

SPARKLE

Charles Sturt Campus Services Limited Newsletter

Quarter 1 2015

Message from the General Manager

Well I think we can all breathe a sigh of relief! As part of the services improvement project, the University has evaluated the expressions of interest, and has decided, that they will not be outsourcing cleaning.

Thank you to all those involved in getting us across the line, for assisting in developing our own EOI, and for implementing strategies to reduce costs in 2014.

Although the company has been saved, there are some recommendations for improvements tabled.

For most part it is about the governance and the independence of the company but our clients have also expressed some dissatisfaction in the services provided, this is not a reflection on you, but merely a call for process improvement. We are already working towards improving our business and maintaining a positive relationship with all stakeholders. Due to this there will be a number of initiatives implemented in 2015, and I ask that you be patient and support management as these initiatives will drive our sustainability as a company.

I'd also like to add my gratitude to the high achievers in our company. It is uncommon for a week to go by without me hearing good news about our dedicated employees, whether it be internally from within the company or from the wider University community. It really does make me feel proud to be part of this organisation!

Stay safe

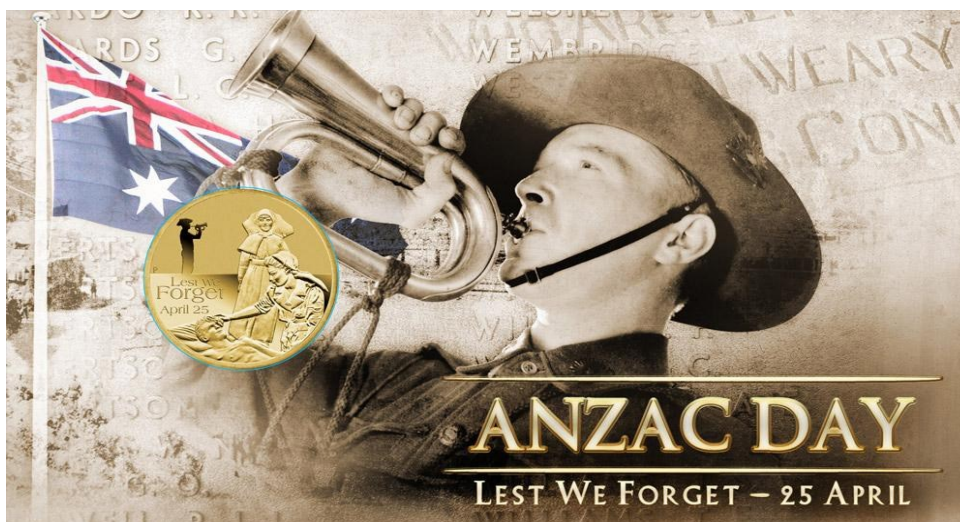
Regards

Martin Dooner
CSCS General Manager

Contacts

Martin Dooner	69 33 4984
Chris Faucett	63 65 7899
Graham Biddle	69 33 4044
Shane Reeves	60 5 19921
Damian Blattman	63 384703
Julie Philpott	69 33 4570
Simone Brown	69 334747

"Each person entering their office, classroom or university space; at the very most we want them to recognise our contribution to their environment, and at the very least carry on oblivious to what



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Albury

Chaya Pearce	2nd April
Cimon Blundell	25th April
Thomas Crowe	7th May
Wendy Foley	20th May

Bathurst

Wayne Charman	8th April
Wayne McGarry	9th April
Caroline McPhillamy	27th April
James McIntosh	21 May
Steven Obrien	12th June
Darryl Munro	18th June
Debbie Brown	21st June
Janene Sharwood	27th June

Dubbo

Lisa Fazzari	26th June
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Orange

Leonie Stedman	20th May
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Wagga Wagga

Rebecca McCann	8th April
Kim Phelps	10th April
Carol Davis	20th April
Peter Raczowski	25th April
Jenny King	3rd June
Alicia Mc Craig	8th June
Maureen Hulm	11th June
Robyn McGregor	14th June
Pat McMahon	18th June
Craig Chaffer	24th June
Marie Cox	29th June

WELCOME

Albury Campus have recruited the following Casual Cleaners;

Karen Cardwell
Jonathon McCabe
Cameron Liney
Caitlin Webb
Jordan Kuiper

And at Dubbo Campus Linda Hill has joined the team on a Casual basis

Welcome to CSCS!!

