



## THQ Relocation Update



In the last issue we reported back on the THQ Relocation survey results. Over 50% of personnel who will be relocating to Redfern provided responses. Of the 227 responses, over 30% commented on information they would find helpful in preparing for the move. The two most requested topics were information on car parking /transport, and details about our new workstations. We covered some car parking /transport information in the [14<sup>th</sup> Aug Issue](#) and currently have the above demonstration workstation picture, as well as a display on Level 4 at THQ, as part of answering your request for more workstation information. We are aiming to cover the most requested information by survey participants in each edition of the newsletter.

The above workstation tables and chairs have been purchased for Redfern. The white tables with black legs (shown above) are two metres in length. Screens will be mounted on the right arm of the metal stand, and if you have a laptop there will be a holder as seen on the left hand side of the stand. Partitions will be the height and length shown however grey in colour rather than black. Also the bottom right corner of the photo shows off the mobile pedestal for our workstations.

### Relocation Planning



We have managed to locate a packing box /crate to show you what one looks like (black box shown left). As mentioned in the [14<sup>th</sup> Aug Issue](#) these boxes are roughly

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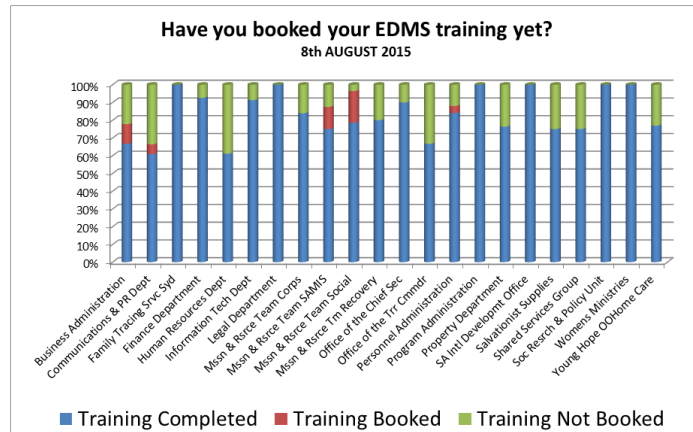
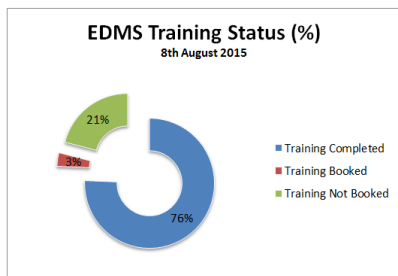
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equivalent to two archive boxes in volume, and will be provided for the packing of your workstation items. We are currently engaging a resource to work with each Department /team to assist in planning each team’s move starting in October. This will allow at least four months for us to prepare for the move.

Each team will need to nominate a **relocation champion** to be the relocation contact and coordinator in your team. The removalist will do most of the packing, except for your desk area. There will be pre-move activities that will need to be coordinated with your team’s **relocation champion**.

## Have you booked your EDMS training?



Training still needs to be booked for many teams (shown by the green bars), and as directed by the Chief Secretary and the Secretary for Business Administration, **training is compulsory** for all THQ personnel. Please contact Tony Beale to register for training sessions.

Post training support will be provided to ensure EDMS is installed, teams have appropriate access, and to provide re-training to those who are not confident or due to other issues have not been able to use EDMS.

## Transitioning to the new work environment

In this issue we share an interview with the Territorial Director of Family Tracing and Special Search, Major Glenys Page, about how her team is preparing for the relocation to Redfern. We will also be providing interviews with Redfern locals or associated articles to give you a feel for what Redfern is like.

### Spotlight on Family Tracing and Special Search

#### 1. Tell us briefly about your teams.

I have two teams – one in NSW and one in Queensland. The team in NSW – there’s two in that – there’s the Special Search and Family Tracing. In Special Search there’s two people, and in Family Tracing there’s seven.

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A lot of people have been with us at least five to 10 years, and that sort of shows that they really love their job, and they do a great work. The Special Search area is basically post-adoption – connecting people who have been adopted in the past, or people looking for their mums, or mums looking for their children. With Family Tracing, anyone who is related can come to us if they are missing a family member for all sorts of reasons, and Family Tracing is actually an international service, so we work around the world with other Salvation Army Family Tracing services. We have, overall, about a 77 per cent success rate.

