



@AmandaWQCU @QueenslandersCU

From Geek to Gorgeous

How an entire organisation
transformed a corporate intranet



What the geek???

Site Actions Browse Page Amanda Webb ▾

Queenslanders

Home Switch to Cuscal Search this site...

Documents
Campaign Briefs
Monthly Sales Snapshot
Product
Lending Updates
QCYou - Staff newsletter
P&R Events

Pictures
Lists
Links
QCUI IT Projects
Phone Call Memo

Discussions
General Discussion

Surveys

All Site Content

9:48:23 AM, Monday, 26/11/2012

STAFF INFO	INSURANCE	CORP INFO	FEES & CHARGES	PRODUCT INFO	FORMS	INDUSTRY LINKS
PROCEDURES	CREDIT CONTROL	LOANS PROCESSING	TRANS SERVICES	POLICIES	MASTERCARD	FINANCE
E-LEARNING	LOANS	SEARCH TOOLS	NetBanking	QCUI Web Site	Chart of Accounts Lookup Tool	
COES	PSR Login	HR CONNECT	SITE MAP	EMPLOYEE SELF SERVICE	Expense Claim Form / Staff Reimbursement	
Innovation@Qlders	Appraisal Smart	Daily Status Reports	Workplace Health and Safety	RISK MANAGEMENT	Expense Claim Form Procedure	

Queenslanders' vision is to...

"fulfil the financial aspirations of our members"

The Courier Mail | Breaking News

- "Join KAP? I'd rather eat razor blades"
- "Three crime scenes in Morcombe case"
- Keli Lane set to appeal against conviction
- Woman charged over SA police pursuits
- Urgent warning to check Xmas lights

CEO's Blog

- A Memorable 2011 And An Uncertain 2012
- The Positive And Negative Of The Australian Economy
- The Australian Government And Queenslanders To Promote Credit Unions
- Saving Money Is The New Trend
- The Future's Looking Bright Out West
- The Great Aussie Spirit
- New Year Resolutions
- Welcome

Brisbane

26°C
Partly Cloudy High 28° Low 19°

Ipswich

26°C
Partly Cloudy High 31° Low 16°

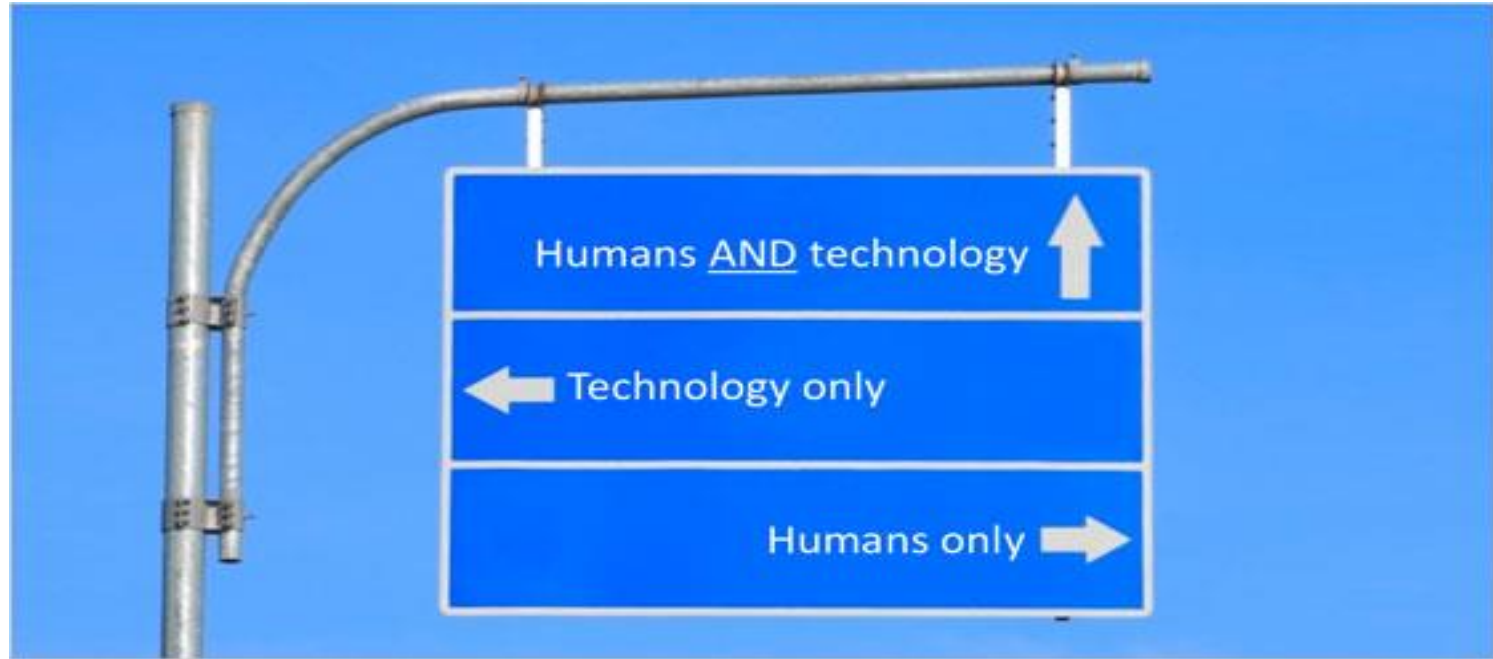
Townsville

28°C
Partly Cloudy High 30° Low 23°

@AmandaWQCU

@QueenslandersCU

People vs Technology



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@QueenslandersCU

Intranet Champions



@AmandaWQCU

@QueenslandersCU

ORGANISED
COLLABORATIVE

CONSISTENT TRUSTWORTHY.

EFFICIENT RELIABLE

EMPOWERING.

BLUE SKY
VISION.

POWERFUL.

✓✓
EASY TO USE

RELEVANT.

FRIENDLY STIMULATING.

