



# City of Parramatta Council

## The Situation, uncovering the challenges

With the Parramatta region fast becoming a major cultural scene and state government hub, the City of Parramatta Council was seeking to introduce new ways of working for their staff across 2 sites in the lead to major relocation works in mid-2024.

The Council engaged Transition to undertake a detailed filing and storage audit and to lead a paper reduction campaign which would challenge staff to adapt to a way working that is flexible as well as sustainable.

## Our Solutions

Transition implemented a meticulous tidy-up programme with a “lean and ruthless” mindset for staff to have confidence with the tidy-up process. This mindset and rigour was established for staff to work through their emotional attachment to files with the resolve to make decisions that would help them reach their targets. Constant communication and motivation were also key to keep momentum going and for staff to prioritise the tidy-up and to take the task seriously.

## We delivered

- **Two detailed filing and storage audits and reports** summarising current team storage over each spaces
- **An overarching high-level tidy-up programme for each site**
- **Strategies to reduce** hard copy files and storage items with consideration to each Directorate’s **working styles and processes**
- Maintained **regular contact** with Directorate Change Champions to **track the pulse of the tidy-up**
- **Consistent and clear messaging** to promote a lean and ruthless mindset, plus the benefits realised from new ways of working

## The Differences we made

- Within a 3-week tidy-up period in each office, **an average 60% reduction in files was achieved**
- With the tidy-up process now in their toolkit, the Council intends to take on further and regular tidy-ups
- **Cultivated an environment where staff think about new ways of working** and avoid resorting to paper-based files
- **A fresh start** for teams to appraise what they have released and how to maintain a lean mindset

## About The City of Parramatta Council

City of Parramatta is working hard to improve the city and council now and, in the future, - generating creative ideas and projects that address emerging issues and support Parramatta in becoming a centre of excellence.

transition

