

# about puzzle partners

summary of our expertise,  
capabilities and services



**PUZZLE**





Macquarie Group, Sydney



## about us

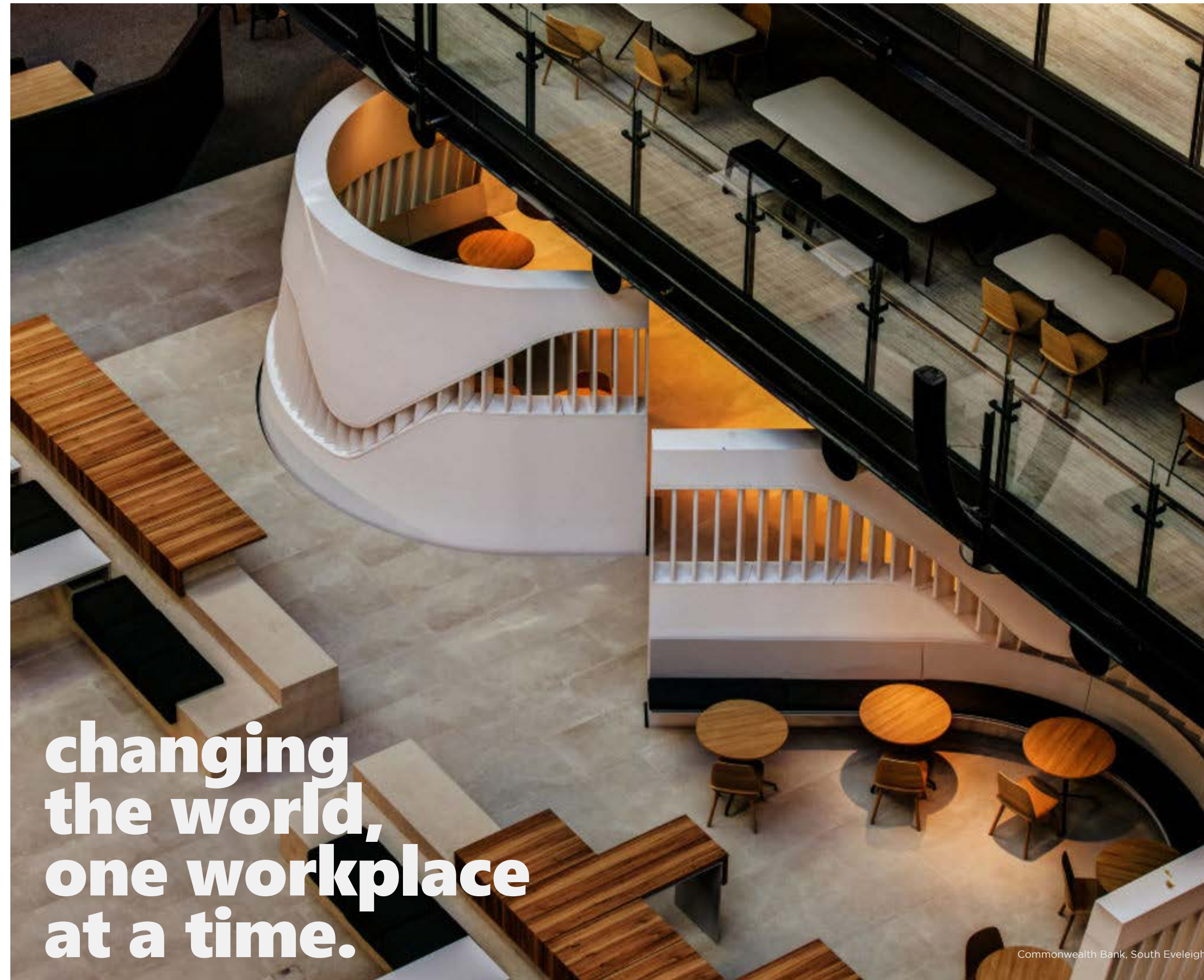
Puzzle Partners (Puzzle) is a successful, privately owned Australian company which specialises in; change management; communication and design; behavioural science; organisational change; strategy and transition.

We discover solutions to help our **clients** find new ways of working together.

We use design thinking, putting **people** at the centre of solutions.

We create workplace **catalysts** that strategically drive performance, engagement and culture.





## we love what we do.

We're passionate about changing the world - one workplace at a time and make work better by harnessing workplace change as a catalyst for broader organisational transformation.

We pride ourselves on the relationships we build with our clients and strive to discover solutions that help them discover and embed new ways of working.