EFFECTIVE. STRAIGHT
FORWARD

Vision established by
Intranet Champions group


Criteria and Constraints

Criteria

- Increase efficiency
- Improve quality of information
- Save time
- Deliver a better service to our members
- Self-sufficiency/Empowerment
- One place to go (central repository)

Constraints

- Time
- Budget
- Competing priorities
- Resources
- Technology
- Quality of existing data



Lists created by Intranet
Champions group

***1. What is your job role?**

- | | |
|--------------------------------------|--|
| <input type="radio"/> Operations | <input type="radio"/> Audit & Compliance |
| <input type="radio"/> Loans Sales | <input type="radio"/> Credit Risk |
| <input type="radio"/> Marketing | <input type="radio"/> Loans Processing |
| <input type="radio"/> Finance | <input type="radio"/> IT |
| <input type="radio"/> Administration | <input type="radio"/> QConnect |
| <input type="radio"/> Branch | <input type="radio"/> Other |

Other (please specify)

***2. How long have you been working for QCU?**

- | | |
|-------------------------------------|---------------------------------------|
| <input type="radio"/> Less than 1yr | <input type="radio"/> 6-10yrs |
| <input type="radio"/> 1-2yrs | <input type="radio"/> 10-15yrs |
| <input type="radio"/> 2-4yrs | <input type="radio"/> More than 15yrs |
| <input type="radio"/> 4-6yrs | |

***3. What are the main activities that make up your job?**

***4. Who do you communicate most frequently with on work matters? Be as specific as possible i.e. names and business units**

***5. When you communicate on work matters do you contact the respective business unit or do you go to a trusted expert (i.e. supervisor) first?**

***6. Do you have policies or guidelines for your work?**

- ☐ Yes
- ☐ No
- ☐ Some of the time
- ☐ Most of the time

Some/Most of the time (please specify)

Interviews & Observations

Activity Log

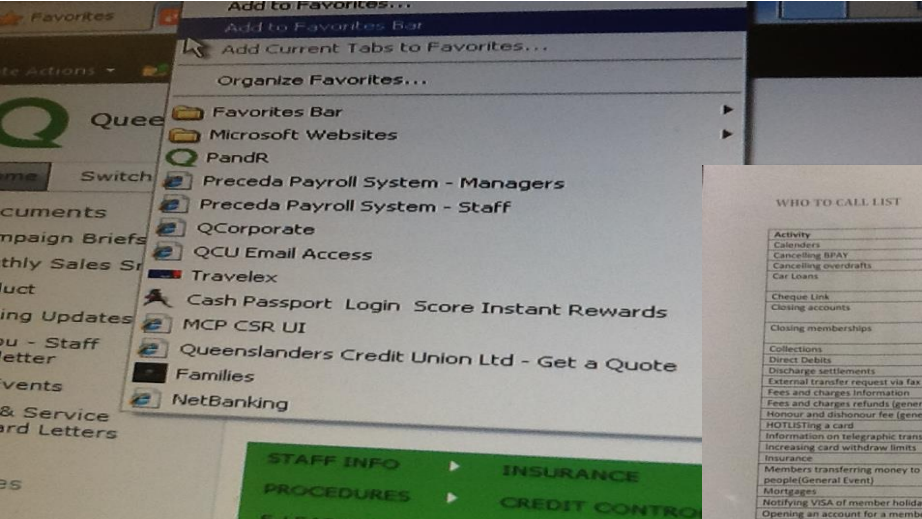
This Activity Log will help the Intranet Renewal Project team understand what types of questions you are asked and what information you spend your time sharing with others in the business each day. To use the Log you will need to record every time you are asked a question by someone in the business. As a subject matter expert you provide lots of experience and information to the business either by email, phone or face to face every day and we would like to capture what types of information you are asked for and how you know the answers.

When...	What...	How did you know the answer/information to share?						
		Please tick the applicable box or write a short note where required.						
Date	Question/Description of information shared	Intranet	Memory	Email I've kept	Had to ask someone else (please state who)	Printed information I have at my desk	QCU Corporate Website	Other (please state what you used)
e.g. 05/12	What do I need to open a membership for a trust?	✓	✓	✓				
6.12	Reverse B Pays Teller Error (Robyn Crabbell)		✓					
10.12	Reverse B Pays mbr request (Ashleigh)		✓					
10.12	Direct Credit Search (Paul Douglas)		✓					
11.12	Cancel D/O (mel)							
12.12	PP Enq - Neteller.							
13.12	Paysplit Enquiry		✓					
14.12	B Pay Reversal.		✓					
14.12	Correction - Reversal of BDS.		✓					

Key people selected to record their interactions with other teams

Topic	Page title_URL	Short description	Document type	Who owns it	Redundant, Outdated, Trivial, Current	Page status	Notes	Document Layout	Document Owner Comments
Loan Product Information Chart	file://qcuintranet/media/Intranet_Data/Product%20Info/	Loan product information	Information	Credit Risk & Loan Processing	Current	Keep		?	
Loans Application - QCU700	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Loan Application	Form	Credit Risk & Loan Processing	Current	Keep		✓	
Guarantors Details - QCU720	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Guarantors Details	Form	Credit Risk & Loan Processing	Current	Keep		✓	
LMI Privacy Consent	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	LMI Privacy Consent	Form	Credit Risk & Loan Processing	Current	Keep		✓	
Declaration of Purpose	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Declaration of Purpose	Form	Credit Risk & Loan Processing	Current	Keep		✓	
Declaration of Income and Affordability	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Declaration of Income and Affordability	form	Credit Risk & Loan Processing	Current	Keep		✓	
Verification of Sighting Original Documents	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Verification of Sighting Original Documents	Form	Credit Risk & Loan Processing	Current	Keep		✓	
Loan application supporting documents	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Loan Application Supporting Document Checklist	Form	Credit Risk & Loan Processing	Current	Revise	Dated 2010. Revision required?	✓	
Loan sign-up checklist - secured	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Signup interview notes - secured	Form	Credit Risk & Loan Processing	Current	Revise	Dated 2009. Revision required?	✓	
Loan sign-up checklist - unsecured	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Signup interview notes - unsecured	Form	Credit Risk & Loan Processing	Current	Revise	Dated 2009. Revision required?	✓	
Loan Disbursement Instruction to Cancel	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Loan Disb instruction to cancel or reduce credit card limit	Form	Credit Risk & Loan Processing	Current	Keep		✓	
Loan Disbursement Instruction to Cancel	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Loan Disb instruction to cancel or reduce QCU overdraft	Form	Credit Risk & Loan Processing	Current	Keep		✓	
Confirmation of Electronic Funding	http://qcuintranet:8088/Intranet_Data/iQ/Forms/Lending	Confirmation of Electronic Funding	Letter	Credit Risk & Loan Processing	Current	Keep	Why is this under "Forms"? It is a letter.	✓	
LP 0001 - Personal Loan - SmartCash	http://qcuintranet/Procedures/Loans%20Processing/LP%20001	Personal Loan and Smartcash Documentation	Procedure	Credit Risk & Loan Processing	Current	Revise	Format change? Requires updating.	?	
LP 0002 - Personal Loan-SmartCash	http://qcuintranet/Procedures/Loans%20Processing/LP%20002	Personal Loan and Smartcash witnessing documents/executed documents	Procedure	Credit Risk & Loan Processing	Current	Revise	Format change? Requires updating.	?	
LP 0003 - Personal Loan-SmartCash	http://qcuintranet/Procedures/Loans%20Processing/LP%20003	Personal Loan and Smartcash funding	Procedure	Credit Risk & Loan Processing	Current	Revise	Inaccurate? Format change? Requires updating.	?	
LP 0004 - Comments Loan Diary and	http://qcuintranet/Procedures/Loans%20Processing/LP%20004	Comment, Loan Diary and Special Conditions	Procedure	Credit Risk & Loan Processing	Current	Revise	Requires review. Format change?	?	
LP 0005 - Demountable or Manufactured	http://qcuintranet/Procedures/Loans%20Processing/LP%20005	Demountable/Manufactured home docs and funding	Procedure	Credit Risk & Loan Processing	Current	Revise	Requires review. Format change?	?	
LP 0006 - Mortgage Loan Funding	http://qcuintranet/Procedures/Loans%20Processing/LP%20006	Mortgage Loan Funding	Procedure	Credit Risk & Loan Processing	Current	Revise	Requires review. Spelling errors. Format change?	?	

