

ITEM NAME:

# THQ ON THE MOVE

SHIP TO:

261-265 CHALMERS STREET  
REDFERN NSW 2016



## THQ Relocation Update

*A unified workplace*



*An inspiring, supportive + nurturing workplace*



*A workplace that celebrates the history and purpose of the Salvation Army*



*A tailored, but flexible workplace*



We had a great response to the THQ Relocation survey, with over 220 participants. This is over 50% of the number of personnel who will be operating from Redfern in 2016.

Thank you for your feedback! We are currently compiling these into a summary report for our next newsletter issue.

In receiving your feedback, we are planning some initiatives to continue to support each other with the transition to the new office environment.

One key question raised by survey participants was the availability of car parking in the area. We will cover car parking, transport, and briefly discuss the physical relocation process and removalist offerings. More information on the removalist process will continue to be shared in future newsletters.

**BATESSMART.**

### Relocation Schedule

For those of you who did not get a chance to review the last newsletter, there have been some building delays and, as a result we will not be moving into Redfern until early 2016. Thank you to all who have been proactively preparing for the move to Redfern. In particular, we have been encouraged by the progress many departments have made in reviewing hard copy files and other items for disposal, as well as implementing EDMS and enhancing the records management processes for you teams.

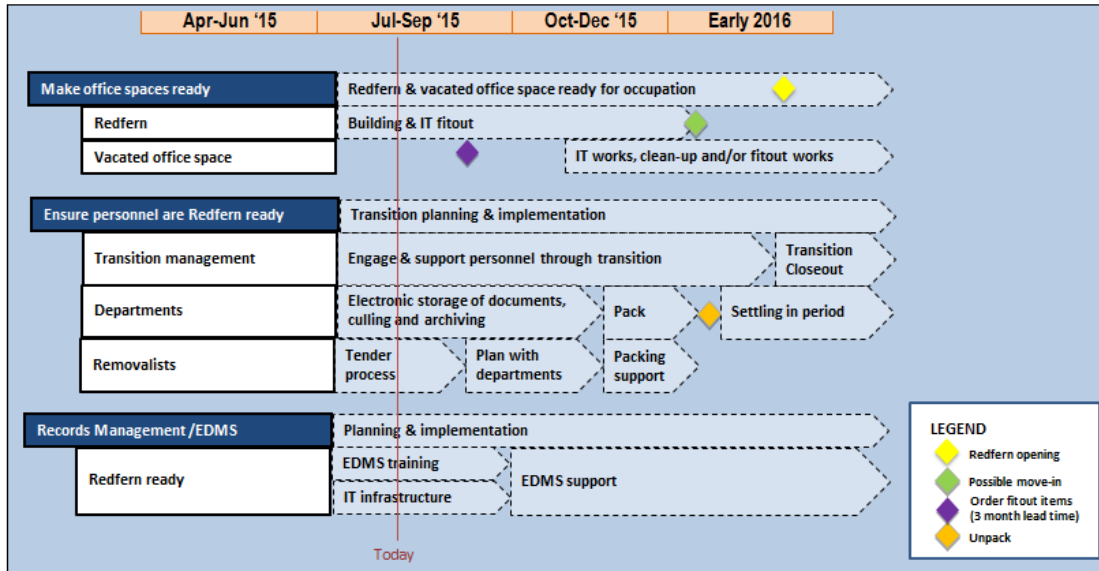
While the delay releases a little pressure off some of us in preparing for the transition, we should keep in mind that the December /Christmas period occurs over this time, and many of us may be on leave or busy with end of year activities. For many departments we will still be working consistently on transition activities to make sure we are 'Redfern Ready'.

ITEM NAME:

# THQ ON THE MOVE

SHIP TO:

261-265 CHALMERS STREET  
REDFERN NSW 2016



Once further building works are completed, we will be able to report back on a specific move-in date for early 2016.

