



Message from the General Manager

Hello Team,

Welcome to another addition of your CSCS Newsletter.

As the end of year approaches, there is an increased positive vibe within CSCS. Over the latter half of the year I have personally witnessed a positive shift in morale, this is a direct result of tackling issues head on, keeping staff well informed, engaging them in the workplace and recognising efforts made.

There is still a lot of work to be done, and it is a two way street - but we are certainly heading in the right direction.

Performance management, training along with recruitment and selection is vital for us to remain a strong player in our industry and we are investing time and resources into these areas.

I do believe in keeping staff and the workplace safe, unfortunately we have had some minor hiccups in the injury department so far this year, but overall the statistics look good we must be doing something right.

Moving into the end of year clean up period, which can be a beehive of activity please remain vigilant in keeping safe and ask for assistance when necessary.

Quality wise I'm seeing complaints sitting at a reasonable level although I'd prefer Nil. Our quality assurance programs seems to be working. Prevention is better than cure, that's why you will see Supervisors out and about checking areas, a pat on the back for a job well done goes a long way too.

Looking back It is exciting to witness the business evolve so much in such a short time, since it became CSCS in mid-2009 when then the University had more than one company, operating separately across 5 campuses.

Over time the business has grown with the university and we have successfully tendered for additional work this includes Dubbo, Canberra, outside external works and potentially Port Macquarie in 2017.

In the next year we will see the roll out of the CSCS version of Beims which is the current system used by DFM to allocate work orders. CSCS is purchasing a licence to run its own Domain within the CSU system.

There will be a training and a transition period, overall this won't affect you too much just the format of your work orders will change.

Thankyou

Stay safe

Martin



Here is a picture of me with my birthday cake that Shadhi and Simone created!! Yummmmm

Contacts

Martin Dooner	6933 4984
David Polsen	6933 4570
Chris Faucett	6365 7899
Damian Blattman	63384703
Graham Biddle	6933 4044
Shadhi Khalili	6933 2434

In This Issue

- Message from the GM
- Birthdays, & New Staff
- Res School Challenge
- Feedback
- Applying for Leave
- Zone, WPI Officer & Finance Updates

What a team! ...

WELCOME TO ALL THE NEW CLEANERS WHO HAVE JOINED OUR TEAM

Albury

Jean, Shana, Nikita, Nikki,
Lorraine

Dubbo

Hui-Ju (Avril)

Wagga

Lea, William, David, Mikaylee,
Gwenyth, Matthew

Bathurst

Debbie, Monique, Annabelle, Caitlyn

Canberra

Angela



Happy Birthday!

Albury

Cameron Liney	September
Shana Holmes	October
Darren Pickersgill	November
Justin Clay	December

Bathurst

Paulette Murphy	September
Alison Croucher	September
Nicola Hope	September
Damien Blattman	September
Sharon Obrien	September
Louise Evans	October
Estelle Sharwood	November
Wendy Eldridge	November
Julia McGrath	December

Orange

Alan Hyde	October
Dolly Dumanon-Bruce	October
Chris Faucett	October
Kylie Trotter	October
Cathy Long	November
Lisa Maggs	December

Wagga Wagga

Helen Walsh	September
Mikaylee Gordon	September
Samantha Crower	September
Shadhi Khalili	September
Margaret Ohlsen	October
Trevor Wilson	October
William Giddings	October
Debra Drake	October
Terry Ohlsen	October
Mark Tanks	November
Elizabeth Wescombe	November
Deborah Griffiths	November
Rhonda Kelly	November
Margaret Weekes	November
Trina Logan	December
Garry Moses	December
Janette Allen	December
Ann Baker	December
Paige Ryan	December

Dubbo

Avril Liu	October
-----------	---------

Foundation day

Foundation Day was a HUGE hit! It was nice to socialise with the staff and enjoy some lovely treats!



Thank you to our wonderful staff ...

Great job Angela is doing in GBH and is reliable, friendly and helpful.



Nicola,

Thanks again for attending our meeting last week, we appreciate your support and the fact you provide eyes and ears to most of the areas we support is an invaluable service for DFM..

Damo,

A big Thanks to Wayne for getting the delivery in Unicard readers to me today as a priority, we got our systems back up and running which is very important given the students return on Monday..

Hi Margaret,

Just talked to Martin. But also wanted to say how many comments we have had about how nice and clean the paths are after the pressure washing.

I Appreciate your support on getting those terminal delivered.



We appreciate your support and the fact you are the eyes and ears to most of the areas we support is invaluable service for DFM

Please let Wayne know how grateful we are.

I would just like to say how many compliments we have had about our nice clean paths after the boys pressure washed them.

Terry has done a wonderful job at the Nalsh , he has improved the cleaning of floors since he has been here.

"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."

BEIMS....

