocation for IT?

It's not going to be easy to coordinate for the project team, especially related to putting in new phones. It's going to be challenging. Everyone needs new handsets,

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and there'll be training with that. Some of the rooms will have new audio-visual. I think just in general, getting people used to the new environment with new technology that's in there.

As we move into the new, open-plan office, how can other teams support you? Probably by being patient. I mean, we're getting used to a new environment, and they're getting used to a new environment. Everyone's probably got to be a bit patient. There may be teething issues. There's always something not quite right, and with 400 people there's going to be other logistical stuff, whether it's related to property or IT, that's not in the right place or we forgot to put something there. It's bound to happen when you've got that many people involved, so patience is going to be key.

How will sharing a floor with other teams improve the way that IT works? It means we'll get better communication and better collaboration between departments. I think there's been too many silos, too much separation. Hopefully the move will help.

Have questions or want to know more?

- If you have any questions please talk to your representative on the Change Management Consultancy Committee so that we can have the opportunity to know your concerns and hopefully respond to them. Alternatively you can email them to THQRelocationEnquiries@ae.salvationarmy.org
- A register of FAQs can be found here: [THQ Move FAQ Register](#)
- If you have missed a prior issue of the newsletter, [you can find past issues here.](#)
- Visit our dedicated THQ relocation pages on mySalvos at my.salvos.org.au/thq-move

What's next?

The first few months of 2016 will see a steady rise in relocation preparation activities. Relocation Champions have been identified for each department and they, along with their Head of Department, will be central in coordinating these activities within their

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teams. Chris Smartt will be working directly with the Relocation Champions from this week to commence planning for 2016.

The next issue of *On the Move* will be out on 18 January 2016 to bring you more updates on the move. In the meantime, we wish you a Merry Christmas!