

SPARKLE

Charles Sturt Campus Services Limited Newsletter

April 2018

Message from the General Manager



G'Day CSCS colleagues,

Thanks for picking up the latest edition of the CSCS newsletter.

Our newsletter has been around for more than seven years and is part of the CSCS communication strategy.

The sole purpose of our newsletter is to keep you in the loop, recognise your achievements and hopefully give you a laugh or perhaps a brain teaser.

I'd like to pass on my gratitude to all those involved in contributing to the [newsletter](#) and adding to its success.

If you have any ideas for future newsletter additions, please let us know after all it is all about you and your company.

In regards to keeping you in the loop, I have no further updates from Fair Work regarding our EA, and I will let you know as soon as I have some news.

To our teams in Albury, Bathurst, Canberra, Dubbo, Orange, Port Macquarie and Wagga Wagga; EVERY employee is an integral part of CSCS, thank you for your hard work and dedication together we make this business successful.

Regards,

Martin Dooner

(General Manager)

"Each person entering their space, whether it be work, study, rest or play; 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."



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Some Results from our Recent CSU Satisfaction Survey ...

Albury

- Cleaning staff are fantastic and do a great job around the Albury campus.
- The cleaning team are very polite and do an excellent job. I often see them doing their work and I often think I should thank them more
- Cleaning team members to my knowledge are competent and friendly
- Friendly staff, doing a good job

Bathurst

- We have a dedicated cleaner in the Learning Commons and she is wonderful.
- The cleaning services team who look after the Grange do a stellar job, and they are a friendly/ welcoming start to the day. 12 months ago I worked in Building 1411 where the cleaning was minimal.
- A Great cleaning team always very helpful and responsive
- Friendly, helpful and pro-active
- Cleaners are friendly and doing a good job.

Canberra

- .Cleaner (Angela) at George Brewing House is the best I have ever seen

Port Macquarie

- Current cleaning team located on campus is excellent. Very efficient, friendly staff that can be approached at any time if needed. Job well done.
- I'd like to congratulate CSCS on a positive news story. With CSCS taking on the cleaning of a teaching facility in Port Macquarie that is owned and managed by UNSW, the CSCS team have taken the initiative to influence a positive sustainability outcome at this site .

Orange

- I like that the cleaning schedules/ routines are displayed - I know when the cleaner has been and she has signed it off - looks like it is checked as well
- All experiences with cleaning staff in orange has been excellent
- Cleaning staff do an excellent job of ensuring buildings and grounds are clean and tidy

Wagga

- We appreciate the individual attention cleaning staff have recognised is needed at Booranga - to make it attractive to writers-in-residence and congenial for casual staff working there.
- The cleaners are friendly and thorough. They respond to requests professionally (Building 13, Wagga).
- Our building is kept clean and tidy.
- Friendly staff, doing a good job
- good job by the front line staff.

Dubbo

- new cleaners in Dubbo have done a good job in taking over from Avril in the learning facilities

Birthdays ...



April

Ben Sebonego– 4th
 Kerwin Tan– 6th
 Musbashir Hussain– 7th
 Wayne Charman– 8th
 David Polsen– 8th
 Lea Day– 9th
 Wayne McGarry– 9th
 Salma Amani– 13th
 Nida Vicente– 22nd
 Omid Khalili– 23rd
 Cimon Blundell– 25th
 Peter Raczkowski– 25th
 Caroline Mcphillamy–
 27th
 Yazan Al-Hayek– 27th

May

Moses Adesola– 1st
 Lisa Williams– 6th
 Tom Crowe– 7th
 Jeff Cullen– 10th
 Corinne Kirby– 14th
 Wendy Foley– 20th
 Julie Mckern– 21st
 Tracy Edyvean 29th

June Birthdays

Alicia Mccaig– 8th
 Gabriela Orth– 9th
 Daniel Mitrovic– 10th
 Steven Obrien– 12th
 Jodi Jackson– 14th
 Robyn McGregor– 14th
 Pat McMahon– 18th
 Darryl Munro– 18th
 Tanya Franks–
 19th



Snapshots



Above right: Graham and David model their new 'Light shoes'

Above left: Dennis displays a good looking rat he caught

Above: The team at the 'Strategy meeting' held in Wagga

More Snap shots!

Right: Cathy Long leaving BBQ– Big thanks to Res Life (Terri Duffy & Suzanne Wotton) for supplying the food!!



Pictured above: The new Utility Vehicle at Orange Campus and the proud driver Anthony Trotter.



Pictured above:

Rain at the Rafters in Bathurst caused a bit of flooding! Well done to the team who cleaned it up.