WHY BEIMS

The contributing Factor influencing the Beims proposal derive from the outcomes of University Service Improvement Project (SIP).

A review of the cleaning company's operational efficiency and how it interacts with the University, identified some areas for improvement, this included; not having access to current management systems.

CSCS believe that the business requires an automated and supported work scheduling system such as Beims, for the following purposes.

In short:

- **Forecast workloads** allows for planning equipment and labour resourcing
- **A performance management tool** providing evidence that the service level agreement with the client is met
- **Technical Support**, DIT and Supplier can easily trouble shoot any issues
- **A system for managing and charging work requests.** Raise, close and charge additional work requests outside the agreed scope of operations
- **Remote Smart Technology** will speed up the administrative burden and the efficiency of lodging and closing work orders
- **Buildings spaces and additions updated** and kept current through an integrated system
- **A system for managing minor assets**
- **Clearer understanding**, by using the same system all users will have a practical knowledge of how the system works.

In Detail:

Forecast work loads

Quantity and type of periodical tasks can be viewed in advance through on line reporting, allowing operational staff to plan for labour and equipment e.g. hire of elevated work platforms.

Work orders can be ran in advance allowing operational staff an agreed period of time to complete tasks.

It is anticipated that the system will align with wall schedules posted in buildings, and the simple charts for routine works that the service personnel utilise to sign off on daily.

BEIMS CONTINUED

A performance management tool

The quantity of completed and outstanding tasks can be reviewed and monitored via on line reports. These reports will give the company a management tool used for motivating operational staff etc.

In addition to ascertain that specified service levels are being met, in a timely manner, these reports will be easy to run and available for the client upon request.

It is envisaged that the company will seek and tailor methodology with in Beims, which will enable the efficient handling of work orders from despatch through to closure, this will also involve the use of remote smart technology

CSU Technical Support

The system currently utilised by CSCS is a Microsoft software package this poses a risk in terms of support. By purchasing a system already tested and integrated within CSU by DIT and DFM, project time and cost can be reduced dramatically.

Mercury/Zuuse and DIT can assist with any problem solving, at the interface and with the software itself.

Beims is also aligned with the CSU Finance system Banner. The company utilises the same chart of accounts and finance systems as DFM and CSU.

A system for managing and charging work requests

CSCS need to create and close add hock and periodical work orders internally, for the clients and for the business itself e.g. periodical work, emergency cleans, test & tag, fire drills etc. I gave an example to the board recently of how internal laundry can be better managed using a CSCS domain, where the client logs a job prior to sending laundry and the laundry personnel remotely manage the request in the laundry via a tablet.

CSCS require a mechanism by which a work order raised through the a University Beims domain, either by DFM or Residence life can be edited and managed but also recorded as works completed within the company's domain.

Fees for additional client works can be collated on the same authorised work order. It would be advantageous if an invoice/internal journal can raised within the integrated systems to recoup costs.

A system for managing minor assets, purchase, disposal, warranty, location, maintenance and age of minor assets such as vacuums, polishers and scrubbers

Buildings spaces and additions updated

In relation to building spaces CSCS see the advantage in a system that is integrated with the university, as it would be updated with correct building information regularly. A CSCS administration person would only need to create and or alter the service package within the domain for these areas.

Clearer understanding

By utilising the same systems, communication will be made is easy. Problem solving and ideas for enhancement can be shared.

Regards,

Martin.

What's happening around campuses.....



Congratulations CSCS on receiving the VC Award for their involvement in the Eastern University Games. Each and every one of you helped us receive this. Well done !!



Omid Khalili (CSCS Wagga) putting the final coat on the trailer.



The staff shout out board is finally up and going in Wagga! Woo!! Hope everyone is having fun writing them up for people!!



Liz Day, CSCS Supervisor in Bathurst was applauded for her drive to improve CSU's waste management practices by providing valuable assistance with the roll out of the University's office waste management system at the Bathurst Campus.

Well done Liz!!!!



Daffodil Day was a wonderful day! It was nice to interact with the staff, play some fun games and enjoy some lovely treats! We Raised \$430. Thanks to everyone who participated!!

What's new

IMPORTANT INFORMATION ABOUT 'APPLYING FOR LEAVE'

All staff,

Leave taken needs to be added as hours not days...

Why - Because in a week, we are not all rostered on, for the same hours for each day – for example some of us work longer on Monday's

When you enter your leave over an extended period as **days** and not **hours** the system does not always calculate your time correctly.

The systems knows what your rostered hours are for each day. For example if you take a Monday and a Tuesday it will calculate that you are rostered to work 8 hours on a Monday and 7.5 on a Tuesday.

So when you enter your leave in as hours it will deduct correctly and this will prevent us from having to correct ANY incorrect entry.

Simply – enter the date, or dates of leave, choose **hours** from drop down box and the system will calculate actual hours.

