

ITEM NAME:

THQ ON THE MOVE

SHIP TO:

261-265 CHALMERS STREET
REDFERN NSW 2016



THQ Relocation Update

Thank you for your feedback on the THQ Relocation Survey. It is great that readers are finding this newsletter useful in keeping updated about the move. We had a great response with over 220 participants, representing more than 50% of personnel who will be working from Redfern in 2016. You will find summary graphs of the survey results throughout this issue.

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

14th Aug Issue

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

31st 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

17th Jul Issue

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

3rd Jul Issue

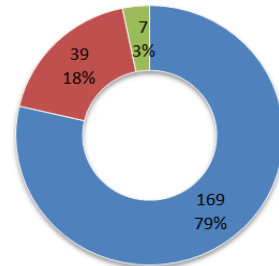
- Open spaces and meeting rooms at Redfern
- Telecommunications at Redfern
- What records can be disposed of immediately
- Spotlight on our Human Resources Department

19th Jun Issue

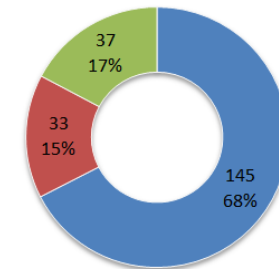
- THQ Relocation management and oversight groups
- Change in stationery and business card ordering changes
- Moving to a paper-light office

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

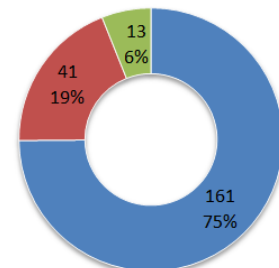
I find the relocation newsletter helpful in keeping me updated about the move



I am looking forward to working at the new Redfern office



I think that having many departments working at the one location will be helpful



- Agree/Strongly Agree
- Impartial/Unsure
- Disagree/Strongly Disagree

Note: Above graphs show the number and % of respondents for each question.

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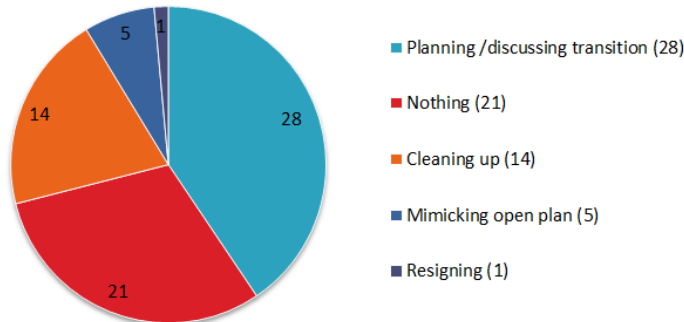
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Survey Feedback

How are you and/or your work colleagues currently supporting each other to prepare for the move/the new office environment?



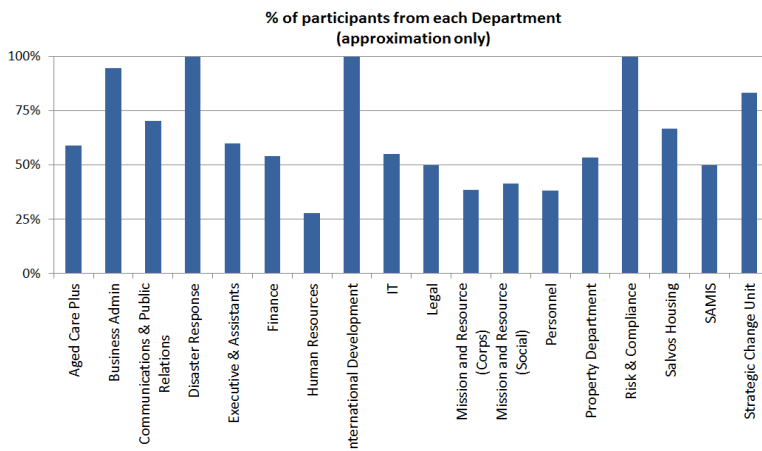
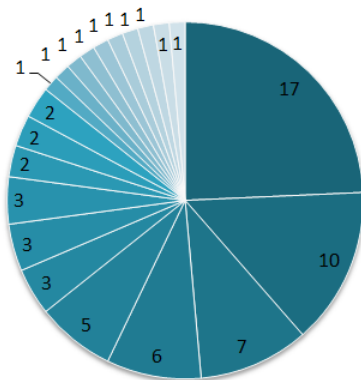
Of the 69 personnel who provided information on how they and their teams were preparing for the move, 28 (41%) said they were planning and discussing the transition, while almost a similar number said nothing was being done. Moving forward, we are planning to work more closely with Department managers and team leaders to support them and their teams with preparing for

the new office environment. This will include planning the physical relocation, as well as more regular communication /discussion on any priority issues requiring resolution.