Content Inventory of existing intranet



WHO TO CALL LIST

Activity	Contact 1	Contact 2	Contact 3
Calenders	Estie	Broli	
Cancelling BPAY	Q connect	Sue	Kim
Cancelling overdrafts	Amanda P	Kelera	Paul/ Deborah
Car Loans	Tina		
Cheque Link	Leanne	All in OS	
Closing accounts	Therese D	Booval Branch	
Closing memberships	Therese D	Booval Branch	
Collections	Peter W	Kay B	
Direct Debits	Rachel C	All in OS	
Discharge settlements	Amanda P	Ned	Kim
External transfer request via fax or scan	All in OS		
Fees and charges Information	Q connect	Chris	
Honour and dishonour fee (general event)	Chris		
HOTUS/Ting a card	Holly	Kylene	Chris
Information on telegraphic transfers	Robyn	Michelle	
Increasing card withdraw limits	All in OS	Kirsti	Mei
Insurance	Sandra	All in OS	
Members transferring money to the wrong people (General Event)	Paul D	Kelera	Deborah
Mortgages	Holly	Kylene	Chris
Notifying VISA of member holidays (Event)	Yourself	Gwen	Tina
Opening an account for a member	Leanne	All in OS	
Ordering a deposit book	Chris		
Ordering official statements (only for special purposes but general event needs to be used)	Tina	Paul D	Sue
Overdrafts	Amanda P	Kim	Sue
Redraws in loans	Amanda P	Kim	Sue
Payroll Splits	Rachel C		
Personal Loans	Tina		
Problems with statements in IT	IT helpdesk		
Problems with P&R	IT helpdesk		
Term Deposits (if negotiating rates ring Chris or Lesley)	Lesley		
Unauthorised transactions/ Fraud	Kylene		
VISA Cards	Holly		

Queenslanders Personal Banking
Personal Fax - 3118 5553
BSB- 804 059

CGU Agent No - 1312083
Customer Care Centre - 13 22 94
Policy Admin Svc - 01 9279 5184

Commercial - 1300 763 909
Commercial Fax - 1800 657 043

New South Wales - 018 958 4466
Adelaide - 3135 1169
Fax - 3135 1353

Underwriting Acceptance - 1800 557 461
Fax - 01 9601 8800
Rich Acceptance - 1300 307 845 - (1300 763 909) 2700
1300 502 1106
1300 033 3972

CGU Claims
New South Wales - 018 958 4466
Existing Home - 3135 1972
Existing Motor - 3135 1970

CGU Landlords - www.2easyure.com.au/gldn
CGU Direct - 13 15 32 or Claims - 1300 557 043

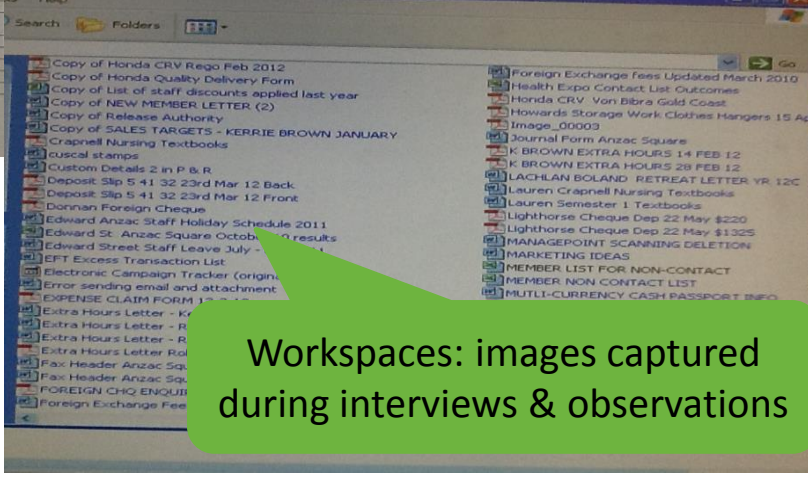
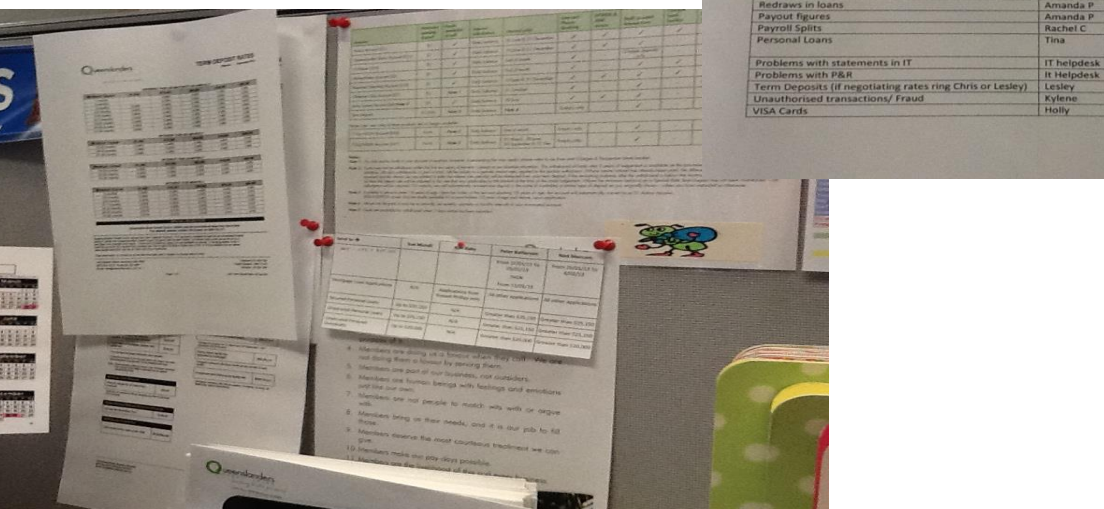
SWANN Agent No - 48205
Swann call centre - 1300 740 195
CCI cancellation fax - 03 8804 9009
cci.underwriting.team@lag.com.au
PO BOX 14459 Melbourne VIC 8001

