

ITEM NAME:

THQ ON THE MOVE

SHIP TO:

261-265 CHALMERS STREET
REDFERN NSW 2016



THQ Relocation Update

Peter Alward presented an updated copy of the Redfern floor plans at the staff recognition morning tea at THQ on 25 June 2015. Peter's presentation also included an initial view of possible shared spaces, the layout for our meeting rooms and details on key furniture items.

Attendees were able to ask questions, on the new telecommunications system, kitchen facilities, and much more. One key question of course, was '*when will we move in?*' The plan is to move into the Redfern office by the end of October 2015, and for all departments to start operating in the new office on the same day.

One of the key design principles for the new office is to foster engagement, communication and interaction between departments and teams. To achieve this our architects [Bates Smart](#) have designed centrally located breakout spaces, open meeting spaces, optimal line of sight between workstations, and a suite of internal meeting rooms which (where possible) are visually connected to the workspace.

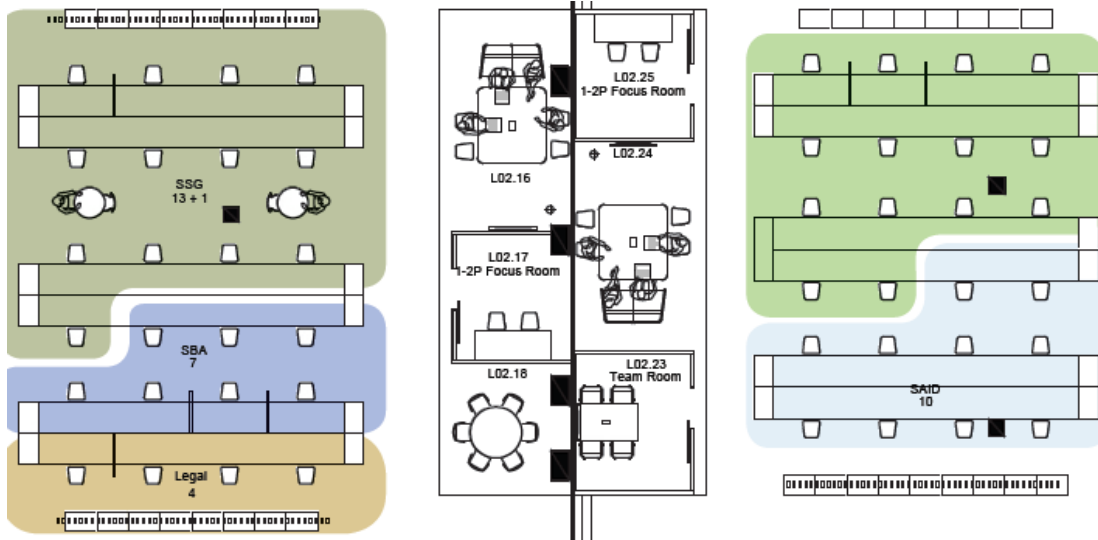
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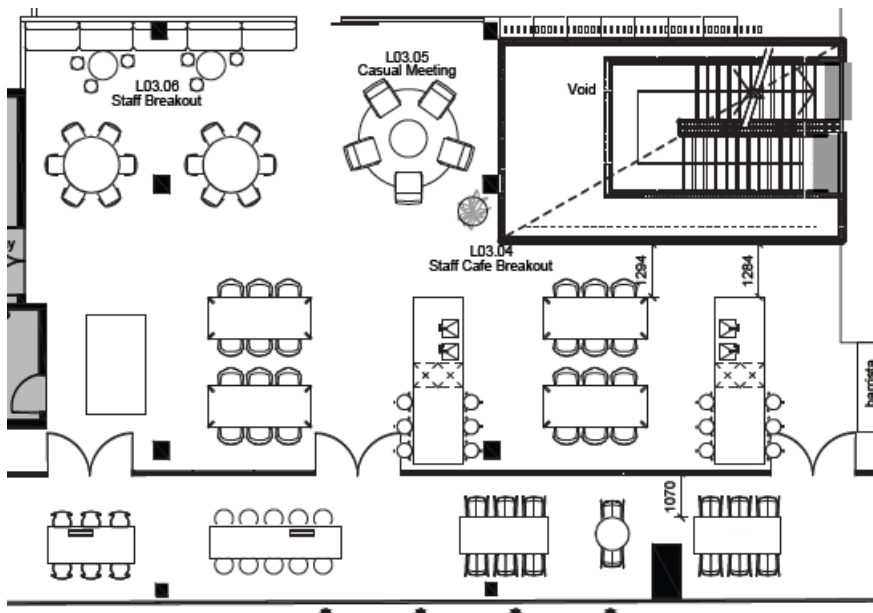
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The diagram below shows workstations (coloured areas), and open and enclosed meeting rooms at the centre of these workstations. The architects have given consideration to acoustics between meeting spaces and workstations in their design.



