

SPARKLE

OCT/NOV/DEC 2014

Message from the General Manager

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Hello,

What an interesting year we have had!

I can't say it has been an easy one; there have been many highs and lows.

In reflection I will miss our many colleagues who have left us, and at the same time I am excited about our new additions to the team.

In business terms we are the company of the year! We have achieved so many milestones; from being recognised externally through awards, to our exemplary 2014 safety, quality and financial results. Thank you everyone, these results reflect your professionalism and make it very hard to look past CSCS.

The inclusion of the company in the KPMG review has been testing and has placed us all under some strain. I have been informed by the university that it is purely a business exercise, and that the company has only been included due to bundling options, nothing more. I'm convinced that the university will complete their outsourcing analysis and realise the company is their best option. We can only wait and see.

2015 is gearing up to be another year of change; we will continue to pursue safety accreditation, improve technology and move towards being a more independent company. Our leadership philosophy remains and we will endeavour to; engage everyone, work together as a team, keep everyone informed, continually improve our business, keep safe and happy at work.

I would like to wish everyone and their families a Happy Christmas and a joyous New Year.

Regards

Martin Dooner

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.

Supervisor Portfolio



Who am I: Brian Moynihan

Campus: Wagga Wagga

Hobbies: Wood Carving

Children: None

What I want for Christmas: To see Miss Claus

Pets: None

DID YOU KNOW CHARLES STURT CAMPUS SERVICES LIMITED HAS THEIR OWN WEBSITE?

www.csu.edu.au/enterprise/cscs

You can access company documents via the website including all past and present newsletter editions, enterprise agreement, vision, mission and strategy, policies, procedures and many more!

CSCS NEWS

WELCOME!

BENJAMIN BELL
MAINTENANCE ASSISTANT
WAGGA WAGGA

PH: 02 9813 4984
Mob: 0438 431 570
Email: bbell@csu.edu.au



FAREWELLS

FAREWELL – Brittany Waters
Administration Assistant
2.5yrs Service!

FAREWELL – Vicki Wilson
Cleaner Albury
2.5yrs Service!

FAREWELL – Melissa Franks
Cleaner Albury
2.1yrs Service

FAREWELL – Omid Khalili
Maintenance Assistant Wagga
3.5yrs Service



Albury team getting together for Halloween & Melbourne Cup

WELCOME!

BRIAN MOYNIHAN
SUPERVISOR
WAGGA WAGGA
Ph: 02 6933 4813
Mob: 0417394925
Email: bmoynihan28@csu.edu.au



LOST TIME INJURY FREE DAYS Congratulations...

ALBURY – 389 Days
BATHURST – 511 Days
DUBBO – 1812 Days
ORANGE – 1252 Days
WAGGA WAGGA – 213 Days

...as at 18/12/14

**A Safe
Workplace
is no
Accident**

20 YEARS OF SERVICE

***Congratulations** to Graham Biddle, Margaret Weekes, Trina Logan, Terry Ohlsen and Peter Raczowski who celebrated 20 years of service this year. Trina, Graham and Terry (pictured left) enjoyed lunch hosted by the Vice Chancellor, Professor Andrew Vann.*



WELCOME!

SIMONE BROWN
ADMINISTRATION ASSISTANT
CSCS
Ph: 02 6933 4747
Email: sibrown@csu.edu.au



2014 NSW TRAINING AWARDS BE RECOGNISED



STATE FINALIST
LARGE EMPLOYER

BUSINESS AWARDS
2014 REGIONAL FINALIST



CHARLES STURT CAMPUS SERVICES LIMITED

I would like to thank all the team for their hard work, support and dedication in helping us get through to the finals for the NSW State training awards under the category Large Employer. Although we did not win on the night, it was really clear to me when standing on the podium, how far we have come and what we have achieved. It has been truly remarkable and we deserved to be there. CSCS has always been an inclusive environment and together we all want to build a better business; tomorrow we will be better than we are today.

I would like to especially thank Natalie Edmonds who worked hard to motivate our workers and help them attain a nationally recognised certificate.

Martin



CSCS HAS FACEBOOK!!

If you have a Facebook account search for Charles Sturt Campus Services Limited and ask to join the group for notices on upcoming events, news stories from all campuses, company notices etc.

Don't forget to add your colleagues to the group!



