



SPARKLE

Charles Sturt Campus Services Limited Newsletter

December 2017

Message from the General Manager

Firstly and foremost, thankyou everyone for what has been another successful year.

What I can say is; it has been a very eventful year, a year of growth, a year of hard yards, a year of change, a year that has been somewhat crazy at times, but yes we have made it through.

My gratitude regarding our success goes out to all our service staff. Considering the year we have had, I personally would like thank my management and corporate support teams.

- ♦ the hours you have put in - sometimes way past knock off
- ♦ the multi-tasking you manage - from coordinating to counselling
- ♦ the great ideas and visions you have shared and implemented.

With you, we shine

The company dynamics have shifted, and we have reflected this in our slightly modified motto below which now signifies that we are now not, just university specific.

Have a great festive break and stay safe.

Martin



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Thank you to our wonderful staff ...

Re: Positive feedback Nicola Hope from Reslife Bathurst

Marty,

I would like to acknowledge the excellent work that CSCS and in particular Nicola has been doing in general, but particularly the last few weeks. The clean up is way ahead of where we have been over different years and there has been some pressure with externals coming and going as well.

The one in particular that she has excelled has been with the mould issues in towers. Nicola has taken the lead and initiative to proactively gather the information and come up with solutions to enable a safe environment for the staff to work and the students to live. I know it has been a busy and stressful time, and I'm not sure where towers would be without the work that she has been doing. I know there is more than her in the team, but she is certainly the one driving the process and going above and beyond what would be expected of a contract cleaner!

Re: coffee spill in Library Collections, Bathurst

Could you send a big thank you to the right place for me..

the guys came in first thing this morning, real early before any one got here and had a great go at that spot, good on them!

Hi Shiralee

I am just emailing in the hope that you can pass on our sincere thanks to your catering team, the Res Life team and especially the Campus Services team. We could not fault any of the services provided - and have received so many complements from everyone who attended the conference. This conference was attended by 170 delegates from 17 different countries and its success gave a good account of CSU locally, regionally and globally.

Amazing, we could not have done this without you and all of the real hard workers behind the scene. Thanks to every single person who contributed.

Re: building 476 rm212 Wagga

Subject: A big thank you

Thank you for speaking with me this morning. As discussed I had inherited an older desk when I moved into my office in my new role and it had a patch of messy pen drawings and writing on it. I had tried cleaning this off myself but I could not get it off. It looked terrible. This morning when I came to work it was gone, my desk is clean! The cleaner must have cleaned it for me. I am so grateful as I really did not like it at all. Can you please pass on my thanks to the person who cleaned the desk in building 476 room 212. It is lovely to look at my clean desk now!

Re: Floor Cleaning Wagga Dennis Lane

Marty, just letting you know the big D did a very good job on the floor in the collating room in between some sideline encouragement from the mail, dispatch, print & janitor staff.

In all seriousness in came up very good – thank you for your assistance.

Re: Sutherland Laboratories Wagga

Hi Alicia

I just wanted to ask you to pass on my thanks to Diana.

She is doing a fabulous job with the cleaning of the Sutherland Laboratories and it is not an easy area to look after.

Diana is also a pleasure to work with.

Thank you

Subject: CPD Cleaner - Alison

Hi Damien & Nicola

I have been meaning to send this email for a month or so now, what has reminded me is Alison just spoke to me about our laundry – again ensuring all areas are kept to a high standard.

Therefore I need to let you know that the cleaner Alison at the CPD is absolutely amazing, her care and eye for detail has ensured our motel be kept of a very high standard.

I would like to make sure that Alison is aware that we acknowledge how much we appreciate her work and dedication to our motel.

She sure is a keeper.

Birthdays ...



December Birthdays

Justin Clay 1
 Trina Logan 1
 Richard Akpa 3
 Joel Mcfadyen 3
 Efren Yonzon 3
 Garry Moses 5
 Tanya Higgins 9
 Shane Klower 11
 Lisa Maggs 11
 Janette Allen 12
 Debra Ashton 14
 Nikita Little 17
 Ann Baker 21

January Birthdays

Jean Little 8
 Tim Manwaring 8
 Melissa Strickland 8
 Peter Gunning 15
 Maryann Gustowski 20
 Sharlene Mcdermott 20
 Daniel Andrews 23
 Paul Jones 25
 Lynette Knight 27
 Lorraine Bush 29
 Cheryl Flanigan 30
 Melanie Alicbusan 31

