

ITEM NAME:

# THQ ON THE MOVE

SHIP TO:

261-265 CHALMERS STREET  
REDFERN NSW 2016



## THQ Relocation Update

The THQ Relocation Project is well underway with a number of committees and working groups established to provide management and oversight of project activities. The below diagram provides a list of some of the management and oversight groups.

Jun	Jul	Aug	Sep	Description
				Executive management and oversight of THQ relocation.
				Provides oversight and guidance on change management matters.
				Department representatives meet to consider relocation matters, including concerns raised by teams & individuals.
				Project management & oversight of property related activities, including building fitout, signage.
				Project management & oversight of IT related activities, including phone system, hardware, software.
				Project management & oversight of records management activities, including implementation of EDMS.

Many department teams and groups have also initiated relocation activities such as clean-up days, a review of their storage requirements with Sean Rudder from [DATAFILE](#), morning teas with future 'floor mates', removal of current office partitions to



get a feel for what the new office space would be like, etc. We hope to share some of these relocation preparation stories with you in following newsletters.

### Change Management

We have recently engaged a project manager, Tu Mushenko, to support the physical move to Redfern including preparation and implementation activities. Tu will be working closely with relocation committees, working groups, and department teams to support the planning and implementation of the relocation. Tu is hoping to include a high level project schedule in the next newsletter.

### Property

A great milestone has been achieved with receipt of the main DA Approval. Our builders, [Grindley](#), have started work on planning the office fit out activities. We are currently reviewing their plan and negotiating timeframes, and will provide an update in following newsletters. Updated floor plans will be presented at the staff recognition morning tea at THQ on 25 June 2015.

This week we complete the full removal of the concrete auditorium on level 3, a massive undertaking that will increase the usable space in the building by approximately 350m<sup>2</sup>. The additional space will ensure we have sufficient space to successfully migrate all our teams into our new Redfern home.

We have also coordinated the removal and recycling of hundreds of tonnes of steel and concrete as part of the works.



### IT – Office Phone Options

Many of you have expressed an interest in finding out more about the office telephone options. There will be 3 options available dependent on work function requirements:



- Desk telephones in which individuals can login to (and logout of) with their ID to receive calls at a nominated location.
- Mobile phone application that allows receipt of and the making of office calls using a mobile phone.
- Software on computers that allows receipt of and the making of office calls using a computer / laptop.

Individuals would have access to one or more of these options based on their work function and manager's approval.

### **Records Management / EDMS**

Thank you to all who have participated in EDMS training. We are hoping to complete all training and software rollout by end of August 2015 for teams moving to Redfern.

EDMS is an electronic data management system with easy to use security features which enable users to quickly change who can read, write, or access files stored using EDMS. A key feature of EDMS is its powerful search functionality. This allows users to search a document using key words, file type, date created /modified, and much more.

Using EDMS, we are no longer required to wade through folders, multiple sub-folders, or to remember where we electronically stored a particular file. The search tool enables immediate access to the relevant information.

There have been some initial software compatibility issues, as we work through software configuration requirements however our aim is to resolve these as soon as possible. Please direct any Records Management and EDMS queries to Tony Beale or Craig Beale via Lotus Notes.

### **Office Administration - Stationery**

As of 1 June 2015 all stationery for THQ is managed through one purchasing point. It is requested that a person in each department (preferably one person) be responsible for submitting stationery requests for that department. Please email your stationery order to Nadia Swensen, Post Office Coordinator. Please quote the COS product code where possible. View only access to the COS catalogue is available to current users.

Unless there is an urgent requirement, it is envisaged that a bulk order will be placed with the supplier once a week. This is subject to change depending on demand. Stationery will be placed in the department's pigeon hole (for mail) and larger items will be held for collection.

### **Office Administration - Business Cards**

The internal printing and distribution of Business Cards will be done by the Post Office and will save many thousands of dollars over external printing costs and delivery charges. Small orders (50-100) will be placed and reordered as needed.