If you have any concerns or need assistance ask your Supervisor

Chris Faucett

Finance Operations Manager.

Whole Day Leave Request

NOTE: Part-time staff MUST use Hours in the Unit field.

Leave Code	Annual Leave
Start Date	20-SEP-2016
End Date	21-Sep-2016
Unit (P/Time staff to book in Hours)	Days Hours
Medical Certificate (Y/N)	
Medical Certificate File	Browse...
Certificate No	
Name of the Registered Health Practitioner	
Surgery Address1	
Surgery Address2	
Cert. Issue Date	
Cert. Valid From	
Cert. Valid To	
Other Doc.	
Leave reason (if required)	
Comment	

Select hours

Northern Zone Update



Damien Blattman



Nicola Hope



Don Hanney

Bathurst

Over 300 days LTI—well done to everyone!!

Welcome to our 4 new Full Time staff members: Olive Hawking, Kellie Morriss, Stephanie Reece & Adam Ross hope you enjoy working with the Bathurst Team!

On top of our monthly birthdays we have had some extra special pop up celebrations with some staff turning the big Nifty Fifty & Sexy Sixty !

Bathurst Management team would like to acknowledge the outstanding commitment & work ethic of the staff that continue to give up their weekends to help fulfil the increasing workload over the breaks. Without these people we would not be able to fulfil the clients extra requests .So thank you for your outstanding work!

Over the last couple of months Bathurst have had some staff move on, and over the recruitment process we would like to say thank you to our team for maintaining the high level of service during this time.

Out and about in Orange and Dubbo:

Orange Res Schools went really well and our cleaners did a great job.

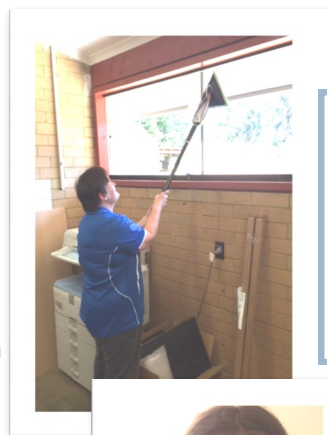
There's a little bit happening in Orange regarding buildings and renovations; the Library is now fully open, the labs in pharmacy are getting new floors, and they are going to install an outdoor kitchen on the new undercover decking.

Seen in this picture to the right is Jodie Watmore from Orange using the new Unger Stingray window cleaning system; it seems this is a hit with the staff in Orange who have tried it.

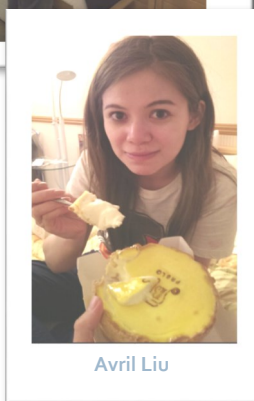
Introducing Avril Liu (pictured below), who is our new Team Leader in Dubbo. Avril is really working well and settled into her position, and just like the Cake in this picture, is taking it on with enthusiasm!

Dubbo has received a long overdue new floor scrubber which will assist in making the areas Avril looks after, pristine. 😊

Northern Zone Team.



Jodie
Whatmore
and the
new Unger
Stingray

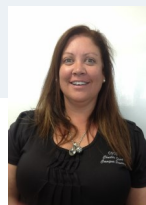


Avril Liu

Southern Zone Update



Graham Biddle



Margaret Weekes



Sue Collins

2016 is getting away from us very quickly, but it has been a very productive year on a lot of fronts.

Communication with clients has never been stronger and CSCS is starting to see the benefits of that process with DFM and RES LIFE, it's imperative that this continue along with the great effort that the cleaners put in CSCS will continue as the preferred option for cleaning at CSU.

The statistics for this year reveal that injuries are comparable to 2015, quality control audits are up on 2015, complaints are down on 2015 and all campuses have received several compliments. Special mention to Canberra who have had no complaints and three compliments so far this year.

Thanks to those staff who have taken on new roles within the company as a direct result of the re-structure earlier this year and also Wendy Foley from Albury who is now a team leader. It would be remiss of me not to mention the staff in the laundry at Wagga who under Margaret's guidance have greatly reduced the back log of soiled linen and now have a measured and structured approach to satisfying our CSU client base, well done Trina and Mikaylee.

I would also like to inform staff that CSCS management has for a while now discussed the possibilities of cleaning externally and that idea has now been approved by the board of directors. CSCS will be starting our first external contract very soon, Thanks Margaret and Paul for all your work in the initial set up stages of this exciting venture.

Graham Biddle

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

Finance Officer Update



Chris Faucett

Hi everyone

As you are no doubt aware CSU has moved into Stage 1 of the CSU Port Macquarie campus earlier this year and it is currently being serviced as part of the Project costs.

