

Project Location
 Various metropolitan and regional retail branches

Client
 ANZ:
 Ari Athanasopoulos
 Anthony Shina
 CBA:
 Byron Williams
 CENTRELINK:
 Kym Lees
 Des Kingston
 MEDICARE AUSTRALIA

Design
 ANZ:
 Geyer Pty Ltd
 CBA:
 Numerous Designers
 CENTRELINK:
 Retail Environment Design
 Woodhead International
 MEDICARE AUSTRALIA:
 Interiors Australia Group

Project Management
 ANZ:
 Bovis Lend Lease:
 Greg McCourt
 Sergio Lupacchini
 CBA:
 Bovis Lend Lease:
 Greg McCourt
 Barry Steele
 Crosier Scott:
 Craig Redford
 Schiavello Project Solutions (Medicare Australia)
 Peter Thompson
 Charles Zammit
 Adam Terrill
 Schiavello National Projects (Centrelink, CBA + ANZ)
 Raffaele Tigani
 Robert Amorosi
 Aaron Scott
 Kara Taggart



RETAIL FEATURE
 PROJECT SOLUTIONS
 NATIONAL PROJECT MANAGEMENT
 SYSTEMS FURNITURE

**A SCHIAVELLO CASE-STUDY
 ANZ**

Centrelink
 Commonwealth Bank of
 Australia
 Medicare Australia

RETAIL REVAMP

Traditionally a leading designer and manufacturer of furniture, products and interiors for workplace environments, 40 years in business has given Schiavello the experience to enter new territories. Commercial, hospitality, health care, high end residential and retail tenancies are among Schiavello's capabilities. Such retail environments include the recent national upgrades of service providers Centrelink and Medicare Australia, and financial institutions ANZ and Commonwealth Bank of Australia (CBA). Schiavello has exercised their ability to coordinate large-scale projects nationally and overseas, and sets a significant standard for project management and product supply.

From developing a brief to the completion of a project, Schiavello's various departments undertake all tasks in the creation of retail spaces. These processes can include furniture supply and installation, interior fitout, joinery and project management. With staff input an important factor, Schiavello undertakes workshops and feedback opportunities, and the manufacture of prototypes. With CBA's revitalisation of over 300 branches nationally, and ANZ's branch expansion program and upgrade of more than 100 branches throughout Australia and the Asia-Pacific region, Schiavello's National Delivery Team were involved with employee workshops and feedback.

The prototypes that resulted included tailor-made solutions enabling specialised functionalities for banking counters and systems furniture. Exceeding the client's expectations is a crucial element in Schiavello's philosophy, and their long-standing relationships with designers and clients demonstrates this. These collaborative relationships can be attributed in part to Schiavello's reputation as a solutions focused organisation. Schiavello's Project Solutions team undertook weekend and evening work in order to complete signage and rebranding in 86 of Medicare Australia's branches across four states simultaneously, reducing Medicare Australia's impact on customers. This dedication was also shown in the CBA, Centrelink and ANZ projects with after-hours work a necessity. Offering creative solutions to challenges, Schiavello works closely with clients and designers to reach the best outcome for each individual case.

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Schiavello's highly capable product design and engineering team are often involved in the design development of unique components and designs for projects. CBA and ANZ are two examples where the engineering team were involved to develop the technical design for the front of house service counters, ensuring the design met client performance requirements and delivered cost savings through efficient production and installation. The flat-packing and modular nature of branch components ordered for CBA and ANZ allowed for bulk procurement, with the sporadic orders of large quantities. This flat-pack element also enabled reduced costs and time, with both transportation and assembly on-site.

The most sophisticated plant of its kind in Australia, Schiavello's manufacturing operation is continuing to grow and produce sizeable quantities of high quality, environmentally sustainable products. Producing systems furniture, seating, partitions, softwiring and accessories with advanced computerised machinery — custom-made pieces flow efficiently from design to production. With an expanding graphics and signage capability, Schiavello are positioned well to provide complete engineered solutions for retail spaces on a national scale.

- 1_ ANZ Chifley, NSW
Bank teller counters showing Corian solid surface + poly-carb acrylic glazing, M7 Humanscale monitor arms and QED work environment in background.
- 2_ ANZ Chifley, NSW
Workstations + client meeting areas using Mk10 curved partitions custom-built by Schiavello, QED desking.
- 3_ CBA Highpoint, Vic
Information desk showing Corian bench tops + pre-laminated veneer panelling.
- 4_ Medicare Australia Highpoint, Vic
Customer-service counters featuring new Family Assistance signage.
- 5_ Medicare Australia Highpoint, Vic
External marketing signage showing new Family Assistance upgrade, with internal corporate blades at entrance.
- 6_ Centrelink Flemington, Vic
Marketing material with stands, custom-made using System 45 detail, with large promotional banners, reception counter + custom-built pigeon hole storage in background.



Products and services

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ANZ
Tellers' desks with Corian solid surfaces and Ultimet understructure;
Sales desks with QED desking and accessories;
Custom-made mobile pedestals and storage;

Mk10 sales screens (shown in custom-made curved form, also supplied in standard straight style);
M7 Humanscale monitor arms used in all customer-service desks and workstations;
Custom-made merchandising including shelves, voucher-holders;
Interpower umbilicals and Mk10 vertical duct wiring solutions applied throughout.

CBA
Teller and customer-service (information) desks with Corian solid surfaces, veneer faces and Ultimet desking understructure;
Back-of-house working environment includes Sesto and Ultimet workstations with custom-made storage kitchenettes in standard size using Schiavello products and joinery, identical in all branches to ensure ease of installation and consistency;
Writing slopes manufactured with Corian tops.

Centrelink
Complete fitout and furniture supplied to all three zones: front of house, interview area and back of house;
Reception counter joinery (MDF powder coat technology applied to this and all working surfaces);
M7 Humanscale monitor arms used across all three zones; telephone stands and writing slopes manufactured by Schiavello;
Marketing displays: Merchandising stands designed using System 45 partitions and metal base, brochure-holders custom-made (pictures 6, 7+9);

Interview area using Ultimet desking, custom-built tambour door units and storage with Interstat 90 panels;
Back of house working environment using the same products as interview area, with workstation applications;
Ecomatic chairs, Plaza chairs, Belina chairs utilised in all zones.
Medicare Australia
Project management of signage solutions: Perspex stand-alone blades, internal and external corporate upgrade.



7



8



9



10

7+9_Centrelink Flemington, Vic
Marketing material custom-designed by Schiavello: Brochure holders + signage using System 45 partition details + metal base. Reception counter, Humanscale M7 monitor arms + custom-made pigeon holes in background.
8_ANZ Chifley, NSW
Workstation with Unimet desking, QED paper rails with trays + custom-made voucher holders, Series 3 pedestal + Humanscale M7 monitor arm.
9_Centrelink Flemington, Vic
As per image 7.
10_CBA Highpoint, Vic
Bank teller counters with Corian tops + poly-carb acrylic + pre-laminated timber veneer face.