Personnel Relations & Equal Opportunity Directorate

2005
The Year in Review
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During 2005, the Personnel Relations and Equal Opportunity Directorate was heavily involved in supporting and responding on behalf of the University to the Commonwealth Government’s Higher Education Workplace Reform Requirements (the HEWRRs), which were announced in April 2005. The programs and processes required for compliance with HEWRRs dominated PREOD activity during the remainder of the year, necessarily deflecting us from a range of areas of previously planned activities.

In particular, the HEWRRs process has had significant impact on workplace practices at ACU National. We have put in place a new Enterprise Agreement, Australian Workplace Agreements and a battery of adjusted and new staffing policies, guidelines, processes and statements that have enabled us to comply with government legislative requirements. The outcome crucially for us has been access to significant levels of Commonwealth funding needed to underpin the operation of ACU National.

In addition, the Directorate worked to support the University across the standard but demanding recruitment, remuneration and superannuation areas. Staff Connect, the ACU staff Self-Service facility for human resource services, was introduced during the year. And further work was completed to assist the University strengthen the Workforce Planning capacity.

A comprehensive General Staff Learning and Development Program was mounted that further strengthened provision in this area and saw a rise in the number of staff participating in the activities on offer.

Occupational Health and Safety initiatives were also strengthened across a number of fields including the implementation of an EAP (Employee Assistance Program) that is confidentially being utilized by a number of staff for individual support and counseling.

In the staff Equity and Diversity area, complaints processes for harassment and discrimination purposes have been streamlined and new policies and procedures have been implemented; new processes to support women academics returning from maternity leave have been put in place; and an Indigenous Employment Strategy has been developed to be implemented starting in 2006.

Notwithstanding HEWRRs, the PREOD is able to point to progress and enhancements across 2005 and into 2006, even though the year was challenging for us as a team.

Dr John Barclay  
Director Personnel Relations and Equal Opportunity
Recruitment Activity
The Directorate was involved in recruitment processes for 112 jobs that were advertised in 2005 across all faculties and organisational units. The recruitment focus was concentrated at the levels of Lecturer (Academic Level B) and Higher Education Worker levels 4 and 5.

Of the 112 positions advertised, a total of 82 positions were filled, of which 39 positions were filled internally by current staff indicating that some career enhancement and progression opportunities exist for current staff.

The University received a total of 1,255 applications for these positions resulting in an average of 11 interested candidates for each position advertised at the University.

Salary Payments and Benefits
Payments
In the 2005 calendar year, over 35,000 individual salary, stipend and scholarship payments were made to staff and students. This included 26 regular fortnightly pay cycles, 12 monthly stipend cycles plus one annual leave loading salary payment made in December.

During 2005, the number of external organisations to which the University needed to forward monthly payments increased. Personal deductions to Medical Funds, Unions, Charities, Salary Packaging, Professional Pursuit accounts and Superannuation companies totaled over seven million dollars.

Superannuation
In 2005, retirement seminars were run on each campus. The seminars were well attended by staff and will continue to be offered each year.

PREOD staff attended training on the new UniSuper computer system “Acurity” which was progressively implemented from December 2005 to March 2006.

Staff Connect
During 2005, Staff Connect, the University’s first Human Resource Self-Service facility, was rolled out. The name Staff Connect was chosen following a naming competition across the University. The formal implementation of Staff Connect across the ACU community in 2005 followed a successful pilot study of Self Service in 2004.

This implementation involved a dedicated investment of PREOD staff involved in the development of the system, an exciting communication and marketing process to showcase Staff Connect to ACU staff and the creation and delivery of a robust training and orientation phase before system rollout.

Three of the main features Staff Connect made available to the ACU community are: the ability to update personal information; the ability to apply and approve leave online; and, the electronic delivery of payslips - all of which are having significant efficiency improvements across the University and the Directorate.

PREOD has maintained its commitment to ongoing development and improvement of Staff Connect for the University and with further system enhancements expected in the coming year, PREOD will endeavour to provide the best self service solution possible for the ACU.
Enterprise Bargaining & HEWRRs

The University commenced 2005 in ongoing negotiations with staff and unions for a new single Enterprise Agreement at ACU. On 29 April 2005, Industrial Relations in the Higher Education sector was altered dramatically through the introduction of the federal government’s Higher Education Workplace Relations Requirements (HEWRRs).

