



CORPORATE SERVICES CAMPUS CONVERSATIONS

1st SEMESTER 2016



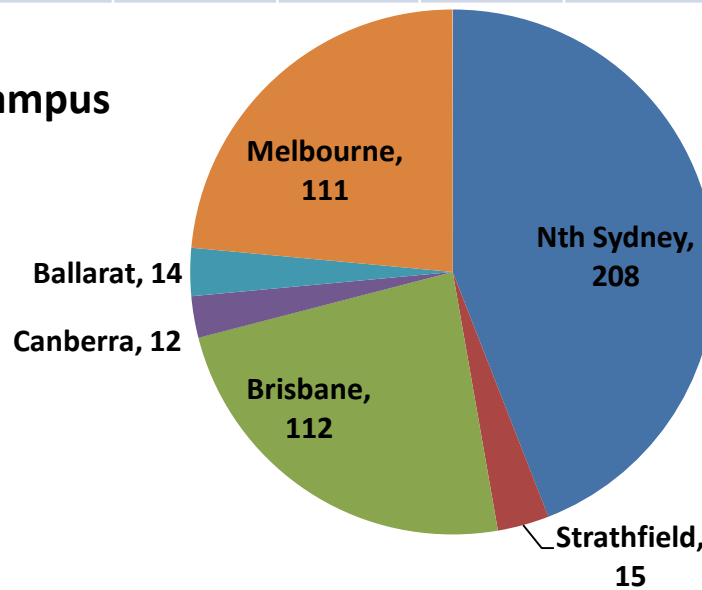
Overview

1. Workforce
2. Work Practices
3. Portfolio Priorities
4. Service Excellence

Corporate Services Workforce

Directorate / Campus	COO & Infra	Stud Admin	Finance	Govern & OGC	HR	MER	IT	OPSM	Prop & Facilities	Head count	FTE
Nth Syd	10	23	19	13	45	27	37	14	20	208	199
Strathfield	-	2	-	-	1	1	6	-	5	15	14
Brisbane	-	37	7	-	6	26	19	-	14	112	104
Canberra	-	2	-	-	-	1	3	-	6	12	12
Ballarat	-	4	-	-	-	1	3	-	6	14	13
Melbourne	5	29	5	1	8	24	22	-	17	111	105
Total	15	97	34	14	60	80	90	14	68	472	447

