

SPARKLE

CHARLES STURT CAMPUS SERVICES

MESSAGE FROM THE GM

Thank you for taking the time to pick up the latest edition of the CSCS newsletter "Sparkle".

I hope all of you are well, and both work and home life have been treating you well. If things aren't quite right and you feel the need to reach out, CSCS staff do have access to the latest wellbeing support programs. Find out more on pages 9-10.

During the past few years the company and the University have seen a lot change, staff have either retired or moved on, I wish them all the best.

Saying that I must add, we value those experienced staff who have weathered the trials and tribulations of the last few years, and your resilience is appreciated.

The service sector has seen a lot of pressure in the labour market and recruitment has been a major priority for our business.

On behalf of myself and the company I'd like to welcome our new staff. They all bring a story and something to contribute to a positive culture, we must support them and show them the CSCS way which is the "BEST" way. If you haven't heard already the company has updated it's values with "BEST" as the theme. Using the word "BEST" is a simple and easy way to remember our values take a look you will find them on page 12. Enjoy the read.

Make a difference and keep safe!
Martin

Martin Dooner
CSCS General Manager

"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."

JUNE 2022

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Got something to share ???

Send your news and pictures to Simone at cscs@csu.edu.au for inclusion in the next newsletter.



CSCS/CSU STAFF EMAIL



FROM A WEB BROWSER

- 1 Type <https://weboutlook.csu.edu.au/owa> into your web browser address bar
- 2 Complete the authentication
- 3 Login using your CSU/CSCS Username & Password



FROM A CSCS or CSU COMPUTER

- 1 Log on to the computer using your CSU/CSCS Login
- 2 Double click on the Outlook icon on your desktop or locate it from the start menu



ON YOUR MOBILE - ANDROID

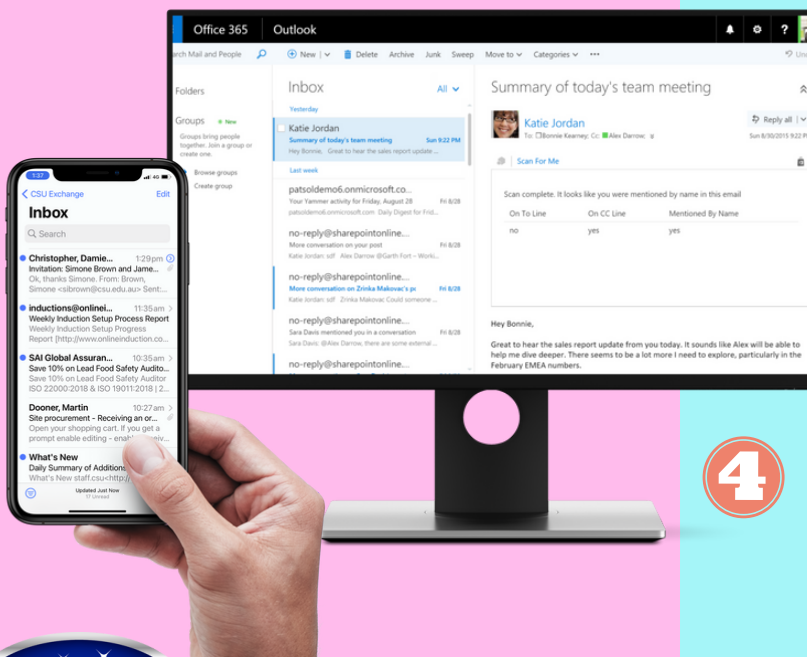
- 1 Go to Menu > Settings > Accounts and backup > Accounts > Add Account > Microsoft Exchange ActiveSync.
- 2 On the 'Exchange ActiveSync' screen enter your CSCS/CSU email address & password and tap Sign In.
- 3 On the 'Exchange server settings' screen:

- Update Domain\username field to: csumain\your CSU username (no spaces)
- Update Exchange server field to: weboutlook.csu.edu.au
- Leave 'Use secure connection (SSL)' selected
- Tap 'Sign In'.