We employ an evidence based approach to help our clients understand, adopt and embed enterprise changes and use design thinking to develop bespoke journeys of discovery, engagement and co-design, creating workplace catalysts that dramatically improve productivity and workplace satisfaction.



## we work together.

Changing the way individuals and teams work together within high performance work environments requires a conscious approach to engaging people.

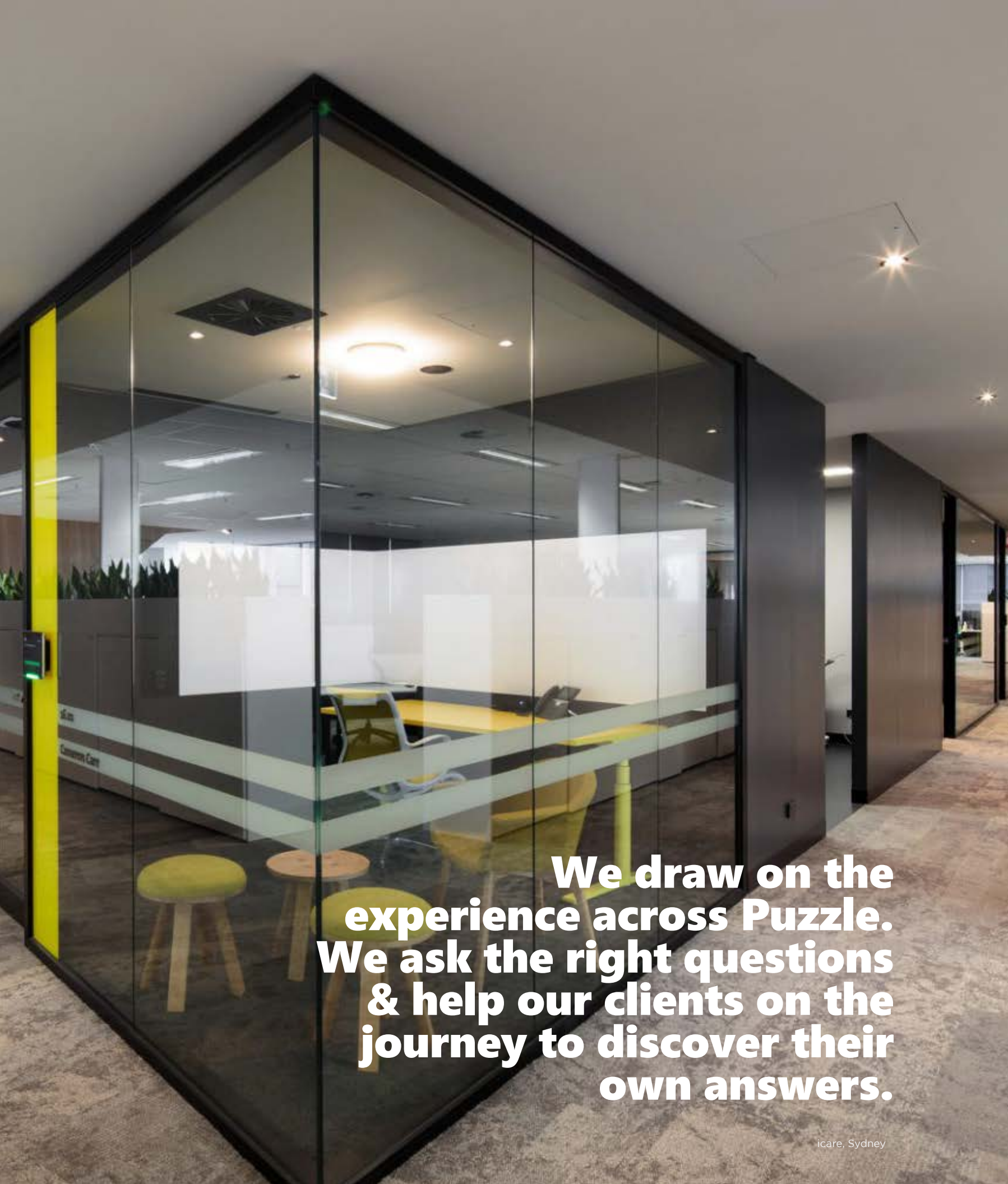
Our teaming approach means that we work in close partnership with an organisation's senior stakeholders and internal teams to define the opportunity and develop the right change management approach for each client we partner with.

To help our clients achieve sustainable change, we recognise the need to coach and mentor individuals we work with, and have a track record of helping to build skills and greater capability internally.