SWANN Claims
CCI - 1300 657 382
Motor - 1300 657 318
Fax - 1300 657 370
Swann.cci.claims@lag.com.au

Cover More Travel - www.covermore.com.au

Allianz - 1800 788 788 / 1300 555 030 (claim)
Fax - 1800 172 631
Tower Life - 1800 100 678 / Zurich - 1800 025 015 / AAMI - 13 42 46
Commercial & General Brokers - 335 1215
Manufactured Home Ins-Agency - 1800 676 700 Motor Homes
www.niba.com.au

Kirsti Home - 07 3272 5542 or Mobile - 0422 233 688



	Document Description	Document Type	Document Owner/Creator	Location in work space	How often do they use it or refer to it?	Notes
1						The tips have been created by Amanda after she d said she uses them most times she has to quote or
2	List of insurance quoting tips	Printout	Amanda W	Wall	Weekly	
3	10,000 THRESHOLD REPORT	Printout	AUSTRAC	Personal folder	Rarely	CAN THIS BE CHANGED TO SMART FORM/FILLABLE ADMIN FOR CHECKING. SENT IN BAG AT PRESENT F FOUND UNDER FORMS
4	BPAY PMT TELLER ERROR	Word doc	JUSTINE	Other drive (refer notes)	Rarely	LOCATED IN MY DOCUMENTS. DOCUMENTS APPEAR BY ADMIN BRANCH.
5	LIST OF FEE CODES USED OFTEN	Post it Note	THERESA	Desk	Daily	THE LIST OF CODES THAT ARE USED OFTEN HAS BEEN AND ARE REFERRED TO WHEN 1 OFF JOURNALS ARE
6	LIST OF GENERAL LEDGER NO	A-Z Book	THERESA	Other (refer notes)	Weekly	THE LIST OF GL CODES THAT CAN BE USED IN VERY VOUCHERS ASSOCIATED WITH TELLING.
7	PETTY CASH EXPENSE CLAIM FORM	Printout		Personal folder	Monthly	THIS FORM IS USED BY EACH BRANCH TO REIMBURSE STAPLED TO THIS FORM AND RETURNED TO ADMIN
8	EXPENSE CLAIM FORM	Printout		Computer	Weekly	THIS FORM IS USED TO REIMBURSE ANY EXPENSE A INCURRED AS PART OF THEIR DUTIES.
9	LETTER RE PROPERTY LODGED FOR SAFE KEEPING	Word doc	THERESE	Other drive (refer notes)	Rarely	AT THIS STAGE THIS LETTER IS HELD IN 1 MY DOCUMENT (ADMIN) PEOPLE WHO WORK IN BOOVAL ADMIN ARE
10	LETTER CONFIRMING ACCOUNT	Word doc	LORRAINE	Other drive (refer notes)	Rarely	THIS LETTER IS USED TO CONFIRM THAT CERTAIN PEOPLE WITH THE CREDIT UNION AND FOR HOW LONG. AT DOCUMENTS AT BOOVAL ADMIN.
11	LETTER CONFIRMING ACCOUNT FOR RELEASE OF CAPTURED CARD	Word doc		Other drive (refer notes)	Rarely	THIS LETTER IS TO REQUEST RELEASE OF CAPTURED CARD WITH IDENTIFICATION. THIS IS HELD ON MY DOCUMENTS
12	CLOSING A FULL MEMBERSHIP CHECK LIST	Word doc		Personal folder		

Document log completed
by Intranet Champions

Outcome

We discovered there was:

- Unclear ownership of information
- Limitations to knowledge sharing
- Predominantly 'word of mouth' learning & information sharing
- Inaccurate information being used
- Re-work and audit issues

What do WE need?