- 4 On the 'Remote security administration' pop-up, select OK. and tap 'Next' and select options until the final screen.

ON YOUR MOBILE - IPHONE

- 1 Go to Settings > Passwords & Accounts > Add Account > Exchange.
- 2 Enter name, CSCS/CSU email address, & password
- 3 Server - If required enter weboutlook.csu.edu.au





FEEDBACK

*Your simply
the BEST!*

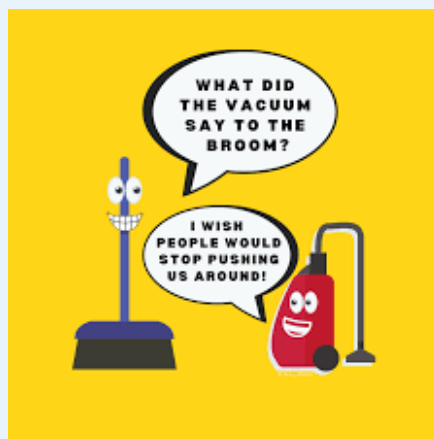
I just wanted to say that the lady who cleaned our kitchen and common room today did an amazing job and I just wanted to tell someone because I didn't get chance to thank her in person, she did more than usual today and we're all super appreciative!	PORT'
TO THE AWESOME CLEANERS! THANK YOU FOR THE WORK YOU DO EACH DAY TO ENSURE OUR SCHOOL IS CLEAN AND READY FOR ANOTHER DAY. We pray that you will be blessed by god as you serve here at our school A thankful family from BCC!	ALBURY
I am a teacher at St Patrick's and I just wanted to express my gratitude for the great work the cleaners have been doing, especially in the most challenging times. I also wanted to give a big shout out to Margie who is so friendly and obliging and it's evident that she takes great pride in her work. Nothing has ever been a bother for her and it is evident that she works so hard to provide us with a clean and safe environment. Although she has obviously been at work for hours before the teachers arrive she always says a cheery hello. Thanks for your company's continued commitment to make our workplace clean and safe.	ALBURY
STUDENTS LEFT A CARD, FLOWERS AND VOUCHER FOR CLEANER WITH MOST COMENTS THANKING HER FOR THE GREAT WORK AND HOW SHE CONDUCTED HERSELF, BEING COMPASIONATE CARING AND THE AMAZING CLEANING PROVIDED	ALBURY
You and the team are wonderful – thanks 😊	ALBURY
"Hi Martin, St Francis College have been very happy with your service thus far. Thank you for providing great staff to clean our bathrooms. "	WAGGA
"I would, however, like to directly forward on, some positive feedback. The new guy who is now cleaning the Hampdens laundry over the last month or more, is doing a fantastic job. Looks beautiful, which has been a fair job getting it back to that point. Even cleaning the filters to the dryers outside the laundry. A job well done. Thank you."	WAGGA
"Awesome work Mish, please tell Jayden he has done an amazing job and we appreciate him being so flexible with all the changes that have come in for this event. I love his attention to detail, he has a natural eye for how a room should look with opening the blinds to let that beautiful light in. I think he is going to be a real asset to us all, big thumbs UP!"	WAGGA
THNAKS FOR ALWAYS TAKING CARE OF THE STUDENTS AND KEEPING THEIR COTTAGE CLEAN	ORANGE
Your team has done an amazing job getting the residences ready for conference bookings	BATHURST
Passing on appreciation for the job the Bathurst team has done for 350 incoming guests	BATHURST



FEEDBACK

WOW!

