

SPARKLE

Charles Sturt Campus Services Limited Newsletter



July 2019

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EXCELLENCE IN WORKPLACE HEALTH & SAFETY
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Charles Sturt Campus Services Limited

Above: Martin Dooner (CSCS General Manager) receiving the award for Excellence in WHS at the Golden Crow Awards Wagga Wagga

"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 we really do."



Message from the General Manager

With all the talk about brand lately I'd like to express CSCS's allegiance to Charles Sturt University and the company's support to their rebranding journey.

On that note, I'd like to discuss our brand "Charles Sturt Campus Services Limited or CSCS" and how it has grown over the years.

2019 is a very important year - we celebrate ten years in operation.

For those of us who have been here long enough to remember prior to mid 2009 the university operated several companies Mitchell Services and Rivserves to name a few. These companies were amalgamated to form Charles Sturt Campus Services in 22 June 2009.

Ensuring everyone enjoyed the same conditions and that work practices were uniform across all campuses, the proceeding years were spent bringing the newly formed company under the state award, then the modern award, and eventually under an Enterprise agreement.

Whilst the management team underwent training in leadership and business management, CSCS developed its own nationally recognised training program and delivered Certificate III in Asset Maintenance to the majority of staff.

In late 2014 the university engaged a consultant to review the viability of CSU internal services this included; Catering, Cleaning, Security and Grounds. Fortunately with some hard work CSCS retained its status as the preferred supplier of cleaning services to the university. CSCS crossed this line because we provide value for money.

Milestones and achievements to date include:

- The commencement of cleaning the entire Dubbo, Canberra and Port Macquarie campuses
- Accreditation in Occupational Health & safety Management System which complies with AS/NZS 4801:2001
- External contracts gained to clean St Marks in Canberra, the Rural Medical School for UNSW in Port Macquarie, Club Lime Gym and St Martin's College in Wagga, St Patricks Parish primary school in Albury and JJ Book Keeping in Bathurst
- Implementing Pulse software to streamline our scheduling and Work Order Management Systems
- Recognised as a NSW State finalist for Training in the Large Employer Category. Recognised locally and regionally by the Business Chamber for excellence in work place Diversity, Work Health & Safety and twice for Excellence in Business.

The staff make CSCS what it is today a company to be proud of.

To sum it up our CSCS motto says it all.

"Each person entering their space, whether it be work, study, rest or play at the very most we want them to recognise our contribution to their environment, and at the very least carry on oblivious to what we really do"

Stay safe

Thanks Martin



CSCS Supporting Students

CSCS CSU FOUNDATION SCHOLARSHIPS

Charles Sturt Campus Services now supports students by offering Student Scholarships worth \$3000 for CSU Students experiencing genuine financial need.

Find out more about the scholarships at www.futurestudents.csu.edu.au

Pictured below are this year's recipients of the CSCS Foundation Scholarships .



CSCS EMBRACES DIVERSITY

CSCS love to celebrate the diverse cultures that we have among our team. Did you know that we employ people from as far afield as Ethiopia, Germany, Ghana, Iraq, Liberia, Myanmar, Nepal, Nigeria, Swaziland, Tanzania, Vietnam & Zimbabwe! Most have come to us as International Students.

Thank you to our wonderful staff ...

Building looks great, smells fresh & the carpets look amazing. Great work!
Building 1170 CSU Orange

"Troy and Tracey do an amazing job and show attention to detail, always come and ask if anything else needs doing or checking details for functions. It is an absolute pleasure working with them."
Feedback from Building 230 CSU Atkins Hall Wagga

Re: feedback from DFM audit of Building 15 CSU Wagga: "building is extremely clean, hard to fault. Please thank cleaner for doing such a great job."

"Thanks to Kylie and the cleaning crew for the work in the labs, cleaning crew provide a great service and requests carried out well. Thank you to Grace, she goes above and beyond and does a great job in Buildings 1002 & 1003"
Feedback CSU Orange

"Many thanks for the work your colleague did washing our windows in 692. He did a very good job and was efficient and friendly."
Feedback from Building 692 CSU Albury

"Thank you for how clean my room was. You did an impeccable job. Thank you for our great service."
Feedback from Building 454 Wagga

"Carpets look great in reception area after the shampooing, good job."
Feedback from Building 1006 CSU Orange



"I am really not one to write this type of thing but I believe it is really well deserved.