FAREWELL

We say goodbye to the following staff and thank them for their time with CSCS

Megan Lane
Marion Wood
Sharon Goward
Alma Castavan

CLIENT PORTFOLIO

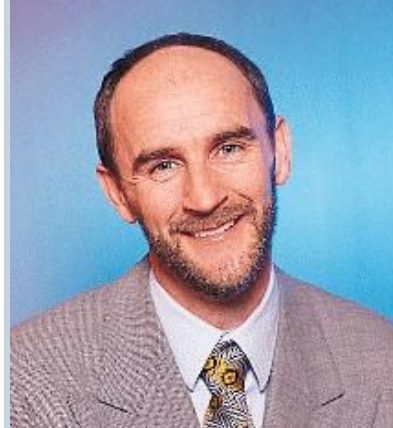
Who am I: Peter Scott

Position:

Manager, Campus Services working with Division of Facilities Management CSU

Hobbies/Interests:

Playing football (aka soccer) listening to most forms of music with a leaning to rock / progressive rock and all things associated with fish aquariums & ponds.



Above: Peter Scott from DFM

LOST TIME INJURY FREE DAYS

AS AT 22 APRIL 2015

ALBURY	510 DAYS	ORANGE	1375 DAYS
BATHURST	635 DAYS	WAGGA	84 DAYS
DUBBO	1935 DAYS		

Thank you to our wonderful staff ...

Congratulations to CSCS Bathurst Supervisor Liz Day who was presented with a Sustainability Award from CSU Green.

The award was presented to Liz in recognition of her support for improving CSU Waste Management Practice by providing valuable assistance with the roll out of the Universities office waste recycling system.

GOOD ON YOU LIZ!



Above: Liz Day with her Sustainability Award

Re: Cleaning of room 2:44 in
Allen House

Please pass on my thanks
to the team who cleaned my
office space. It is fantastic &
much appreciated."

Linda

"Hi Brian,
Thank you and your team for
doing such a great job on
building 24, please pass on my
thanks to the staff
responsible."

David Millar
Client Services Coordinator
Wagga DFM

" Can you please say
a BIG thank you to
our cleaner of
building 482, our
building looks and
smells lovely and the
cleaning has been of
a very high standard
all year."

Brenda

thank
you!

"Firstly I would like to thank you for your hard efforts every
week. It really means a lot to me, when I come back from
class on a Wednesday / Thursday arvo and everything is
perfect.

You guys are great!

May God guide you and give you eternal happiness. Amen.

It's my last week here, just thought I'd take a moment to
appreciate your work.

Thanks once again."

Maheen

What a Team !

"I just wanted to let you know that Jenny our new cleaner is doing a wonderful job! We were sad to see Pat leave as she was a fantastic cleaner too. Our building looks so goo, neat tidy and clean. We very much appreciate the hard work that your team do."

Brenda

"Just a quick email to sing some praises for our new cleaner Kim, she is a hard worker and this place is spotless, definitely goes above and beyond."

Quinten



"I want to let you know that your team has/is doing a wonderful job with the annual clean. The place is looking fantastic and your staff have done a great job fitting in around the tech team and various room bookings."

Thanks again, Kylie.

"A quick note of thanks on behalf of DFM for your assistance today in relocating our colleagues back into 1431."

It was a relatively smooth operation and performed in a cheerful manner, underlined by a "can do" approach.

Please accept my personal thanks and pass this message onto your team members."

