

Corporate Services Campus Conversations

Semester 1, 2017

Dr Stephen Weller, Chief Operating Officer
**Ms Sharone Ciano, Director Corporate
Services**

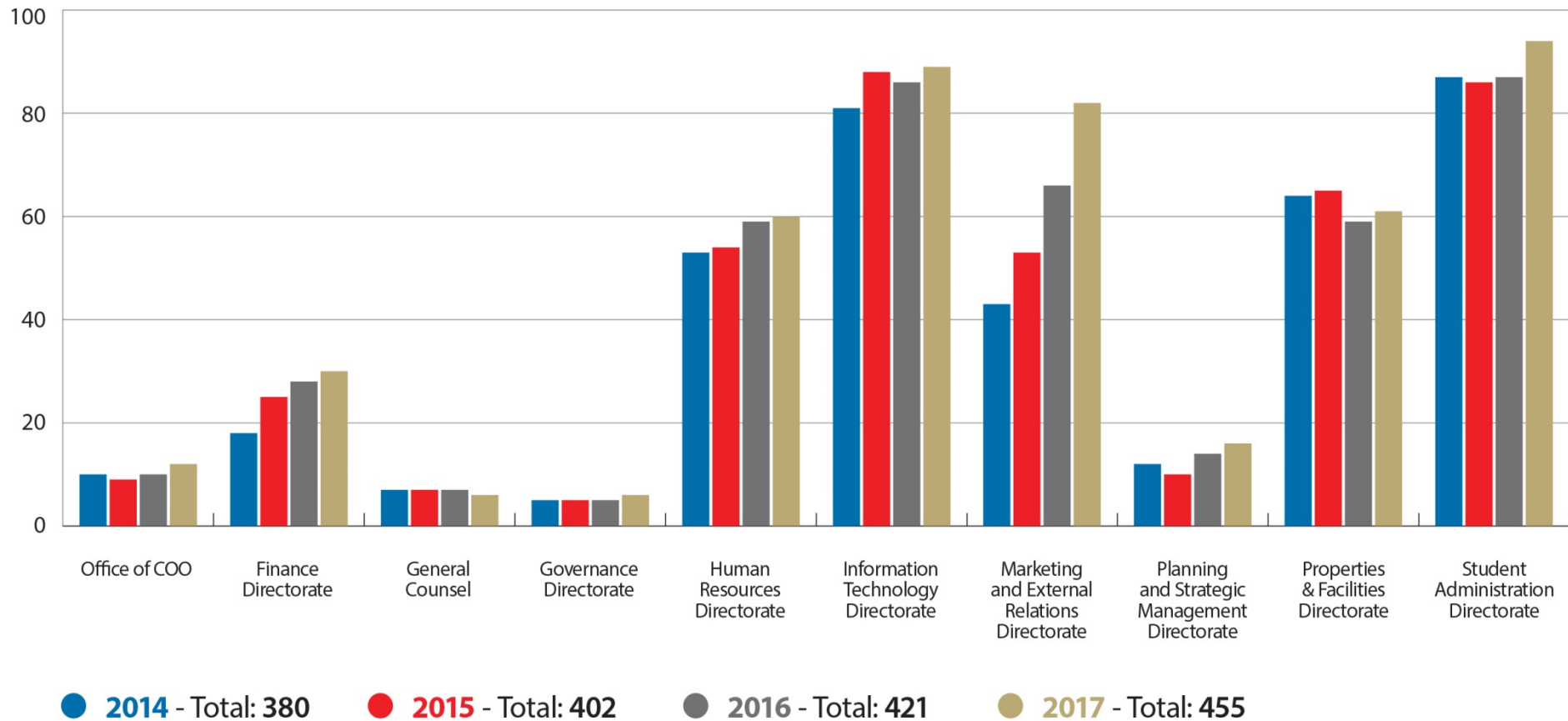




Overview

- 1. Corporate Services Staffing Profile**
- 2. 2017 Priorities**
- 3. Higher Education Reforms**
- 4. Campus Developments**
- 5. Communications – Workplace**
- 6. Service Excellence**
- 7. Q & A**

Corporate Services Staffing Profile



Student EFTSL





2017 Priorities

http://www.acu.edu.au/staff/our_university/directorates,_offices_and_their_units/corporate_services

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. 2015 – 2020 Strategic Plan and Brand. ★
8. Performance Review & Planning.	22. Destination of Resources. ★
9. Aboriginal and Torres Strait Islander People Employment Strategy.	23. Budget Management. ★
10. HR Payroll.	24. World University Rankings. ★
11. Onboarding Optimisation Project.	25. Records and Information Management.
12. Workplace Culture Profile.	26. Senate & Academic Governance Processes.
13. Integrated Services Management Project.	27. Sustainability Projects.
14. Unified Communications & Collaboration. ★	28. Portfolio Project Management.