If you would like to see an article printed in the Charles Sturt Campus Services Limited newsletter or you would like to send a positive comment recognising a colleague or yourself for an achievement (whether it be work related or personal) please submit an email with relevant attachment to cscs@csu.edu.au.

(Please ensure if you are submitting a picture or article that all individuals involved are notified and approve of the submission).

COMPLIMENTS

On behalf of the NaLSH, thanks to everyone including the DFM and Campus Services teams for their efforts in yesterday's proceedings and for helping the facility and surrounds look so presentable. The tour was another good opportunity to showcase some of the many facilities CSU has to offer and by all accounts was very well received.

Please pass this thanks on to other colleagues and team members as applicable.

Regards,

Trent Smith

Administrative Assistant - Technical Support | National Life Sciences Hub (NaLSH)
Charles Sturt University



Nic,

Just wanted to say thanks for dropping everything at the last minute to check that all around was good to show the tour of Japanese delegates with the Head of Campus

All areas were fantastic and with just an hours notice it was above and beyond what could have been hoped.

Thanks again

James Kelly

Manager, Residence Life
Bathurst, Dubbo and Orange
Charles Sturt University



Chris,

As discussed yesterday during our meeting I would like to acknowledge the additional effort being displayed by the cleaner in the Administration building. The noticeable attention to detail is evident and appreciated. This is not a reflection on the performance of previous cleaners, just recognition for someone doing a little bit extra.

Regards

Mark Chapman

Campus Services Manager
[Division of Facilities Management](#)
Charles Sturt University



Hi Chris,

Just to let you know what a fantastic job Kath has done over here (cobwebs and all) the place looks great can we keep her please !!! lol

She needs a pat on the back and please let her know that she is appreciated for her work.

Regards Jan

Things CSCS does for students that a contractor would not be able to provide;
To whom this may concern,

I have been a CSU student for the past two years and in this time I have also been an employee of CSCS. CSCS has provided me with flexible employment that understands the demands of university.

The cleaners at CSCS are intune with students needs. I have heard many stories of how cleaners have supported students in times of need, offering encouragement and assistance when there was no where else to turn. Going above and beyond their duty to just maintain the cleanliness of the accomodation.

The cleaners understand the pressures students are under. The cleaners at CSCS are able to adapt their routines, providing extra services to students when they know they need it. They know ^{that} when exam periods are, students will no doubt be messier. Even so, the cleaners know to be quieter than usual ^{and} to go the extra mile for the students in order to minimise their stress levels.

The majority of my time at CSCS has been spent in the laundry. The way the laundry functions during res school periods is a clear example of why CSCS is needed. ~~It~~ when cleaners are given unexpected extra rooms to service for incoming students, its ~~never~~ ^{never} an option to say that this is beyond their point of call. We are often in the laundry making up extra sets of linens so that cleaners can service these rooms in time for incoming

students. This could not happen if ~~there was not a laundry~~ the office and laundry were not located on campus.

The high standard of service provided to all of the classrooms, lecture theatres, office areas, the library and eating areas is outstanding. I have had the opportunity to help clean some of these areas and the dedication of the staff to ensure that everything is done for the staff and students before they arrive in the morning is exceptional. Furthermore, in the two years I have been a student here I have never felt that I was in a dirty or unclean space. This can only really be achieved with ~~the~~ the on site supervisors who organise cleaners and supply to make sure that they have them when they need them and to assist them with any situation ~~promptly~~ promptly. As well as the dedication of the cleaners.

If a cleaner sees something ~~the~~ extra they can do, they will. Whether it be clearing your rubbish for you after you finish eating, if cob webs appear faster than when they should be cleared in the schedule, if the shower curtains need washing before the designated month is up, or if a student needs a kind word said to them, the staff at CSCS are there. When it would be so easy to turn a blind eye and stick to specific time limits, routines and schedules and do no more than that, CSCS always does that little bit extra that makes life at CSU that much more enjoyable.

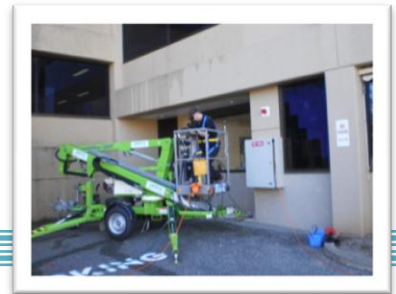
Sally Mannion
CSU student and CSCS staff member.