CSCS has now been approached to investigate and provide initial quotations on providing our cleaning services to both the Facilities and soon to be built Residential areas of CSU Port Macquarie campus. I recently visited the campus and obtained first hand preliminary information and am now working on the estimates with our CSCS Snr Management team.

Given the outstanding success of CSCS service expansion onto the CSU Canberra campus earlier this year, together with CSCS values and principals and our proven service commitment we are confident that our service quotation will be accepted and CSU will choose CSCS to provide our range of services to CSU Port Macquarie campus.

On other matters, Senior Management are busily working through our current financial position and preparing budgets for all campuses for next year. It is a fairly lengthy and complex process and draft budgets will be completed shortly.

Also, you may have noted some recent changes in our Leave and Attendance procedure which has assisted in streamlining our Payroll practice. A big thanks and "Shout Out" goes to our CSCS Supervisors for their assistance and patience with this development and continuous improvement process.

As with any business, when preparing a budget there are always a few surprises that you cannot predict 12 to 15 months in advance. With that in mind it is pleasing to note that CSCS is running slightly under our projected budgets for 2015.

CSCS has to always be mindful that we are here to provide a service to our client, CSU, and as such are to supply the most cost-effective and efficient service that we can.

CSCS Management are always looking at ways to effect continuous improvement and are always negotiating with a number of our suppliers for cost savings and more effective products, as well as working on streamlining our purchasing systems.

Some of you would be aware that CSCS have recently moved to the Universities preferred supplier Office Max for the supply of all our Kimberley Clark paper products, although there were a couple of early hiccups it is now a smoother process.

The True Green range of cleaning chemicals has successfully been rolled out on all campuses. We have worked closely with our supplier True Blue Chemicals and their distributor Caterex to overcome any issues and it appears that our initial estimates were correct with this range providing environmental, quality, safety and financial benefits. The CSCS Laundry at Wagga is now in a transition phase as well with a more cost-effective and safer range of True Blue Chemicals currently being installed.

Lastly, for those eager to put their hand-up and submit an expression of interest for positions in CSCS Port Macquarie – unfortunately L you are a bit early – but I can assure you that we will keep you all posted on future developments as and if they arise. J J

CSCS are also working towards a more effective inventory control system for our chemicals, consumables (paper products, soaps & plastic bags) and our janitorial products.

Cheers

Chris Faucett
CSCS Financial Operations Manager

Workplace Improvement Officer Update



David Polsen

My definition of an 'accident' is: *An unplanned event resulting in injury, damage or loss.* I further believe there has never been an 'accident' that did not involve the Human Element. At some stage; before, or during the incident some Human element was involved, either directly or indirectly, by some oversight, failure to follow procedures or wrong choices.

It has been said that being safe is a matter of 'common sense', unfortunately, common sense is not common. Taking the easy way, saving time and the belief we are infallible are some of the reasons people get hurt. The old 'I've done this a 100 times' doesn't cut it, it only takes once, the 'unsinkable' Titanic only sank once.

Accident prevention is better than the cure, we should strive to be 'Proactive' rather than 'Reactive'. Think before you act. Of course the first step in Accident Prevention is identifying hazards, a topic for another time.

Once we aware of a hazard we can take appropriate steps to Eliminate, Substitute, Engineer or use Administrative measures to control the hazard. As a last resort we can use Personal Protective Equipment.

Always report hazards – if unsure how to do a job safely, ask

Safety is as easy as ABC

Always
Be
C – Careful

There was a butcher who cut off all his fingers in a band saw, he was able to drive to the hospital – the Staff asked him why he didn't bring the severed fingers with him so they might reattach the, his response 'I couldn't pick them up'

BE SAFE. YOUR FAMILY NEEDS YOU!



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

Charles Sturt Campus Services
Bld 452
Charles Sturt University
Wagga Wagga NSW 2650

(02) 6933 4747

cscs@csu.edu.au

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

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



join us on

facebook



TRIVIA TIME WITH POLSO!!!!**First with correct answers to David P will receive \$25 gift card!**

1. Who was known as The Big 'O'?

2. Prior to his death in 1999, John F. Kennedy, Jr. founded what politically-themed magazine?

3. What was Arnold Schwarzenegger's original nationality?

5. Carlo Collodi wrote a story about a wooden puppet which became human. What is its title?

4. Why did The Jazz Singer, starring Al Jolson, make history in 1927?

6. Where did the pineapple plant come from originally?

7. Which song starts, "On a dark desert highway?"

8. What was Rambo's first name?

9. Who was Moby-Dick?

10. Who created the character Noddy?

11. What was Michelangelo's first name?

12. In earlier times, what building material did most Eskimos use to build their homes?

13. What was Samuel Clemens' pen name?

14. What famous medal depicts three naked men with their hands on each other's shoulders?

15. Prunes are dried what?

16. Whitney Houston sang I Will Always Love You in what film?