I wanted you to know that I could not praise Liz Day enough in regards to all her efforts this year.

I know that it is her job but she really does go over and above her daily duties.

I also would like you to know that we love her attitude and we in our office have decided to adopt it. I love that nothing is too much of an effort for her. If there is a problem its not a arrrrhhh but an "ok! How can we fix it"

I think with Liz's attitude and efforts leading her team it has made this year in residences go off without a hitch.

I am so grateful that we can work with a great team leader like her."

Feedback from Building 1454 Bathurst



Recognition And Appreciation Program

- Nominate a CSCS team member by submitting a RAAP Nomination Form (either online at www.csu.edu.au/enterprise/cscs or just grab a printed form)
- Points are awarded on the basis of the categories below
- Awards are presented each month and annually at each Campus for those with the most points earned.

PF	POSITIVE FEEDBACK (INFORMAL/FORMAL COMPLIMENT)	2 Points
POS	CONSISTENT POSITIVE AUDIT RESULTS (QRC)	2 Points
CR	CONSISTENTLY RESPONSIVE TO WORK REQUESTS & INITIATIVES	2 Points
PA	POSITIVE ATTITUDE (team work, charity, volunteering, generosity, morale)	2 Points
AB	ABOVE & BEYOND	4 Points

Southern Zone Pics ...



Above: The Wagga Wagga team celebrating monthly birthdays with a morning tea.



Above: Fire Wardens Shadhi Khalili with Kath McLennan from Reslife after a false alarm

Southern Zone Update

CSCS will be celebrating its 10 year anniversary in November this year, there have been many changes to reflect on since the inception of CSCS, I feel the following three changes are shaping the future of the company.

The first and by no means the least was bringing all the campuses under one banner for the first time this was a huge achievement.

Since inception we have also added CSU campuses Canberra and Port Macquarie to our portfolio which puts CSCS across seven campuses.

The initial stages of external contracts is steadily building which has been as a result of forward thinking and moving CSCS into position of stability within CSU.

This year as always is going very fast almost half over, again we have performed well in most areas and the clients are happy with our contributions. Student numbers are reasonable compared to last year but still somewhat of a concern budget wise with clients looking for avenues to save money.

Keep up the good work everyone, remember it the cleaners who are at the forefront of our business they are in the front line with the clients and ultimately we are judged by what our cleaner's project to the client.

Graham Biddle

Southern Zone Manager (*Albury, Wagga Wagga, Canberra*)



Above: CSU Canberra



Above: CSCS now cleans St Patrick's School Albury



Above: The Riverina Anglican College located in Wagga is a new external client

Northern Zone Update

Hi Everyone.

Since the last newsletter we have had a lot of staff changes in the Northern Zone.

In Dubbo Avril Liu left after 3 years in the Team leaders position. Vicki Powell has moved into this role & is doing a fantastic job.

Orange also welcomes a new Team leader in Jessica Waldron to the CSCS family.

Bathurst have had 2 long time staff resign, with Louise Evans retiring & Melinda Toole changing her career path. Not to forget Estelle Sharwood who was mentioned in the last newsletter & has used up 6 months leave before retiring at the end of June.

I wish all the people who have left CSCS all the best for the future & all new staff a big welcome.

Port Macquarie had their first SAI global Safety Audit recently which was a new experience for Zac & his team. There were some minor things that needed correcting such as an additional 1 litre eye wash needed to be purchased. The Dubbo site was also audited and went well.

Liz Day, Sharon Roberts, Kylie Trotter & I attended a 2 hour Domestic Violence Alert Awareness session recently to further our knowledge on the Bathurst campus. This was held in conjunction with CSU staff.

Finally please be safe in the wet & frosty mornings that are now upon us. Remember in the colder months that it doesn't take long for our muscles to cool down. So be mindful of pulled & strained muscles.

Be Safe.



Above: CSU Port Macquarie Campus



Above and Left: CSCS will be handling the pre-race cleans at Mount Panorama Racecourse

Northern Zone Pics ...



Above: Fire Wardens—Liz Day and Karl Shead at Bathurst. Evacuation from Building 1454



Photos above of the retirement of Louise Evans from the Bathurst team. Louise loved her gifts from the staff.



Above: Efren started with us as a student and then when he graduated he became a casual. Efren left to start a career in the subject he graduated from. He was very thankful for all the help the company has done for him and all the help the staff gave him over the years he was here.