All Salvation Army branding and correct address information, phone extension numbers etc. will be organised closer to our relocation to Redfern. Please do not attempt to organise this externally and any such orders will be treated as personal expenses and will not be reimbursed.



## Transitioning to the new work environment

Bringing everyone together into one building will support the unity of our departments and enhance communication, collaboration, and togetherness. We recognise that some of you are excited by the move while others may find the thought of relocation challenging. It is our hope that everyone will feel supported through the transition to Redfern.

We will continue to provide you with key relocation information through your department representatives who attend the Change Management Consultancy Committee. However we will also aim to provide other relevant information using the Town Hall meetings, department and team meetings, training sessions, workshops, and this newsletter.

### **Moving to a paper-light office**

Many have wondered what a paper-light office means, and we have included a short article on this topic below. We are also planning to include articles on what teams are doing to prepare for the new work environment, as well as discuss the advantages and challenges of working in an open plan office, and work through how we might be able to address these and any other challenges faced in our transition journey.

### **Why move to a paper-light office?**

Going paper light is about gradually reducing our dependence on paper, and maximising the benefits of EDMS. It's about helping The Salvation Army to release the full power and value of information in a way that is both realistic and achievable.



There are a number of clear benefits for The Salvation Army in moving to a paper-light office. These include:

- Increased productivity- It's easier for us to find what we need faster.
- Improved service – The less time we spend searching for documents the more time we can spend helping those in need.
- Reduces our costs – Document storage requires lots of space and can be expensive to maintain, not to mention the money we save on paper.
- Better security – When proper protocols are followed using EDMS, it is a much more secure way for us to manage our documents.
- Environmentally sound – It results in less wasted paper which is better for our planet.

We will be following three clear steps to help us on this journey.

1. We are committed to providing everyone moving to Redfern with access to EDMS and training.
2. We are developing a system for naming and organising our documents. If you have completed your EDMS training you will have learnt the importance of following the correct naming conventions. This will make it easier to share documents with your team as required. It will also make it easier to find files when you need them.
3. Our paper-light office requires your help to make it succeed. Please put your training into practice and get EDMS working for you and your team as soon as you can. While it may be tempting to go back to how you use to store and manage files, including looking for the paper original, give EDMS a chance. It is a powerful tool, like email, it may be a little different and take time to get use to, but once you've mastered it, you will wonder why you didn't start using it sooner.



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## FAQs

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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 the phones be cordless?

A. Please refer to item above IT – Office Phone Options.

Q. Will everyone receive new computers?

A. A desktop computer will be replaced when the desktop lease requires renewal. For personnel who require a desktop computer. i.e. graphic designers, a desktop computer will be provided when the lease is renewed with cabinet secretary approval. iPads and tablets used with virtual desktops are being investigated for use at Redfern. We are currently reviewing the results of a survey we conducted about monitors and we will update you in the near future about our decisions.

Q. Will adjustable desks be available for all personnel?

A. Following trials it has been decided that adjustable desks are not part of the fit out. However we are investigating other options to enable people to stand at desks.

Q. Will privacy screens (attached to computer screen) be available for those concerned about confidentiality?

A. Privacy screens will be provided for those authorised by their Department Head following assessment after the relocation.

Q. Will everyone receive new chairs?

A. Yes unless you already have a WHS approved chair. There will be chair samples provided in the coming weeks.

Q. Are there sufficient multi-function printers for each floor? Will these have professional finishing – booklet finisher and fold, staple functionality etc.?

A. There will be a sufficient number of MFDs on each floor. Discussions are beginning as to whether the existing Toshiba MFDs come across or if new MFDs will be purchased. The professional finishing functionality will be available for those to print booklets.

Q. Will meeting rooms have video conferencing equipment?

A. There will be a videoconferencing room on each floor. These rooms will have LifeSize videoconferencing equipment in them. Other meeting rooms will have audio-visual equipment but not dedicated LifeSize videoconferencing equipment.

Q. Will personnel be able have personal items on their desk and partitions i.e. photos?

A. Appropriate personal items can be placed on your desk and partition.