Congratulate the team on their work at cleaning Hatherley	BATHURST
Once again you team has done a fantastic job of cleaning the building at Mount Panorama.	BATHURST
Thank you for all the help getting ready for the car race accommodation	BATHURST
Staff from the Graham Building were praising the cleaners for the great job they did when cleaning the carpets after water damage from recent heavy rain and belived the carpets have never looked better.	WAGGA
The Nursery floors look soooo much better and cleaner	WAGGA
The residence area looks spotless absolutly fantastic, Sinsar deserves to be recognised for doing such a graet job his attention to detail is second to none. (This feedback was in relation to the cleaning up of the old childrens centre for Res Life to store an aray of gear)	WAGGA
The girls have done great work getting rooms ready for people coming in over the summer, I am really happy with their attitude and responsivness and enjoy having them as part of the St Martins team. I wanted to nominate Sue and Colleen for recognition for there brilliant work.	WAGGA
Great job working in a short time frame in cleaning Hatherley House	BATHURST
Autism Spectrum What a fantastic response to do this job on a Saturday with such short notice. Lindy commented on the great job Belinda has done and the Principal also rang Belinda and congratulated her.	ALBURY
You guys always deliver I cant thank you enough for everything you do for us, I can always count on you to deliver, you are absolute rock stars.	WAGGA
This building is always so clean and always smells so fresh and we are really gratefull to work in a beautiful environment thank you both Deb and Rhonda	WAGGA
Thank you for making Building 1008 looking so good for the opening	ORANGE
The campus & building 1008 looking amazing	ORANGE
Thanks to CSCS Wagga for all your help during O Week we really appreciated the work you put in to make it a sucessful week.	WAGGA
Just letting you know your staff do a wonderful job	BATHURST
Great work on the Bathurst campus on cleaning the Res buildings	BATHURST



SAFETY

A QUICKER WAY TO ACCESS SAFETY DATA SHEETS

Albury CSCS are trialing a new way to access our online Safety Data Sheets (SDS) registry via QR codes and their mobile phones. If all goes well we will share this new method with all of our sites.

Our team leaders in Albury, Cim & Ava came about the QR Code idea for SDS's as part of their Assignment for Certificate IV Cleaning Management. Having fast access via your mobile phone to all chemical information for our Safety Data Sheets (SDS) means you don't have to go looking for the printed versions and can find accurate and up to date information quickly.

What is a Safety Data Sheet (SDS)?

An SDS is a document that provides detailed information about a hazardous chemical, including:

- the identity of the chemical product and its ingredients,
- the hazards of the chemical including health hazards, physical hazards and environmental hazards,
- physical properties of the chemical, like boiling point, flash point and incompatibilities with other chemicals,
- workplace exposure standards for airborne contaminants,
- safe handling and storage procedures for the chemical,
- **what to do in the event of an emergency or spill,**
- first aid information, and
- transport information.



SAFETY AUDIT

Our WHS Management System was recently audited by SAI Global.

The audit was a great success and CSCS received nil non-conformances and maintains our certification to global standard ISO 45001.

Well done to all, this is a credit to CSCS safety culture!

To Find out more about our WHS Management System visit our website.

SAFETY

JOIN OUR WHS COMMITTEE

Would you like to contribute towards creating a safer and healthier workplace for all of us at CSCS?

This is your opportunity!

CSCS is calling for nominations to fill some Health and Safety Representative positions.

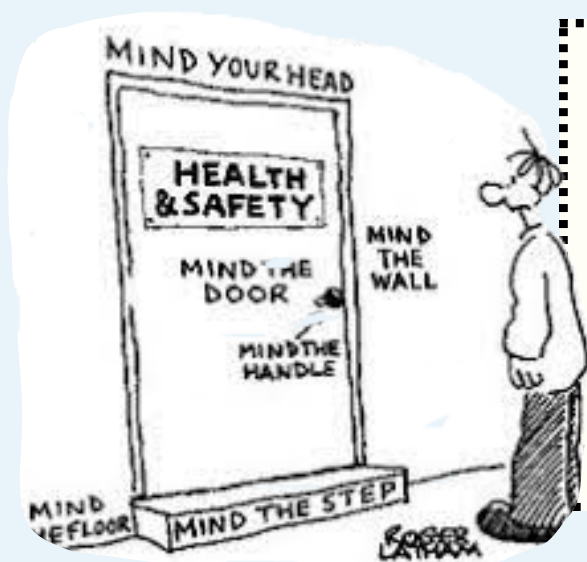
Health and Safety Representatives have an important role, under the Occupational Safety and Health Act 1984, and are the ambassadors of safety at CSCS.