Employee Assistance Program (EAP) - Free And Confidential Counselling

The Employee Assistance Program (EAP) is a completely independent and confidential service. It provides professional counselling and onward referral as required. It is available to all employees and their families. Counselling can be for either work-related or personal issues, and is strictly confidential. We have engaged Optum to provide this service.

HOW THE EAP CAN HELP

Below are some examples of how the EAP can

Personal or family issues

support you.

Work related issues

- Problems with performance
- Relationships with co-workers
- Managing conflict
- Adjusting to change
- Handling work stress
- Making career choices
- Dealing with traumatic events
- Concerns about children
- Relationship issues
- Financial or legal problems
- Midlife issues
- Domestic violence
- Emotional or physical abuse
- Grief or loss
- Substance abuse, alcohol and other drug dependencies
- Stress management

COST OF THE EAP

An EAP is an employer funded counselling, health and work-life balance initiative. We provide this service to you at no personal charge. Staff can access 3 sessions via the Optum EAP service.

CONFIDENTIALITY

Optum will not share any information about your counselling with anyone. Your employer will never know who has used the service. Only if you want and give written permission can Optum share your information.

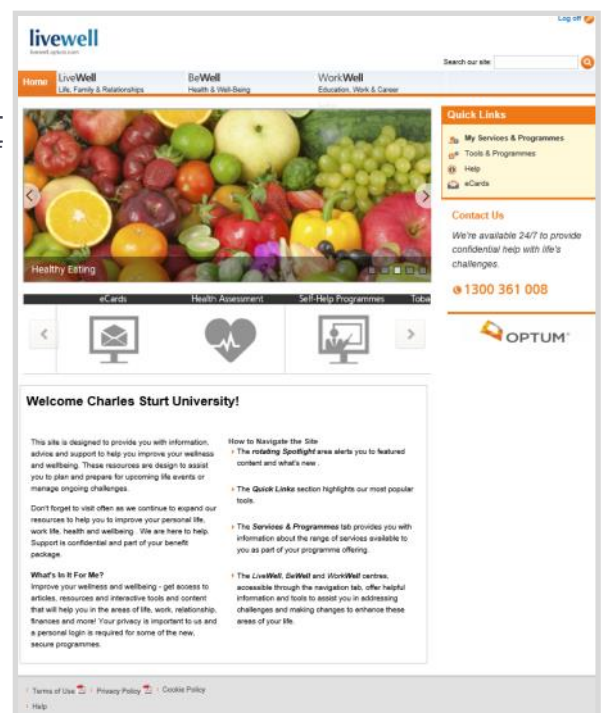
OPTUM ONLINE SERVICE

Optum's free online service is available to all staff and their immediate families. Optum is a member's only portal. Once accessed, it offers a health and wellbeing resources, articles and tools.

To access Optum for the first time, use the information below to log into the portal. You will then receive your own access details.

<https://www.livewell.optum.com>

Access Optum and enter Access Code : Charles Sturt Univer



Employee Assistance Program (EAP) - Free And Confidential Counselling

ACCESSING THE SERVICE

Contact an Optum Counsellor

Self-referral is the predominant method for accessing this service. Employees and eligible family members can make an appointment from anywhere in Australia. **Call 1300 361 008**

On occasion managers or work colleagues can encourage each other to use the service. The decision to make an appointment is up to the individual. Participation is voluntary.

Staff travelling overseas call **+61 3 9658 0025**

For traumatic incidents and crisis counselling the service is available **24 hours a day, 7 days a week**.

Delivery of the sessions

You can access an EAP session:

- face-to-face at an Optum location
- over the phone
- online via Skype.

Contact Us

We're available 24/7 to provide confidential help with life's challenges.

☎ 1300 361 008



Number of sessions

This service provides short term and immediate assistance. You are entitled to 3 counselling sessions through EAP. A further 3 sessions may be available on approval. Your counsellor will need to request this via our EAP provider, Optum.

Length of sessions

Each EAP session is approximately 1-hour in duration.

Counsellors

Optum's counsellors are professional, friendly and caring qualified psychologists and social workers. All counsellors have peak industry body accreditation and substantial experience.

If you have any questions regarding this service, please do not hesitate to speak with your Supervisor.

Wellness and Wellbeing

CSU Sport and Recreation Facilities

FREE

FOR CSCS STAFF

Did you know that as a CSCS Employee you can access many of CSU's fabulous facilities for free? Facilities include gyms, swimming pools, tennis courts and more.