February Birthdays

Vicki Powell 1
 Caroline Chaplin 2
 Jodie Lee Watmore 5
 Anthony Trotter 6
 Ava Hartley 7
 Simone Brown 20
 Ryan Billingham 22
 David Gibb 23



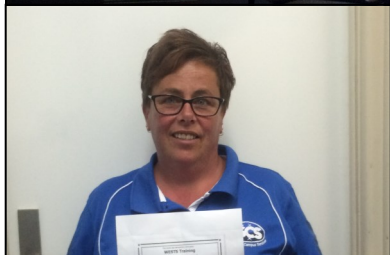
Snapshots



Below: Manual Handling Session in Wagga Wagga



Above : End of year celebrations in Wagga Wagga



Above: First Aid Training at Wagga Wagga

EWP Training in Albury



Above : End of year celebrations at the local harness track for the Bathurst Team

Process Update ...

As discussed during the EA Roadshow following is clarification of the CSCS Disciplinary process for your reference

Possible Disciplinary Actions

Workers may be subject to the disciplinary procedures outlined below if they breach company rules and work performance standards. Performance expectations are referenced in company documents such as position descriptions and in policy and procedure, for example the induction booklet, and the code of conduct stipulate how we should act at work and outline expectations in regards to work performance.



a) **Verbal Warning:** Where it has been established, by interview and investigation that an employee who has displayed poor work performance (examples include unacceptable work quality, unsafe work practices, wilfully failing to abide reasonable and lawful direction and excessive absenteeism) and/or unsatisfactory conduct, viewed by Management to be of a minor nature. The Zone Manager or Supervisor will issue a formal verbal warning and keep a record, noting the date of the occurrence and details of the event.

b) **Written Warning:** Where despite the issue of a formal verbal warning, the employee continues to display poor work performance and / or unsatisfactory conduct, the Zone Manager or Supervisor, following interview and investigation, will issue a written warning confirming the reason for the disciplinary action and expected action to be taken by the employee to rectify the situation

Where it is decided that the poor work performance and / or unsatisfactory conduct is of a sufficiently serious nature, the Zone Manager or Supervisor, following interview and investigation, may issue a written warning without a verbal warning having been previously issued.

Once a written warning has been issued, a subsequent offence within a period of 6 months may result in dismissal. Employers should give employees warnings in writing before ending their employment.

CSCS doesn't have to give an employee 3 warnings, or even 1 warning but in most instances CSCS will give the employee a chance to fix any performance issues prior to dismissal.

c) **Instant Dismissal:** The above procedures dealing with poor work performance and / or unsatisfactory conduct are not intended to interfere with the right of Charles Sturt Campus Services Limited to dismiss any employee without notice for serious and wilful misconduct.



Northern Zone Update



Damien Blattman



Nicola Hope



Don Hanney

With 2017 almost in the books, I would like to thank everyone for their contributions to another successful year. CSCS continues to forge a strong relationship with CSU & this cannot happen without the ongoing support of our whole staff. While campuses go through some tough times where we feel it gets crazy busy, our strong management team lead our great team to keep achieving at a high standard that CSU has come to know & appreciate. This is what make us invaluable to CSU.

Over the second half of this year CSCS were encouraged to pursue an external contract with the University of New South Wales Rural Clinic & Shared Health Research & Education Campus (SHREC) in Port Macquarie. As many of you know already CSCS were successful in a 2 year agreement put in place. Along with the external work with Xceller8 Fitness centre in Wagga, this could be the starting point of the growth of our company & a greater foothold in our communities on rural cities. Further on Port Macquarie CSCS will start cleaning the residences in 2018 as this campus continues to grow.



Pictured above is the UNSW Shared Health Research and Education Centre (SHREC)

The Northern Zone has an amazing Lost Time Injury free record keeps getting better each & every year. There are a lot of factors that go into this. An amazing team of Return To Work coordinators who put in a huge amount of effort to ensure every injured worker has the best support in place to enable them to keep working in a capacity that helps them recover.

Wishing you & your families the safest & most FANTASTIC Christmas in 2018



Northern Zone Team.

Southern Zone Update



Graham Biddle



Alicia McCaig



Susan Collins

I would like to take this opportunity to wish all CSCS staff a safe and a merry Christmas.

This has definitely been a year of change and exciting new opportunities for CSCS.

Externally we are well into the St Marks contract in Canberra, management have just negotiated a new upgraded contract with Xceller8 for next year and we have also gained the rural clinic for UNSW in Port Macquarie.