Staff Headcount by Campus



Career Planning & Development



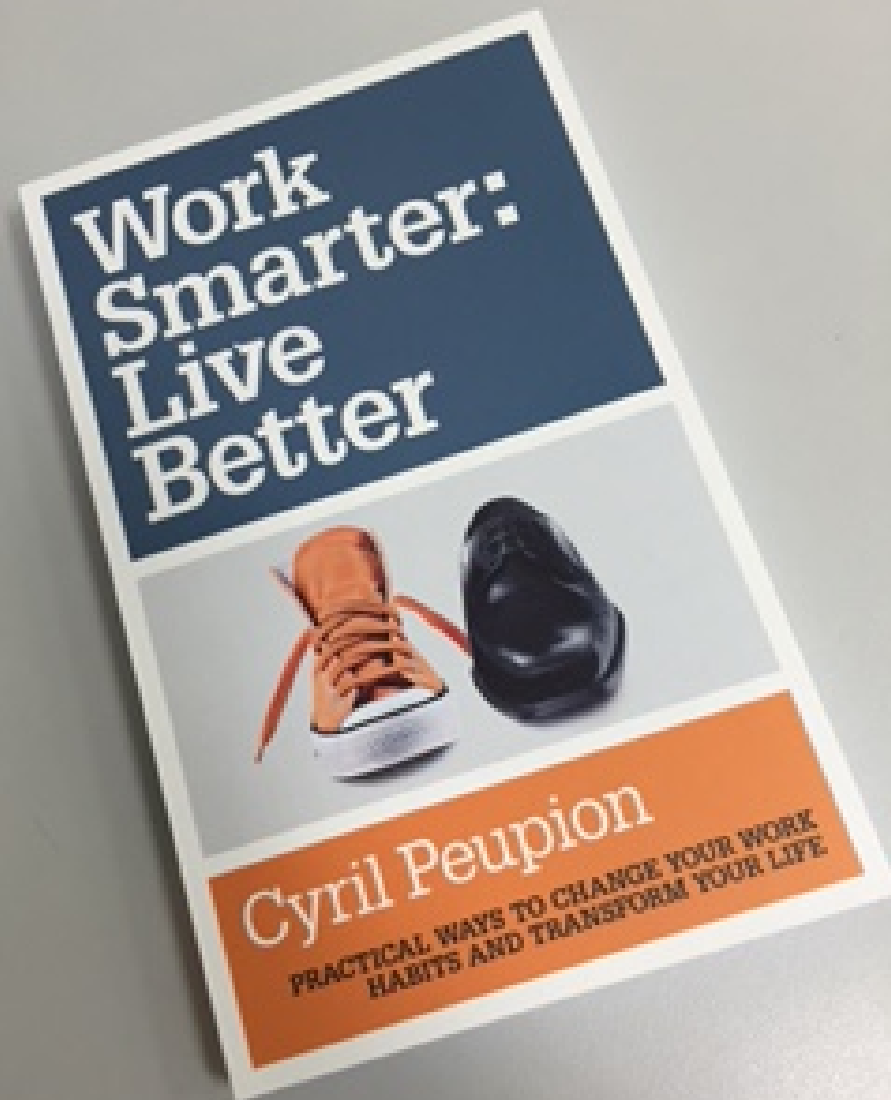
1. Career Planning “Lunchbox” sessions
2. Revised PRP form and Conversation Guides
3. Web-based Resources
4. Feedback to unsuccessful internal applicants
5. Benchmark Study Support provisions
6. Capabilities Development Framework

Communication & Collaboration

1. Collaboration skills workshops
2. Virtual Team workshops
3. Social networking platform
4. Staff photos on Outlook and Staff Directory
5. Relationship Managers model
6. Service Standards in development



Workload Management



1. “Work Smarter, Live Better” book distributed to all staff.
2. Focus Groups with management, supervisors and staff in 2nd semester.
3. Review of leave balances, overtime and time-in-lieu.
4. Data from MyVoice, Campus Conversations and Pulse Survey.

KRA 4.1: STRATEGIC APPROACH & GOVERNANCE

1. Improve Planning Framework	12. Manage current University growth targets and extend markets. ✧
2. Protected Disclosures Policy. ✧	13. Privacy Policy.
3. Set optimal long-term University enrolment target. ✧	14. Assess possible major growth area: “School of Development Studies”. ✧
4. Record Keeping Framework.	15. ICT Governance Model.
5. Business Intelligence Project. ✧	16. Plan for Queensland “Cliff Year”. ✧
6. Business Continuity Plan.	17. Develop “Regulatory Register”. ✧
7. HE Standards Framework.	18. Continue governance review. ✧
8. Create and Review Key Policies.	19. Support Selection Project. ✧
9. Protect Education offerings in face of mid-term sectoral decline. ✧	20. Improved Service Delivery via tools, standards, metrics and methodology.
10. Risk Management Maturity.	21. Digitisation of Forms.
11. Long-term enrolment projections. ✧	

KRA 4.2: WORKPLACE CULTURE, STAFF PERFORMANCE & DEVELOPMENT

1. Capability Development Framework.	9. Enterprise Bargaining Workforce Model. ✨
2. Leadership & Accountability of the Supervisor program.	10. Working with Children Checks Database.
3. Performance Review & Planning rates and system.	11. Refreshment of academic workforce. ✨
4. Procurement Recruitment Services Panels.	12. Titles and remuneration of senior staff. ✨
5. Aboriginal & Torres Strait Islander People Employment Strategy.	13. MyVoice Actions for Portfolio: Career Planning & Development; Workload Communication & Cooperation.
6. Gender Equality Strategy and Action Plan.	14. Improve Leave Management.
7. Align Workforce Profile & Salaries Budget processes.	15. CSP National & State Manager Forum.
8. Integrate On-boarding & Induction processes.	16. Continue progressing Leadership Excellence.

