

ITEM NAME:

**THQ ON THE MOVE**

SHIP TO:

261-265 CHALMERS STREET  
REDFERN NSW 2016



## THQ Relocation Update

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In this issue of On The Move, we take a look at the new and improved IT Helpdesk, chat with THQ concierge Lena Farrell about managing the front desk and find out how the SAMIS team is getting ready for relocation. You may have noticed we've missed a THQ Relocation newsletter edition. We decided to hold off with the important appointment announcements over the last week and the first Forward Together newsletter.

We're excited to announce Chris Smartt as the new THQ Relocation Project Coordinator, assisting Tu Mushenko in the day-to-day coordination of the relocation. Chris will be the key contact for Department/teams on relocation activities, providing project coordination support to the THQ Relocation Project with:

- Transition planning support to each Department /team relocation Champion, including coordinating communication /information packs for teams.
- Reviewing each team's progress with team Champions on electronic storage, culling, archiving as well as coordinating these events with removalist activities.
- Ensuring adequate project coordination and communication with stakeholders across project streams.
- Coordinating the resolution of any transition issues.

Tu Mushenko will still provide an oversight role of the relocation and support the Steering Committee on overall THQ Relocation project reporting.

For transition activities associated with the organisational restructure, Philip Clark has joined the Strategic Change Unit team temporarily to support these activities until early 2016, and in particular will be focusing on supporting Divisional transition.

### Preparing For Relocation

The timeline below was included in our last newsletter and provides a basic outline of activities to be completed each month leading up to the move. We recognise that you may be keen to know a definite move-in date, and aim to provide one as soon as possible. At this stage a move-in date will be confirmed in late November, after some critical building works have been completed. For this reason, the timeline does not yet go beyond January.

It is important that we are all ready to move early next year. Having gone through the process of getting ready, we can then make any adjustments and refinements to ensure our transition to the new Redfern office and environment is as smooth as possible.

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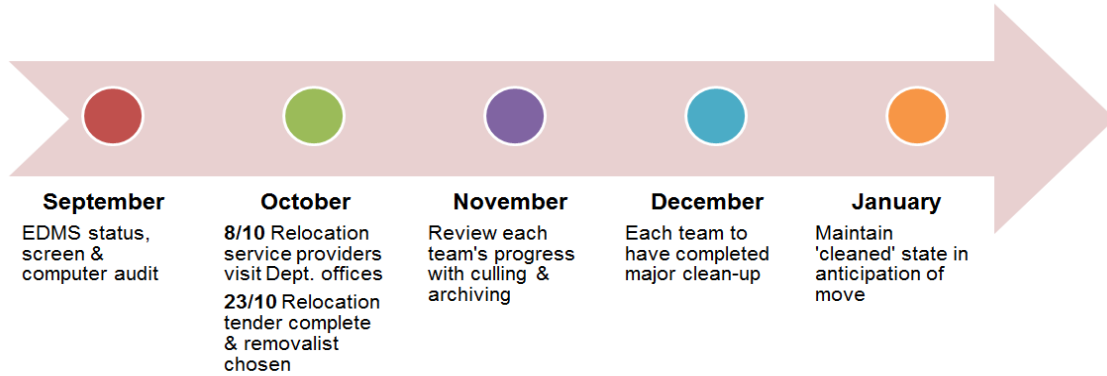
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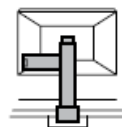


Moving over 400 personnel over a short timeframe can be quite complex, and we can all help in making the process as simple as possible by being ready in advance of the move-in date.

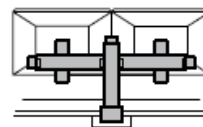


## Workstation update

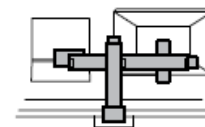
Major Barry Fischle will be conducting an audit on the computer set-up for each employee to determine the configuration of each workstation (see picture below on the different types of screen configurations). The audit will likely be conducted throughout October. Watch your inbox for more information.



Single



Dual



Dual with laptop

## Getting relocation-ready

How relocation-ready is your team? We will be working more closely with each team that is relocating to Redfern from late October onwards. This is to ensure we are all ready by early 2016. Here are some things to think about and start planning in the meantime:

**Nominate a relocation champion.** Select someone to motivate the team and monitor progress to keep your team on track for the move. Select someone who can send out regular reminders and liaise with the Change Management Consultancy Committee.

**Clear your desk of personal belongings you don't think you will need at Redfern.** Aim to take home one or two personal items each day to clear your desk and avoid having to lug



everything home at the last minute.

**Start archiving documents.** Decide which documents need to be archived and those that can be disposed of. If you require guidance on this please ask your EDMS champion who can follow this up with the EDMS project team or your Manager if they do not know the answer. Documents requiring archiving can be sent to UDSC (Ultimo Document Storage Centre). Archive boxes are available at the Concierge Desk and labels can be ordered from Colin Foster. Contact Colin for more information.

**Request furniture pick-ups.** Robert Ober is available to remove unused furniture such as filing cabinets and book shelves. Don't leave it until the last minute! Contact Robert Ober to arrange a pick-up.

## EDMS status

EDMS champions are being selected from each department to offer technical support and assist in transitioning users to the new system. The champion will attend monthly EDMS training sessions, enabling them to act as a first point of contact for anyone in the team who needs EDMS support, either fixing the problem themselves or referring the issue to the IT Helpdesk. Tony Beale will be in touch with each department in the next few weeks to advise team members of their champion.