ACU

AUSTRALIAN CATHOLIC UNIVERSITY

Higher Education Reforms

- 2.5% Efficiency Dividend per annum for 2 years
- Increase in student fees of 1.8% per year 2018 - 2021 (total = 7.5%)
- Incorporation of HEPP into Grants Scheme
- Expansion of CSPs to sub-bachelors
- Post-Graduate Scholarship Scheme



Brisbane Campus Developments



Brisbane Campus Developments



Brisbane Campus Developments

Peter Sheehan Building Extension



Strathfield Campus Developments



Strathfield Campus Developments



Strathfield Campus Developments

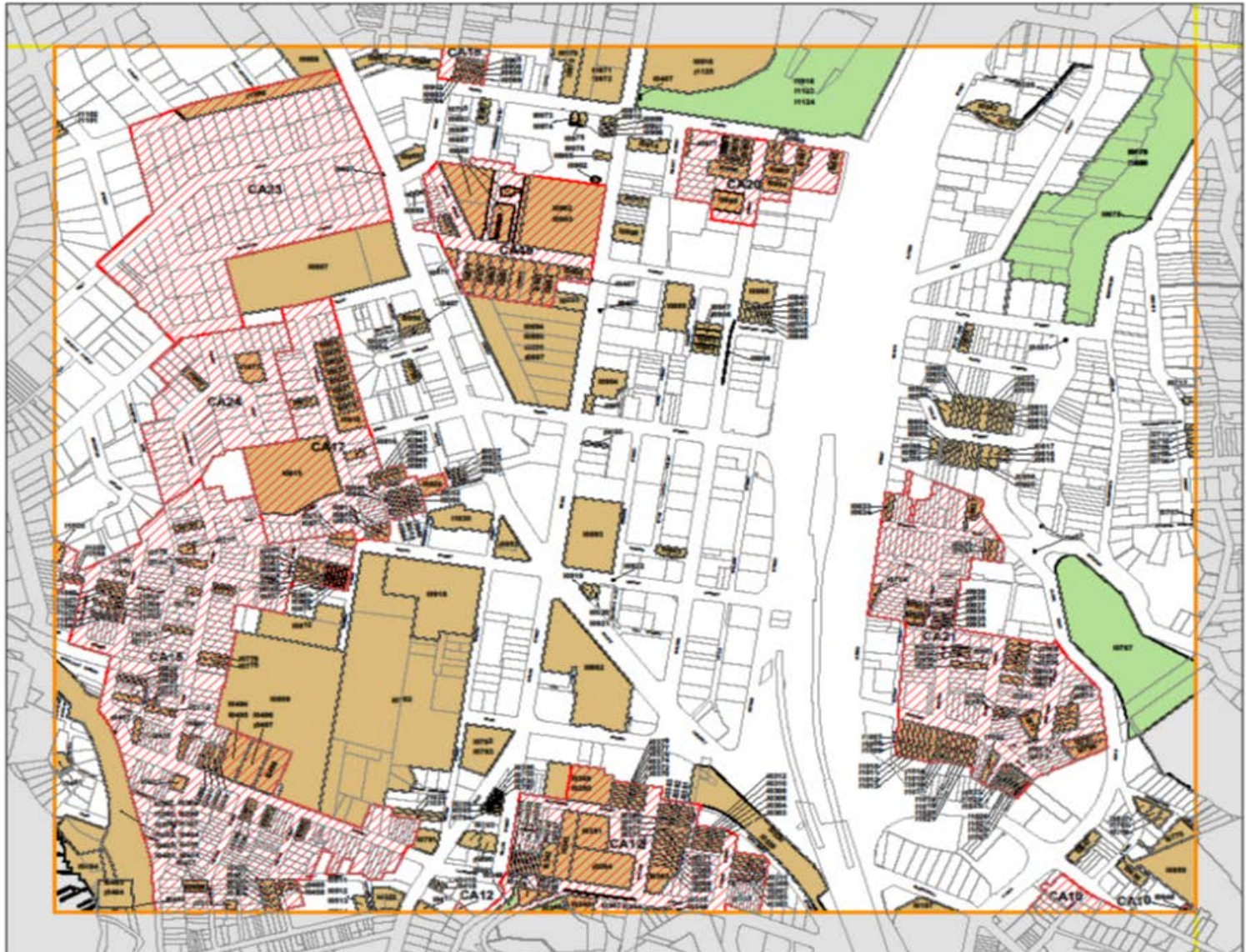


Sydney Campus Developments



- ACU property
- Property currently leased to ACU

Sydney Campus Developments



Sydney Campus Developments



Ballarat Campus Developments



Ballarat Campus Developments



Ballarat Campus Developments



Melbourne Campus Developments



Melbourne Campus Developments



Melbourne Campus Developments



Melbourne Campus Developments



Melbourne Campus Developments



Canberra Campus Developments



Canberra Campus Developments



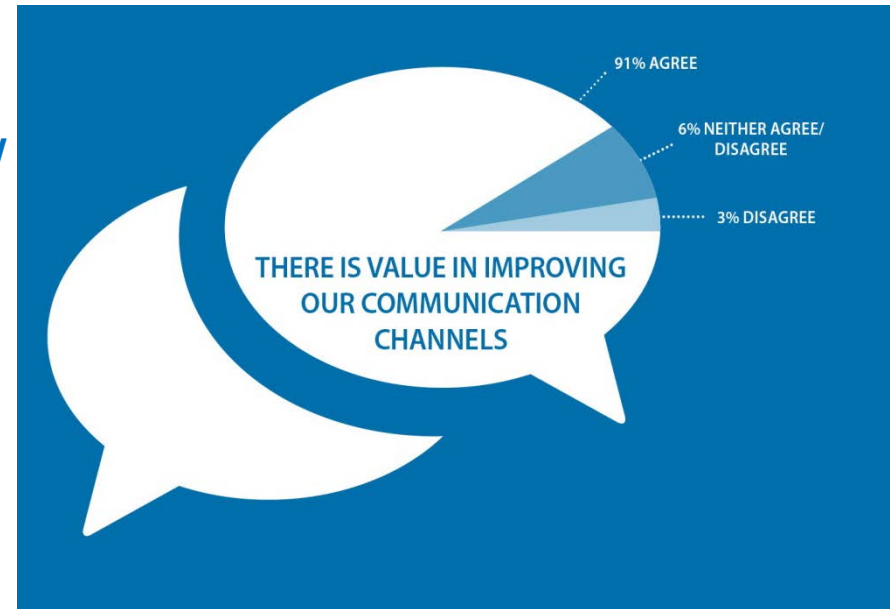
Canberra Campus Developments



@workplace

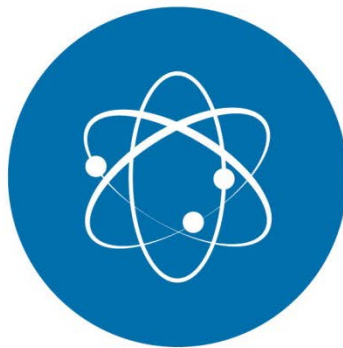
<https://australiancatholicuniversity.facebook.com/>

You see value in...



81%

exploring alternative staff
communication channels
to collaborate



95%

better knowledge and
information sharing



82%

closer communication
with ACU leaders



93%

increased awareness
of what my colleagues
are working on

@workplace

Sharing information & knowledge



Luke Williams

20 April at 09:15 · Formatted

Dear Colleagues, as you will all be aware the brand launch draws ever closer and June 1 will be an important date as the brand is launched to the public. As part of that, the Digital team is leading a project to reskin the public website and other systems that form our broad digital ecosystem. Paul