JUST BECAUSE YOU ARE UNIQUE



DOES NOT MEAN YOU ARE USEFUL

Communication



Openly
Honestly
Often





Criteria

- Increase efficiency
- Improve quality of information
- Save time
- Deliver a better service to our members
- Self-sufficiency/Empowerment
- One place to go - central repository

Constraints

- Time
- Budget
- Competing Priorities
- Resources
- Technology
- Existing data

ORGANISED COLLABORATIVE

EFFICIENT

EMPOWERING

EASY TO USE

FRIENDLY

EFFECTIVE

BLUE SKY VISION

TRUSTWORTHY

RELIABLE

BENEFICIAL

RELEVANT

STIMULATING

STRAIGHT FORWARD

Key selection criteria

- External access.
- Hosted solution - cloud
- Version control
- Support / Dedicated resource (in-house)
- Single sign-on
- Workflow
- Email directly from intranet*
- Mobile (iPod) - responsive (important)
- 24/7 Availability

EVALUATION CRITERIA

- Easy to use (authors)
- Self sufficiency (admin)
- Deliver on key selection criteria
- \$cost

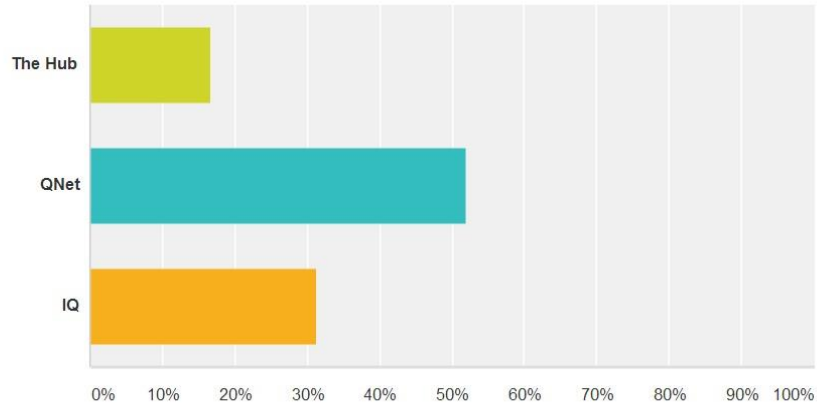
The Awesome Search

Displayed in the project team area

Design by Community

Please select your preferred intranet name.

Answered: 48 Skipped: 0



Answer Choices	Responses	
The Hub	16.67%	8
QNet	52.08%	25
IQ	31.25%	15
Total		48



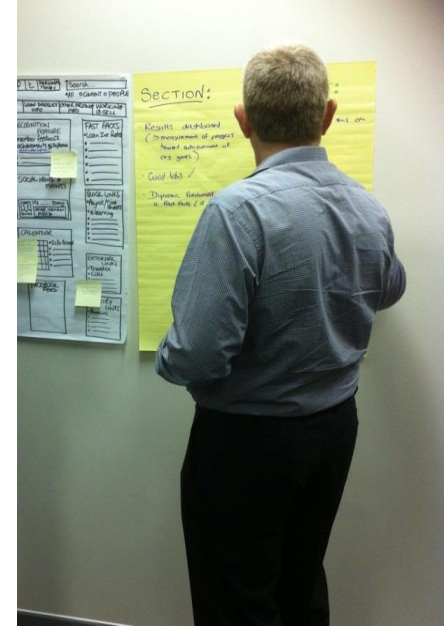
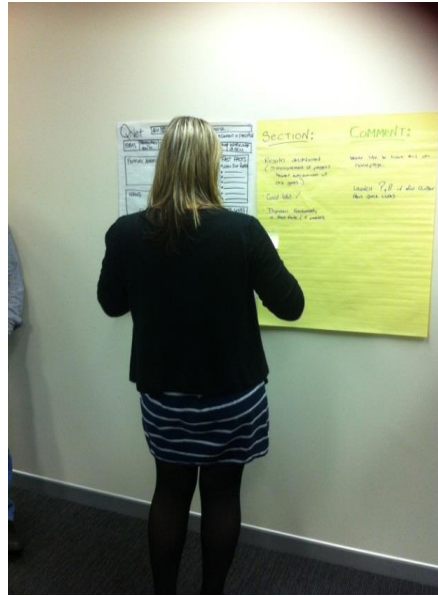
Intranet naming
competition winners

Core Needs Identified

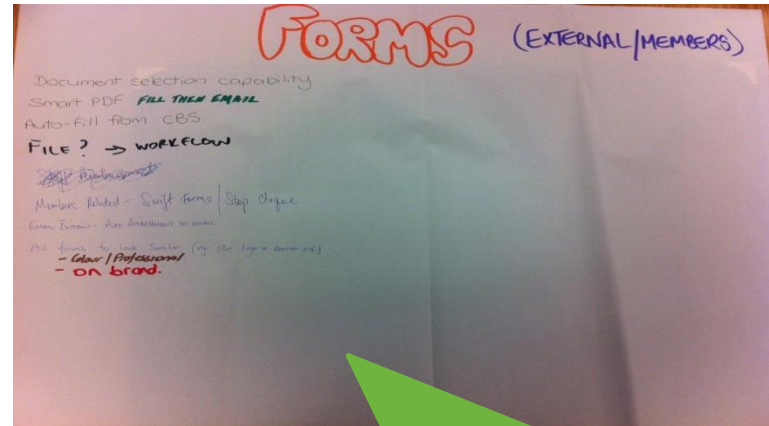
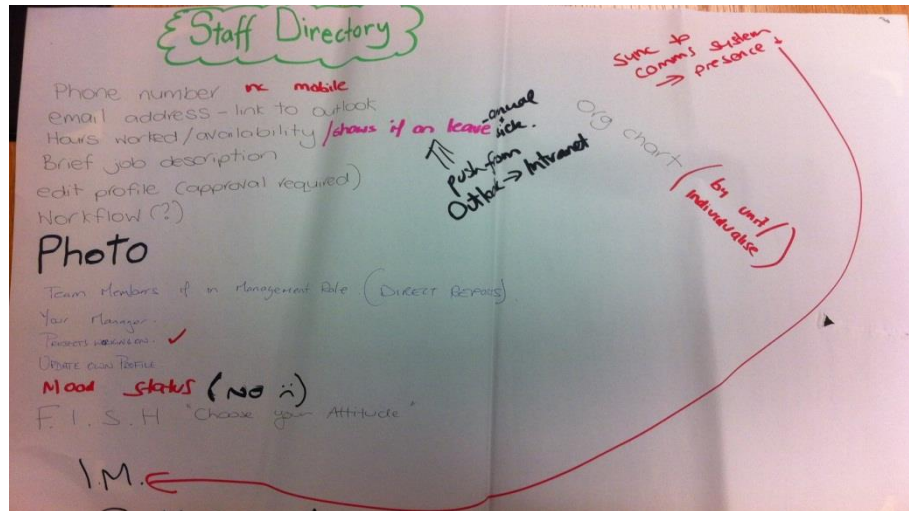
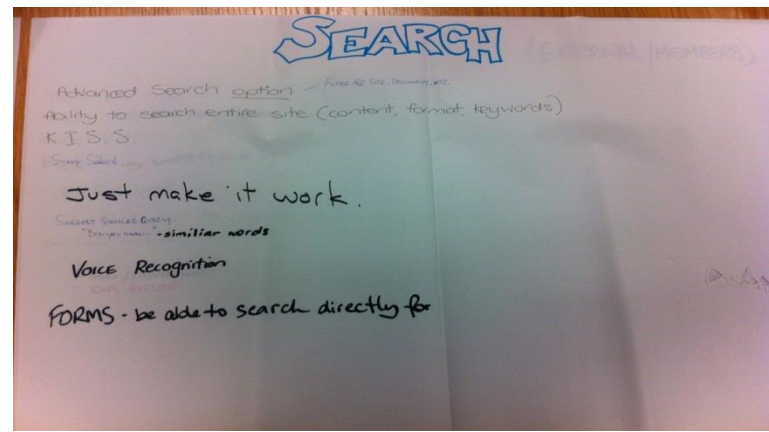
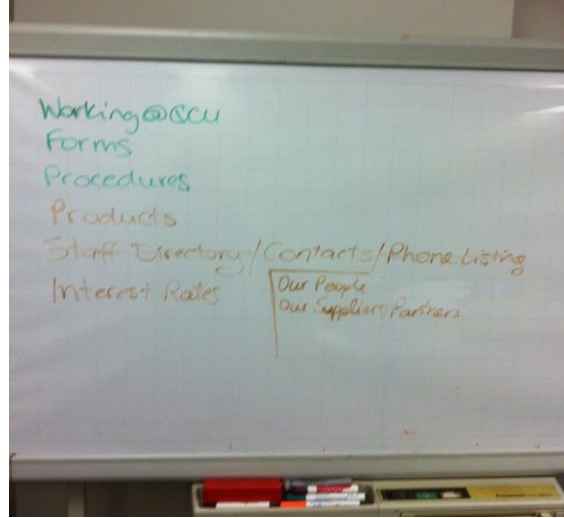
- ~~Search~~ **Awesome** Search
- Staff Directory
- One source of truth (with version control)
- Online forms
- News/Updates – internal and external
- Administration (who can update documents)
- Calendars – projects, meetings
- Some personalisation of home page
- Single sign on

