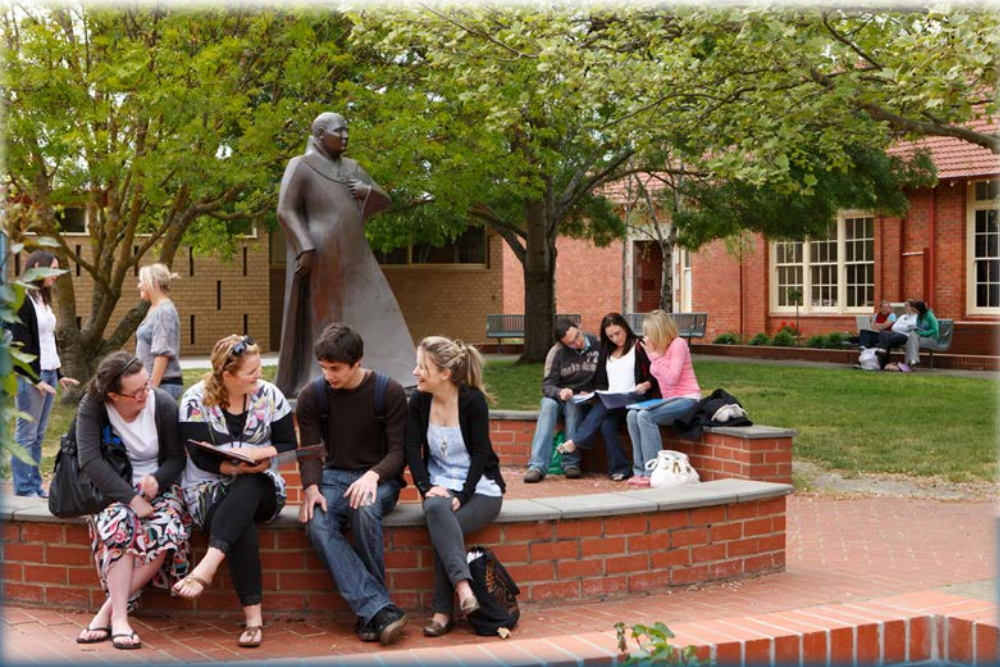


CAMPUS CONVERSATIONS

Corporate Services 1st Semester, 2015



Dr Stephen Weller
Chief Operating Officer &
Deputy Vice-Chancellor



Overview

1. Corporate Services Positioning Statement
2. ACU Strategic Plan 2015-2020
3. Key Portfolio & Directorate Activities
4. Update on Service Matters Framework
5. Update on myVoice Survey
6. Questions, comments, suggestions

Corporate Services

Positioning Statement



Enabling and fostering an engaging student and workplace experience by:

- Leading with **respect, integrity and courage**.
- Striving for **excellence** through a culture of continuous improvement.
- Delivering **quality services** to students, staff and stakeholders.
- Working **collaboratively** to achieve the best outcomes for ACU.
- Acting responsibly and sustainably in the stewardship of **resources**.

BEHAVIOURS

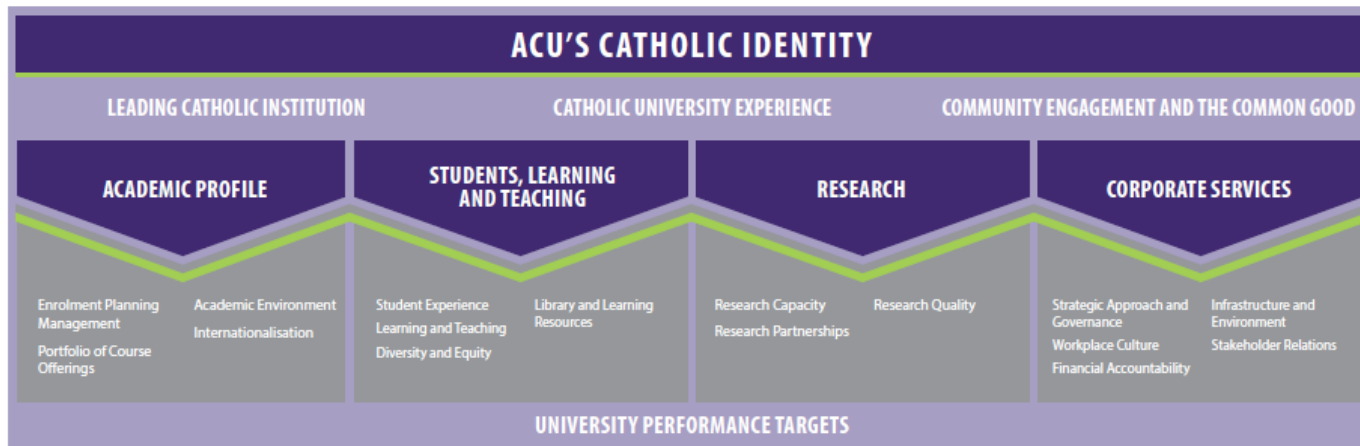
- ◆ Collaborative
- ◆ Fair
- ◆ Authentic
- ◆ Ethical
- ◆ Responsible
- ◆ Accountable
- ◆ Leadership
- ◆ Innovative
- ◆ Proactive
- ◆ Responsive
- ◆ Professional
- ◆ Exemplary

THE PLANNING FRAMEWORK



OUR MISSION

Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.