Take-up of the EDMS system is currently at 60 per cent, and Tony will be visiting each department to chat about usage as we prepare for the closing of the F:// drive in early 2016. Any questions or issues can be directed to the IT training team – Tony Beale or Andrea Deighton (Qld) – or your department's champion.

## IT Helpdesk update

The introduction of a new and improved IT helpdesk is being planned to coincide with the move to Redfern. The helpdesk upgrade has come in response to ongoing issues with the current system and follows extensive research across the territory.

The new helpdesk, according to IT Service Delivery Manager Tony Elbatti, will prioritise transparency and ease of use. Users will have the ability to view, create and update their helpdesk ticket by phone, email or mobile device from anywhere in the world. On the current system, users can only log helpdesk requests when connected to The Salvation Army network.

The new system, which is hosted in The Cloud, will be heavily customisable, allowing for the territorial IT team to build new features and include options requested by the user. This will mean the system can grow with the territorial IT network's specific needs.

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Another exciting feature of the new system will be the inclusion of a “knowledge-base” – a database of easy-to-understand instructions on common issues such as password resets and printer setup. This will mean that users can fix simple issues without having to log a helpdesk ticket or speak to a technician.

Tony, who has been key in driving the project, says the IT department has a commitment to continued user-collaboration throughout the development and implementation of the system. “With this new system we really want to do this right and involve pretty much all the territory in this.”

As for the availability of a walk-up IT service desk in the Redfern building, Tony said IT recognises the benefit of a physical helpdesk and is looking into the possibility. We will report more on this soon.

More information on the new IT helpdesk will be available across the territory closer to the launch date.

## Centralisation of stationery orders

This is a friendly reminder that all stationery for THQ is now managed through one purchasing point. Each department should nominate one person to lodge stationery orders with 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. Stationery will be placed in the department’s pigeon hole (for mail) and larger items will be held for collection.

## Transitioning to the new work environment

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### Spotlight on SAMIS

We spoke to Nerys Hood about the SAMIS team’s response to the Redfern relocation, and the advantages and disadvantages of working in an open-plan office.

**Tell us briefly about your team.** SAMIS is software that we develop in house for the territory and it’s used by all our social service centres, corps out on the front line to capture information about the clients we support. The team’s broken into three areas; one which is the software development. There’s the data and reporting team, so they’re responsible for extracting the data we collect on our clients and then reporting information to the government or for our own internal use, also for research. And then the third team is our training and support team.

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**What are you looking forward to most about the relocation?** Some members of my team are looking forward to riding their bikes to work. We're also looking forward to having a bigger kitchen, and having more work space – at the moment most of us can touch each other, we're so close.

**What do you anticipate will be the hardest part of the relocation?** Probably the noise. When we have to develop software and develop reports you've really got to concentrate on what you're doing. We've just got some concerns that other departments might be a little bit loud at times. We're going to be right near one of the photocopiers, and also the tea point, so we've got some concerns that it might be noisy, but we'll just need to see what it's like.

**How are you making the transition easier within your team?** We talk about it all the time. We're planning on having an adventure up there one day for lunch to see what's available in the area. We really like the food options around here, so we think that's going to be quite an adjustment, but exciting as well ... finding new places to eat.

**As we move into the new, open-plan office, how can other teams support you?** It will be really helpful sitting close to both Social and Corps Mission. I tend to run up and down the stairs all day, having to go and have quick chats with them. Being so close, that will really make our working relationship better. Also, being out of sight means that we don't always get remembered when they're working on things, so I think being all together will really make our working relationship better.

What's interesting, though, at the moment, is we sit really close to Business Admin and IT ... and obviously being a computer system, we do have a very close relationship. So there are some concerns that when we do move away from business, that will have an impact.

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### Spotlight on the THQ Concierge team

Every day the THQ concierge team deals with a range of visitors, from complaints and requests for support, to people looking for prayer or financial assistance. We spoke to THQ concierge Lena Farrell about how she deals with these interactions. Similar processes will be available to cater for the visitors we expect at Redfern.

**What are some of the everyday interactions that you have with the public?** Well, it can vary. Every day is different. It can be somebody coming in that's needing welfare, somebody that's just coming in for prayer, somebody coming in to find out various locations of The Salvation Army, such as the stores or Streetlevel. Sometimes it's people coming in wanting a listening ear; they maybe go and have a cup of coffee with someone they can chat with about some issues that they're having.

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**How do you deal with the prayer requests, or people wanting a listening ear?** I'll personally pray with somebody, if they're just wanting some prayer and a little bit of support. If they're wanting further assistance, then I will phone a chaplain, or an officer. Hopefully I can get someone to come down and have a chat, in the right areas of their need.

**What are some of the most challenging interactions that you've faced?** I guess it's the people who tend to have a stronger sort of mental illness. It can be very hard to communicate with them and get across how you're trying to help them.

**How do you deal with those sorts of situations?** Well, you just try and keep the person calm and try and understand what they're really wanting. But then sometimes they don't really know what they're wanting either – they just want somebody to listen. So, in that case, I'll try and find somebody who can come and actually speak to them. If it does get out of control and serious, then it becomes a security situation. I've been here a year and a half and I've only ever had to call security once. But I haven't come across any really major issues.

**Finally, how do you feel about the move to Redfern?** It's exciting. Change is good, moving forward. God's got a big plan. He's always rising up. God's always into improvement.

## Have questions or want to know more?

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- 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](mailto: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](http://my.salvos.org.au/thq-move)

## What's next?

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In our next issue (on Monday 9th November), Senior Constable Maria Flood will share with us her experience of working in the Redfern area.