KRA 4.3: FINANCIAL ACCOUNTABILITY, TRANSPARENCY & SUSTAINABILITY

1. **New Finance System Project.** ✨

2. **Debt, expenditure and capital expenditure monitoring.** ✨

3. **Match faculty income with enrolment** ✨

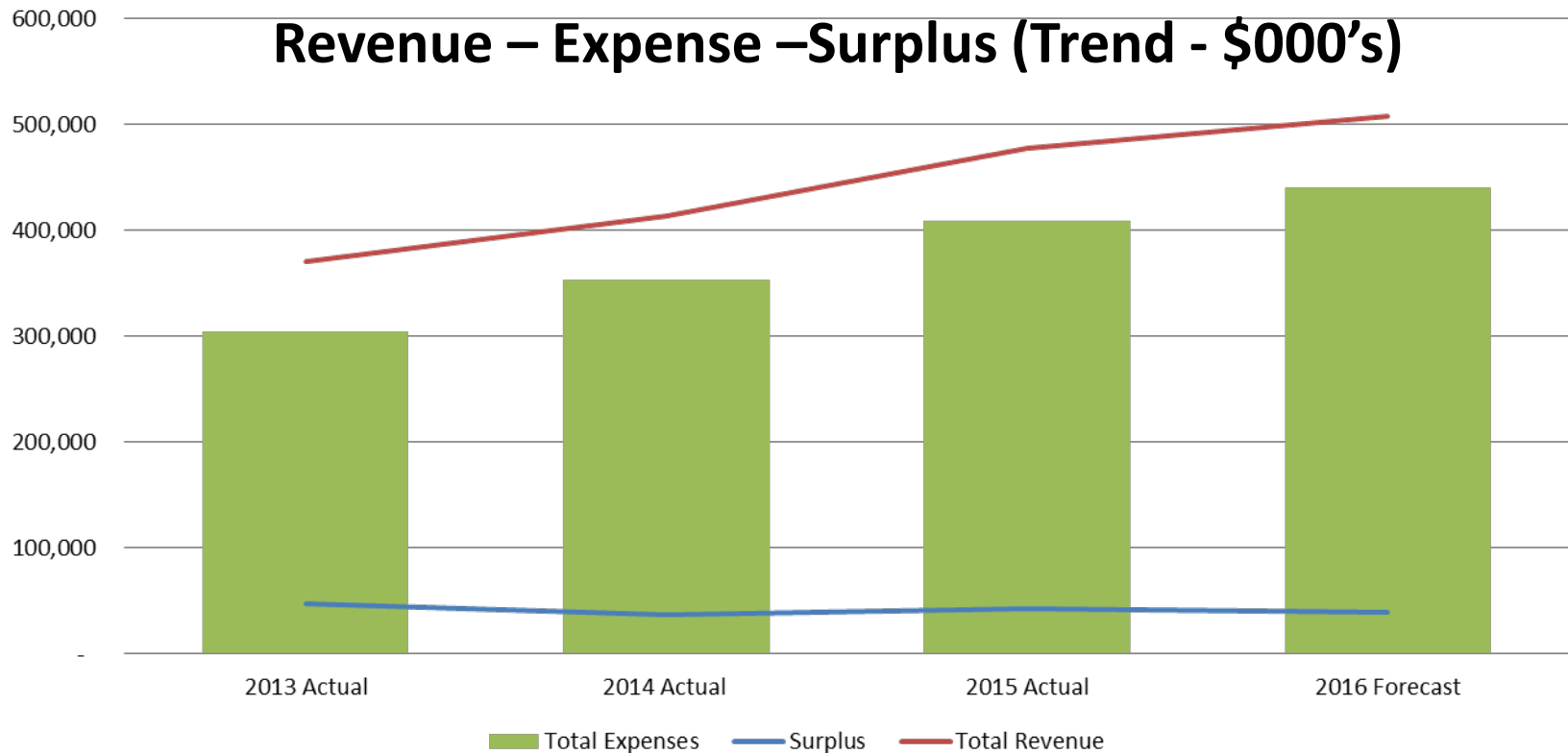
4. **Strategic financial planning: Enrolment and Policy.** ✨