KEY PORTFOLIO AND DIRECTORATE ACTIVITIES

KRA 1: Strategic Approach & Governance

- Organisational Unit Reviews – Properties and OPSM
- Policies - Protected Disclosures; Privacy Act Review
- Electronic Document and Records Management System
- Change Plans – Facilities Management and HR



KRA 2: Workforce, Culture, Staff Performance & Development

- Academic Working Arrangements Project
- Work Health & Safety – implementation to standards (audit finding)
- Indigenous Employment Framework
- Leading and Managing Change Framework



KRA 3: Financial Accountability, Transparency & Sustainability

- Finance Services Planning and Implementation
- Procurement Policy, Governance, Process and Expertise
- Financial Planning and Management Reporting
- Review of Travel and Credit Card Policies



KRA 4: Infrastructure and Environment

- Campus Developments
- Food & Beverage and Retail Strategies
- Security Services upgrades
- “Super” Roadmap of Business Systems

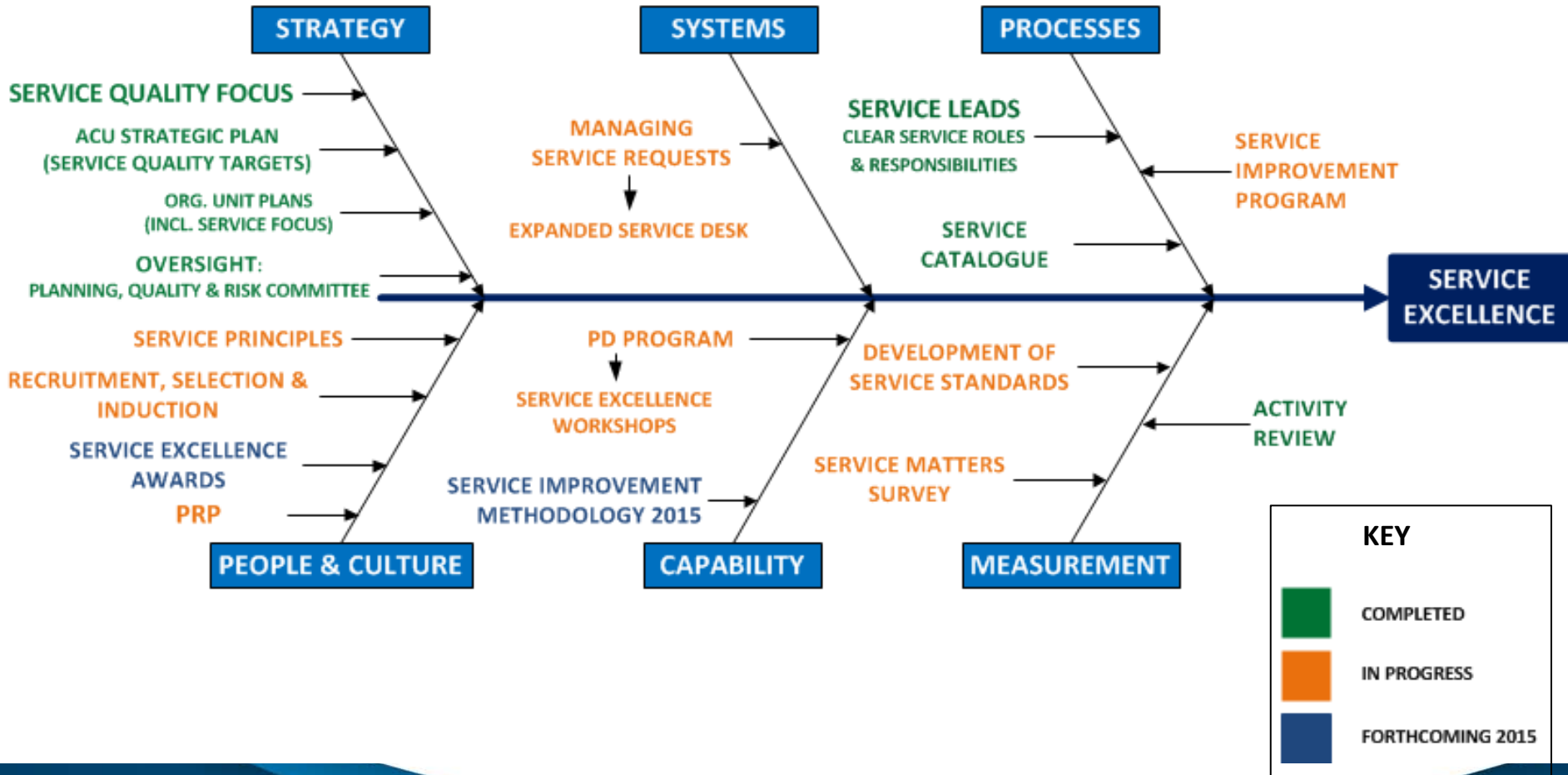


KRA 5: Stakeholder Relations

- Graduation Ceremonies
- Student Central Project
- Redevelopment of Website and CRM
- Review of Brand



Update on Service Matters



Update on Service Matters

1. **ACU Strategic Plan 2015-2020** - Focus on service excellence
2. **Service Principles** - Translating into practice:
 - Embedded into recruitment, selection and induction processes.
 - Considered in unit planning and PRP process.
3. **Building Capability** – “Service Excellence Workshop” for supervisors.
4. **Service Improvement Program** - Being progressed by Service Leads.
5. **Continued Service improvements** - Opportunities for more staff ideas:
 - Service Matters Survey – June 2015
 - Via the Service Matters website
6. **ACU Service Catalogue** - Refined and updated.
7. **Service Standards** – Being developed for Service Catalogue.
8. **Service Excellence Awards** – Acknowledging and recognising staff.

Service Improvement Activities

- **FINANCE**

- New Procurement Framework
- Budget process improvements **IN PROGRESS**
- New Portfolio Management Accountant positions
- Upgraded (or replacement) Finance system **IN PROGRESS**
- Full Finance training program **IN PROGRESS**

- **HR**

- HR Service Desk System
- Work Health & Safety Audit recommendations **IN PROGRESS**
- On-line Casual Employment System **IN PROGRESS**
- Dedicated Recruitment Service Unit **IN PROGRESS**

- **GOVERNANCE**

- Electronic Document and Records Management System **IN PROGRESS**
- Delegation Framework – Operational Review commenced
- Streamline Secretariat Services **IN PROGRESS**

