ACU
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# Corporate Services

# Campus Conversations

## Semester 1, 2019

Dr Stephen Weller
Chief Operating Officer

Ms Sharone Ciancio
Director Corporate Services

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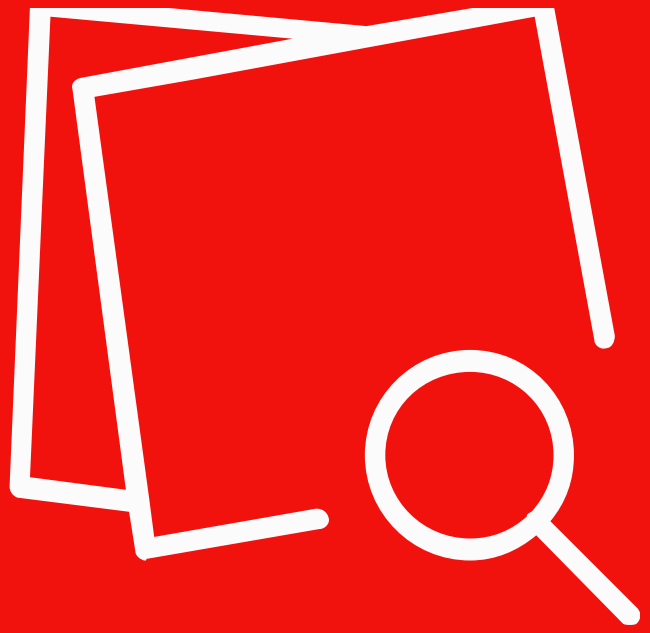

# Overview

1. Portfolio Workforce
2. Student Engagement & Services
3. New ACU Strategic Plan
4. Campus Developments
5. Service Excellence
6. Service Central
7. Q&A

# Corporate Services Workforce

| *DIRECTORATE / CAMPUS* | *Nth Sydney* | *Strathfield* | *Brisbane* | *Canberra* | *Ballarat* | *Melbourne* | *Total* |
|---|---|---|---|---|---|---|---|
| COO/Deputy COO | 5 | - | - | - | - | - | 5 |
| Director, Corporate Services | 3 | - | - | - | - | 14 | 17 |
| Finance | 17 | - | 6 | - | - | 4 | 27 |
| HR | 40 | - | 9 | - | - | 8 | 57 |
| IT | 36 | 4 | 14 | 2 | 3 | 25 | 84 |
| MER | 21 | - | 20 | 2 | 3 | 22 | 68 |
| OPSM | 10 | - | 4 | - | - | - | 14 |
| Properties & Facilities | 15 | 5 | 12 | 5 | 5 | 16 | 58 |
| Student Admin | 29 | 1 | 35 | 3 | 2 | 28 | 98 |
| OGC & Governance | 10 | - | - | - | - | 1 | 11 |
| Student Engagement & Services | 7 | - | 5 | - | 2 | 5 | 19 |
| TOTAL | 193 | 10 | 105 | 12 | 15 | 123 | 458* |

*Headcount at May 2019, includes vacancies, not casuals

# Introducing Student Engagement & Services

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- Health, Sport & Wellbeing:
  - Sport Clubs
  - Australian University Sport Endorsed Programs
  - Elite Athlete & Performer Program
  - Gyms, Fitness Classes & Facilities
  - Social Sport & Community Events
- Student Accommodation
- ACUXtra - Student Discount Program
- National Student Programs Including Legal Services
- Medical Centres - Brisbane & Melbourne Campuses

# ACU Strategic Plan

*Major Stages - Mar to Oct 2019*

## REFLECT

- Listening Exercise
- Discussion Paper
- Environmental Scans & Analysis
- Consultation & Information Sessions

