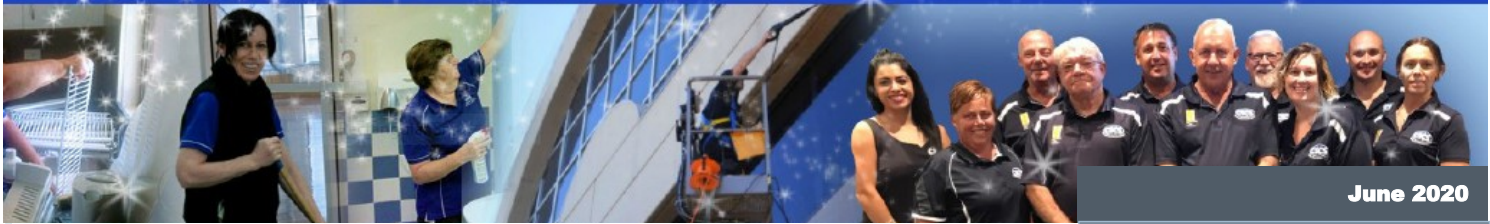


# SPARKLE

Charles Sturt Campus Services Limited Newsletter



June 2020

“Resilience is the capacity of a system, enterprise, or person to maintain its core purpose and integrity in the face of dramatically changed circumstances.”

ANDREW ZOLLI

## In This Issue

- Message from the GM
- Feedback
- RAAP
- EAP
- Zone, WPI Officer & Finance Updates

This quote pretty much sums it up, the company in essence prevails.

Now more than ever as a group we need to show our clients how professional we are.

Showing initiative to make a difference where before we may not have had the opportunity.

The importance of cleanliness and the people (front line workers) who provide a hygienic and safe environment has changed forever. “We Matter”

Please make sure you look after yourself first and don't become complacent, you know what to do.

You may have seen in the media, financially the University is seeing its most trying time. This will only impact the company if it is decided to consolidate office and teaching spaces and buildings are closed. I can't see this consolidation happening in the near future. The University are looking at others ways to save money.

If things remain the same, university staff will return to campus and a lot of catch-up face to face teaching will begin, I think some staff in our organisation will be very busy for quite a while.

Thanks for your patience and keep building that positive work culture. It is 10% of what happens and 90% how you react to it.

Stay safe

Martin

## Contacts

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## Thank you to our wonderful staff ...

"THE CLEANING YOU GUYS ARE DOING IS AMAZING, IT IS REALLY APPRECIATED AND IS OFFERING SUPPORT AND CONFIDENCE TO ALL THE STAFF"

"THE CONDITION OF HER ACCOMMODATION WAS IMMACULATE AND FAR EXCEEDED HER EXPECTATIONS. HUGE RECOMMENDATIONS TO YOUR ENVIRONMENT, STAFF AND FACILITIES"

"HOW AMAZING IT IS TO BE ABLE TO SEE OUT OF THE WINDOWS FINALLY. CLEANERS ARE DOING AN AMAZING JOB."

"THANK YOU FOR THE BEAUTIFULLY CLEAN BUILDING EVERY DAY"

"HAPPY EASTER - THANK YOU TO THE WONDERFUL STAFF HELPING TO KEEP US SAFE AT THIS UNUSUAL TIME AND FOR THE BRIGHT HELLO'S AND FRIENDLY FACES THAT HAVE BROKEN THE ISOLATION FOR ME."

"AMAZING JOB SHAMPOOING THE LOUNGES!"

I WOULD LIKE YOU TO PASS ON MY THANKS AND APPRECIATION TO THE TEAMS WHO ARE GOING AROUND EACH DAY AND SANITISING THE TOUCH POINTS. THIS IS A GREAT SERVICE AND AS I AM WORKING ALONE IN BUILDING 480 TO HEAR AND SEE A HUMAN FACE IS UPLIFTING. THE STAFF WHO HAVE BEEN INTO THIS BUILDING ARE FRIENDLY AND ALWAYS ACKNOWLEDGE YOU AND WE WISH EACH OTHER A GOOD HAPPY DAY. IT IS IMPORTANT, NOT JUST AT THIS UNUSUAL TIME IN OUR HISTORY, BUT ALWAYS TO ACKNOWLEDGE AND APPRECIATE THE WONDERFUL HUMAN CONNECTIONS THAT CAN MAKE A PERSON'S DAY.