Now is the time to grab the opportunity to have a voice about safety and health matters at work. If you are appointed, your contribution will help strengthen the important link between management and employees in resolving workplace health and safety issues.

Please consider this opportunity to put your hand up and help make a difference.

The benefits of being a Safety and Health Representative:

- You will be invited to participate in exclusive HSR events, meetings and additional activities.
- You will undertake a Health and Safety Representative Introductory Training course and gain an additional qualification (at no cost to you).
- You will provide workers with a more formal and coordinated process for raising safety and health ideas and concerns with management.



If you're interested, please contact your Senior Supervisor or Amanda Hooper (HR and WHS Manager) and we'll help you with the next steps.

To find out more about the CSCS WHS Committee visit:
<https://www.csu.edu.au/enterprise/cscs/staff-resources/work-health-and-form/whs-committee>

SOUTHERN ZONE

MEET THE NEW ALBURY MANAGEMENT TEAM!

Here on our Albury Campus there have been a number of changes. Firstly we would like to welcome back a familiar face to some, Miriam Agar. After an eight year gap Mim has returned to take on the role as Senior Supervisor for the Albury and Canberra Campuses as well as our external clients based here in the Albury area and we know Mim's return will be a fantastic asset to the company.



Above: Cim Blundell (Team Leader), Miriam Agar (Snr. Supervisor), Ava Hartley (Team Leader)

We have introduced two new part-time team leaders to our Albury team Ava Hartley and Cim Blundell who between them have 22 yrs experience with CSCS.

Also we would like to welcome all of our new staff members and look forward to working with you all.

MEET OUR NEW WAGGA SUPERVISOR

Welcome Zoe Waldron who has just joined the leadership team in Wagga as our Supervisor mostly looking after external client sites. As you can see she is jumping out of her skin with excitement after joining the team!



CONGRATULATIONS CAITLIN!

Congratulations to Caitlin Robey from our Wagga team who has welcomed little Skyla to the world. She is absolutely beautiful and we know you will be a fantastic mum!

NORTHERN ZONE

In the Northern area we have had a large turnover of staff recently. I would like to thank all the people who have left CSCS & wish them all the best in their future endeavours. To all the new staff that have come on board, welcome to the family. I hope you are enjoying your experience. We also had Zac Scott transfer from Port Macquarie to Albury & I would like to pass on my thanks to Zac for all his hard work during his time there.

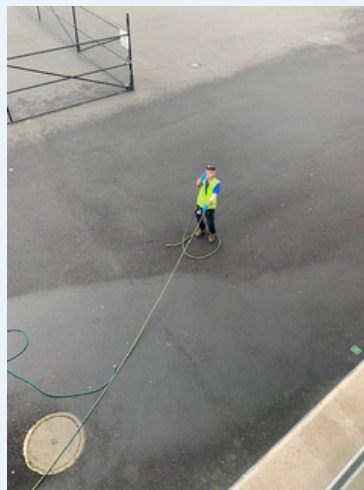
The last two years being impacted by Covid everyone has transitioned with staff & students returning to campus in their stride. There are now many Intensive School (formerly Residential School) happening during normal session time. CSU are also trying to increase their Conference trade with many external clients using the facilities including accommodation buildings.

The Academic Hub in Orange was officially opened in February & there are two new Residential building being constructed in Port Macquarie.

