Charles Sturt Campus Services Limited
ABN 37 063 446 864
Registered Office:
Division of Finance, Building 8
Charles Sturt University
Wagga Wagga NSW 2678

CONTEXT & RELEVANT INTERESTED PARTIES

RELEVANT INTERESTED PARTY	TYPE	REQUIREMENTS	
		REQUIREMENTS/NEEDS	**EXPECTATIONS**
Stakeholders and Owners Board of Directors General Manager CSU Council	Internal	▪ Legal obligations must be met with regard to health & safety	▪ Strategies discussed and in place to manage, track and report – see Minutes of Board Meetings and Reports
		▪ Organisational reputation and compliance must be protected	▪ Strategies discussed and in place to manage, track and report – see Minutes of Board Meetings and Reports ▪ Policies in place and followed eg: Code of Conduct Policy, Social Media Policy ▪ CSCS Constitution is upheld
		▪ Financial position must be in-line with University goals and CSCS's Not-For-Profit status	▪ Financial management, tracking and reporting – see Minutes of Board Meetings and Financial Reports. ▪ Financial Audits reported
Employees	Internal	▪ Job Security	▪ Enterprise Agreement is followed
		▪ Salary for work performed	▪ Timely and fair provision
		▪ Training and support	▪ Initial Induction program compulsory for all staff ▪ Induction refresher annually ▪ Regular Training and Toolbox Talks ▪ Open communication between staff and management ▪ Access to online support material via website. ▪ Regular communication

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Health & Safety
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		▪ Safe working conditions	▪ CSCS Policy and procedures to ensure safe working conditions for all staff ▪ Management team committed to ensuring safe working conditions ▪ Working with Children Checks
		▪ Appropriate and safe equipment supplied and maintained	▪ Regular Test & Tag on equipment to ensure safe to use ▪ Do Not Operate Tag Procedure followed. ▪ Procurement Policy/Procedures and Checklists to ensure compliant suitable and safe equipment if purchased only.
Contractors providing services to the organisation / Sub-Contractors	External	▪ Contracts/Agreements	▪ Adherence to agreements ▪
		▪ Payment Terms	▪ Timely processing of payments
		▪ Compliance measures – eg: Working with Children Checks	▪ All CSCS service staff/contractors on site to have Working with Children checks and fully inducted
		▪ Training and support	▪ Site Inductions – Contractor Inductions and Checklists ▪ Open and respectful communication ▪
		▪ Safe working conditions	▪ CSCS Policy and procedures to ensure safe working conditions for all staff ▪ Management team committed to ensuring safe working conditions ▪ Working with Children Checks and compliance checks via Contractor Checklist
Clients CSU Staff Visitors Students	External / Internal	▪ Service Level Agreements	▪ Adherence to agreements tracked via Cleaning Logs and Work Orders
		▪ Payment Terms	▪ Timely processing of payments ▪ Accurate costing and charging for additional work etc.
		▪ Safety	▪ CSCS Policy and procedure followed

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Suppliers / Principals & Service Providers eg: RivChem Stationary Suppliers Insurance providers	External	▪ Contracts for supply terms	▪ Ensure contract terms are mutually beneficial and in line with University and CSCS Procurement Policy ▪ Centralised Procurement System managed via Unimarket Software
		▪ Payment Terms	▪ Timely processing of payments
		▪ Social responsibility	▪ Ensure suppliers meet CSU policy in regards to social responsibility and environmental sustainability
		▪ Environmental sustainability	
		▪ Safe access for delivery	▪ Considered & safe areas for delivery of supplies to minimise risk
		▪ Safe Products & Services Supplied	▪ Products and services meet Australian safety standards and regulations
		▪	▪
Community Groups Neighbours Local Community etc.	External	▪ Social Responsibility	▪ CSCS does not negatively impact on the community
		▪	▪
		▪	▪

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Regulatory Bodies	External	▪ Organisational requirements	▪ Policies, Procedures, rules and processes comply with regulatory advice.
			▪ Have a methodology in place;
			  1. for determining, maintaining and updating all statutory and regulatory requirements
			  2. for communicating all applicable statutory and regulatory requirements within the organization.
			  3. The organization should ensure that determined statutory and regulatory requirements are utilized as 'process inputs'.
			  4. The organization should monitor 'process outputs' for compliance with statutory and regulatory requirements.
			
			▪ Management should demonstrate the leadership & commitment by ensuring compliance to the requirements.
			▪ An internal audit process in place

Trade Unions	External	▪ Safe working conditions for members ▪ Compliance with labour laws	▪ Comply with CSCS Policies and procedures ▪ Comply with regulatory laws and conditions

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