Hudson is leading this project and will be speaking directly to many of you who are designated as system owners. We are also running a number of open briefing sessions to take you through the project, the approach and the timings. These have been set up as a Polycom on the 26/4 at 12pm and 11/5 at 11am. Invitations have been sent out to the stakeholders we have identified, however if you would like to come and have not received an invite please email Paul and he will be able to add you to either of those sessions. Many thanks, Luke



Like Comment Share

Tim Fitzsimmons, Stephen Weller and 12 others Seen by 62



Stephen Weller Thanks Luke and Paul for this key roll-out of the new brand and the collaborative approach for colleagues to engage. Cheers, Stephen

Like · Reply · 20 April at 09:23



Stephen Zaczekiewicz

1 March

This is a very busy time for the Development and Major Projects Group, as I'm sure is the case across the University. As Semester 1 looms, a number of projects are being handed over to the ACU, the largest being a new physiotherapy building at St Aquinas. Building tenders were called in November 2015, main works started in March 2016 and were completed by December 2016 - \$12M. Congratulations to the team and Professor Joe Fleming (our local client and greatest advocate).



Like Comment Share

You, Tim Fitzsimmons, Emma Rainbow and 9 others Seen by 14



Tim Fitzsimmons Great design!

Like · Reply · 1 March at 09:48



Write a comment...



Elizabeth Sherry at Christ Lecture Theatre, ACU.

29 March at 09:42 · Melbourne, VIC

Office 365 Awareness Session with Microsoft for Melbourne Staff. Next session at 10 am today in the Christ Lecture Theatre.



Like Comment Share

You, Emma Rainbow, Stephen Weller and 5 others Seen by 48

View 2 more comments



Niranjana Prabhu Registrations have been very good - close to 100 so far!