5. **University Procurement Hub Project.**

6. **Increase in income versus staff expenditure.** ✨

7. **Priority expenditure principles.** ✨

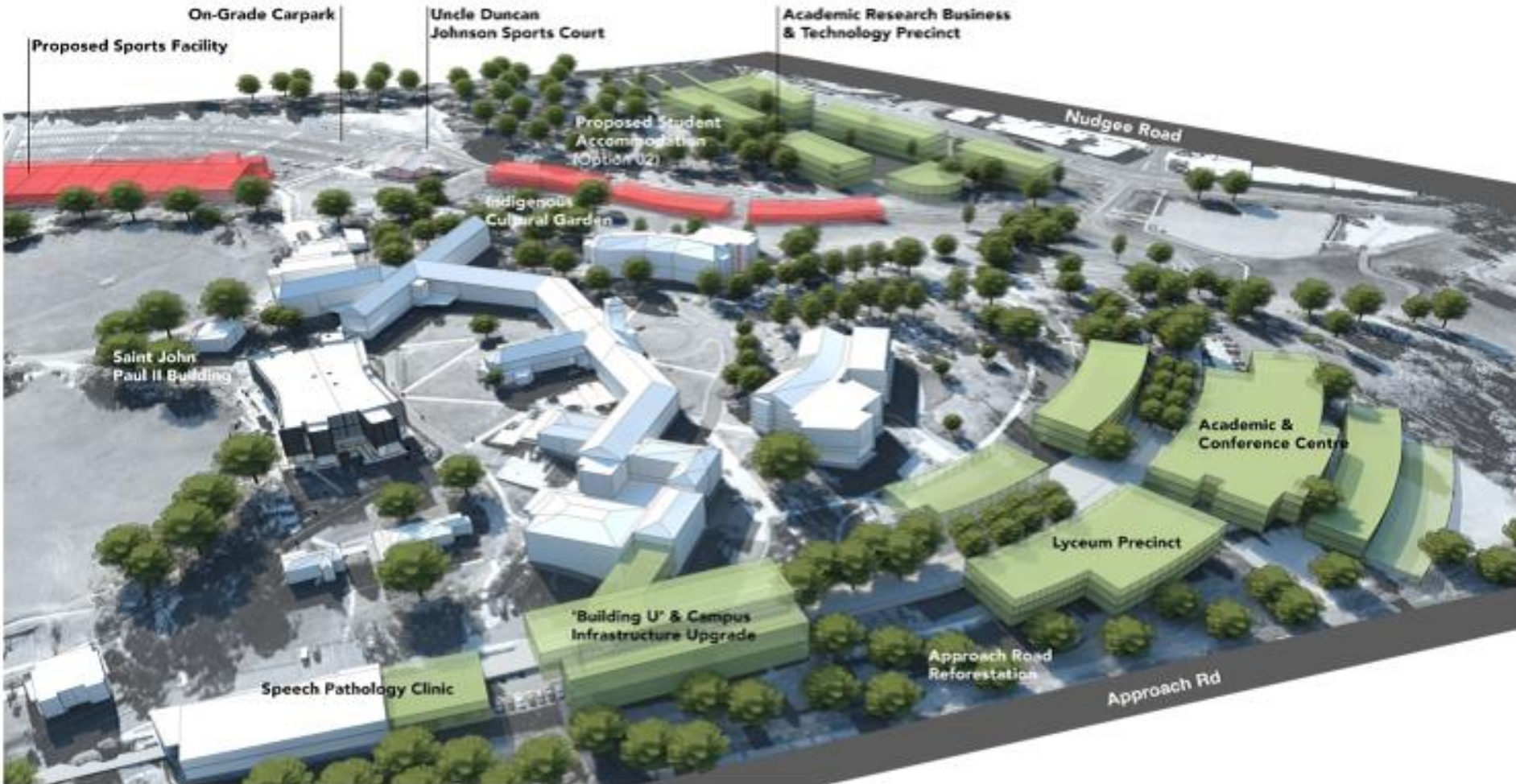
8. **Upgrade Travel Booking System – Serko**