MYOB, Melbourne





**We draw on the  
experience across Puzzle.  
We ask the right questions  
& help our clients on the  
journey to discover their  
own answers.**

icare, Sydney

## **this is not our first rodeo.**

Puzzle has extensive experience in helping organisations to strategically transition how they use their spaces.

Our project management is based on Prince 2 methodology and has been honed as a result of our experience in planning and managing complex transition projects, large scale workplace strategy projects and major storage | document management projects, over many years.

Our methodology is tailored around understanding the specific needs and unique aspects of our client's workplace and organisational culture, and drawing on the comprehensive processes, tools and systems we have developed and tested over more than 1,200 workplace adventures.

Quality support and service is fundamental to the Puzzle approach. We consider quality, or the way in which our services are delivered, as critical to our success, and assign a Quality Assurance Manager to each project to ensure consistent, high quality results are delivered every time.



## **we invest time and effort where it matters.**

We take the time to understand, plan and manage the specifics, constraints, challenges and opportunities of every adventure we embark on with our clients.

We learn more about the journey so far, the aspirations of individuals and the organisation, as well as developing a deep insight into the stakeholder landscape.

Whether it's designing a workplace strategy, exploring how a workplace re-design could be used as a catalyst to enable a more agile and flexible workforce, or helping organisations to strategically transition their spaces, we're committed to using our expertise, design thinking, creativity and innovation to achieve a successful outcome.







Australian National Audit Office, Canberra

## our services

We inspire our clients to imagine the possibilities of how their space(s) can support them in the future and we use data, analysis, insight and our deep experience to help our clients create a workplace that is uniquely responsive to their needs.

Puzzle offers a range of interchangeable services to help our clients successfully transition to a new way of working together.



We blend insights about workstyles, space utilisation, technical capability and the workplace experience, with global best practice, to develop a workplace strategy. The strategy can then be used to inform your workspace design.

Sometimes our clients are unsure of what's possible. Using data-rich intelligence, we help you develop a blueprint, detailing your unique challenges and opportunities, and a path to realise your workplace aspirations.

**workplace  
blueprint**

**workplace  
strategy**

**people &  
change**

People are at the centre of everything we do. Puzzle uses design thinking to engage, co-design and prototype, so we can bring your workplace vision to life. From strategic advice through to hands on support, we develop bespoke change strategies which can help your people adapt to new ways of working.



We help organisations manage the complex logistics associated with moving teams, information & assets smoothly to and from different locations. From hospitals and research facilities through to corporate environments.

**transition  
management**

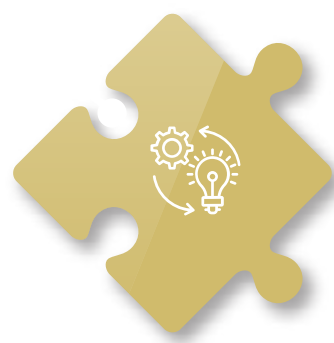
**information  
management**

We're big fans of the little details - from physical asset & storage audits, through to paper reduction strategies and paper independence change programs. We're also very good at Tetris. We can develop storage solutions for your new premises or fitout.

**benefits  
realisation**

Using workplace analytics, from space utilisation studies, surveys, interviews and scenario modelling, we help organisations evaluate whether they achieved what they set out to achieve. We can benchmark against similar Australian workplaces and make recommendations for continuous improvement.





# workplace strategy & blueprint services

how can you design a high-performance workplace for your organisation?



## blueprint

Sometimes our clients are unsure of what’s possible; what their opportunities are and the unique challenges they will face.

A blueprint is more than your average plan. It’s a well-defined business document that sets the foundation for the successful implementation of workplace transformation.

A blueprint brings unique perspectives, insights and intelligence to the table for our clients, helping them decide on the best journey for them.

## intelligence baseline

We start by building an evidence base around the way our clients currently use space. Our workplace analytics identify work spaces and settings that best align to the organisation our clients want to become.

## engaging people

Engaging people during the strategy phase encourages them to begin re-imagining how they work together and what a future-oriented environment would be.

We work with organisations to peel back the layers of how they work now, and how they want to work in the future.

## workplace strategy

We support organisations to create or refresh their workplace strategy, re-imagining the way they work together and creating an environment that uplifts the experience for clients, guests and staff. Ideas generated by staff are blended with research and insights from global best practice.

The workplace strategy outlines how to use space more efficiently and effectively, as well as the desired environment, including detail about work settings, work styles, space ratios, and desirable technology capabilities.