Below, is a breakout space that can also be used for discussions over lunch or coffee, with access to an outdoor balcony at the bottom of the diagram.



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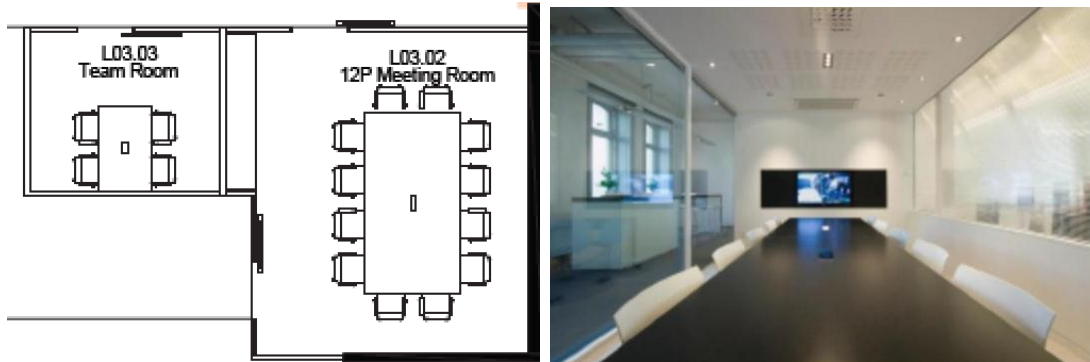
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Small /Team meeting rooms will have 42inch LCD, speakers, and wireless presentation. Larger meeting /presentation rooms will have 110inch projection facilities.

Please Note: The below photos are to provide indications only of the kind of layout and facilities. These are not actual photos of Redfern or the equipment.



Video conference meeting rooms are also available.



Meeting rooms will have touch panels which can be used to view who has booked the room, and to book rooms. Room bookings can also be made using a centralised management system which can be accessed using your computer.