KRA 4.4: INFRASTRUCTURE & ENVIRONMENT

1. Campus Signage Project.	11. Cloud Transition Strategy.
2. Critical Incident Management.	12. Enterprise Architecture Strategy.
3. Complete Campus Master Plans. ✨	13. ICT Life Cycle Asset Management.
4. Strathfield Implementation Project ✨	14. Asset Management & Renewal plans.
5. Explore NSW Education Hubs. ✨	15. Campus Major Developments. ✨
6. Align Capital Development Plan with Enrolment Plan. ✨	16. Food & Beverage, Retail and Social Infrastructure Strategies.
7. Campus Concierge Project.	17. Retreat & Residential Event Capacity ✨
8. Diocese Land Transfers Strategy	18. Liveable Campuses Plan. ✨
9. Sustainability Strategy.	19. Support Educational Tech, ICT Infrastructure and L&T targets ✨
10. Unified Communication Strategy.	20. Support expansion of on-line and other alternative teaching delivery. ✨

Brisbane Campus Developments



Ballarat Campus Developments



North Sydney Campus Developments



- ACU property
- Property currently leased to ACU

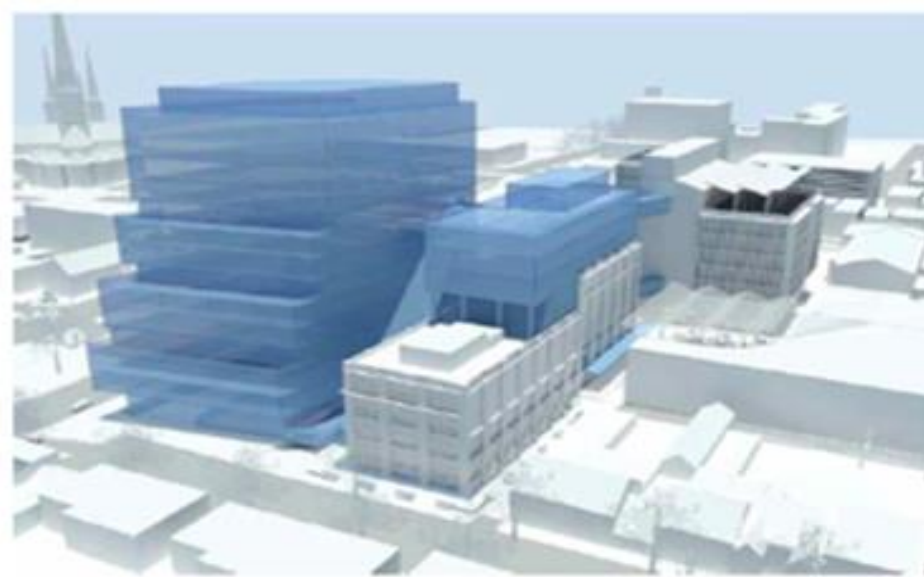
Strathfield Campus Developments



Canberra Campus Developments



Melbourne Campus Developments



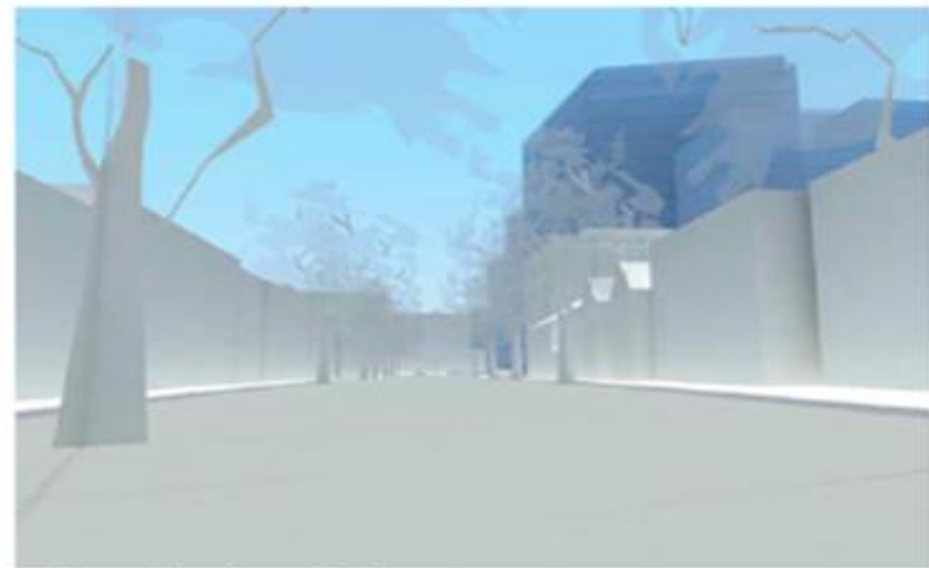