To find out more visit www.csu.edu.au/division/facilitiesm/services/sport or call the Gym Supervisor on 02 6338 4490

HealthyU@CSU - Fitness Passport



Fitness Passport is available for CSU staff members on the Albury-Wodonga, Bathurst, Dubbo, Wagga, Orange, Goulburn, Port Macquarie & Sydney campuses!!

What is a Fitness Passport?

Our corporate fitness program allows you to visit 200+ gyms and pools in NSW, as often as you like, using your Fitness Passport card! The program provides extremely affordable gym and pool membership as well as other benefits to employees and their immediate families (partners living at the same address, and dependent children under the age of 25).

What would you get for this?

You and your family will be able to access a HUGE range of gyms and pools in the area as often as you like FREE of charge. If, for example, there were 10 gyms and pools on the program, you could go to all of them - you are not restricted to just one. That way, through the week, you could go to a gym close to work, your partner could go to one most convenient for him/her, and you could take all the children to the pool on the weekend as a family! The gyms and pools that will be part of this program really depend on which ones you would like.

For more information, Terms and Conditions and to register, visit <https://www.csu.edu.au/division/hr/health-safety-wellbeing/w-and-w-home/events-and-other-resources/fitness-passport>; (staff login and password required) and click

A new logo for CSU

On 1 May CSU launched their new brand.

"Our new logo is a contemporary interpretation of our heritage and the symbolism contained in our historic shield. We have represented the three rivers, the book and the country within our coat of arms. This symbolism not only speaks to our purpose, but to the land and people of our regions."

You can find more information on CSU's new brand at www.csu.edu.au

Our crest

A contemporary evolution of the original coat of arms that takes pride in Charles Sturt University's heritage and where we are headed.

The lively repeated line work reflects a human ripple effect through social impact.

The rivers

Representing Captain Charles Sturt's spirit of exploration and discovery. A symbol of the location of our foundation campuses.

The book

Representing Sturt's tradition of learning and inquiry; a seeking or request for truth, information, or knowledge.

The field

Symbolic of Charles Sturt University's agricultural heritage.



Finance Update

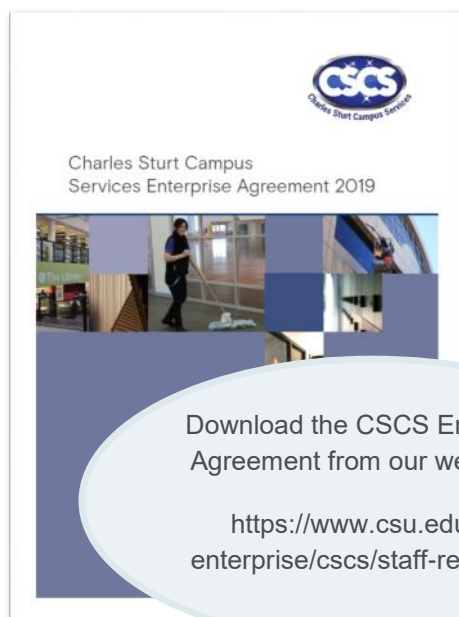
Here we are almost through half of 2019 – where did that time go?

As usual, there is a fair bit happening in the world of CSCS Finance with brief comments noted below:

- CSCS Senior Management have been in discussions with our clients and have reviewed and adjusted the CSCS 2019 Budget
- We undertake monitoring of year to date income and expenditure and review on a regular fortnightly cycle which gives us greater knowledge of spending and allows greater accuracy in reporting and planning
- As the new CSCS Enterprise Agreement 2019 has come into place there has had to be a great deal of work done behind the scenes to set-up new pay rates etc. within the pay system to ensure all staff are transitioned to the correct rate of pay
- Also the Fair Work Commission annual wage review decision has resulted in a pay rise as of the first full pay cycle after 1st July which will see a 3.0% pay Increase for all CSCS employees.
- In addition to this increase there is a further 0.5% increase which is applicable to all CSCS employees under our new CSCS Enterprise Agreement 2019
- CSCS employees will see these pay increase totalling 3.5% in their pay of 25th July 2019
- Claims for Payment (Timesheets) have recently had a few minor changes and it is pleasing to note that the vast majority are now being correctly completed by employees when applicable
- CSCS's procurement and stock control processes are working quite well and we are constantly making small improvements
- Time in Attendance processes and associated Leave and Payroll reporting are other projects underway with current status of Work in Progress.

