



Project Location
 595 Collins Street
 Melbourne

Client
 Medicare Australia

Design
 IA Group
 Alan Hastings
 Gerald Caputo
 Samar Eskander
 Ellen Pan

Schiavello
 Project Solutions
 Peter Thompson
 Adam Terrill

National
 Projects Group
 Raffaele Tigani
 Kara Taggart

Schiavello (Prima)
 Architectural
 Peter Klaayen
 Angelo Cocciardi

Schiavello Vic Systems
 Kristen Missen
 Phil Merenda

Schiavello
 Signage Solutions
 Robert De Marco

Area
 7,200 m²

Products
 Unimet, Sesto Ultimet
 deskling, Elitone
 deskling (training
 rooms), Systemet
 storage. Ecomatic &
 Prima task seating,
 Tom & Tangier & Kayt
 [Pause] occasional
 seating.



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**MEDICARE AUSTRALIA
 PROJECT SOLUTIONS**

The new Medicare Australia headquarters in Victoria aptly reflects the dynamic, innovative and service delivery-focussed organisation.

HEALTHY PROSPECTS

Medicare Australia plays an important role in delivering new health programs and services to the Australian public. Its previous accommodation no longer met the requirements of the organisation; staff were spread over 11 floors with small floor plates and interfering structural elements.

Located in the heart of Melbourne, the newly opened 7,200 square-metre headquarters provides accommodation for 500 staff over five floors. Core business for the state office is to administer government programs via the Medicare office network and contact centre. The contact centre incorporates the Medicare Information Centre, servicing both providers and the general public. The call centre also includes specialised processing areas for Medicare Australia.

The new accommodation at 595 Collins Street successfully caters for Medicare Australia's urgent needs – offering a strong sustainability focus and large floor plates, enabling numerous work groups to be situated on a single floor. Design firm, IA Group, worked with Medicare Australia to formulate the design brief incorporating the need for a flexible and dynamic work environment.

A Schiavello ensemble was assembled for this project, headed by Schiavello Project Solutions [SPS] as construction managers – establishing, managing and delivering this outstanding result. 'We were the link on the project between trades, the design team and the client,' explains Adam Terrill of SPS. Schiavello's National Projects Group and SPS have recently rolled-out signage and rebranding of a substantial number of Medicare Australia branches across four states simultaneously [Details 25, 2007, pp. 66-71].

According to the IA Group, it was imperative that the design accommodate the various needs of different work groups and provide communal utilities areas and storage areas. The exercise meant that staff needed to adopt a change of culture and different approach to their work practices.

The design principles proposed for the office adopted the 'hive' approach,' explains Gerald Caputo, IA Group. 'This was to create large open work spaces with minimal offices'. Creating zones amidst large open plans provide identity and interest to the staff within their work areas. Central utilities areas, meeting and store rooms are positioned to create these zones. All staff have access to external-perimeter windows and natural light.

Schiavello's Systems Furniture team supplied all workstations, meeting room furniture and an extensive range of task and occasional seating elements. The workstations selected for work areas combined Schiavello's Unimet panel system with Sesto Ultimet user-adjustable deskling, arranged in a staggered design to create an open layout with a balanced level of staff separation and interaction. This design philosophy also aided movement around the building's structural columns. Storage solutions were met by Schiavello's Systemet metal storage range. Schiavello joinery elements to reception, boardroom and breakout areas add further interest to the space.

This Medicare Australia headquarters also involved the application of strong graphical images inherent in the design scheme. Schiavello Signage worked extensively with the design team to ensure these visual cues not only made the office identifiable for visitors, but also created strong visual identities for teams and work groups. From prominent illuminated signage in reception to meeting room plaques, workstation name plates and custom room numbers, Schiavello were instrumental in the graphic application, manufacturing and final installation of these signage elements.

This new invigorated work environment for Medicare Australia certainly debunks the dull and grey images of traditional government accommodation and represents a positive future for its employees and the people it services.

1_Mailing room passage showcases the strong graphical images and custom room numbers inherent in the design scheme. 2_Workstations arranged in a staggered format - Schiavello's Unimet panel system, with Sesto Ultimet deskling. 3_Reception counter with corian, timber and glass. A custom-made illuminated lightbox features the Medicare brand.