WORKING
@ OCU

Home Page mock up



Providing feedback on
design and content




Providing feedback on design and content


Plan vs Software capabilities

Contacts ▾Products ▾Policies and ProceduresIntranet AnalyticsWorking at QCUForms ▾


DON'T FORGET!



Corporate Golf Day
Location Victoria Park Golf Club
by Leah McCarthy
11 October 2013 (0) (0) (0)




Anzac Branch relocation
Location Brisbane
by Leah McCarthy
16 October 2013 (0) (0) (0)




Justin's Shout!
Location Victory Hotel
by Leah McCarthy
18 October 2013 (0) (0) (0)


WHAT'S NEWS?



Lending Update - Issue 14
Lending Update
by Leah McCarthy
about a month ago (0) (0) (0)



First 5 Minutes
First 5 Minutes Training now...
by Leah McCarthy
about a month ago (0) (0) (0)



Strategic Plan 2013/2014
An overview of our strategic...
by Leah McCarthy
2 months ago (0) (0) (0)

TOOLBOX

What's happening

Calculators

Summary of Accounts

Fees & Charges

Loan Product Info

Savings & Transaction Account Rates


Term Deposit Rates

Loan Interest Rates

WEATHER

Brisbane Weather

Weatherzone - forecasts, satellite, BoM radar and more




Current weather for Brisbane at 8:30am EST

Temperature: 25.3°C Feels like: 26.0°C Dew point: 12.9°C Relative humidity: 46% Wind: E at 6 km/h, gusting to 9 km/h Rain: 0.0mm since 9am Pressure: 1013.6 hPa

01 January 0001 00:00

IN THE SPOTLIGHT

Congratulations to the Intranet Team for getting this far. Well done!



A big welcome to the Queenslanders family to Azalea and Sarah!

QUICK LINKS

ManagePoint

P and R

Tavelex Portal

CGU Portal

elearning Centre

Timesheets/Leave

NATIONAL NEWS


Shotgun used in Vic brothel hold-up

THREE men used a shotgun and an iron bar to threaten a staffer when they robbed a Melbourne brothel of its cash register.

Yesterday 21:50

SAVE \$40K

What would you do with a \$40k home loan saving? Learn more →



INDUSTRY LINKS

@AmandaWQCU

@QueenslandersCU

Will it work with an 'out-of-the-box' solution?
Mock up using trial software.

WORKING AT QCU ▾

- Working at QCU Home
- What's happening

ADMINISTRATION ▾

ABOUT QCU

[Social Club Photos](#)
[Purpose, Mission & Values](#)
[Results Dashboard](#)
[Staff Surveys](#)
[Strategic Plan](#)
[Branch Hours & Locations](#)
[Our History](#)
[Our Board](#)

NEW STARTERS

[Get help](#)
[Your first week](#)
[eLearning Centre](#)
[Timesheets](#)
[Work Hours](#)
[Uniforms](#)
[Code of Conduct](#)
[About QCU](#)

PAY AND LEAVE

[Statement](#)
[Fair Work Information](#)
[Travel Allowances](#)
[Award 2010](#)
[Banking, Finance & Insurance](#)
[Using the payroll system](#)
[Apply for Leave](#)
[Complete your timesheet](#)

WORK HEALTH AND SAFETY

[Health & Wellbeing Updates](#)
[OH&S Workstation Tips](#)
[First Aid Officers](#)
[Code of Conduct](#)
[Training](#)
[Risk Register](#)
[Forms & Checklists](#)
[Material Safety Data Sheets](#)

LEARNING & DEVELOPMENT

[Study Assistance Policy](#)
[Professional Development](#)
[Professional Memberships](#)
[eLearning Centre](#)
[Training Calendar](#)

STAFF BENEFITS

[Staff Discounts](#)
[Health & Wellbeing Updates](#)
[Uniforms](#)
[Staff Banking](#)
[Staff Loans](#)
[Body & Soul Program](#)

Landing page – mock up
using trial software

QNet Cafe

10am – 2pm, everyday

OPEN BY APPOINTMENT OTHER TIMES
JUST BOOK A TIME WITH AMANDA,
LEAH OR JANICE.

