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Typical Floor

# Austar Communications

Austar Communications Call Centre platform spans 10,800 square metres of open plan user-friendly facilities featuring team-based configurations.

John Porter, CEO of Austar Communications, a leading provider of integrated communication services in Australia and New Zealand, had a vision to provide his staff with the best possible working environment. Today, the majority of the company's employees are assembled under the one roof in an impressive call centre facility fused with fun and functionality, on Queensland's Gold Coast.

The new purpose-built building, housing all Austar customer service and operations functions, successfully integrates management functions within the generous space, catering for each core business including planned acquisitions and departmental growth with staffing projections to 2006.

Project Control Group (PCG) responded to Austar's call by producing a primarily open plan, staff-friendly contact centre environment, incorporating advanced technology within a design that embodies the company's image and corporate presence. Design elements crucial to the success and productivity of Austar's multi-shift workspace include proprietary and custom built joinery, call centre "hot box" modules, services with high IT infrastructure, and clear primary circulation routes.

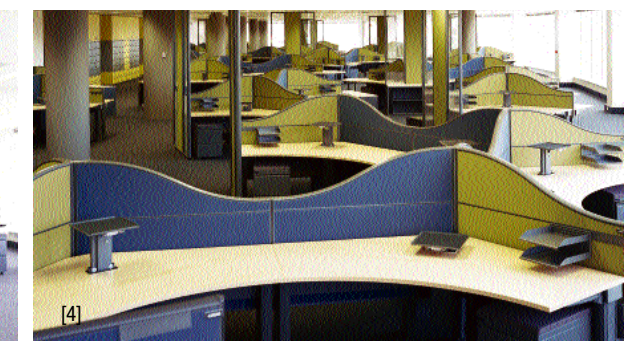
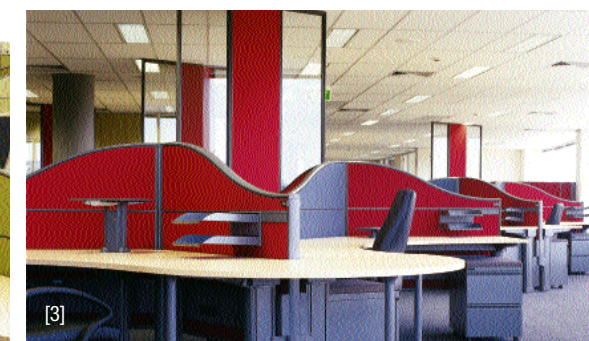
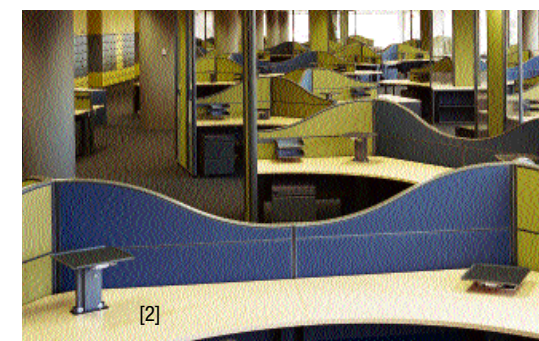
The 10,800 square metre space over six levels boasts refreshing team-based configurations. "A workstation committee was set up, comprising call centre management and call staff, to come up with what they desired in the ideal world," explained Anne Ferrero, Austar operations coordinator. The snowflake cluster system was selected, with high volumes of Schiavello workstations enforcing a consistent style across the floor, while maintaining an open plan and pleasant environment.

Schiavello adapted its Newtech and System 55 product to suit Austar's requirements for a snowflake type workstation with sufficient cable reticulation. The Newtech leg was fabricated without the rear leg insert and foot to give a more streamlined look. A high capacity cable duct was mounted to the System 55 panel and a special bracket was developed to hold the suspended panel 45 mm away from the Newtech leg to facilitate the continuous duct. "The client was particularly impressed with the Schiavello Primatic VDU monitor mechanism that was adapted to take a metal plate instead of the normal laminate pad to carry the monitor," explained Schiavello's Philip Morgan.

## PROJECT SUMMARY

**Project Location**  
35 Robina Town Centre Drive, Robina, Gold Coast  
**Client** Austar Communications - Anne Ferrero  
**Design** Project Control Group Pty Ltd - Nick Woolfenden, Roger Norman, Matt Budd, Andy Richards  
**Schiavello (Qld) Systems**  
Philip Morgan, Sean Eileen, Peter Shumsky  
**Area** 10,834 m<sup>2</sup>

austar communications



Opposite Page [1] The snowflake cluster system enforces a consistent style across the floor while maintaining an open plan and pleasant environment. Images Above [2,3&4] Newtech and System 55 adapted with elements including cable reticulation, Schiavello Primatic VDU metal plate, custom joinery, call centre "hot box" modules and services with high IT infrastructure. These are some of the design elements that are crucial to the success and productivity of Austar's work environment.