Like · Reply · 1 · 29 March at 18:07



Emma Rainbow Looking forward to a session at North Sydney! Elizabeth Sherry - don't forget to advertise your sessions on the ACU training website http://www.acu.edu.au/our...training_and_development This will ensure that the sessions are also included in the ACU staff bulletin training listings on Tuesdays



Training and Development - ACU (Australian Catholic University) - ACU...

ACU.EDU.AU

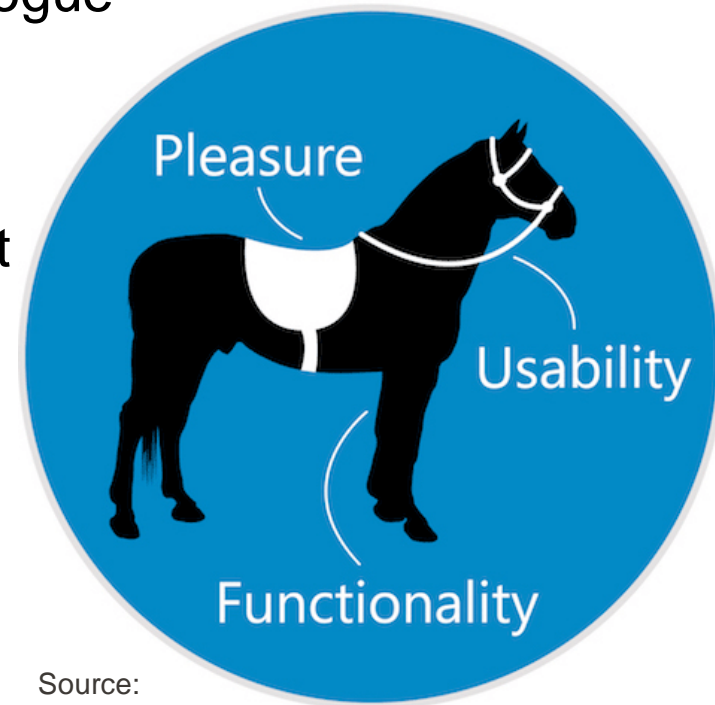
Like · Reply · Yesterday at 07:16 · Edited



Write a comment...

Service Excellence

- ❑ Introduced Service Matters Framework in 2014
- ❑ Mapped service delivery via Service Catalogue
- ❑ Service Quality Surveys in 2014 and 2015
- ❑ Ongoing and multiple service improvement activities
- ❑ Introduction of Service Standards
- ❑ Service excellence is on everyone's radar
- ❑ Raising profile of excellent service
- ❑ Changing the paradigm – focus on the **service user**



Source:

<http://www.uxmatters.com/mt/archives/2017/04/riding-the-ux-horse-to-create-empowered-successful-loyal-users.php>

Service Excellence

WHAT IS THE ISM PROJECT?

- ❖ Staff **access** to Corporate Services through a **single platform** to provide an enhanced and seamless **service experience** that is transparent, efficient and consistent.

WHY?

- ✓ Improve experience for service recipients and providers.
- ✓ Improve service metrics.
- ✓ Improve access to knowledge.



Service Excellence – ISM Project

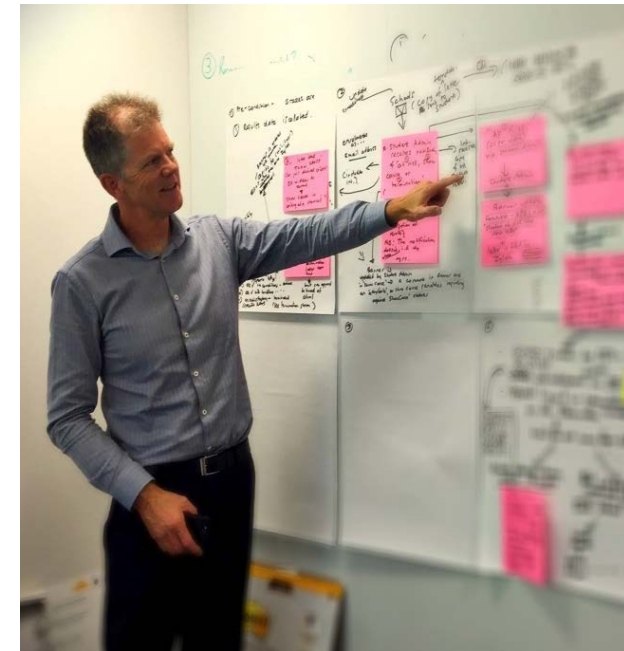
TWO YEAR PROJECT – 5 STAGES



CURRENT ACTIVITIES – Stage 2

1. Assessment of “as is” service delivery
2. Process mapping of selected services
3. Engage service recipients to understand experience

www.acu.edu.au/staff/our_university/service_excellence/integrated_service_management_project



Questions? Comments? Suggestions?

