ACU
AUSTRALIAN CATHOLIC UNIVERSITY

Corporate Services Campus Conversations

Semester 2, 2017

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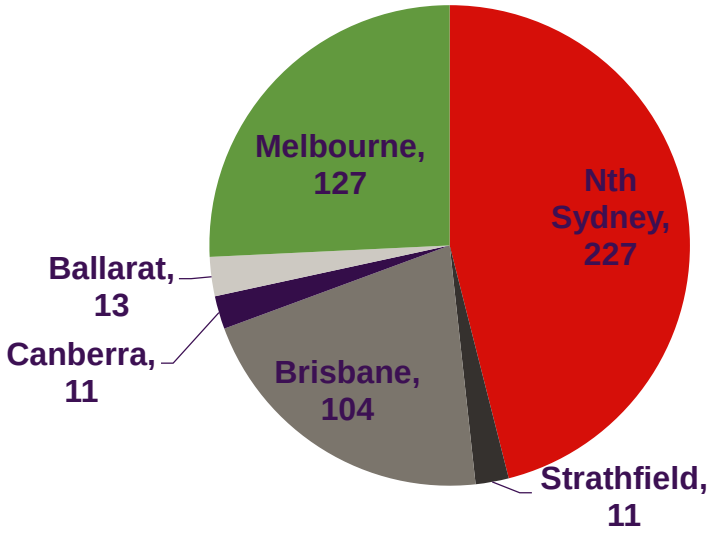
Overview

1. Staff Profile
2. Higher Education Reforms
3. myVoice Survey
4. Campus & System Developments
5. 2017 & 2018 Priorities
6. Integrated Services Management Update
7. Q&A

Staff Profile*

Directorate / Campus	COO & Deputy COO	Student Admin	Finance	Gover-nance & OGC	HR	MER	IT	OPSM	Properties & Facilities	Total Head Count
Nth Sydney	8	26	24	13	50	34	39	11	22	**227**
Strathfield	-	1	-	-	-	-	6	-	4	**11**
Brisbane	-	34	9	-	9	18	15	4	15	**104**
Canberra	-	1	-	-	-	1	3	-	6	**11**
Ballarat	-	3	-	-	-	1	4	-	5	**13**
Melbourne	4	30	5	2	7	25	34	-	20	**127**
Total	**12**	**95**	**38**	**15**	**66**	**79**	**101**	**15**	**72**	**493**



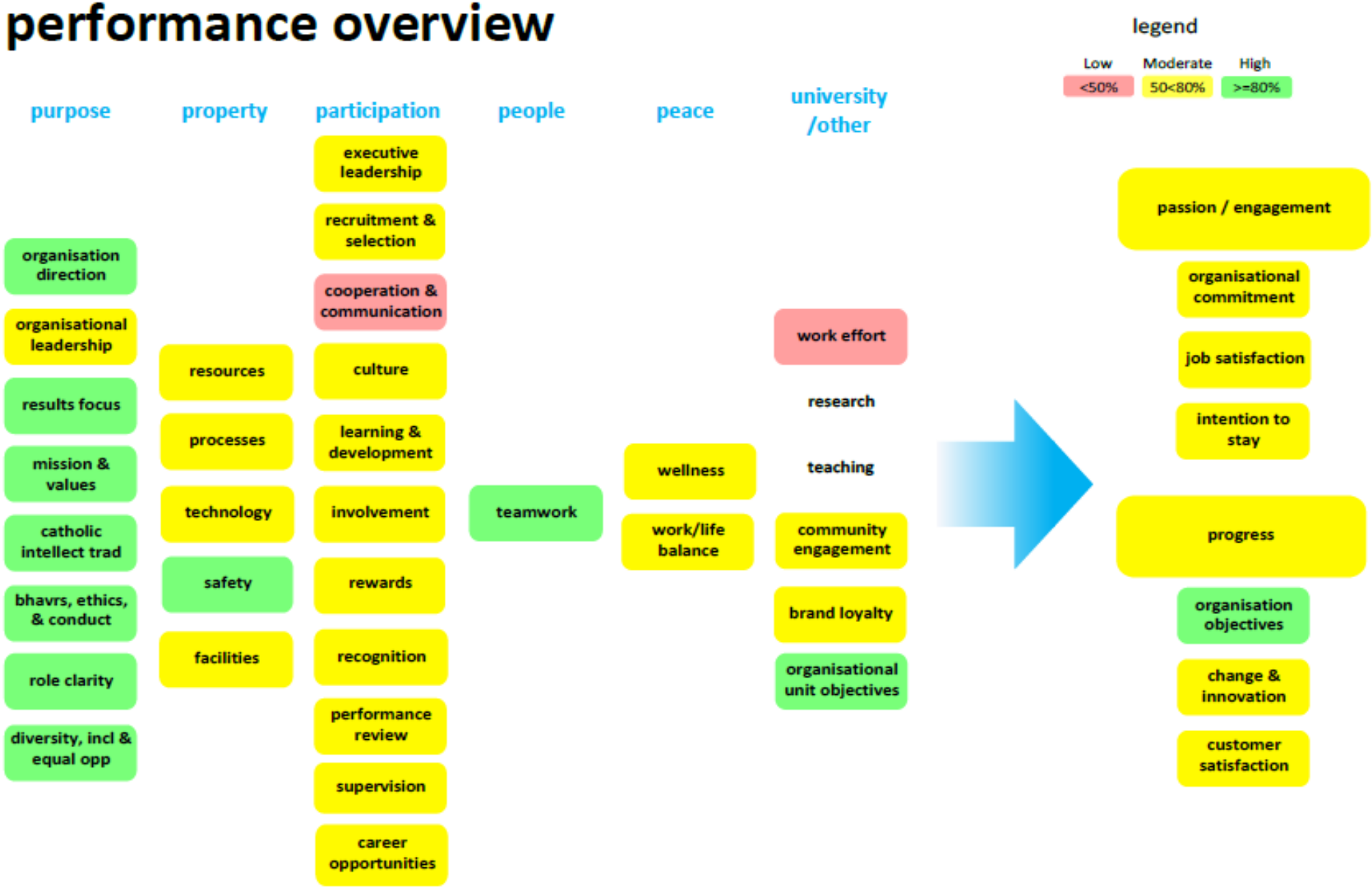
* Does not include casuals or vacancies as at September 2017