## EXPLORE

- Plan Components
- Goals and Targets
- Development and Refinement of Content

## DESIGN

- My Voice Staff Survey
- Structure and Design
- Refinement

## EXECUTE

- Approval
- Launch
- Implementation & Monitoring

# *What's your vision for ACU 2023?*

**BRISBANE** - *29 April*

**NORTH SYDNEY** – *30 April*

**MELBOURNE** – *1 May*

**BALLARAT** – *2 May*

**CANBERRA** – *3 May*

**STRATHFIELD** – *9 May*

**VIRTUAL SKYPE** – *16 May*
*3.00 - 4.00 pm*

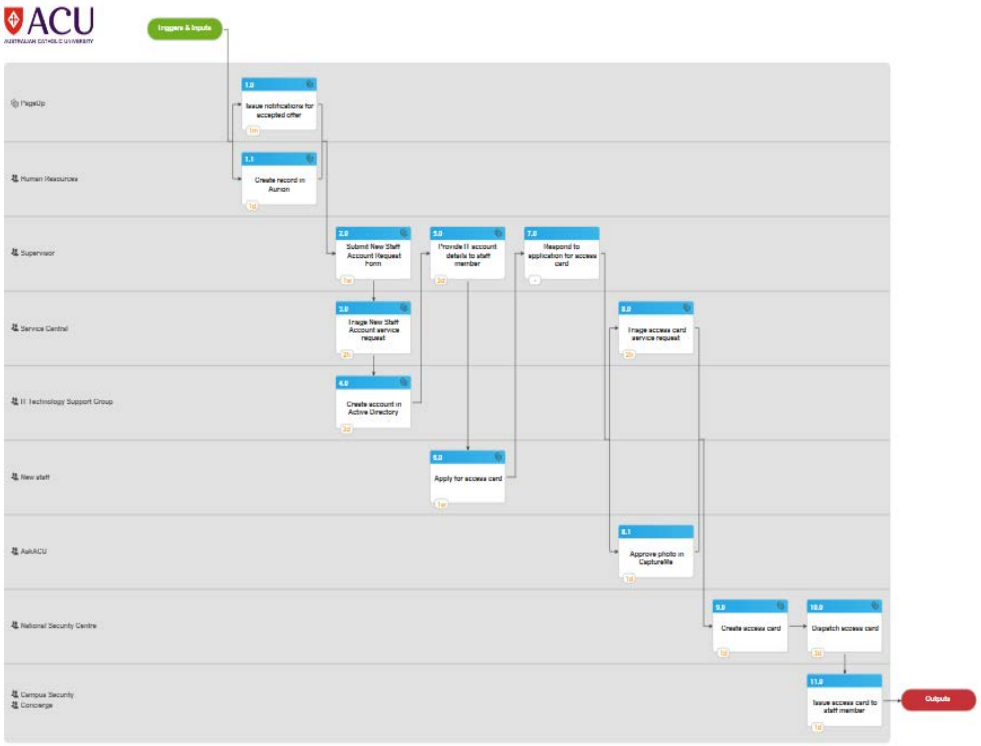
# CAMPUS DEVELOPMENTS

# CAMPUS DEVELOPMENTS

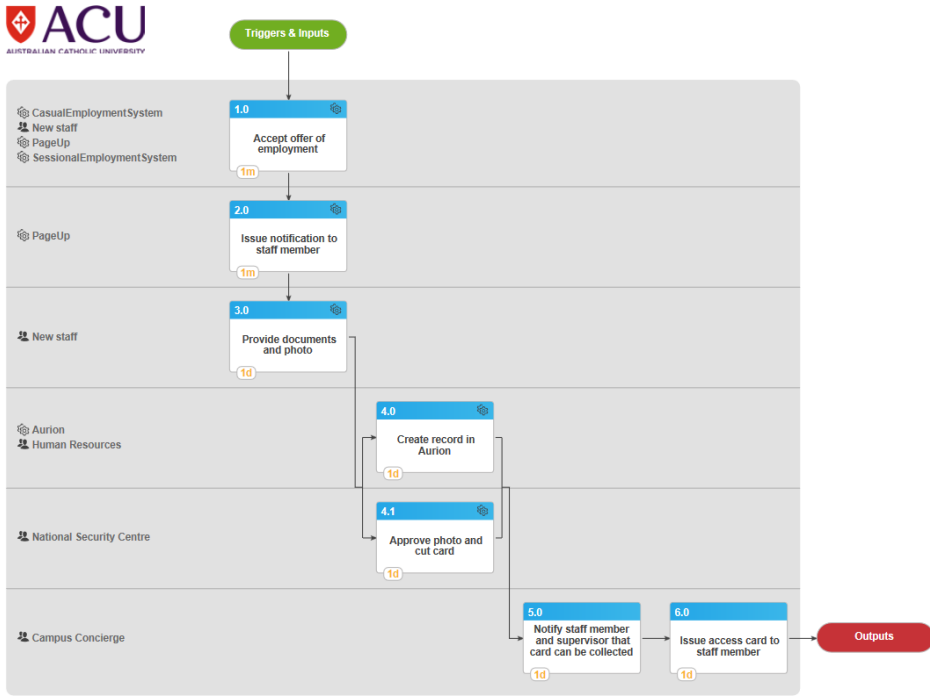
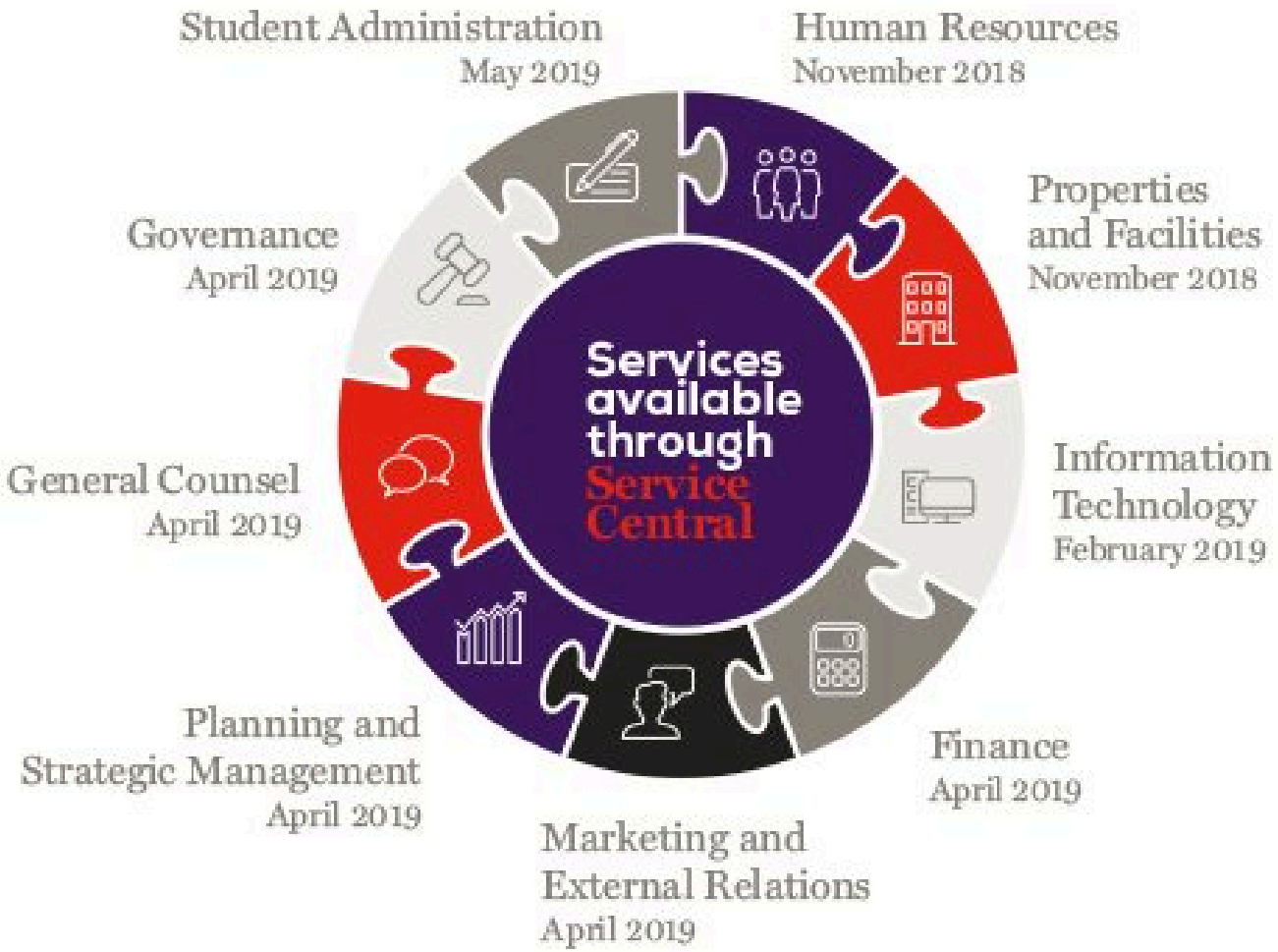
ACU Identity and Mission
PEOPLE AND CULTURE
POLICIES AND PROCESSES
Local
Service excellence
National
SOLUTIONS AND SYSTEMS
MEASUREMENT AND PERFORMANCE
Impact through empathy

# Business Process Improvement

## Staff Access Card (As Is)




## Staff Access Card (To Be)



# Service Central