WE WILL SHOW YOU THE LATEST
UPLOADED CONTENT, HOW TO
NAVIGATE THROUGH THE SYSTEM, AND
SOME FANCY LITTLE FEATURES YOU WILL
FIND VERY HANDY. DON'T MISS OUT
COME AND SEE US TODAY!

AND IF YOU AREN'T EXCITED ENOUGH
JUST YET – WE HAVE YUMMY TREATS
AND HOT BEVERAGES FOR YOU TO
ENJOY WHILE YOU LEARN.

Hands on with the new
intranet before 'go-live'

Meet Q!



@AmandaWQCU

@QueenslandersCU



Launch Day Pack

[Home](#)

Who or what are you searching f...

[Working at Queenslanders](#)
[Policies & Procedures](#)
[Products](#)
[Forms](#)
[People Directory](#)
[Analytics](#)

[Helpdesk](#)

In the Spotlight

Say "Hi" to Q!

Q is the genius behind QNet. Q has been working hard to build this site for you so if you have any questions, Q is your best resource. You can contact Q through the People Directory either by leaving a message on the TimeLine or sending an email.

What's News?

Latest Discussed Liked

FebFast - We want YOU!
by Ross Acutt
7 days ago

System Administrator/Helpdesk Coordinator
by Wayne Pelgrave
8 days ago

CGU Portal 'Forbidden Access'
by Amanda Webb
10 days ago

Debt Consolidation Campaign
by Katie Preston
25 days ago

A Few Words From....

New Bullying and Harassment Laws
by Ross Acutt
15 days ago

Making The Most Of The Festive Season
by Ross Acutt
about a month ago

Welcome to YOUR intranet!
by John Weier
about a month ago

Don't Forget!

Grand Opening of New Branch
Location New Edward St Branch
by Amanda Webb
30th January 2014 @ 5:00pm

Audit & Risk Committee
Location
by Amanda Webb
29 January 2014

Board Meeting
Location
by Amanda Webb
29 January 2014

Results Dashboard

Quick Links

[P & R](#)
[Microsoft Office 365](#)
[Cash Passport Portal](#)
[Google](#)
[White Pages](#)
[Timesheets/Leave](#)
[eLearning Centre](#)
[CGU Portal](#)
[Travelx Portal](#)

Tool Box

[Term Deposit Rates](#)
[Savings Interest Rates](#)
[Loan Interest Rates](#)
[Summary of Accounts](#)
[Loan Product Info](#)
[Fees & Charges](#)
[Calculators](#)

Latest Campaigns

Industry Links

[Australasian Mutuals Institute](#)
[Austac](#)
[COBA](#)
[CUSCAL](#)
[RBA](#)
[APRA](#)
[ASIC](#)

National News

NEWS.com.au | National Breaking News

The National News from NEWS.com.au

Public funeral to be held for punch v

A PUBLIC funeral will be held in Syd celebrate to life of Daniel Christie, w after being punched in Kings Cross.

Yesterday 20:12

NGW man ahead nine child men

Home Page



You are here > [Home](#) > Forms

- Forms
- [Forms Home](#)
- New Member
- Existing Member
- Payments
- Work Health & Safety
- Loans
- Staff (internal use only)
- Third Party Suppliers
- Brochures & PDS
- Administration

Can't find the form you're looking for?



Try using the Search function in the top right corner.

Tool Box

- [New Membership Application](#)
- [Open a New Account](#)
- [Change of Name/Address](#)
- [Term Deposits](#)
- [ATM/Visa Dispute](#)
- [Foreign Exchange Forms](#)
- [Significant Transaction Report](#)
- [Incident Report](#)
- [Telephone Threat](#)
- [Staff Reimbursement/Expense Claim](#)

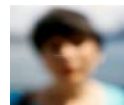


Did you know that you can now fill in forms online?

During the intranet project we changed all our forms into fillable forms. This means that you can type information into the spaces on the forms.

For example, on the Term Deposit Application form you can type in the member's name, member number etc. Once you have completed a form simply print it out for the member to sign or email it to the member if it is a phone/email enquiry.

Contacts



Operational Services Manager
0218 7218

Landing Page



You are here > [Home](#) > People Directory

Q ...

Genius

Follow

Rewards

Followers

0

Following

0

Q's Biography

I joined Queenslanders on 2nd December, 2013 as the intranet "gadget" guru. I am a leading specialist on the topic of web content management, and the Queenslanders expert on intranet strategy and design. I love working with Learning & Development and the IT Team. They rock!

Read my Biography

Influence

1

Profile %

0

About Q ...

Contact Details

- Q
- ...
- qnet@queenslanders.com.au
- IT
- Head Office
- UTC +10.00

Responsibilities

Q's Manager

Wayne

(07) 32

Executive Manager of Operations

More from Q

Expertise / Interests

Expertise

Expertise

2 Intranet

Timeline

It was Monday, 2 December 2013 when Q last updated their profile...

Edit Profile

Write a comment...