Peter Scott
Manager, Campus
Services Bathurst
Division of Facilities
Maintenance

"Just wanted to say what a pleasure it is to have Dolly. Not only does she clean like a dream but she is friendly and always pleasant

Great asset to have and delighted she is here at
Building 1012

Lara

"Have had Dennis here yesterday & today ... what a gentleman, he was quick, easy going, he's amazing, a credit to your team

Lesley

February 2015 Planning Meeting

Pictured Right:

Back Row (from left);
Graham Biddle, Damien
Blattman, Donald
Hanney, Brian Moynihan,
Douglass Gee, Martin
Dooner, Shane Reeves

Front Row (from left);

Julie Philpott, Margaret
Weekes, Nicola Hope,
Elizabeth Day, Susan
Collins, Simone Brown,
Christopher Faucett



CSCS Management Team at the Feb 2015 Planning Meeting in Albury

In February the CSCS Management team gathered together in Albury. CSCS hosts a Planning Meeting twice a year for management from all campuses to meet up face to face for planning and training.

The focus area for this session was 'Compliance to Legislation and Best Practice' and each campus gave a presentation on the topic—some interesting and informative discussions evolved. Plans for initiatives and improvements in 2015 were then the hot topic and everyone came away with a head full of ideas, direction and motivation!

UPCOMING EVENTS

Health & Safety Representative Training in Bathurst	27th April—1st May
Health & Safety Representative Training in Wagga	5th May—7th May 20th May—21st May
CSCS Employee Videoconference with GM	22nd May 10:00am
Australia's Biggest Morning Tea Wagga Site	28th May 10:30am
SAI Safety Certification Wagga Stage 2	29th June—1st July
SAI Safety Certification Albury Stage 2	1st July—2nd July
SAI Safety Certification Bathurst Stage 2	7th July—8th July
University Games Wagga	6th July—9th July



WAGGA 28 MAY 9:30am BLD 452



Cancer
Council

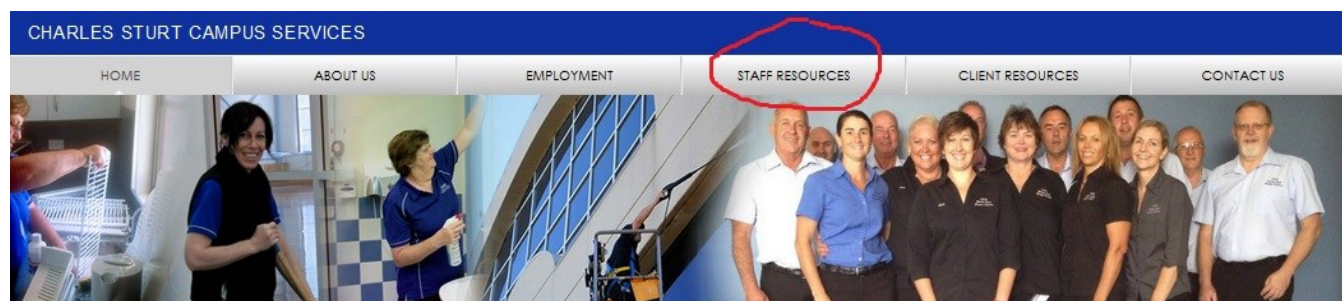
Australia's
Biggest
Morning
Tea

Have you checked out our Website lately?

As well as general information that is available to the public, we have login areas which we are continually developing to make it easier for our staff and clients to access information and resources to help with working with CSCS.

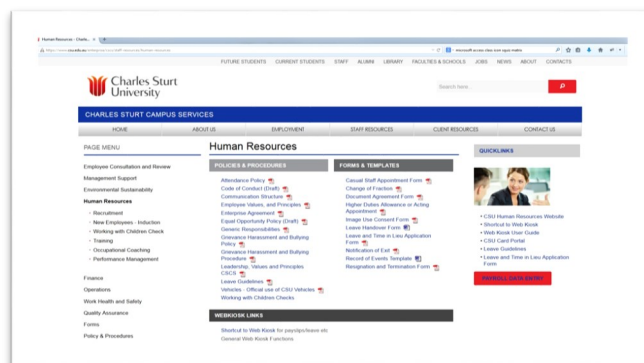
Clients will find helpful information including Service Levels and Minutes of Meetings etc. under the Client Resources tab. For our staff we have created the Staff Resources area where you will find all sorts of helpful documents, links, videos and photos.

Just go to www.csu.edu.au/cscs, press on the Staff Resources tab, enter your CSU Login details and your right to go!