Higher Education Reforms

- Bill remains before Parliament, returning in October.
- ACU Senate approved 6% University Operating Margin, Employee Benefits no greater than 60% of revenue.
- To be factored into 2018 Budget process (Sept-Oct).
- 30 October – Final budget to Standing and Finance Committee.

myVoice 2017 – Corporate Services

performance overview



myVoice 2017

top 5 questions compared to 2014

		2017 % Fav	2014 % Diff	ACU % Diff
Executive Leadership	The executive leaders keep staff informed about what is going on	68%	+11%	+8%
Safety	Health and safety is a priority of ACU	87%	+11%	+5%
Executive Leadership	The executive leaders are good role models for staff	69%	+10%	+10%
Change & Innovation	The way ACU is run has improved over the last year	62%	+9%	+18%
Safety	Supervisors and management engage in good safety behaviour	83%	+8%	+1%

myVoice 2017

bottom 5 questions compared to 2014

		2017 % Fav	2014 % Diff	ACU % Diff
Learning & Development	When people start in new jobs here they are given enough guidance and training	51%	-9%	-4%
Wellness	I feel in control and on top of things at work	60%	-9%	+3%
Processes	There are clear policies and procedures for how work is to be done	60%	-8%	-6%
Wellness	I am given enough time to do my job well	61%	-7%	+4%
Work Effort	Sufficient time is available to work on high priority projects and activities	42%	-6%	+1%