Martin,

Just wanted to drop you an email in recognition of the work CSCS has done for Residence LIFE here in Albury. The work that Shane and his team have put in to keep our Students happy and well kept has been exemplary. We feel that Albury CSCS has provided a standard of high quality for many years now... CSCS staff have continually gone above and beyond to ensure the satisfaction of their customers. It would be a shame to see the end of an era should CSCS not tender or be successful in CSU's new cleaning EOI. Knowing that you have the staff, the infrastructure and knowledge provides evidence and good incentive for CSCS to follow its current path of continual improvement. I wish you and all your staff the best through this turbulent time. Be encouraged by the fact that you have Residence LIFE Albury's full support. All the best to you, your family and your staff for Christmas. Cheers Kurt, Emily and Belly

Kurt Neville

Residence Life Co-ordinator | Residence Life Office
Charles Sturt University



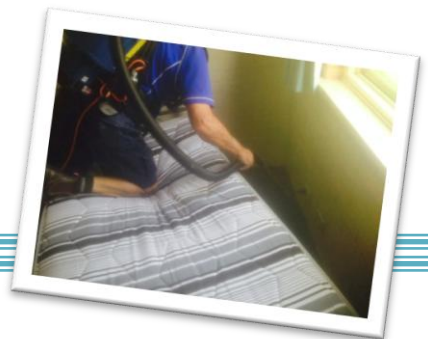
Hi Graham

..... I have been meaning to email you and Margaret to say how great it is to have someone here who takes pride in what they do, Kim is an absolute gem, the place is so clean and the staff love her. Thank you so much.

Kind Regards
Cara

Cara Platt

Veterinary Clinical Centre
Charles Sturt University



Hi Margaret and Graham,

I am a student at CSU Wagga Wagga in my final semester, when I am not on campus I travel the world as an interpreter and have been a visitor to many universities including some of the top names.

I would like to genuinely compliment your staff (particularly Rhonda) at Charles Sturt Wagga Wagga campus. The student commons and all areas of the campus are absolutely pristine and beautifully clean.

CSU Wagga Wagga is exceptional, in my experience many other universities are not cleaned to such an excellent level.

I find it really relaxing and pleasant to come home to Wagga campus and so thank you very much and especially to your staff for their respect and hard work towards quality standards.

Kind regards,
Sharon

Hi Martin,

I have a great understanding of what cleaners do and put up with, my mum was a cleaner as was I for a few years, and i think your cleaners are open and friendly, i have come to know them well, so thank you for giving us a great cleaners and supplying such a great service

My name is Gail Clark I am situated in Ngungilanna the Indigenous Student Centre, I was asked to send you a letter I wrote in response to the open letter in issue 9 I see they have published it in issue 10 so I would like to congratulate the cleaners as they are always helpful and have such a commitment to cleaning and I had to respond to the negativity of Laura's comments your cleaners did not deserve her comments.

Hi All

I am the Elder in Residence here at CSU . I am situated in the Indigenous Student Centre. I have been reading your paper HUNGAPPA I find some of your articles interesting and some not so interesting.

I was reading in your latest issue and the open letter caught my attention. I feel sorry that Laura has so many negatives in her educational journey through university. Look around and see the wonderful world we have here at CSU Laura , breath the fresh air of freedom that is a given right in this country, as in many countries you would not have your freedom of speech or freedom to travel. So what if people wear thongs it is their choice.

Laura please do not pick on our cleaners as they do a wonderful job and are at work long before you get out of bed in the morning, and then they go home cook and clean for their own families. I hope you never have to go bush and use an outback toilet for there are many things that live in them that you would not like to encounter.

Open your eyes Laura and look at the positives in your life you are privileged to be getting such a good education in one of the best places on earth, so relax and enjoy your time here. If it gets you down talk to me and I will listen.

Thank you

Aunty Gail Clark

Elder in Residence

Ngungilanna Centre

Charles Sturt University



MERRY CHRISTMAS

If you would like to see an article printed in the Charles Sturt Campus Services Limited newsletter or you would like to send a positive comment recognising a colleague or yourself for an achievement (whether it be work related or personal) please submit an email with relevant attachment to cscs@csu.edu.au.

(Please ensure if you are submitting a picture or article that all individuals involved are notified and approve of the submission).