Looking south-west from Napier Street



Looking north-east from Victoria Parade



Looking north-west from Victoria Parade

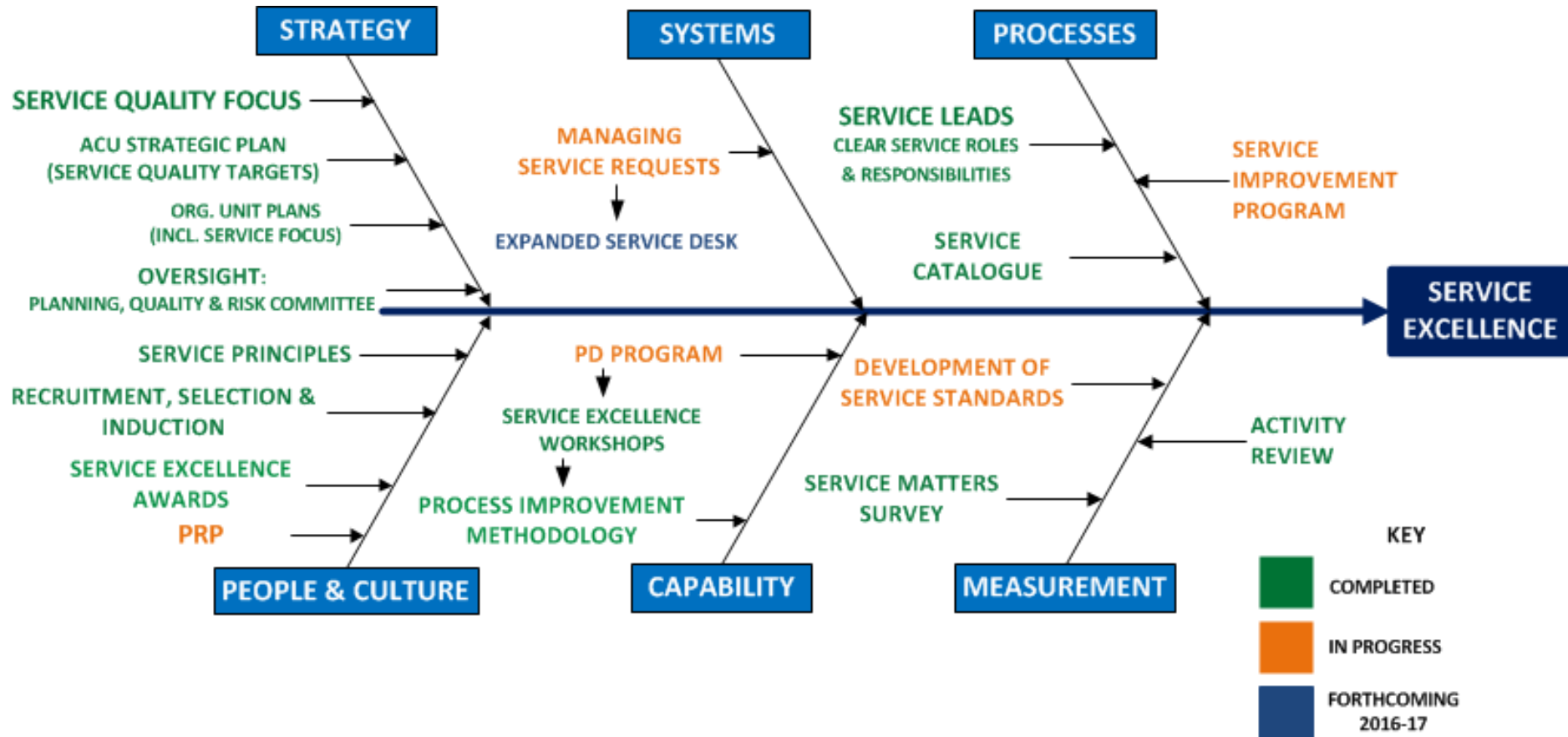


Looking north up Young Street

KRA 4.5: STAKEHOLDER RELATIONS

1. Brand Project. ✨	10. Credit (RPL) Precedence Database.
2. Digital Transformation Project. ✨	11. Market & Competitor Insights Plan.
3. Banner Document Management System.	12. Student Acquisition & Conversion Plan. ✨
4. Sponsorship Strategy & Framework.	13. ACU Research Marketing Plan. ✨
5. Revise ACU Philanthropy Plan. ✨	14. Alumni Engagement Plan.
6. Support ATAR Entry Strategy. ✨	15. University of Notre Dame Australia partnership. ✨
7. Continue AskACU Project.	16. The Rome Centre. ✨
8. BANNER XE implementation.	17. Staff Engagement with Strategic Plan and a “University of Excellence”. ✨
9. Expand mid-year enrolment. ✨	18. Community Engagement Activities.

Update on Service Matters



More info? www.acu.edu.au/service-matters

Service Improvements

HR

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

GOVERNANCE

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

MARKETING AND EXTERNAL RELATIONS

- New Student Website Upgrade
- Customer Relationship Management **IN PROGRESS**
- Website Re-Development **IN PROGRESS**
- Branding review **IN PROGRESS**
- Philanthropy Review and Plan **IN PROGRESS**



Service Improvements

IT

- Student wireless printing service
- Upgrade of communications and office automation services
- Improvements to teaching technology
- Improved email communications - new DLs
- Expanded, single Self Service portal **IN PROGRESS**

PROPERTIES

- e-Waste Policy & procedures
- Room Booking System
- Concierge Services
- Access Control Project
- National Service Contracts **IN PROGRESS**



Service Improvements

OPSM

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

FINANCE

- New Procurement Framework
- New Portfolio Management Accountant positions
- Full Finance training program
- Budget process improvements
- Upgraded or replacement Finance system

IN PROGRESS

STUDENT ADMINISTRATION

- Completion of new AskACU Centres
- Conferral and Graduations processes
- Review Tutorial Direct
- Student Appeals and Complaints process

IN PROGRESS



Questions? Comments? Suggestions?



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