

## Message from the General Manager

Hello Team,

Firstly - keep up the great work, it is you that makes this company look good and the majority shine.

Secondly - We have a lot of staff that didn't grow up with the Internet, and or know little about smart phone technology; as a business we understand this, and are mindful that accessing this type of technology can be daunting.

Fundamentally it is becoming more and more necessary for our business to use computer software.

For CSCS to succeed as a business, we need all our staff to learn the basic skills that enables them to input information either on a computer at work, or for pure convenience, remotely from their smart phone.

By the end of 2017 at a minimum with our help, we expect that all CSCS staff can and will enter their own leave online, check leave balances, edit bank details, read their emails and update passwords.

It is time for some of us to resist avoiding the unknown - to put your hand up and say I need help! - And more importantly with commitment and coaching become confident enough to fly solo.

Stay safe

Thanks Martin



### Contacts

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Chris Faucett	6365 7899
Damian Blattman	63384703
Graham Biddle	6933 4044
Shadhi Khalili	6933 2434

*“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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## What a team! ...



### Albury

Zachary Scott 17/07/1993  
Bethany Huggett 25/08/1986

### Bathurst

Steven OBrien 12/06/  
Darryl Munro 18/06  
Debbie Brown 21/06  
Sharon Roberts 10/07  
Debbie McIntosh 19/07  
Darrel Sharwood 19/07  
Melinda Toole 1/08  
Judy Willman 11/08  
Annabelle Hartson 14/08  
Elizabeth Day 19/08

### Canberra

Angela Ospina Carvajal 4/08

### Orange

Kevin Harvey 14/08

### Wagga Wagga

Jenny King 3/06  
Alicia McCaig 8/06  
Robyn McGregor 14/06  
Pat McMahon 18/06  
Matthew Milne 19/06  
Craig Chaffer 4/06  
Michael Oakman 3/07  
Patricia Cooke 7/07  
Brian Moynihan 28/07  
Martin Dooner 1/08  
Graham Biddle 6/08  
Bernadette Walsh 9/08  
Matthew Cain 17/08  
Doug Gee 21/08  
Gwenyth Doyle 25/08  
Janelle Jeffries 26/08  
Josef Ellicott 30/08

## THOMAS BROS GOLDEN CROW AWARDS 2016

A huge congratulations to Charles Sturt Campus services Limited who was recently a finalist in the category 'Excellence in Workplace Diversity'. Even



though we did not win, to be a finalist itself is a great achievement that we have all accomplished together; Well done CSCS each one of you contributed to us achieving this! Congratulations also to CSU Green for winning the Sustainability Award on the night.

## WELCOME TO ALL THE NEW CLEANERS WHO HAVE JOINED OUR TEAM .....

### Albury

Jean, Shana, Nikita, Nikki,  
Lorraine

### Bathurst

Debbie, Monique, Annabelle,  
Caitlyn

### Canberra

Angela

### Dubbo

Hui-Ju (Avril)

### Wagga

Lea, William, David, Mikaylee,  
Gwenyth, Matthew

## RES SCHOOL CHALLENGE— NO MISSED ROOMS

Let's see if we can do it.  
Are you ready, have you got all the help you need?  
Important Tasks delegated?  
QA checks?  
Planning on track?  
Contingencies in place?  
Communication with RES at it's highest, planned chats?  
Good luck  
Marty

## Thank you to our wonderful staff ...

Hi Martin  
Just a quick word to say 'Thank you' for getting those issues with that bathroom sorted so promptly earlier in the week. Really appreciate it and it was all done by the afternoon of our conversation.



Damien,  
Many thanks to you and Nicola for the effort taken.

Regards  
Peter Scott  
Manager, Campus

Hi Sue,  
Just wanted to let you know that both Wendy and Justin were great help earlier today.

We needed a fridge cleaned and moved at short notice and both were obliging and courteous to my requests, which was greatly

Hi Nicola,  
Not sure if I was going to catch you again personally so I wanted to take the chance to say thank you so much for taking the time to research how and then clean the paint off my chair and restoring the leather as well. I appreciate the time and effort in getting it back to looking good and not speckled with white spots and paint brush strokes!

Hi Martin,  
Just wanted to thank you for the new cleaner in building 2. She has made such a difference to the cleanliness of the building. ....  
It really is lovely to come into a clean building and a clean office each morning. Thanks for allocating her to us.

**Thanks Graham,**  
**Yes it seems that you've got it right with Angela. The place certainly looked a million dollars when I was there a couple of weeks ago and as you've suggested, Katherine is extremely happy with the service**

Hi, Martin and Gail

We the cashiers in Building 13, would like to let you how wonderful, Rhonda keeps this building and our area spot-less!!!

