



Above ... Schiavello's Unimet workstations, joinery units + mobile pedestals.

## Suncorp Call Centre

Suncorp's state-of-the-art call centre in Toowoomba embraces the latest technological advances in operating systems and workplace environments, whilst establishing occupancy benchmarks against which future call facilities will be measured.

To lower occupancy costs and attract a new, untapped and potentially loyal work force, Suncorp relocated its call centre requirements from Brisbane to regional Toowoomba to deliver the best possible facility at the lowest possible cost.

In a spectacular setting overlooking East Creek and Queens Park, the new facility handles insurance sales and claims calls from customers across Australia.

The new interior, designed by HASSELL, was built on the premise that call centres are unique working environments with specific functional needs. The culture of the call centre was also a critical issue.

Suncorp sought to address the very specific needs of call centre environments, providing multiple opportunities within and around the environment to encourage "renewal". Combining functional and flexible, and active and passive spaces, the design concept was directed towards creating spaces that support the various staff activities.

Of primary importance, the call centre work area capitalises on natural light, views and the spatial relationships required to suit Suncorp's highly awarded call centre practices. Neutral and simple working areas support the layering of team building visuals, giving staff the opportunity to personalise their spaces.

Schiavello's Unimet workstation, resolved through collaborative prototype development involving Schiavello, Suncorp and HASSELL, allows for rapid growth without the implications of cost and lost time associated with churn. Workstation clusters permit expansion without moving existing workstation components. By adding a worktop and accessories, team size variation and hot-desking has been easily accommodated.

"The complex and voluminous nature of the services reticulated to the workstations (via conduits cast in the concrete slab on ground floor) was handled with ease by the Unimet workstation system," said Kirsti Simpson of HASSELL.

**project details ... PROJECT LOCATION ...** Level Ground & 1, 122 Margaret Street, Toowoomba QLD  
**CLIENT ...** Suncorp – Ed Robusto **DESIGN ...** HASSELL – Kirsti Simpson, Tony Alberti, Edwina Ewins, Catherine Allen **SCHIAVELLO QLD SYSTEMS ...** Philip Morgan, Sean Ellem, Peter Shumsky **AREA ...** 2614 m<sup>2</sup>  
**PRODUCTS ...** Unimet workstations, joinery units + mobile pedestals.