HERE ARE SOME AREAS THAT YOU CAN ACCESS WITH YOUR STAFF LOGIN THAT MAY BE HELPFUL TO YOU

- * **Employee Consultation and Review Area:** A summary of documents that have been added or changed on the website recently
- * **Management Support:** Links to secure databases, registers, reports and information for the Management Team and those mainly working in the office (eg: phone guides, templates, support etc.)
- * **Environmental Sustainability:** Contains information related to CSCS's sustainability aims and methods.
- * **Human Resources:** Links and help for Web Kiosk (where you can access your payslip, leave requests etc.), CSCS Policies and Procedures, Forms, Templates and HR Databases and Registers (secured). For example you can find the newly updated Leave Guidelines, your Leave & Time in Lieu Form etc. Training videos and information, Recruitment, New Employee help, Working with Children Check information and links, Occupational Coaching
- * **Finance:** Links to Cost Codes list, Internal Purchase Request form, Vehicle Log Sheet, Shortcut to Promaster, FAST finance reporting and CSU Finance webpage.
- * **Operations:** Safe Work Method Statements, Standard Operating Procedures, Questionnaires and Checks, Work Instructions
- * **Work Health and Safety:** WHS Management System, WIWalk, First Aid, Elevated Work Platforms, Safe Work Method Statements, WHS Committee information
- * **Quality Assurance:** Additional Work Order Form, Non-Conformance-Improvement-Action Feedback Form, Monthly Workplace Focus Packs
- * **Forms:** An A-Z list of all CSCS forms available
- * **Policy & Procedures:** an A-Z list of all CSCS Policy & Procedures available
- * **News:** Newsletters and announcements /news



CSCS and Sustainability

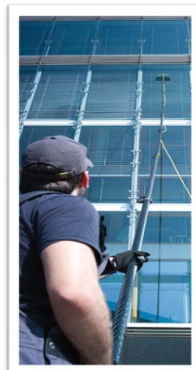
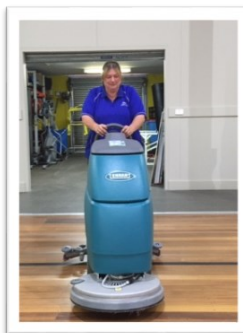
Did you know that CSCS is recognized for our efforts in assisting CSU meet the universities sustainability targets! We are committed to providing a consistent high level of service to our clients through proactive implementation of effective and sustainable cleaning practices.

CSCS's proactive approach has included awareness of the emergence of new cleaning processes such as True Blue Chemicals 'True Green' range. As many of you are aware, after substantial trials CSCS is currently phasing in this new range of environmentally friendly cleaning chemicals.

There are widespread perceptions that the use of a 'Greener' range of products would have benefits to the Environment and Work Health & Safety, but possible cleaning quality and financial issues. CSCS has found that no cleaning quality issues have been detected and with forecast savings the perception of additional costs has also been disproved.

Another innovative product adopted by CSCS is the Unger pure water cleaning system which uses latest technologies providing efficient, safe and economical high window cleaning with the use of no chemicals. This has proved so effective that another unit has been recently purchased for use on the Bathurst, Orange and Dubbo campuses.

Other products and technologies that have had positive benefits both in terms of the environment and costs include the phasing out of plastic bin liners, and the purchase and use of chemical free floor scrubbers such as the Tennant E2H2O scrubber vacuum used in the Bathurst Gym.



Contact Us

If you would like to receive future copies of this newsletter by email, please send your details to cscs@csu.edu.au

For enquiries about anything in this newsletter, or to suggest an idea for a story, please send an email to cscs@csu.edu.au

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Visit us on the web at <https://www.csu.edu.au/enterprise/cscs/>

Join our Facebook group www.facebook.com/groups/cscs/



Have you seen CSCS in CSU Green's 2014 Sustainability Scorecard?

The article talks about CSCS's commitment to service and the implementation of effective and sustainable cleaning practices, in particular the change to using the True Green Chemicals.

You can find the publication here; www.csu.edu.au/csugreen/publications/environmental-scorecard

CSCS featured in CSU Sustainability Scorecard