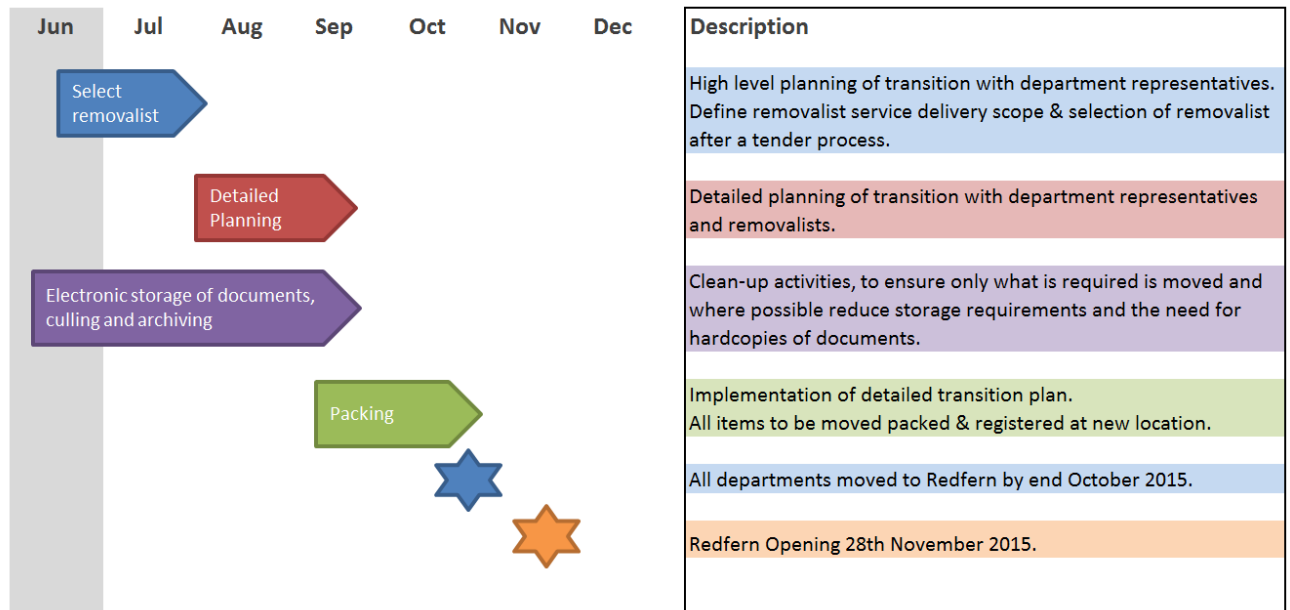
Please see your Department Head to review details of the latest floor plans.

Change Management

Work is currently underway to find out from removalists what services they are able to provide for us as part of the move. Tu Mushenko will be presenting possible removalist scope of works and discussing a high level plan at the next Consultancy Group meeting (13th July), for representatives from your department to review and provide their thoughts. A removalist will be chosen after a tender process has been completed.



As an outline, below is an initial high level timeline for the transition /physical relocation activity:



Property

Our Property team has been focused on detailed planning of fit out works and the engagement of sub-contractors with our builders, [Grindley](#). This has included sourcing multiple quotes from sub-contractors for such works as mechanical, demolition, hydraulic, and electrical. We are currently undergoing a similar process of gathering three or more quotes for loose furniture items, as part of the process for selecting the best value provider.

You can currently provide your thoughts on the chairs we will purchase for our new office. Office chairs are currently available for staff to try out on Level 4 at THQ, and we are also looking into setting up a demonstration workstation.

ITEM NAME:

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IT – More on Telecommunications



ShoreTel IP Phone 485g

The Shore Tel telephone system being considered for Redfern will use the latest technology for improving mobility and productivity. It will replace the black Alcatel handsets around the territory and will be part of the new way of working at Redfern.

Shore Tel has a mobile app called the Mobility Client that extends the handset telephone features and unified communication to iOS and Android devices.

The Mobility Client works on the Apple Watch,

iPhone 4, 4s, 5 & 6, iPad, and Android devices. This means that you can answer and make work calls using your mobile phone. Utilising Wi-Fi with your mobile means that calls will not incur a charge.

Calls will also be able to be made and received from your laptop and desktop computer. The Shore Tel software on your computer will allow you to connect to the Shore Tel telephone system wherever there is an internet or Wi-Fi connection. Your work telephone extension will be able to move with you wherever you go.



Records Management / EDMS

EDMS training sessions are scheduled for the next two months on Tuesdays and Thursdays. Initial training is provided to full-time, part-time and casual staff, as well as volunteers who are creating or managing documents or Lotus Notes emails. This phase of training includes all THQ building personnel and Auburn personnel moving to Redfern. As at June 30, 56% of THQ and 33% of Auburn staff have successfully completed training.

EDMS team members are providing post training follow up to ensure competence is demonstrated in the use of EDMS. All enquiries on training, installation of DeskSite software and post-training assistance should be directed to Tony Beale in the absence of Major Brian Unicomb who is progressively recovering from surgery.