I HOPE YOU ARE ALL TRAVELLING AND COPING AS BEST AS CAN BE EXPECTED.

KINDEST REGARDS  
MAUREEN NUNN  
WHS ADVISER

"HI ALICIA, THANK YOU SO MUCH FOR HAVING SOMEONE COME IN AND CLEAN OUR CENTRE HOT SPOTS "

RECEPTION FLOOR LOOKS AMAZING

"DENIS IS LOVELY AND DOES AN AMAZING JOB, ALWAYS HAPPY AND CHATTY AND ALWAYS HAS A SMILE ON HIS FACE!"

"ALL THE CLEANERS ARE HEROES AND DESERVE MEDALS, THE CLEANERS ARE ALL AMAZING"

"THE TEACHERS AND STAFF ARE EXTREMELY HAPPY WITH THE CLEANING AND ARE FINALLY ABLE TO LOOK OUT CLEAN WINDOWS AFTER PREVIOUS COMPANY. PAUL IS VERY HAPPY WITH THE FACT THAT REQUESTS BY STAFF ALWAYS GET DONE THE NEXT DAY."

"THANKS TO THE LADIES IN DUBBO FOR ALL THEIR EFFORTS, ALWAYS HAPPY TO HELP OUT EVEN AT LAST MINUTE REQUESTS."



**CLEANING SUPERSTARS**

## Just some of the great feedback ...

“THE WINDOWS HAVE THAT CLARITY AFTER YOU DID THEM, SO THANK YOU FOR ALL YOUR HARD WORK. THEY LOOK GOOD”

“DOING A GREAT JOB CLEANING OUR OFFICES WHILE WE ARE WORKING FROM HOME”

‘REALLY APPRECIATE THE EXTRA WIPE DOWNS CONSIDERING THE CURRENT WORLD HEALTH CRISIS WE ARE ALL FACING. CLEANING TEAM ALWAYS GOING THAT EXTRA MILE. VERY MUCH APPRECIATED”

“FLOORS LOOK WONDERFUL AFTER THEY HAVE BEEN BUFFED!”

“WE APPRECIATE THE EXTRA WORK BEING DONE ACROSS CAMPUS, THE CLEANING TEAM ARE DOING GREAT THINGS”

“REALLY APPRECIATE THE EXTRA CARE AND THOROUGHNESS YOU ARE DOING WITH THE CLEANING OF THE CENTER”

“SWIFT RESPONSE AND HARD WORK PREPARING ROOMS FOR POSSIBLE EVACUATIONS”

“VERY MUCH APPRECIATE THE CLEANING TEAM DOING EXTRA WIPE DOWNS DURING THE CURRENT SITUATION - COVID-19”

“VERY APPRECIATIVE OF THE DAILY THOROUGH WORK THAT MARGARET AND KANE HAVE PROVIDED DURING THE COVID-19”

“QUITE NICE TO SEE THE CLEANING STAFF DOING TOUCH POINT WIPE DOWNS, REALLY APPRECIATE THE EFFORT PUT IN BY ALL. WHOEVER I SEE, THEY ARE ALWAYS POLITE & FRIENDLY”





## RECOGNITION AND APPRECIATION PROGRAM

- NOMINATE A CSCS TEAM MEMBER BY SUBMITTING A RAAP NOMINATION FORM (EITHER ONLINE AT [WWW.CSU.EDU.AU/ENTERPRISE/CSCS](http://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

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

## Employee Assistance Program (EAP) - Free And Confidential Counselling

The Employee Assistance Program (EAP) provides an independent and confidential counselling service to all employees and their immediate families. Counselling can be for either work-related or personal issues, and is strictly confidential.

LifeWorks by Morneau Shepell is the University's chosen provider for the EAP service.

### ACCESS TO SUPPORT SERVICES DURING COVID-19

As isolation measures tighten and our lives are interrupted even further, the initial emotional shock may lead to anxiety, sleep problems, relationship issues, distractibility, negative thought patterns and other concerns that will impact both work and family.

Our Employee Assistance Program (EAP) provider LifeWorks, have temporarily ceased face to face counselling however, the team of Connect Telehealth clinicians offer a professional and confidential counselling service via telephone or video, to support you and your loved ones during this time. This can be just as effective as face to face support, and clinicians are experienced and know how to make you feel comfortable in a virtual setting.

