

# A quick study in digitalising communication



Together on @workplace

At Australian Catholic University (ACU), it's about seeing the whole person and their full potential, and inspiring staff, students and graduates to make a difference. One of their biggest challenges was finding a way to bring together the 2,500 researchers, educators and support staff who work across ACU's eight campuses. In addition, the university wanted to break down the siloes between faculty and professional staff.

76%

staff said  
their sense of  
connectedness  
improved

63%

staff said  
Workplace created  
more collaboration  
opportunities

Statistics gathered during a 4-month pilot period.



Groups



Workplace  
Chat

LIVE

Live video



News Feed



"Our colleagues have embraced Workplace because it has empowered everyone to share their knowledge, networks and ideas across the organisation. It has helped us to break down communication barriers, particularly between employees and senior leaders. It has made our organisation stronger."

**Dr Stephen Weller**, Chief Operating Officer at ACU

## How Workplace helped



### **Turning environmental sustainability ideas into action**

For ACU's National Sustainability Manager, Mark Doggett, Workplace was the perfect platform on which to rally university staff together and combat the issue of landfill caused by disposable coffee cups. Mark created the group 'Sustainability @ ACU' which gained strong traction across internal departments. Within two and a half months, Mark and his colleagues were able to convince all cafe operators on campus to offer people a discount on using reusable cups, instead of their environmentally harmful counterpart.



### **Opening up inter-departmental dialogues**

Due to the siloed organizational structure of the university, staff often felt disconnected from each other. Many departments operate as self-sufficient units, with lecturers, researchers and professional staff collaborating inwardly on their own curriculum and services. Workplace has opened up a new kind of peer-to-peer dialogue and inter-departmental knowledge sharing that did not exist at the university before. Within just four months of adopting Workplace, 76% of staff in the pilot rollout said their sense of connectedness had improved and 63% said that Workplace created more opportunities to collaborate.



### **Letting go of old-school communication tools**

Implementing Workplace was a simple way to make ACU more digitally-savvy and to invigorate their internal communications. With familiar features like a News Feed, profile pages and tagging options, staff were quickly able to become familiar with Workplace and start trialling new ways of working that didn't include emails and newsletters. After four months of piloting Workplace, ACU reported a 13% decrease in perceived reliance on email and a 33% improvement in staff saying that ACU's communication channels made it easy to share updates on projects.