One of the biggest changes will be implemented very soon when CSCS goes live into the university Beims system. This has been a big task for all concerned, special thanks to Simone who has spent many hours transitioning all the data from our systems to Beims.



Xceller8 Fitness Centre Wagga Wagga

Most people are aware that there has been big changes in management on the Wagga campus this year when we lost a senior supervisor and a supervisor. Alicia McCaig has done a great job and now is the fulltime supervisor in Wagga, Helen

Walsh has taken on the Team leader role for Residences and is also doing a great job. Wagga also welcomed Mary Crook into the Team Leader role for Facilities.

The stats this year say we are improving in all areas especially injuries, complaints and positive feedback keep up the good work.

I would like to thank Susan Collins and her staff in Albury for their efforts this year in maintaining that campus, reports from the clients are always positive. Thanks also to Alicia, Helen, Mary and Wagga staff it's been a year of hard work and reflection.

Special mention to Angela in Canberra as always you have been reliable and do a great job I know you are remote from the rest of us but definitely not forgotten. I know Sue keeps in regular contact and visits Canberra when she can.

Graham Biddle

Southern Zone Manager

Finance Officer Update

Hi everyone

2017 has been a busy year for all of us and CSCS Finance is no exception.

I have mentioned previously of the positive flow-on effects within Finance and the viability of the company from improvements in workplace processes performed daily by all CSCS employees.

CSCS Payroll, Budgeting and Procurement have all benefited throughout 2017 with further improvements planned for next year. In particular, a big thankyou to everyone for working with Management in the establishment of the CSCS Workplace Plan and the Work Order system.

Safety achievements across CSCS Operations are something that has a high impact on the financial position of CSCS, and the current Safety record is something all of CSCS should be proud of.

Your Safety Record is the envy of many Divisions within CSU.

With the implementation of the eProcurement system Unimarket mid-year there were a few hiccups, but fortunately this has settled down a bit now and things are getting back on track and much smoother.

Changes in Payroll have also had positive flow-ons and we are investigating a few electronic Time in Attendance packages that will really speed up a number of processes and could see the end to cumbersome timesheets and claim for payment forms as well as other benefits. These systems have the potential to make it easier for everyone but we will be doing our homework and trialling a few systems and discussing with CSCS staff before any implementation.

I hope everyone has had a good 2017 and are looking forward to the New Year. A special thankyou to all of the CSCS Management Team for your assistance throughout 2017.

I hope you all enjoy the festive season and wish you a happy and prosperous 2018.

Cheers

Cheers

Chris Faucett
CSCS Financial Operations Manager



Some bits of trivia

In the past six months CSCS has ...

- Ordered 8295 items of Goods or Services
- Valued at \$371,866
- From 339 Purchase Orders placed thru Unimarket eProcurement system
- On average CSCS carries out over 3,000 hrs of cleaning every week

Workplace Improvement Officer Update

As 2017 draws to an end it is time for some reflection. We have experienced some changes at the Supervisory level in Wagga which, largely, has been embraced by all and has had a positive impact.

Over all Campuses:

WHS - has been tremendous, particularly our Great Northern region, well done Bathurst & Orange.

Quality – negatives down, positives up – new schedules introduced

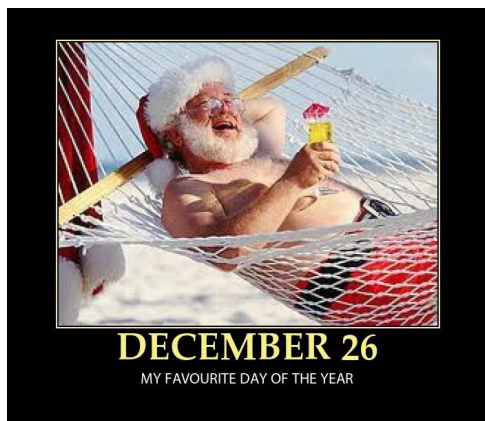
Training – Manual Handling Training was conducted and well received – similar workshops are planned for 2018

Human Resources – in the last 12 months our workforce has increased dramatically. A new employee classification system was introduced (Trades) where staff are assigned to exclusive areas and positions. New Enterprise Agreement was negotiated and should be ratified early 2018.

In summary CSCS has had a 'good year' and congratulations are in order to those staff who, uncomplainingly, do their job to the best of their ability and to schedules – you know who you are.

On a personal level may I wish all staff and your families a happy and safe festive season.

David Polsen
Workplace Improvement Officer



Contact Us

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