With winter here please be careful of pathways starting to get icy on some campuses. Also be mindful that after having a break that your muscles might have cooled down enough to cause injury. Ensure that you keep your muscles loose to avoid injury.

Thank you everyone for your continuing efforts & please don't forget to use the RAAP system to acknowledge your team mates.

Damien Blattman
Northern Area Manager



Above: The big clean up at Mount Panorama Raceway

HR & TRAINING

EMPLOYEE ASSISTANCE PROGRAM

Coaching and Counselling

All Charles Sturt employees and their immediate families can access up to 6 free coaching and counselling sessions (per issue) with our EAP provider Converge. Employees (and their immediate families) can access Employee Assist, Manager Assist, Career Assist, Conflict Assist, Nutrition & Lifestyle Assist, Money Assist, and Family Assist free of charge. Confidentiality is assured, and your employer will only receive aggregated deidentified group data on a quarterly basis. No identifying information is released.

EAP Client Portal

Our contract with Converge also provides staff and their immediate families with access to the Client EAP Portal; an online hub of resources which contains information on the latest news and events from Converge International, newsletter inserts on various topics, research papers and tip sheets. The portal is there as part of the EAP services available, however should not replace counselling sessions.

See the flyer on the next page for more details.

Did you know:

Your Annual Leave Loading gets paid to you as a lump sum at the end of each year? Definitely comes in handy for the crazy Christmas period!



Congratulations to the following staff who have recently completed their Cert III – Cleaning Operations

ALBURY:

Carol Peake
Fern Freund
Jenny Wilson
Margaret Quinlivan

WAGGA:

Sin Sar Nang Hee
Zisar Moon
Michelle Sheather

PORT MACQUARIE:

Gabriela Orth



LINKEDIN LEARNING

LinkedIn Learning is an online learning and development application available free for all staff of CSCS using your staff login. Courses cover business, creative and technology skills and are aimed at all levels of learner. Take a look:

- **Go to:**
www.Linkedin.com/learning-login
- **Type:**
csu.edu.au in the email field.
- **Enter:**
your Charles Sturt staff login.

NEW TIME & ATTENDANCE SYSTEM

All sites are now using the electronic time & attendance system to record arrival and departure from worksites. Well done to you all for embracing this new technology! The advantages of this system over paper-based log sheets is enormous for CSCS and so much more efficient. For some staff using your mobile phones to QR code in has presented a few issues, although be assured that these will be resolved when we provide you with plastic cards to swipe attendance as another option.

EAP

Building mental fitness...
Together

**YOUR
WELLNESS
PORTAL**



Username: converge
Password: eap



Free



Confidential

Find out more or book an appointment:

1300 our eap (1300 687 327) | eap@convergeinternational.com.au

www.convergeinternational.com.au



VIA PHONE



VIA LIVE CHAT



EAP CONNECT APP



EMAIL

Converge
international

**NOMINATE YOUR
FABULOUS
CO-WORKERS NOW
AND THEY CAN
CHOOSE A COFFEE
VOUCHER OR HALF
AN HOUR TIL!**



RAAP FORM



RECOGNITION AND APPRECIATION PROGRAM

**NOMINATE A CSCS TEAM MEMBER BY SUBMITTING A RAAP NOMINATION FORM AT
WWW.CSU.EDU.AU/ENTERPRISE/CSCS**

**POINTS ARE AWARDED ON THE BASIS OF THE CATEGORIES LISTED BELOW
AWARDS ARE PRESENTED EACH MONTH AND
ANNUALLY AT EACH SITE 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

OUR VALUES



B Be open and honest, flexible, dependable and responsive to the needs of the business and clients.

E Enrich our culture by fostering a safe and inclusive workplace that acknowledges social values such as respect, tolerance, diversity and wellbeing.

S Seek ways in which we can professionally reach our full potential and have a positive impact on the wider community and the environment.

T Target continuous improvement, opportunity and growth.