# people & change services

how you can engage your people to develop and adapt new ideas or solutions?



## strategy development

We add value by helping organisations define the right challenges to be solved, build a compelling vision and create a plan of how to get there. Helping our clients to learn and adapt as they go.

Our iterative approach draws on our deep experience and expertise, together with all of the major change methodologies, including Kotter, ADKAR, design thinking, acceleration, viral and Agile.

## delivery approach

Puzzle’s human-centred change methodology considers the degree of change; current versus future workspace, location etc., how this impacts staff and how receptive they are to the change, as well as what is required to make the change happen (capability, technology & behaviours).

We use design thinking to engage people, identify needs, develop solutions, help people experiment and learn then measure success.

## communications and design

We take an integrated approach to change communication; looking for creative, visually engaging ways to design and distribute content.

Whether it’s developing a visual identity for the project, developing project related collateral to be used by the client, or bundling with existing internal communication campaigns, we can help.

We will always align with your brand but also create a point of difference.

## leadership engagement

To achieve sustainable change, leadership support and engagement is critical. We therefore recommend a strong governance overlay through implementation with representation from senior leaders to champion and role model the change being delivered and supported through the organisation.

We work with executive teams and leaders, helping them to develop new skills, communicating and role-modelling workplace change.

## prototyping

We use design thinking, which includes rapid prototyping, allowing users to test suggested solutions and then adjust based on empiric feedback. Such a user-centred design approach is a cost-effective way to surface user needs upfront and make subsequent adjustments to the design, before it is finalised.





# transition management services

how you can seamlessly transition your people, information & assets into a new or refurbished workplace?



## relocation master planning

Understanding your requirements or constraints, we align space planning with your strategic drivers, establish a relocation strategy, maximise space utilisation or ratios, and simplify move sequencing.

### communication

Puzzle can design and maintain a bespoke relocation website to distribute transition information, including move guides and packing checklists. These online hubs reduce the need for email and paper-based communication.

## relocation planning & coordination

We can identify and manage external suppliers, manage the relocation database, manage and support move champions, mitigate relocation risk, prepare staff communications, develop a detailed move schedule, as well as assess and coordinate access throughout the move period.

Our aim is to deliver a seamless, cost effective and professionally managed relocation for our clients, minimising disruption to their daily operations.

## manage storage fit

We can assist in streamlining storage, organising culling and reduction events, and educating staff around fundamental ways of managing storage.

We can also provide recommendations on storage solutions, including specifications for storage systems, and assist your interior designer | architect to develop the storage specification for your new premises or fit-out.

## supplier engagement & oversight

Puzzle can manage the relocation supplier engagement process by preparing a detailed scope of works, managing the tender process, and make recommendations regarding for their appointment.

We will then engage, manage and coordinate the appointed providers and ensure compliance with WHS requirements, as well as provide onsite support for staff post-move to resolve any teething issues.

## asset management

We help organisations to manage, move, re-purpose, or dispose of existing furniture, fixtures & equipment (FF&E).

This involves undertaking a detailed space audit to create a database of all items for relocating, storage or disposal. We then produce a detailed report, including room layout details, to ensure that rooms are re-set correctly post move.





# information management services

how can you manage, store and share information better?



## auditing and reporting

We physically measure all current filing and storage, including compactus and shared storage resources, and provide a comprehensive storage report. Puzzle’s data driven insights provide our clients with clarity and innovative strategies for storage challenges, regardless of project size.

Our quality checks ensure accurate information is collected, and our experienced team discreetly audit current storage levels with minimal disruption to day-to-day activities.

## paperlite solutions

We develop bespoke solutions for each client, helping them transform the way they access and share information. Our recommendations are based on data analysis, together with our experience and best practice.

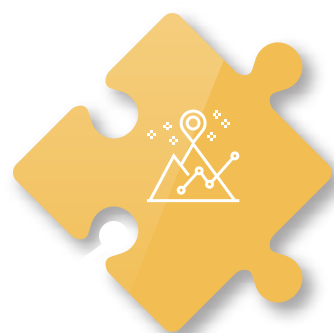
Puzzle works with teams across an organisation to reduce their reliance on hardcopy storage, either in preparation for relocation or adapting to a new way of working. The process critically evaluates the storage requirements and provides solutions to reduce the storage footprint.

## manage storage fit

We can assist in streamlining storage, organising | overseeing culling and reduction events, and educating staff around fundamental ways of managing storage and building digital habits to reduce paper reliance.