- **OPSM**

- ACU Data Warehouse / Business Intelligence **IN PROGRESS**
- Policy on policy development
- Data Governance Policy **IN PROGRESS**



Service Improvement Activities

- **IT**

- Expanded, single Self Service portal **IN PROGRESS**
- Improvements to teaching technology **IN PROGRESS**
- Upgrade of communications and office automation services

- **PROPERTIES**

- National Service Contracts **IN PROGRESS**
- Room Booking System **IN PROGRESS**
- e-Waste Policy & procedures

- **STUDENT ADMINISTRATION**

- New multi-channel student enquiry management system “Student Central” **IN PROGRESS**
- Review Tutorial Direct **IN PROGRESS**
- Student Appeals and Complaints process **IN PROGRESS**
- Conferral and Graduations processes

- **MARKETING AND EXTERNAL RELATIONS**

- Customer Relationship Management **IN PROGRESS**
- Website **IN PROGRESS**
- Branding review **IN PROGRESS**



myVoice Survey Results

– Update on Priority Areas

1. Cooperation

- Improving communication and collaboration between different areas of ACU

2. Career Opportunities

- More time and effort on career planning; opportunities for career progression

3. Change & Innovation

- Handling change better; culture of improvement and advancement

4. Leadership

- Keeping staff informed and listening to their views
- Encouraging affiliation with ACU as a whole, not just own work area

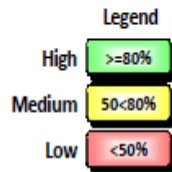


myVoice – Workload Result

5th Priority - Workloads

Creating a workplace culture where tasks and responsibilities can be accomplished successfully within the time and resources available.

Australian Catholic
University
2014 weather map



Chief Operating Officer

	Responses:	Whole of Australian Catholic University	Chief Operating Officer Overall	Off. General Counsel and the Directorate of Governance	Off. of the Chief Operating Officer	Finance	Human Resources	Information Technology	Marketing & Communications	Planning & Strategic Management	Properties	Student Administration	Student Rec & External Rel
Workload	75	1300	352	11	16	18	55	68	18	11	59	80	16
	There are enough staff employed to meet work demands in my work unit	37%	46%	64%	54%	50%	47%	41%	45%	91%	43%	44%	25%
	76 My workload is manageable	48%	59%	64%	63%	67%	66%	56%	56%	73%	58%	55%	50%
	77 Sufficient time is available to work on high priority projects and activities	38%	48%	55%	50%	67%	46%	50%	45%	91%	45%	39%	38%

Questions? Comments? Suggestions?



**Do you have Service
Improvement Feedback
or Suggestions?**

www.acu.edu.au/contact-service-matters