### Car Parking at Redfern

Late last year, we carried out an in-house audit of the on street parking available around the Chalmer St, Redfern area, with the below results on unlimited parks at different times of the day. Each area (A, B, C, D) is marked out on the Google map on the next page.

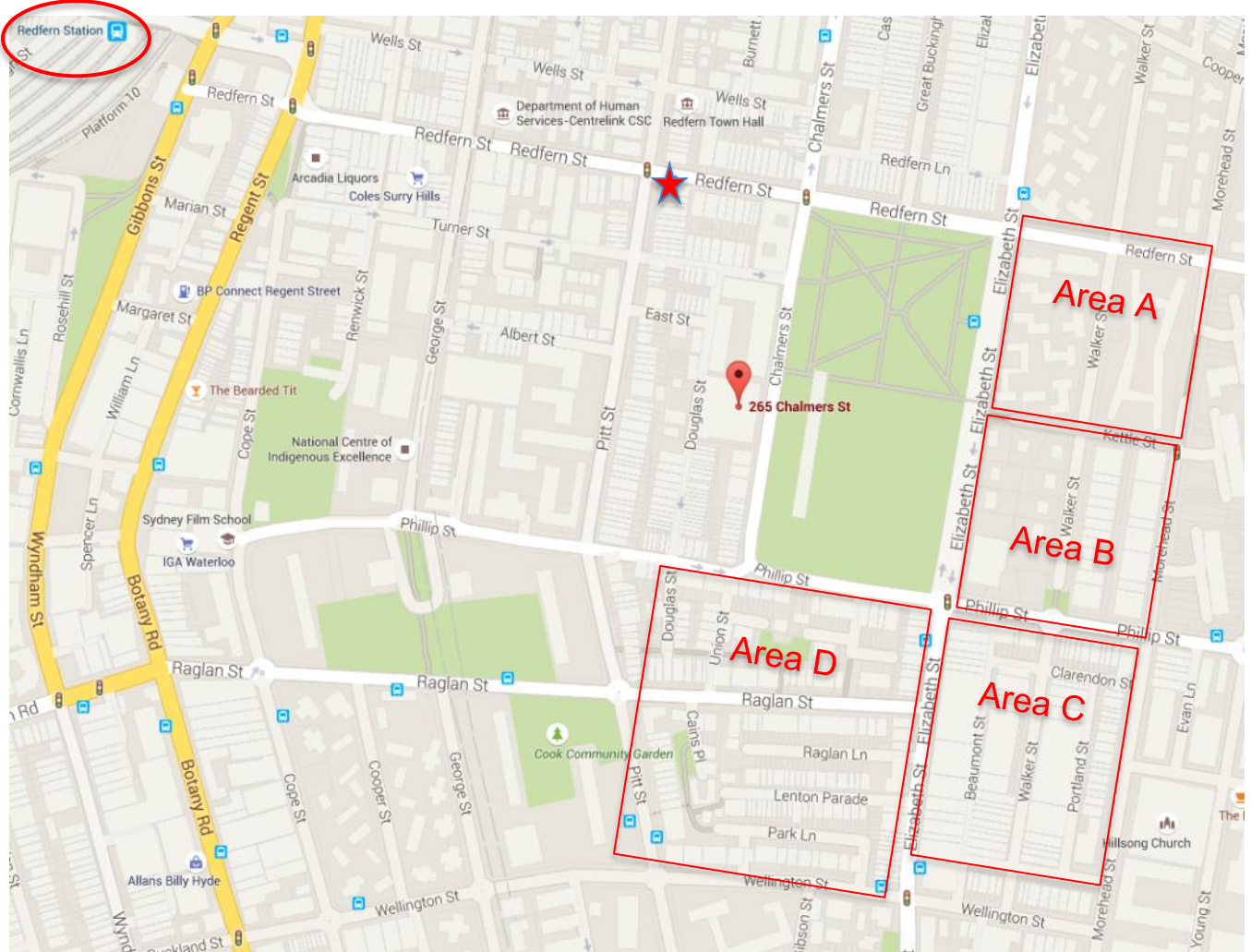
Time	Area				Total
	A	B	C	D	
8:15 - 8:45	20	47	25	22	114
7:45 - 8:45	19	33	4	10	66
1:15 - 1:45	8	9	-	-	17
7:00	61	41	20	8	130
7:00 - 7:15	57	58	12	8	135
11:00 - 12:00	12	25	3	10	50
6:50 - 7:10	67	62	7	8	144
7:50 - 8:10	60	46	5	15	126
12:45 - 1:25	9	11	5	12	37
3:15 - 3:45	3	9	4	4	20
8:20 - 8:40	33	31	6	15	84
10:00 - 11:00	-	10	6	7	23