One key question raised by 10 survey participants was the availability of car parking and transport in the area. We consequently included information on this last issue, and will aim to address other queries as information becomes available.

There was good representation from each Department, with at least 25% of personnel from each Department providing feedback.

What else would you find helpful to prepare for the move and/or the new office environment?



**Note: Team data is included under the associated Department in above graph e.g. Donor Services under CPR, Young Hope under Mission & Resource Social.*

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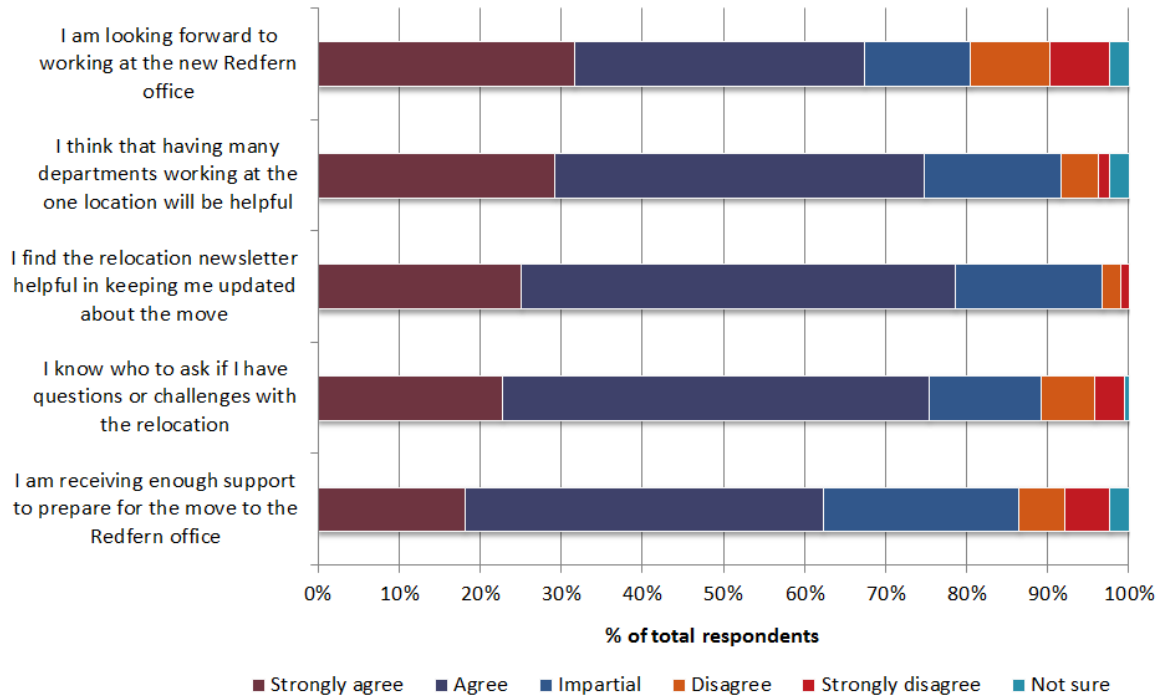
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Responses to the sliding scale questions indicate that almost 70% of the 215 respondents (12 of 227 survey participants chose not to answer these questions) are looking forward to working at the new Redfern office, and about 75% believe many Departments working at the one location would be helpful.

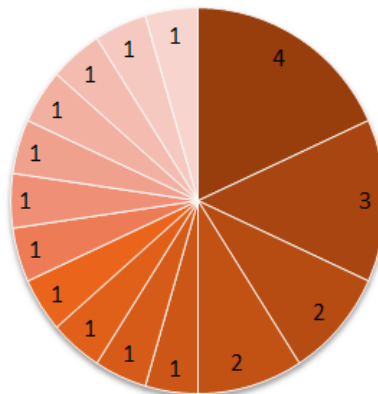
Sliding Scale Questions



Almost 80% find the newsletter helpful for keeping up to date about the move, and about 75% believe they know who to ask if they have any questions regarding the relocation. We could do more to help our teams to feel supported and prepared for the move, as almost 40% didn't feel they were receiving enough support.

Comments for the sliding scale questions

Twenty-two (22) personnel provided comments for the sliding scale questions, with four raising noise or confidentiality concerns with an open plan office.