She never stops!

Rhonda is an extremely diligent employee and should be acknowledged and congratulated on her work ethic!

Hi Martin & Peter,  
I would just like to let you know what a great job Maryanne & Helen are doing at building 30.

..... The ladies keep the clinic and reception area immaculate and are always accommodating and friendly.

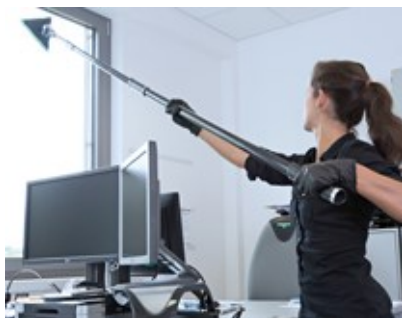


## What's new ...

### STINGRAY CLEANING TOOL

After viewing a demo in Wagga we have purchased Stingray Indoor Cleaning Systems for each campus to try out. They should make it easier and safer to clean windows without having to move furniture or climb ladders.

The Stingray claims to make cleaning windows up to 25% faster and uses up to 39% less chemical than conventional sprayer and cloth method. We will be interested to see what you think so make sure to pass on any feedback that you have to your Supervisor.



### NEW '3D CSCS' SIGN!!!

A very happy Martin Dooner was excited to receive his 3D CSCS' sign featuring the new logo. It will be proudly displayed in the Corporate Office Wagga!! Thanks to Brian Moynihan our Maintenance Assistant for creating this master piece!! Looks great!!!



3D side view



Pictured: Martin receiving sign from Brian

## What's new ....

### IMPORTANT INFORMATION ABOUT 'APPLYING FOR LEAVE'

#### GET YOUR LEAVE IN ON TIME!!!

You may or may not be aware CSCS have a service level agreement with CSU payroll and CSU HR this agreement outlines the responsibilities of both entities.



CSU provide a Payroll officer's who uploads the information we provide into the CSU Alesco payroll system.

As you know the output can only be as good as the input so the information needs to be accurate so that we can all be paid on time and correctly.

Delayed entry of your leave into the online system, can create real issues and frustration for the CSU payroll officer especially when backdated after the payroll has been processed and paid.

It is now a company directive; if you - the employee are able.... have access.... and have the means, must enter this your leave into Alesco prior to commencement or immediately at the first opportunity e.g. after a phone call to say you are unwell and cannot attend work.

Leave can be entered remotely from a mobile device, or at work at any of the computers made available to staff and students. If you need more assistance and or training please put your hand up.

Regards

Martin Dooner

### NEW UNIFORM

Polo shirts featuring the new CSCS logo are currently in production and should be delivered very soon. We would like to apologise for the delay in getting these shirts to all of our staff; it took a lot longer than we planned to finalise/ approve our logo and shirt design as well as a few issues with the production. They now look really good though and we hope you will all like wearing them.

Thanks

Shadhi & Simone





## Northern Zone Update

Hi Everyone,

A lot has happened in the first 6 months of the year. I would like to welcome all new staff to CSCS.

In Dubbo we had both our Part time cleaners move on within a week of each other. I would like to thank Martin Peel who was put in a difficult situation to maintain the campus until further help arrived in the form of Avril Liu. It's great to hear the positive feedback. Well done.

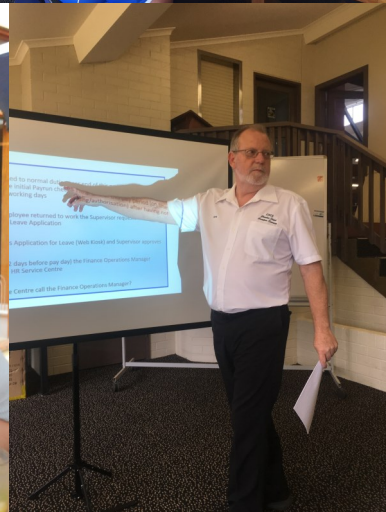
Thank you to the Orange campus for hosting the CSCS planning meeting in early March. The management team enjoyed our time there while discussing numerous aspects of our company, including presentations & forward planning.

Bathurst staff had the new Engineering building open at the end of February & an increase of 24 hour space added to the library. With the increase the staff have handled it well & are showing why we are a valuable contributor to university life.

Our Senior Supervisors, Supervisors & Team leaders all do an amazing job. If you require any equipment to make your job easier, please speak with them to see if they source it for you. Remember it's a good thing to see your management team around the campus as they're here for you, the client, & the end user.