31st
January



You added IMG_1343 to Gallery 2014 CBD Branch Opening

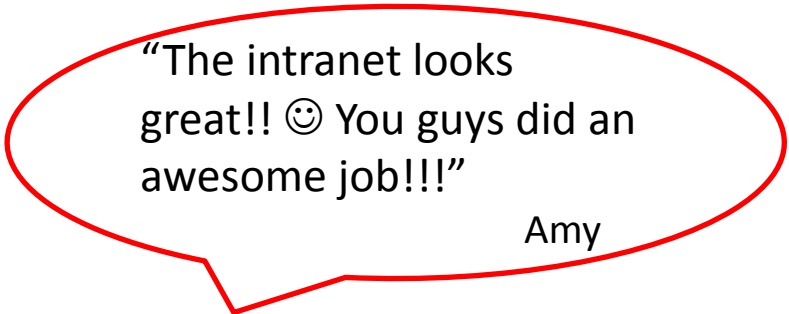
Comment Like about a month ago

0 0 0

People Directory

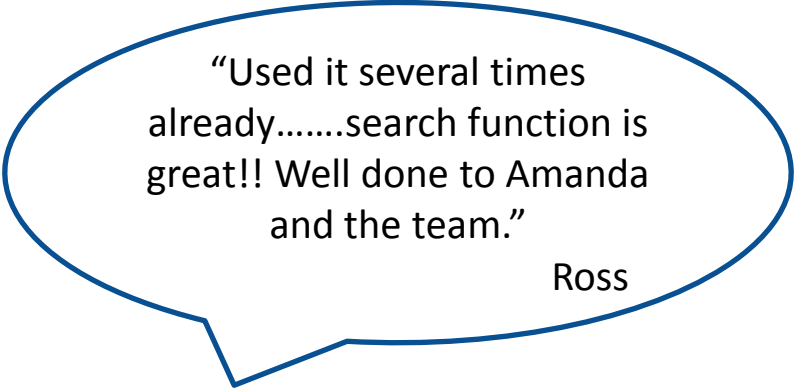
@AmandaWQCU

@QueenslandersCU




"The intranet looks great!! 😊 You guys did an awesome job!!!"

Amy



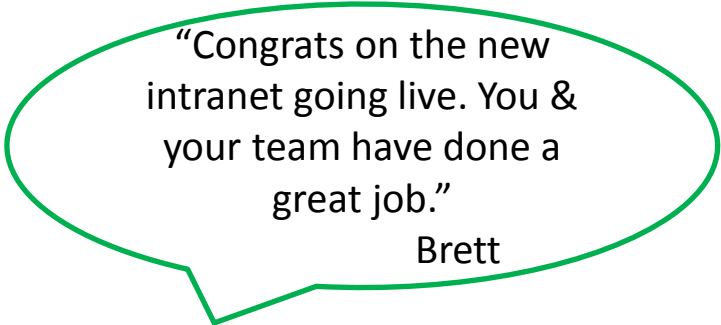
"Used it several times already.....search function is great!! Well done to Amanda and the team."

Ross



"Thanks very much Amanda and Janice. I've been trying to get that form updated for months and months."

Les



"Congrats on the new intranet going live. You & your team have done a great job."

Brett

Gorgeous!

Home

Amanda Webb

Who or what are you searching for? ...

Net

Working at QueenslandersPolicies & ProceduresProductsFormsPeople DirectoryAnalyticsInteract TestICT

Q

e


P

f

Helpdesk

In the Spotlight


Katie you're a star!





Congratulations on becoming the inaugural winner of the Harry Zaphir Village Entrepreneur Scholarship. The Scholarship gives Katie the opportunity to visit Cambodia and contribute directly to the Village Entrepreneur Program in Harry's honour. Well done from all of us!


What's News?

LatestDiscussedLiked


FREE Flu Vaccs Brisbane & Ipswich Locations
by Amanda Webb
25 days ago


Using Search to Find Subject Matter Experts
by Amanda Webb
about a month ago


Lending Update Issue 17
by Nadia Morosini
2 months ago


CGU Portal "Forbidden Access"
by Amanda Webb
2 months ago

A Few Words From....


New ICT Systems & Service Desk Coordinator
by Sush Chowdhury
3 days ago


Congratulations Tinal
by Brett Maund
10 days ago


Staff news - babies and new team members
by Brett Maund
25 days ago

Half-Yearly Update
by John Weiler
26 days ago

Don't Forget!

Ipswich Races Location Ipswich Race Track
by Leah McCarthy
14 June 2014

Audit & Risk Committee Meeting Location Board Room
by Leah McCarthy
26 March 2014

Board Meeting Location Board Room
by Leah McCarthy
26 March 2014

Quick Links

P & R

Microsoft Office 365

Cash Passport Portal

Google

White Pages

Timesheets/Leave

eLearning Centre

CGU Portal

Traveler Portal

Tool Box

Term Deposit Rates

Savings Interest Rates

Loan Interest Rates

Summary of Accounts

Loan Product Info

Fees & Charges

Calculators

Heads Up

Mandatory Read

Australian Privacy Principles


Australian Privacy Principles (co...

Show More »

What are you working on?

Sush Chowdhury added New ICT Systems & Service Desk Coordinator

Latest Campaigns



Industry Links

Australasian Mutuals Institute

Austrac

COBA


CUSCAL

RBA

APRA

ASIC

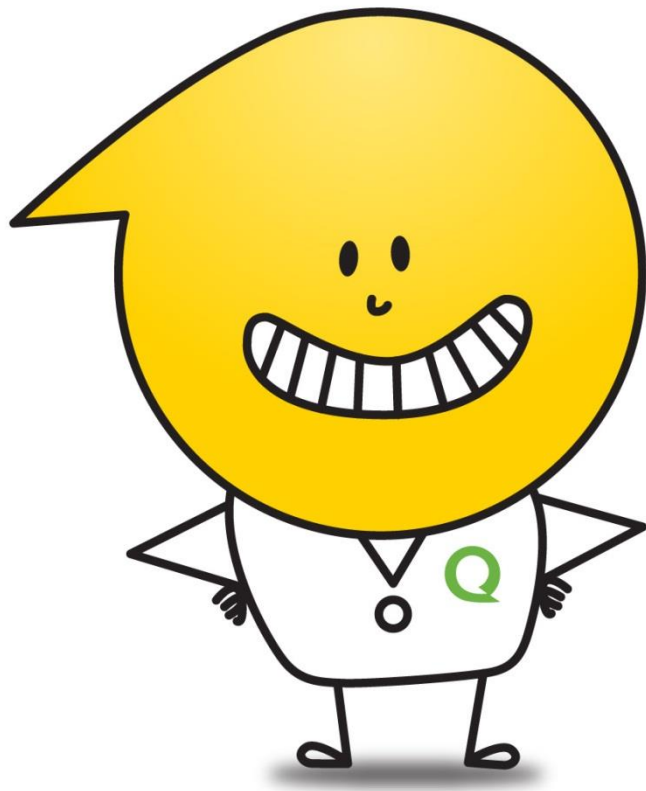
Results Dashboard



Home page now

What have I learned?

- Design by community can work
- No such thing as over-communicating
- Collaboration requires planning and it will cost you time and effort
- Communication requires planning but it will save you time and effort
- Engagement & Acceptance is the reward



@AmandaWQCU

@QueenslandersCU