Until next time

Chris Faucett
CSCS Finance Operations Manager



[Interesting Facts]

From Jan to the start of June 2019 CSCS Operations provided well over 90,000 hours of labour to cover our Service Level Agreements and Additional Works!

- Albury 9,000 hrs
- Bathurst 26,000 hrs
- Canberra 700 hrs
- Dubbo 1,500 hrs
- Orange 9,000 hrs
- Port Macquarie 6,000 hrs
- Wagga Wagga 40,000 hrs

Workplace Improvement Officer Update

Since I started with CSCS on 7th December 2015, a number of significant changes have occurred:

Human Resources

- Our workforce has almost doubled, currently we have 163 employees (64% Female 36% Male)
- Two new Campuses, Canberra & Port Macquarie have come on board
- Occupational Coaching has become a regular forum to discuss employee's future
- Recognition And Appreciation Program introduced to acknowledge and reward good behaviours – over 100 recognitions to date
- Enterprise Agreement ratified 6th June 2019, salary increase from that date and a further increase of 3.5% from July 1
- A number of policy reviews/implementation, including; Grievance, Harassment and Bullying, Disciplinary Procedures and Counselling, Domestic Violence policy, Staff Recruitment and Selection Policy and Leave Guidelines and Entitlements

WHS & Environment

- 51 injuries in 2016, ytd 18 – overall decrease of 29% since 2010
- Lost Time Injuries 2016 5, ytd 2
- Sustained 5 external audits by SAI Global to retain our accreditation to AS 4801
- As an accredited WHS Training Provider we have provided training for Health and Safety Representatives for CSCS & CSU staff, including; Liz Day, Alison McGarry, Kylie Trotter, Zac Scott, Sue Collins, Ava Hartley, Caitlin Nixon & Martin Dooner
- In collaboration with CSU Green, we have developed a Sustainability Policy which reinforces CSCS commitment to reducing our carbon footprint
- Revamped composition and Terms of Reference for WHS Committee

External Work

From the Gym and St Martin's in Wagga we have expanded to include St Patricks in Albury, St Marks Canberra, UNSW Port Macquarie and J&J Bookkeeping Bathurst

2019 is an important year for us given it is our 10th Anniversary. From 2009 CSCS has evolved from an amalgamation of Mitchell Services and Rivservices to become the entity it is today. Ensuring everyone enjoyed the same conditions and that work practices were uniform across all campuses. Considerable effort was spent bringing the newly formed company under the state award, then the modern award and under the current Enterprise Agreement.

Stay tuned for upcoming events to celebrate our decade of service.

It is the staff who make Charles Sturt Campus Services what it is today and everyone can take pride in being part of a progressive organisation such as ours.



Evacuation Drill—
Building 46o Wagga—
23rd May 2019



Caitlin Nixon—Wagga
1st Aider May 2019

Recently completed Health & Safety Representative Training:

- Refresher:- Liz Day, Alison McGarry, Kylie Trotter, Sue Collins, Janelle Jeffries & Martin Dooner
- Full Course:- Sharon Roberts, Ava Hartley & Caitlin Nixon

Workplace Improvement Officer Quiz

APTITUDE TEST

Q1. How do you put a giraffe into a refrigerator?

The correct answer is: Open the refrigerator, put in the giraffe and close the door.
This question tests whether you tend to do simple things in an overly complicated way.

Q2. How do you put an elephant into a refrigerator?

The wrong answer is: Open the refrigerator, put in the elephant and close the door.
 The correct answer is: Open the refrigerator, take out the giraffe, put in the elephant and close the door.
This tests your ability to think through the repercussions of your actions.

Q3 The Lion King is hosting an animal conference, all the animals attend except one. Which animal does not attend?

The correct answer is: The Elephant. The Elephant is in the refrigerator.
This tests your memory.

Q4 There is a broad, deep river you must cross. But it is inhabited by hungry crocodiles. How do you manage it?

The correct answer is: You swim across. All the Crocodiles are attending the Animal Meeting!

This tests whether you learn quickly from your mistakes.

Point being, when it comes to Workplace Health & Safety **don't** do simple things in an overly complicated way – why make the job harder? Think through the repercussions of your actions – what you do may impact on others remember important things – like, how may you get hurt from doing what you are doing? Learn quickly from your mistakes – 'once bitten, twice shy'

And the problem is??



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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