The above table shows, as an example, 144 unlimited parks available between 0650-0710 and 114 parks between 0815-0845, in the morning. The car parking audit was done starting a Wednesday one week to Tuesday the following week to cover all weekdays.

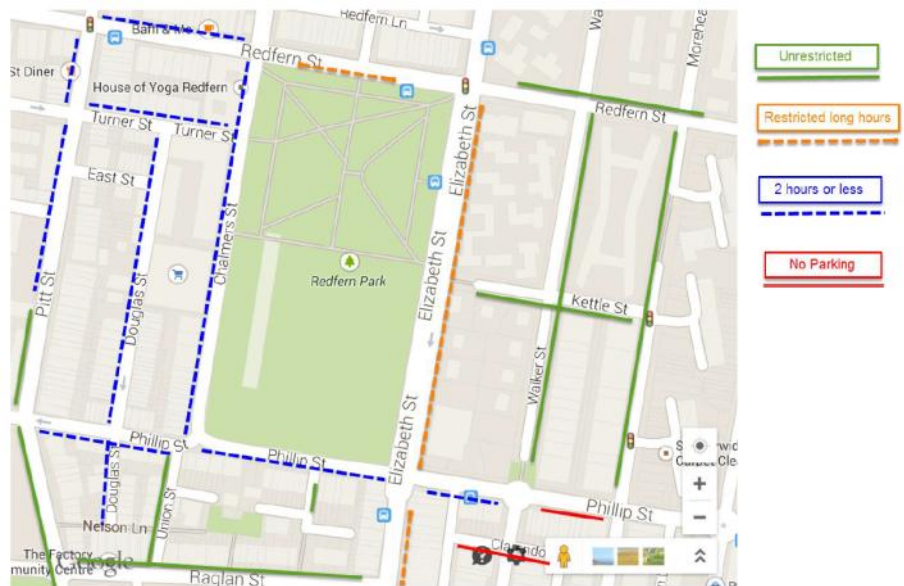
ITEM NAME:

# THQ ON THE MOVE

SHIP TO: 261-265 CHALMERS STREET  
REDFERN NSW 2016



It takes about nine minutes to walk to the furthest corner of Area C from THQ Redfern, and five minutes to the end of Kettle St (where Area A and B meet). The Google map shown right and on the following page highlights some of the streets in each Area A-D, and whether unrestricted or restricted parking is available.