Brisbane Campus Developments

Brisbane Campus Developments

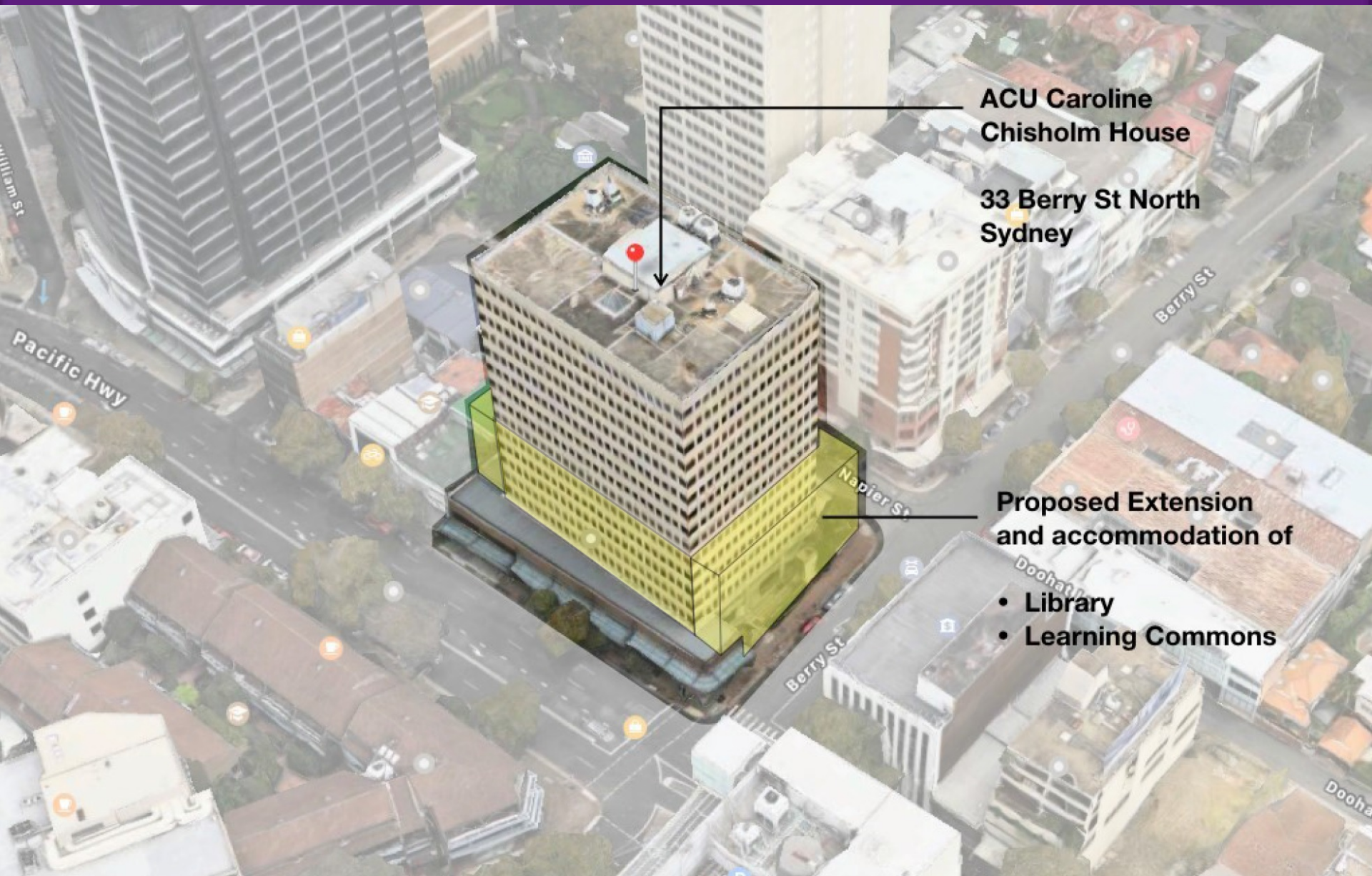
Brisbane Campus Developments

Melbourne Campus Developments

Melbourne Campus Developments

Melbourne Campus Developments

Sydney Campus Developments



Sydney Campus Developments

Canberra Campus Developments

Canberra Campus Developments

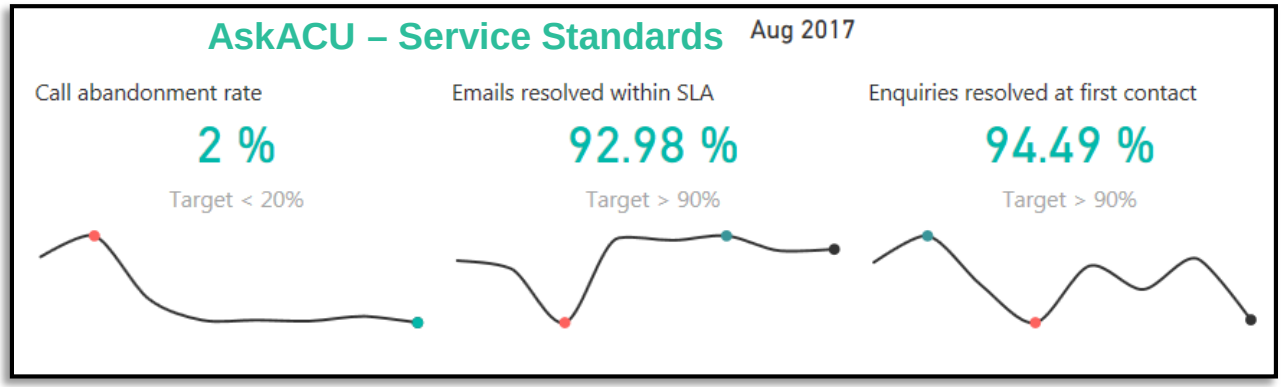
Strathfield Campus Developments

Strathfield Campus Developments

Ballarat Campus Developments

New Systems

1. Finance One
2. HR Information Management System
3. Business Intelligence



4. Student Portal and Public Website

5. Echo 360 Lecture Capture

2017 Priorities – Report Card

Legend

	Completed		In progress, to be completed by end 2017		Continuing into 2018		Not commenced, to be completed in 2018

1. Entry Strategy ★		15. Digital Strategy ★	
2. Banner XE		16. Public ACU Website ★	
3. Wireless Network		17. Social Infrastructure Plan	
4. Capital Plan		18. Business Intelligence Project	
5. Future Campus Developments ★		19. Finance One System	
6. Staff Engagement Survey - myVoice		20. Activate and Rollout New Brand ★	
7. Enterprise Bargaining ★		21. Incorporate Brand into Strategic ★	
8. Review PRP process		22. Destination of Resources ★	
9. Aboriginal and Torres Strait Islander People Employment Strategy		23. Budget Management ★	
10. HR Payroll Replacement		24. World University Rankings ★	
11. Onboarding Optimisation		25. Records & Information Management	
12. Workforce Profile Risk Assessment		26. Senate & Academic Governance Processes	
13. Integrated Services Management		27. Sustainability Projects	
14. Unified Communications & Collaboration ★		28. Portfolio Project Management	

2018 Priorities

ISM – “As Is”

512 x Services Identified

81 x Service Processes Mapped

User Experience Research

ISM – “To Be”

Business User Requirements

Assessment of ServiceNow

Service Management Platform

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Questions? Comments? Suggestions?