If you're feeling stressed, worried or simply want to talk to someone about your mental, physical, social and financial wellbeing, give them a call on 1300 361 008 or check out the COVID-19 Resource Toolkit available on the Lifeworks Total Wellbeing Platform <https://www.lifeworks.com/au>

LifeWorks also have pre-recorded webinars available for you to access on demand:

- Emotional Wellbeing During the COVID-19 Pandemic— <https://vimeopro.com/user65099910/emotional-well-being-covid-19>
- Talking to your Child about COVID-19—<https://vimeopro.com/user65099910/talking-with-your-child-coronavirus>

### ACCESSING THE SERVICE

Employees and eligible family members can make an appointment from anywhere in Australia.  
To speak with a counsellor please call: 1300 361 008

Self-referral is the predominant method for accessing this service. 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. For traumatic incidents and crisis counselling the service is available 24 hours a day, 7 days a week.

### EAP WELLBEING PLATFORM

Feel supported, connected, and rewarded every day with convenient access to online resources and tools. Employees and their immediate families have access to a free, personal, and confidential account that you can personalise with short, helpful daily content that is relevant to you.

#### Getting started

LifeWorks will send you an email invitation with your unique code to sign up. It's as easy as 1-2-3.

1. Sign up by following the link in the email.
2. Create your LifeWorks account.
3. Download the LifeWorks app to easily access your personal LifeWorks portal.

If you have not received an email from LifeWorks in relation to setting up your account, please contact us: [healthyu@csu.edu.au](mailto:healthyu@csu.edu.au) or phone LifeWorks on 1300 361 008.

Already signed up? Follow this link to access your LifeWorks portal <http://www.login.lifeworks.com/>

For more information visit the CSCS Website <https://www.csu.edu.au/enterprise/cscs/staff-resources>

## Northern Zone Update

I would like to congratulate everyone on how you have handled the last few months.

While Covid19 has had an impact on all our lives in one way or another, the whole organisation has taken it in their strides. I know many of you enjoy your break times when you can get together as a group & have a bit of a laugh or even sometimes just to talk with someone about any frustrations.

As a team you have adjusted to the work environment as needed in a professional & understanding way.

Hopefully you are all getting the text messages from Martin Dooner. If you need any questions please don't hesitate to ask any questions of the management team & if they don't know the answer directly they will endeavour to find the answer for you.

A quick reminder that CSCS have access to the Employee Assistance Program if you need any further support.

Port Macquarie will have stage 2A opening at the end of June/ early July& stage 2B later in the year. This is quite a large expansion on this fast growing campus.

Once again thank you to everyone for your hard work. Please stay warm & safe during the winter period.

Damien Blattman

Northern Zone Manager



## CSCS ARE CLEANING THE NEW CLINIC SET UP IN OCHRE HEALTH

A NEW clinic has opened within Bathurst's Charles Sturt University (CSU) campus to test people who are showing symptoms associated with COVID-19.

The Bathurst GP Respiratory Clinic opened on Tuesday at the Ochre Health facility, with the purpose of treating and testing people suffering from any mild to moderate respiratory symptoms.

It is being run through a partnership between Ochre Health and the Federal Government.



# Around campus ....

We love seeing your photos! Please send them to [cscs@csu.edu.au](mailto:cscs@csu.edu.au) so we can include them in the next newsletter.



Liz Day in Bathurst



Breakfast with the RA's -Orange cleaning team



Pictured above: On Thursday 9<sup>th</sup> April Liz, Sharon & Nicola from Bathurst Campus set up a drive-thru for all their staff to pick up Easter gift & raffle prizes. Well done team!

## Southern Zone Update

Hi all

Circumstances have certainly changed since the last edition of the newsletter, this pandemic has not only changed our work environment but our normal day to day home life.

Thank you Martin for your efforts in gaining Jobkeeper for the majority of our staff, I know you spent countless hours pushing for CSCS to obtain Jobkeeper.

CSU staff have been asked to work from home where possible this coupled with the students also being away has left a huge hole in the cleaning of campuses. CSCS have been asked by our clients to come up with a cleaning plan to justify what we are doing, which we have. I won't go into the details but work with your supervisors who are implementing this across all campuses. Obviously things will change from week to week and we will have to adjust accordingly.

Now is the time we can make a huge difference to the University cleaning and detailing buildings, especially sanitising touch points which gives CSCS a chance to be really noticed by CSU.