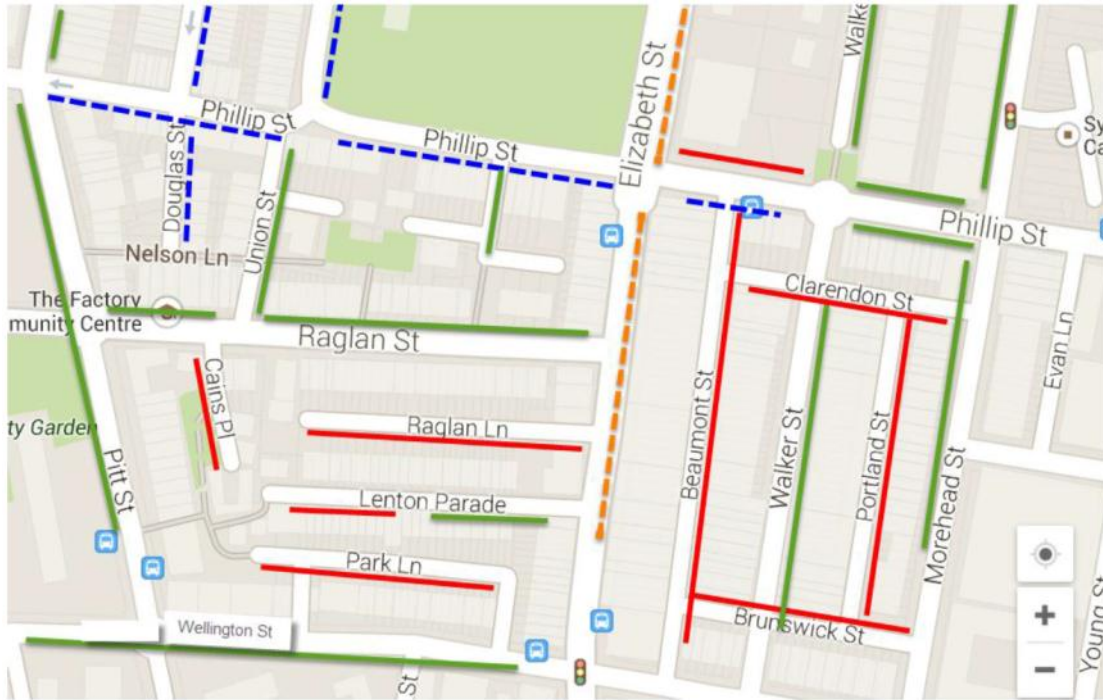


ITEM NAME:

# THQ ON THE MOVE

SHIP TO:

261-265 CHALMERS STREET  
REDFERN NSW 2016



Securing parking is available for fleet vehicles underneath the building.

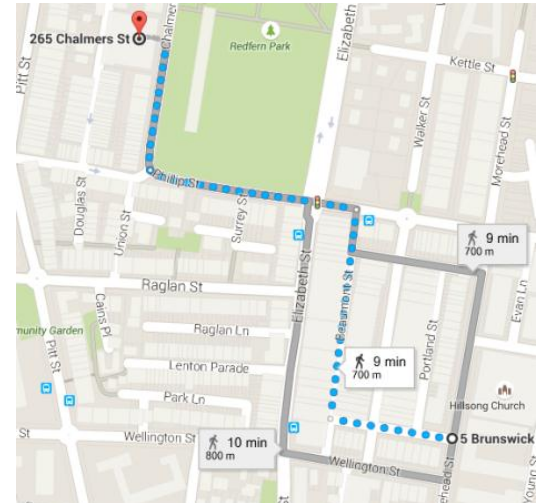
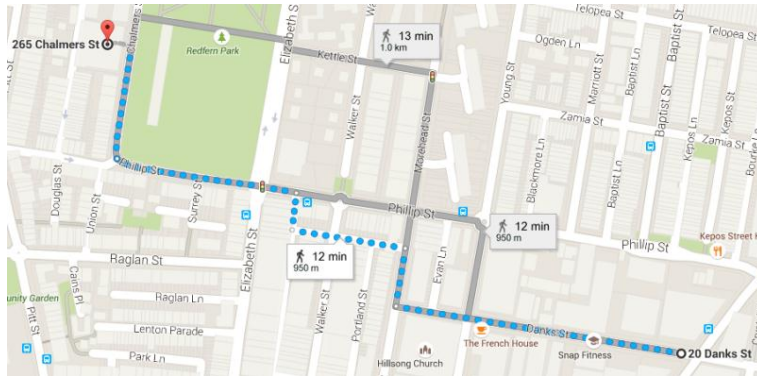
Paid secure parking is available however these are a 12-15 minute walk away from THQ Redfern. The cost is between \$15-23/day.