Hard Copy Records Management

DataFile personnel have recently revised their audit of hard copy records currently held on THQ. Their gap analysis quantifies volume of records held against storage capacity at Redfern.

The key question about managing records is: What can be disposed of now and what must we keep and for how long?



Based on the Australian Records Retention Manual, ephemeral or short-term temporary hard copy records that can be destroyed immediately include:

- Duplicate copies of records that are secured elsewhere.
- Promotional materials from other organisations where reference to the event ceases.
- Messages and notes not related to current business transactions or functions
- Letters/cards of appreciation or greeting.
- Reading Files / Day Files / Chronological Files / Letter Books (folders containing copies of outward correspondence for staff awareness). These should be copies only.

Direction on how long essential documents are to be retained has been communicated to key department heads. Major Mervyn Holland is also available to assist with further information and clarification on retention periods and acceptable format (hard or soft copy). Please refer also to the Salvo Legal advice on document retention, recently recirculated by the Secretary for Program, Lt. Colonel Laurie Robertson.

Every \$1000 saved by lowering our printouts and storage of hardcopies, is the equivalent of 100 nights of crisis accommodation for a homeless person, or funding two years of vocational courses for a young person.

If you need assistance with scanning please raise this with your Consultancy Group representative for resolution. Our paper-light office requires your help to make it succeed.

Office Administration – Booking Redfern Meeting Rooms

There will be an interim /transition Redfern meeting room booking system available by August 2014. More information will be provided on this in the next month.

Transitioning to the new work environment

This edition of our newsletter includes the first in our series of profiles on a specific department. Each spotlight will give you an insight into a different team in THQ and how they are preparing for the move to Redfern.

Spotlight on our HR Department

We spoke to Sue Hecker and Sheridan Lattouf from the Human Resources Department about the move and how it will impact their team.

1. Tell us briefly about your team.

Sue: We look after the employee's needs. Some of us are territorial, so we look after certain roles. My role is remuneration benefits manager so I have a territorial role whereas Sheridan is a HR consultant, looking after employees within THQ.

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

Sue: I think we're fun, noisy

Sheridan: What's a short word for good sense of humour? We laugh a lot.

Sue: Caring.

3. What is something that you would love other departments to know about HR?

Sue: That we're very approachable.

Sheridan: Yes, that's a good one. We're very approachable, so we're willing to help, wherever.

4. What does an average day within HR look like?

Sheridan: For the consultants, I suppose it is a lot of liaising with the [THQ department] managers and employees. So an average day is never the same, so one day it might be quiet doing a lot of emails and admin, and the next day we might be out at different departments, even different centres. I go out to Booth College a lot, which is fun. I like to get out of the office.

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

Sue: The structure within HR has been changed. We've taken down the partitions between ourselves and the Personnel department. Ruth, our manager, has moved out of her office. She's now sitting out in the general space with us, and her old office has been turned into a breakout room, so that we can use it for meetings, and just to socialise over lunch rather than sitting at our desks. So bit by bit we're preparing for the new centre.

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

Sue: A lovely new building, everything new, furnishings.

Sheridan: Being closer to all of the departments. I mean we're quite close now I suppose, but it will be a lot more...

Sue: ...inclusive, breaking down the siloes.

7. What do you anticipate will be the hardest part of the relocation?

Sheridan: I think we're pretty keen for the change. I think maybe the hardest part for us will be helping others through the change.

8. As we move into the new, open-plan office, how can other teams support HR?

Sue: Just everybody being positive about the move.

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

Sue: A greater sense of comradeship.

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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

Q. Will the phones be cordless?

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

Q. Will everyone receive new computers?

A. No. Some personnel will maintain desktops. Personnel will have the opportunity to opt for a laptop when the lease for their computer expires.

Q. Will adjustable desks be available for all personnel?

A. Adjustable desks are not part of the fit out however we are investigating other options.

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.

Want to know more?

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