- Noise /privacy /confidentiality concerns with open plan (4)
- Move-in schedule unclear (3)
- EDMS challenges (2)
- Excited about new work environment (2)
- Business as usual (1)
- Feel workplace requirements aren't being met (1)
- Good communication /happy with newsletter (1)
- Health issues - can't walk from station (1)
- Kitchen facilities inadequate (1)
- Move is inconvenient (1)
- Not receiving newsletter (1)
- Relocating home (1)
- Transport /car parking concerns /challenges (1)
- Want more positive messages about Redfern (1)
- Want to eat at desk /health reasons (1)

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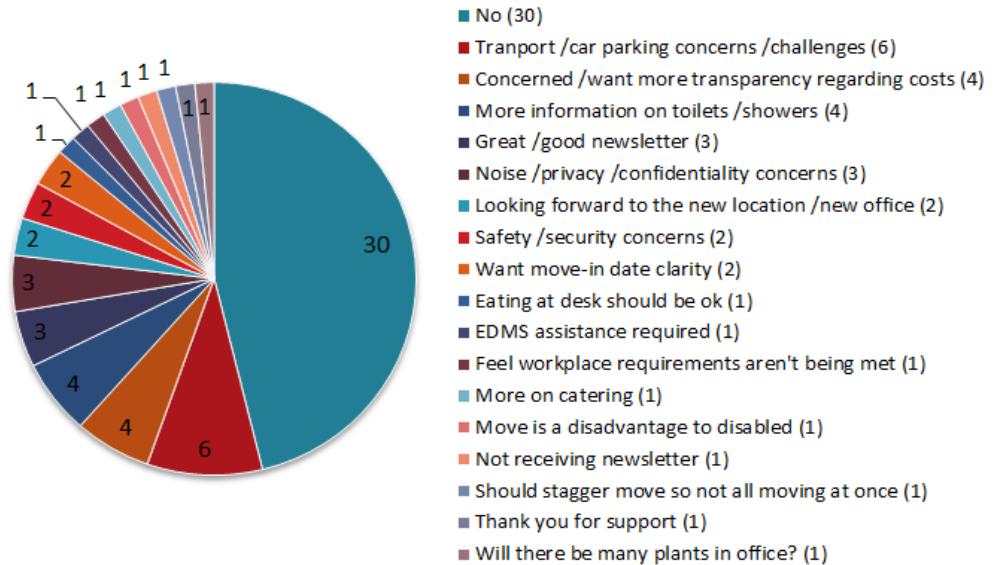
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Fifty-five percent (55%) of the 67 personnel who provided comments to the last question regarding further comments, raised similar concerns to those raised in the prior free text questions. For example, concerns around transport /car parking challenges, noise /confidentiality, safety concerns, transparency, etc.

Do you have any further questions or comments about the relocation of THQ?



Transitioning to the new work environment

In this issue we speak to Virginia Zih from Financial Services and Sue Snell from SSG (currently based in Auburn), about how working in a shared space will change the way they operate.

1. How would you describe your team in five words?

Sue: Energetic. We are noisy, but just by function. Leading up to a payment run or something, and everybody's, "Who's got batch number seventy-five?" and, "Have you done that yet?"

Virginia: We always have our doors open, it welcomes everyone to come here to get our advice or come here to say hello.

Sue: We all got together as a team a couple of weeks ago. That was really, really good, because my team would say things like, "Oh, I wonder what THQ Finance people are like to work with?" and the positive result that came out of all that was-, it was just a really beneficial day.

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

Virginia: In our team meeting we talk to our staff about the move and [if they have] any concerns they can talk to us. It's not that we leave it and wait until the big day and we move, it's actually step by step doing a lot of things like banking. We need to actually find a new bank near the Redfern building, because there's no Westpac.

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

Virginia: It's good for the Territory, because all the function, the admin function [will be] in the one building now. It's good to actually have one location, we can proudly tell the public, Redfern, that's our headquarters.

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4. How will sharing a floor with other teams improve the way you work?

Sue: Communication has to be the biggest [improvement]. It will be the biggest issue I think throughout the whole Army. So if everybody's aware of what's going on then the process happens much more smoothly. If there's no breakdown because of that, and I think that will be a big advantage to the entire Army.

Virginia: Yeah, I think psychologically, in the building, is more sense of community, a sense of consolidation, is what we are here for. I think that symbolises One Army, One Mission.



Our Financial Services and SSG Teams ready to do business at their recent team day.

Want to know more?

Visit our dedicated THQ Relocation pages on mySalvos at my.salvos.org.au/thq-move

If you would like to ask a question about the move then please send an email to THQRelocationEnquiries@aue.salvationarmy.org