Stay safe take care of yourselves and others by observing social distancing and sanitising as often as possible.

Graham Biddle

Southern Zone Manager





## Workplace Improvement Officer Update

Fellow Colleagues

We are certainly going through some challenging times. No doubt, for some, this current pandemic and subsequent restrictions will be life changing.

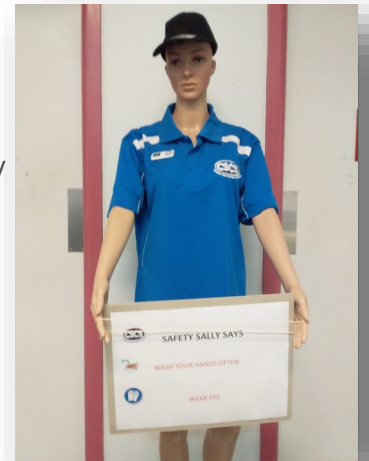
Despite personal hardships and feelings of frustration, we, as human beings are a resilient lot and will recover. Some of the imposed restrictions may be hard to take, but, as I said on my first day on the job with CSCS (7/12/2015) 'We may not like the rules but we must follow them, they are in place to protect us'

Now is not the time to 'slacken off', we must strive to do the best job we can do. Our cleaners are playing a vital role in fighting this insidious virus. Sanitising touch points regularly will go a long way to reduce the spread of Covid-19, for instance.

I urge everyone to continue to maintain our high standards of service delivery and show why we are the best. Ensure you observe social distancing, at home and socially as well as at work. Of course observe good hygiene practices, such as regularly washing hands, recommended 20-30 seconds (or while singing a robust verse of 'Happy Birthday').

There are uncertain times ahead and no-one can tell what implications may occur to us all. Help is available from many quarters should you feel overwhelmed or depressed.

Without being patronising, do take care of yourself, and others, do the right thing and just 'get on with it'.



Best regards  
David Polsen  
Workplace Improvement Officer

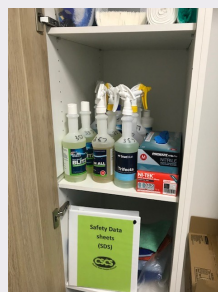
## WE GET TO KEEP OUR TICKS

SAI Global conducted an audit of CSCS Wagga, Orange and Albury during May to assess our compliance to the WHS Management System that we have in place. We engage SAI Global as an external auditor to ensure that our systems enable us to provide a safe environment for all of our staff, clients and students. To maintain our AS4801 certification we are audited each year by a SAI Global auditor. The audit's are carried out over 4 days and our systems and practices are heavily scrutinized and questioned by the auditor—you may have been questioned or observed yourself during one of these audits. Since we gained our certification in 2016 we have aimed to continually refine and improve and we are so proud to be able to report that this year the audit found not one non-conformance!

The auditor reported that "The management system has continued to improve since the last audit with the continuing support of the management team lead by the General Manager." The recommendation from the audit was that our certification proceeds.

This is an extract from the report: "The audit has determined that your management system has the ability to ensure the organisation meets its identified applicable statutory, regulatory and contractual requirements relevant to the scope of certification and that it has also determined that your management system is effective in ensuring that the organisation can reasonably expect to achieve its defined objectives."

Well done to Wagga, Orange and Albury teams!



## Finance Update

Hi everyone,

Well, 2020 has been a different year to say the least, and from a CSCS Finance position it has been no different.

Our original estimates have been somewhat changed, with Covid 19 impacting the university in a big way and the flow on through to CSCS. Led by Martin, the CSCS Management Team worked extremely hard and thru Martin's persistence we were able to prove our eligibility for the Federal Governments JobKeeper financial scheme. This has enabled us to continue our operations without the need to stand down our valued CSCS permanent staff.

Like all areas of the economy, Covid 19 has had a financial impact on CSCS with our 2020 budget no longer accurate, and further financial impacts are yet to be seen. CSCS value to our client's has put us in good position and we have established new financial estimates which are continually being updated.

With some client's requesting additional and touchpoint cleaning who knows what the new normal will be. But we do know that we will get through this and cleaning is now widely recognised for contributing to the comparative good position Australia is in in respect of impacts from Covid 19.

Take care and good health,

Chris Faucett  
Finance Manager



### OUR MOTTO

*"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."*

### 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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