Damien Blattman  
Northern Zone Manager.

Southern Zone manager



## Southern Zone Update

Firstly I would like to thank the senior supervisors, supervisors and team leaders for their efforts this year you are doing a great job.

Also a huge thanks to the cleaners who also do a great job and should be proud of what they do. I know the CSU clients that I have spoken to this year really appreciate what the cleaners do and hold them in high regard.

The feedback I am getting from the clients this year is very positive.

Canberra is up and running and DFM are extremely happy with the contribution CSCS has made to make the campus a much cleaner environment for their staff, clients and visitors. I would also like to make mention that a big part of that recognition has been due the efforts of Angela the cleaner at Canberra who is now an employee of CSCS; welcome to the company Angela. CSCS will employ another cleaner in Canberra very soon to cater for refurbishments currently happening with the pavilion building.

On a recent trip to Albury I had talks with DFM and Res Life who again are very happy with Susan and her team, the communication and cleaning has come a long way congratulations guys keep up the good work.

Wagga has had a very busy year well done Margaret, Paul, Alicia and the cleaning team. Wagga has another Residential school coming up 18th June 2016 so that will keep us busy. Our processes are improving all the time in this area to the stage where the client is very happy but we can't rest on our laurels and need to be vigilant during residential schools.

*Graham Biddle*

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



### AUSTRALIA'S BIGGEST MORNING TEA IN WAGGA

A huge thank you to everyone for attending 'The biggest morning tea'! We appreciate the effort you all went into making delicious treats!

Together we raised \$315!



## Workplace Improvement Officer Update

*Hi Everyone,*

*Well, I have been here now for over 6 months, time flies when you are having fun. The first thing I said when introduced to staff was 'We all have to follow procedures, they are there for a purpose, we don't have to like them but we do have to follow them'. Largely everybody follows the rules, but if you don't you can expect to be reprimanded. I know there are some issues we need to address but as the saying goes 'Rome wasn't built in a day'.*

*Together, if we keep chipping away we can resolve these issues., little by little.*

*As you may be aware we had an Auditor from SAI Global scrutinise our Work Health Safety Management System in April. Apart from a couple of administrative issues and a couple of issues with equipment we will retain our accreditation which is great—well done!!*

*I see CSCS as having great potential for improving in all areas, we have a good team of workers who can follow a good work ethic, do the best job they can with the resources available and, utmost, take pride in what they do.*

*My role is to 'improve' all areas of our business, I can't do my job without your input, therefore I encourage people to approach me with ideas to make our lot better.*

*In the words of A McCaig*

*'Good, better best—I will never rest—'til my good is better—and my better best*

*David Polsen*

*Workplace Improvement Officer*

### PERCEPTION

Work was under way on the construction of a new cathedral. A journalist was interviewing various workers on the site. He approached a carpenter and asked what he was doing, the carpenter said 'Sawing wood for the roof'

The journalist then asked a bricklayer what he was doing, the brickie said 'I am building a cathedral'

Two different takes on the job in hand. Moral: take pride in what you do.





## Finance Officer Update

Hi Everyone

### Fair Work Commission Annual Wage Review

As you may be aware, the Fair Work Commission (FWC) handed down the Annual Wage Review Decision on 1st June 2016 which resulted in a 2.4% increase in the Minimum Wage and all Modern Award salaries effective first full pay period after 30th June 2016.

As CSCS employees, we have the benefit of working under our own Enterprise Agreement since 2013 and as such we are not limited to the FWC decision and will in fact be receiving a 2.6% increase payable from the first full pay period commencing after 30th June 2016.

Also the Government's Superannuation Guarantee Rate was set at 9.5% for 2015/2016 and is not due to be increased to 10% until 2021/2022.

However, with our CSCS Enterprise Agreement we have the additional benefit in that our Superannuation Employer contributions have been at the rate 10% since July 2015 and will increase to 10.5% from the first full pay period commencing after 30th June 2016.

In summary, the Charles Sturt Campus Services Enterprise Agreement 2013 will provide us with a total 1.02% of above Award rates of pay and Superannuation over the Modern Cleaning Award as of July 2016 with further guaranteed increases next year.

Chris Faucett

CSCS Finance Operations Manager



### Contact Us

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

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Front from left: Nicola Hope, Don Hanney, Margaret Weekes, Doug Gee, Martin Dooner  
Back from left: Graham Biddle, David Polsen, Damien Blattman, Sue Collins, Liz Day, Chris Faucett



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