## **2. How is your team preparing for the relocation to Redfern?**

Well, we've just been doing EDMS training and we've been tidying up our files. The person [our team member] with [vision impairment] has had a special new screen and keyboard all designed, and a person from Vision Australia has been over to the site to make sure that he'll be put in the right position for his needs. So I think people are cautiously looking forward to it. They feel a little unsettled because of the confidential nature of our phone calls. Being in an open-plan office, they're feeling a little uncomfortable.

## **3. How is Family Tracing and Special Search finding the transition to a paper-light office?**

It's a struggle, because we're so used to having our files and then being able to go back to them, but we are doing it. We're slowly doing it online, and we've got applications online at least for this office, but yeah, we're getting there slowly. It won't happen straight away, but it will happen!

## **4. As we move into the new, open-plan office, how can other teams support you?**

Probably, as for everyone I think, really respecting the space. I'm not sure how it will work because I haven't been there to see but there has to be some sort of procedure put in place on the floors as to how we're going to manage walking around each other, and even noise control. That's going to be a huge thing, particularly as we haven't got any big partitions or anything like that.

### **Talking to Redfern Locals**

Elyse Dickson has lived in Waterloo, just a couple of blocks from Redfern's main street, for three years and has plenty of love for the suburb's people and culture.

## **1. Why did you choose to move to Redfern?**

When I moved to Redfern, there wasn't a great deal happening there, but it was close to a lot of suburbs where I would spend a lot of time; Newtown, Surry Hills, the CBD. Since then, the area has really come into its own with new art galleries, comedy theatres, creative spaces, antique stores, restaurants and cafes. I feel like it's a hidden gem in Sydney - it has a lot of great things to do but it's not as busy as other parts of Sydney.

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## 2. What do you think will be the benefits of moving the THQ office to Redfern?

The city can be a bit busy and hectic sometimes; Redfern has a bit more of a community feel to it, and there's a lovely park right across the road from the building – and you can also watch the Rabbitohs training at Redfern Oval.

## 3. What are the best parts of the suburb?

Redfern Street is great because there's lots of restaurants and cafes and antique shops and stuff like that. I really love walking around the back streets of Redfern, just, you know, going for a walk, and there's a lot of really nice houses, if you like to look at houses. I also like down near the station – Regent Street and Botany Street – they're really interesting places to check out because there are lots of antique shops and op shops and little boutique stores that are worth having a look at.

## 4. How do you ensure your own safety in Redfern?

Mostly how I would anywhere else. If I'm walking home, I stick to busier and more well-lit streets. I generally ride my bike a lot, so I stick to bike lanes, or streets with less traffic. I feel like there's a lot of misconceptions around about the safety of Redfern, based on outdated statistics and stories. More and more families and young professionals are living there now and crime rates have dropped dramatically in recent years.

## 5. Finally, do you have any hot tips for people who don't know Redfern?

So, my favourite place to get coffee is a place on Redfern Street, near the corner of George Street, called Coffee, Tea and Me. They sell Campos coffee there, and if you buy a bagel you can get a coffee for a dollar. So, that's a really good breakfast treat for all the bagel fans out there.

## FAQs & Prior Issues

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@aue.salvationarmy.org](mailto:THQRelocationEnquiries@aue.salvationarmy.org)

A register of FAQs can be found here: [THQ Move FAQ Register](#)

If you have missed a prior issue of the newsletter, here is a list of articles included in the last six publications:

### [31<sup>st</sup> Aug Issue](#)

- THQ Relocation Survey results
- Spotlight on our Finance Services and Shared Services Group

### [14<sup>th</sup> Aug Issue](#)

- Redfern parking and transport
- Removalist process
- EDMS/Records Management contacts
- Spotlight on our Territorial Property Department

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## [31<sup>st</sup> Jul Issue](#)

- Revised Redfern building works schedule
- Kitchen and teapoint equipment, restroom types and numbers
- Spotlight on our Territorial Legal Department
- Sitting vs. Standing – Creating a healthy work environment

## [17<sup>th</sup> Jul Issue](#)

- Loose furniture, toilets, disability car parking in brief
- Spotlight on our SAID team

## [3<sup>rd</sup> Jul Issue](#)

- Open spaces and meeting rooms at Redfern
- Telecommunications at Redfern
- What records can be disposed of immediately?
- Spotlight on our Human Resources Department

## [19<sup>th</sup> Jun Issue](#)

- THQ Relocation management and oversight groups
- Change in stationary and business card ordering changes
- Moving to a paper-light office

## Want to know more?

Visit our dedicated THQ Relocation pages on mySalvos at [my.salvos.org.au/thq-move](https://my.salvos.org.au/thq-move)