Northern Zone Update



Damien Blattman

Nicola Hope

Don Hanney

Congratulations to Nicola Hope who tied the knot recently.

The Bathurst team on the first day back were requested to remove posters all over the campus that did not fit in with the values of CSU. This required the need to walk around every building on site to ensure all were found & removed. Bathurst team were required to do some specialty cleaning of the two largest residential buildings on site which was greatly appreciated by both DFM & RES.

In Dubbo Avril has welcomed a beautiful baby girl Alina to her family.

While Avril is on leave, Tracy has been holding the fort & doing a great job along with Vicki & Kylie. As is the trend for Dubbo the residential buildings have a lot of check in/ check outs & are always busy.

Cathy Long from Orange retired recently & CSCS wish her the best for the future.

During February CSU opened up some residential buildings for the Fire fighters who were serving the Orange community at Mount Conobolas fires. The Orange team received complements in form of emails to the Head of Campus. I also had the privilege to speak with one of the fire fighters & he spoke glowingly of our team.

Orange has also taken delivery of the new service vehicle.

On the Port Macquarie campus there are now residential buildings to clean as well & the team experienced their first Res school. There is also the external contract with the UNSW Rural Clinic. The discussions with the two clients have been very positive with a strong relationship being built.



Regards,

Damien Blattman

Northern Zone Manager.

Southern Zone Update

SOUTHERN ZONE NEWS



Graham Biddle



Alicia McCaig



Susan Collins

The year is already nearly half over, where does the time go?

DFM client satisfaction survey comments are in and I feel there has been a big improvement on last year's results. Canberra as usual were excellent well done Angela and Kerwin, Albury still maintaining the good results from last year, Wagga has shown a marked improvement. One of the main issues from the results are the age old problems of cobwebs which come back nearly as quickly as you knock them down.

I mentioned in the last newsletter that CSCS will be moving away from our current Work Order data base into the University Beims system. Albury are currently trialling the Beims system sorting out any issues before it is launched across all campuses. From all reports the trial in Albury is going well and it won't be too long before the Beims system is introduced.

We have had a good start to the year on several fronts, Injuries are down and more importantly no lost time injuries. Feedback from clients on the whole have been positive with a few complaints and quality checks are up to date, well done one and all.

Well done Debra Ashton and Pat McMahon who are the current cleaners at St Martins (external contract in Wagga). They are getting very positive feedback and showing the customer just what professional cleaning is all about, congratulation ladies you have made a real difference at St Martins.

St Martins College Fairfax Centre



Thank you everyone for your efforts this year the management team have worked very hard and deserve a lot of credit as do all the cleaners who are at the forefront of the business keeping the clients happy.

Graham Biddle

Southern Zone Manager

Finance Officer Update

Finance

Here we are already through a 1/3rd of 2018 – where did that time go?

As usual, there is a fair bit happening in the world of CSCS Finance with a brief comment noted below:



New electric powered Carry all Carts have been purchased for both Orange and Albury which are a giant step from the old Golf Carts – actually the one at Orange was the old “Buggsy” hand-me-down from Wagga all those years ago and the Albury golf carts’ “use-by” date probably expired some time ago.

We have used the implementation of CSU’s Unimarket Procurement System to further enhance CSCS’s requisition processes and have developed & initiated a simple requisition system. We started using this in April and envisage much further development streamlining much of our procurement and stock control processes.

As we have mentioned previously we are looking at streamlining our Time in Attendance processes which should ensure a simpler process for all in sign on/off and associated costings. Currently a rather large Work in Progress.

Until next time

Chris Faucett

Interesting Fact

CSCS purchased over 362,000 square meters of Toilet Paper in 2017 – that is a lot of rolls! And I am sure there are a few humorous comments about that stat.

Along with over 700,000 square meters of Hand Towel, that is a lot of paper into land fill.

Workplace Improvement Officer Update

A quarter of the year gone already, how time flies

A few interesting statistics about CSCS: we have a total of 150 staff across 7 campuses.

51% Permanent Fulltime
28% Part Time
20% Casuals
1% Other (Labour Hire)

65% Female
35% Male

19% Aged 35 & under
81% Aged over 35
19% Over 60

9% over 14 years of service
5% over 20 years of service

Each and everyone of our staff makes an important contribution to our success as an organisation and we all strive to embody our motto:

'Each person entering their space, whether it be work, study, rest or play; at the very most we want them to recognize our contribution to their environment, and at the very least carry on oblivious to what we really do.'

David Polsen.

Workplace Improvement officer

Contact Us

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

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