We recently revised our values at CSCS to ensure they were in line with our mission. We believe that the "BEST" values reflect our mission perfectly and we encourage all our team at CSCS to adopt these values and work towards being your BEST - both personally and as part of the CSCS team.

FINANCE

Hi everyone,

Hope this finds you well and that you have avoided Covid, or at least have not suffered too harshly from the virus.

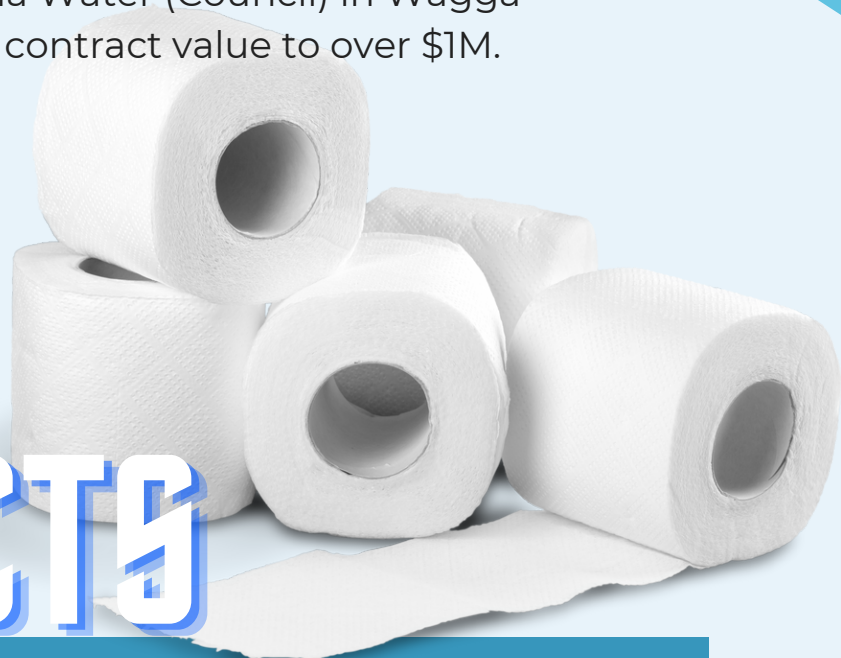
At this stage it appears that 2022 is looking towards some type of new normal, especially in comparison to 2020 and 2021! As with most businesses the last couple of years have provided some financial challenges for CSCS, and 2022 is throwing some different financial issues especially associated with the current very tight labour market.

Budgeting has been quite difficult as it is really a forecast of the great unknown, but currently our 2022 actual costs are running close to budget forecasts.

As you know, our core business is provision of services to the university, but it is worth noting that our external client base has recently grown to include Riverina Water (Council) in Wagga bringing our 2022 external client contract value to over \$1M.

Take care and good health.

Chris Faucett
Finance Operations Manager



FUN FACTS

PAPER USAGE 2021

Almost 20 tonnes of paper towel and toilet tissue were supplied to CSCS clients in 2021!

HOW FAR CAN IT GO

If rolled out end to end the toilet paper would stretch further than Sydney to Melbourne to Perth (by road!)

LTI'S

CSCS Operations in the first four months of 2022 have exceeded 55,000 hours With no LTI's (Lost Time Injuries)

EXPLORE

QR CODES MAKE IT QUICKER....

Try the QR codes below to explore some of our resources. Just hover your QR code reader or mobile camera over each QR code to be taken to the links. Once you are taken to the resources you can explore further by clicking on links within the site. For some links you may need your staff login. If you need any help reach out to your Supervisor or email cscs@csu.edu.au



SAFE WORK METHOD
STATEMENTS (SWMS)



SAFETY DATA SHEETS
(SDS)



WEB KIOSK)



INDUCTION & TRAINING



CSCS WEBSITE
Use your staff login



RAAP INFO &
NOMINATION FORM

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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