ITEM NAME:

# THQ ON THE MOVE

SHIP TO: 261-265 CHALMERS STREET  
REDFERN NSW 2016



Further information on these secure car parks can be found at <http://www.secureparking.com.au/find-parking/Australia/NSW/Sydney/Sydney%20CBD%20Central>

## Transport to Redfern

The walk from Redfern Station would take roughly 11 minutes, and 15 minutes from Central Station.

Buses stopping at Chalmers Street near Redfern St (red star on above map, which is four minute walk to new THQ) include:

- 305 – Mascot to Railway Square
- 308 – Marrickville Metro to City
- 309 – Port Botany to City
- 310 – Eastgardens to City
- 343 – Kingsford to City
- 345 – Rosebery to Central
- M20 – Botany to Gore Hill

Most of these buses go via Redfern and Central Stations, so you can cut down your walk to THQ Redfern to a four minute walk, by catching the below buses from the station:

- 305 – Railway Square to Mascot (stops at Mascot, Central and Redfern stations - note to get on at Mascot you'll need to get the bus headed in the Mascot to Railway Square direction).
- 308 – Marrickville Metro to City (stops at or close to St. Peters, Redfern and Central stations)
- 309 – Port Botany to City (stops at Mascot, Green Square, Redfern, Central and Circular Quay - note to get on at Central, Redfern and Circular Quay you'll need to get the bus headed from the City to Port Botany direction)
- 310 – Eastgardens to City (stops at Mascot, Green Square, Redfern, Central and Circular Quay note to get on at Central, Redfern and Circular Quay you'll need to get the bus headed from the City to Eastgardens direction)

## Removalist Process



There will be more information in following newsletters however here is a brief description of the 'removalist' process.

Over the next month we will be selecting a removalist after a tender process. We have about four to five removalist organisations interested in supporting us with our relocation. As part of the tender process we will be walking around with these removalists so they get a feel for what needs to be physically packed and moved, from each location.

The removalist will provide packing services for all items to be moved except your work station area. Each person will be given a special removalist crate, which is equivalent to two archive boxes in volume (picture right is one archive box). This box will be about 45 cm x 25 cm x 25 cm in dimension. The plan is for all your computer equipment to be disconnected, packed, unpacked, and reconnected by the removalists. So you will not need to pack these items. The packing crate for each individual is for everything else that you have on your desk, and is contained in your pedestal.



The removalist has special processes to manage secure documents (transported via lockable / tamper proof crates). Please raise any special requirements or concerns with the handling of your storage items to be relocated through your Consultancy Group representative.

### **EDMS /Records Management**

All departments have received from the SBA a schedule of personnel trained in EDMS and those yet to be trained. Please liaise direct with Tony Beale for booking in for training.

More than 200 THQ officers and employees are now trained and a concerted push is being made to complete training of all THQ and Auburn personnel relocating to Redfern within the next month and a half.

IT and EDMS team members are actively strategising to roll out EDMS to THQ departmental personnel located around the Territory.

Almost all unsecured folders in F drive are now cleared and closed. Thank you for your prompt and efficient responses when requested to do so. The big challenge now is for all personnel, after training, to review all material stored in the relevant shared drives,



delete non-essential data and then rename and move records and documents into EDMS. Guidance and assistance is available from Major Brian Unicomb and Tony Beale.

A number of departments are well advanced in scanning and processing hard copy material, while others are ramping up their efforts to meet benchmarks documented by DataFile for primary and secondary storage provisions at Redfern. Contact Major Mervyn Holland for assistance.

Colin Foster is keen to assist with any challenges relating to archival storage at Ultimo Document Storage Center.

## Transitioning to the new work environment

In this issue we share an interview with the Property Department, including how they are preparing for the move.

### **Spotlight on our Territorial Property Department**

We spoke with Stephen Montgomery and Charmazel Haslam from the Property Team about their experience on the relocation journey.

