
Child Support Agency

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Setting standards for functional and efficient environments Australia wide.

In a progressive move from Australian Taxation Office (ATO) premises, the Child Support Agency (CSA) formerly part of the ATO, and now part of the Department of Family and Community Services, is continuing the redesign of its work environments to better support staff and deliver improved services to clients.

The new CSA tenancies in Perth and Adelaide involve a joint venture between Schiavello Project Solutions (SPS) and Interiors Australia, who have a national role with CSA for project management and consultancy services. Following Schiavello's original national supply agreement with CSA for workstations, and its past history with the ATO in delivering total projects to field sites in regional Australia, SPS managed and implemented the total design and construction process. "This included computer room installations, building and services for all floors - mechanical, electrical, voice and data - and fitting out work areas, client and reception areas, meeting and break-out rooms, with CSA wanting certainty that the project would happen on time and on budget," said Peter Thompson of SPS.



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The interior design vision for CSA's facilities in Adelaide and Perth is derived from the agency's need to communicate with its clientele. A warm and friendly environment informs clients that the Agency exists to more effectively assist parents financially support their children. "We wanted an environment that had a positive effect on both staff and clients, by taking into account the specific nature of the demands of child support issues," said Wayne Aberdeen of CSA.

Requirements for the tenancies were similar in including standardised Schiavello Unimet and Sesto workpoints previously devised by Schiavello and Interiors Australia for Brisbane. "CSA has taken the standard workstation installed in Brisbane to other capital cities using Schiavello Project Solutions," said Ralph Tigani of Schiavello National Projects Group. "CSA only need deal with one organisation, SPS, for any one location Australia wide to ensure continuity of service, project knowledge and a smooth delivery to achieve a proven solution."

The Adelaide tenancy involved accommodating 280 staff over levels 6,7,9, and 11 over a tight 10-week time frame from design documentation. Similarly, the Perth location required fitting out levels 3,5, and 9 over 12 weeks.

The Schiavello and Interiors Australia team delivered benefit in the design and construction of CSA's tenancies through flexibility during project delivery to accommodate all client requirements. "We were able to manage risk within a team environment, as Schiavello and Interiors Australia created and encouraged a 'partnering' environment, to achieve an integrated approach to design and construction and provide a broad national resource base and industry network," explained Alan Hastings. "We are a project delivery team committed to teamwork, proactive problem solving, timely reporting, and high quality outcomes."

The general impression throughout the installation is one of a consistent, modern environment enlivened with a confident use of colour, warm natural timbers and a friendly, open plan that respects the needs and privacy of staff and their clientele. "The standardised Schiavello systems and fitout helped create a consistent look to all CSA customer contact areas, despite varying floor plates and an extremely tight time frame."

PROJECT SUMMARY

Project Location Level 6,7,9 & 11 /
100 King William Street, Adelaide; Level 3,5,
9 / 15-17 William Street, Perth

Client Child Support Agency -
Wayne Aberdeen

Design Interiors Australia - Alan Hastings

Schiavello Project Solutions

Peter Thompson, Charlie Zammit

Schiavello National Projects

Ralph Tigani, Vince Tigani

Area Adelaide - 3700 m²;

Perth - 3500 m²