We are also able to provide recommendations on storage solution, including potential re-use of storage units, specifications for innovative storage systems, and assist your interior designer | architect to develop the storage specification for your new premises or fit-out.





# benefit realisation & analytics services

did you achieve what you set out to achieve?



## space utilisation studies

Puzzle undertake a comprehensive work point, meeting rooms and collaboration spaces audit to observe how people use the spaces and interact | behave now, as well as defining the activities the space is being used for. These studies help to define business practices and space requirements for future property requirements, including test-fit.

## workplace strategies

We can conduct scenario modelling and space planning analysis in order to explore alternative workplace strategies, or help you to make your existing workplace COVID safe.

## analysis

We are also able to conduct multivariate data analysis and identify relevant evidence to inform your important property decisions and to benchmark existing performance.

## staff surveys | co-design

Develop and deploy bespoke online staff surveys to capture baseline sentiment towards their workplace, understand work modes, work styles and latent needs to support concept ideas.

We also offer in-person or virtual co-design services, enabling your staff to provide detailed feedback about the spaces, settings, features, functionality and technology they think are important in designing your future workspace.

## benefit realisation assessment

Within six months of occupancy at the new workplace, Puzzle can conduct a post-occupancy review comprised of a staff survey, focus groups, and an observation study. We then provide an evaluation & insights report outlining key findings and recommendations for areas that can benefit from further focus and investigation.

We can also work with you to design and implement an evidence based assessment specifically tailored to your workplace project and any agreed KPIs | success factors.





Brisbane Catholic Education, Woolloongabba

## our team

Our people are what makes us exceptional and are passionate about everything we do.

We provide strong senior leadership for all our projects and then build a team of Puzzlers to deliver each stage or activity. Making sure that we have the right people, with the right expertise delivering each component of the project.

This means that our clients receive responsive, considered, expert support which can expand or contract at any stage of a project as needed. This agility, flexibility and expertise are the hallmarks of the Puzzle approach.

The depth of our expertise across the team enables us to consistently provide exceptional project & quality management throughout the life of the project.

Meet the team [here](#).



some of our clients



ABN Group  
ACCC  
ACT Government  
AGL Energy  
ASIC  
Austrade  
Australian Federal Police (AFP)  
Australian Fisheries Management Authority (AFMA)  
Australian National Audit Office (ANAO)  
Austrade  
Australian Taxation Office (ATO)  
AXI  
Barwon Water  
Bacardi Lion  
BHP Billiton  
Brisbane Catholic Education  
Brookfield Property  
Canberra Hospital  
Canon  
Civil Aviation Safety Authority

Commonwealth Bank of Australia  
Clayton Utz  
CSIRO  
Dept of Agriculture, Water & the Environment  
Dept of Defence  
Dept of Foreign Affairs & Trade  
Dept of Home Affairs  
Dept of Industry, Science, Energy & Resources  
Dept of the Prime Minister & Cabinet  
Digital Transformation Agency  
Diocese of Wollongong  
Fidelity International  
Fire & Emergency Services  
GSK Consumer Healthcare  
icare  
Inland Revenue - New Zealand  
IP Australia  
i-MED Radiology  
La Trobe University

Lend Lease  
Macquarie  
Mastercard  
Mid Coast Council  
Minter Ellison  
Mirvac  
Monash Colleague  
Murray Darling Basin Authority  
National Portrait Gallery  
Nine Entertainment  
Norton Rose Fulbright  
NSW Dept of Communities & Justice  
NSW Dept of Education  
NSW Electoral Commission  
NSW Ministry of Health  
Port Phillip City Council  
Publicis Groupe  
QBE Insurance  
Red Energy  
Rio Tinto  
RMIT

Rural Fire Service (NSW)  
South Australia Cricket Association  
Services Australia  
Sparke Helmore  
Stryker  
Suncorp  
Super Retail Group  
TAL  
TasWater  
Telstra  
TJX  
Toyota Finance  
University of Canberra  
University of Melbourne  
University of Sydney  
Vicinity  
Victoria Police  
Vision Australia  
Westpac  
Willis Group  
Woolworths  
Wyndham City Council



A high-angle, low-key photograph of a woman with blonde hair, wearing a white t-shirt and dark pants, walking down a wide, modern, curved staircase. The staircase is made of light-colored concrete or stone. The walls are white, and the lighting is bright, creating a clean, minimalist aesthetic. The woman is positioned in the lower right quadrant of the frame, looking down as she descends.

## contact us

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# PUZZLE

changing the world, one  
workplace at a time.