#### **1. What does an average day within Property look like?**

Stephen: Every day is different. It could be anything from managing the fixing of a broken door to handling the purchase of a new building.

Charmazel: We also manage all of the utilities across the territory – council rates, water – and that is for all residential properties, retired officers as well as all corps, DHQs etc.

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

Stephen: Given that the Property Department has driven this project from day one, we've been aware of what has to be done in anticipation of the move. We started going paperless two years ago and we are now virtually paperless. So we're very organised in terms of EDMS and other systems as well.

#### **3. What are you looking forward to most about the relocation?**

Stephen: I think it will be great to be in a building where we're all together. It'll be a funky, good fun building. Open plan is something new to many people, but it will be very workable. I've actually worked in Redfern before, and it's a really interesting place to be. It will be a very exciting change for everybody.

#### **4. What do you anticipate will be the hardest part of the relocation?**

Stephen: You know, it'll be easy. All you'll do is walk in on the day ... your computers will be there. New systems will be there. You'll have more meeting rooms, some with video conferencing facilities which will help us communicate more effectively. Having said all this, there will be teething issues I am sure and people's goodwill will be needed from time to time, particularly in the early weeks.

#### **5. How will sharing a floor with other teams improve the way you work?**



Stephen: Well, it'll make life easier, simpler – our interaction with people will be far easier. But the way this place will be set up as well, there'll be lots of common areas where people will mingle and mix, and we'll be able to meet. The culture of the place will change.

## 6. How do you see the building working long term?

Stephen: There's been a lot of intensive work undertaken with experts – including architectural, interior design and building experts – to prepare this building for us for the next few decades. It's been done effectively, efficiently, and with a careful, thoughtful finger on the financial pulse. It will be a very happy working environment, full of light, life and colour for everyone.

## FAQs

---

Following are some questions we have received recently. If you have any other 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](mailto:thqrelocationenquiries@ae.salvationarmy.org)

Q: Will we be given the option of two monitors?

A: Yes, if you need two for your specific work. If you have further questions about this please talk to your department head.

Q: What sort of computer will we have and do we have a choice?

A: Depending on whether our computer is due to be replaced, we will keep what we have or get a new one which will be for most of us a laptop. This means that they can easily be moved to a quiet work area or meeting. We will still have normal size screens. There are some people who require a desktop and this will be addressed in the application for a new computer. The department head will recommend the computer that best fits the role.

Q: Can you tell us more about workstation set up, including storage?

A: A mock up workstation will soon be set up on level four for everyone to see. Every workstation will have secure storage as we do now.

Q: Where will visitors to THQ park?

A: There will be visitor parking provided in the car park of the new building. There is also ample street parking that can be used as overflow if necessary for large events.

Q: What about noise from those working around you? Are there meeting rooms/spaces that will help us to minimise noise?

A: Each department /team will need to adapt to the use of meeting rooms and other break out areas for planned and ad hoc meetings so that lengthy conversations would





not be held where people are working. Yes there are rooms and spaces provided for these discussions.

Q: Will the meeting spaces that do not have walls impact those working near it?

A: These spaces are designed to have minimal impact on employees working nearby.

Q: Can you provide more details on the eating areas?

A: There will be a cafe area near the front of the building on level two with tables and seating as well as tables and seating on level three along with the balcony areas on level one, two and three.

Q: Will there be any restrictions on entry /exit of the building for early starters /late finishers?

A: No. Staff will continue to have the same level of access to the building that is required for their role and agreed by their line manager. If you have further questions about this please contact your line manager.

Q: Will there be space for us to have team morning teas and celebrate birthdays?

A: Yes - there will be space for teams to celebrate special occasions. Meeting rooms will need to be reserved to ensure availability.

Q: Can there be physical partition between all desks?

A: There will be a partition that comes to about chest level in front of everyone and partitions are available for the sides of desks. The side partitions will need to be requested through your department head to the property team.

## 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)