The HEWRRs directly linked the University’s ability to access vital Commonwealth grant funding with ACU’s industrial relations agreements, policies, procedures and practices.

The focussed cooperation of management, staff and union bargaining teams, culminated in the certification of the ACU Staff Enterprise Agreement 2005-2008 on 29 November 2005. As a result, ACU successfully achieved funds for 2006.

Policies, Procedures and Guidelines

A significant component of the HEWRRs was the requirement to simplify the enterprise agreement and to develop complying supporting policies, procedures and guidelines. These documents, which include over 138 interim policies and procedures and 5 guidelines along with the certified enterprise agreement, are now accessible through the Personnel Relations and Equal Opportunity MyACU site.

AWAs

Also as a direct result of the HEWRRs, the University was required to offer Australian Workplace Agreements (AWAs) to all staff. The initial phase required that AWAs be offered to staff who commenced or were offered re-employment on or after 29 April 2005 up to and including 30 November 2005.

To meet this requirement, 5 separate AWAs were created for the following categories of employment:

- Casual General Staff,
- Fixed-Term & Continuing General Staff,
- Casual Academic Staff,
- Fixed-Term & Continuing Academic Staff and
- Casual Teachers Employed in Centres.

As required by the November 30 deadline, 238 individual AWAs had been offered to staff. This process continues.

PREOD Staff Movements

2005 has also seen significant movements in the staffing of the Employee Relations and Workforce Management section of Personnel Relations and Equal Opportunity, in particular the resignation of Frank Young, Anne Roberts, and Fiona Thomas; and Barbara Dougherty commencing a period of parental leave.

The Personnel Consultants now report to Diana Chegwidden pending finalisation of the PREOD restructure, and is now comprised of:

- Gail Lawler Personnel Relations Consultant (Mt St Mary and Signadou)
- Stephania Costa Personnel Relations Consultant (Mackillop)
- Megan Mullen Personnel Relations Consultant (McAuley)
- Cathy Le Moignan Personnel Relations Consultant (St Patricks and Aquinas)

The Equity and Diversity role in PREOD was separated into staff and student streams with responsibility for Student Equity being transferred to the Dean of Students. Lara Rafferty, who is acting Manager, Staff Equity and Diversity, is based at St Patrick's Campus in Melbourne.
The position of Staff Equity and Diversity Manager and the position of National OH&S Coordinator report to the Manager, Organisational Learning & Development, Kathryn Leane, pending finalisation of the PREOD restructure.

Senior Recruitment
PREOD was involved in the recruitment of five senior appointments during 2005:
- Professor of Ageing.
- Executive Officer in the Institute of Legal Studies.
- Manager, ACUcom.
- Manager, Marketing & Communication in the University Relations Directorate.
- Manager Fundraising in the University Relations Directorate.

The University recruited for the following position in 2005:
- Pro-Vice Chancellor, Research & International

The University received 100 applications for senior recruitment in 2005 including 11 applications from overseas.

Organisational Learning and Development

2005 was a very productive year for the Organisational Learning & Development Unit with a number of new learning and development initiatives being designed and implemented by staff of OL&D.

Grievance Management
A series of one-day workshops for all ACU Supervisors on managing grievances was held. A total of 131 supervisors and assistant supervisors attended these workshops from December 2004 through to April 2005.

The University Code of Conduct
To coincide with the introduction of the University’s Code of Conduct, OL&D prepared a Presentation Kit to enable supervisors to introduce the Code to their staff in a variety of delivery modes. The kit included a set of presentation slides, speaker’s notes and exercises.

This method of delivery has proved effective and cost efficient for this type of project.

In all, some 35 sessions with supervisors and their teams were held in 2005, with over 550 academic and general staff having attended Code of Conduct sessions with their supervisors.

Extending Your Professional Edge I & II (Edge I & II)
Edge I – This one day workshop for General Staff was first offered in 2004. In 2005, we offered three Edge I workshops to staff who had not attended in 2004. Over 37 staff attended.

Edge II – In 2005, the follow-up workshop, Edge II, was also offered, with more than 75 general staff attending at the 6 ACU Campuses.

Cross Cultural Communications
The inaugural workshop was held at MacKillop Campus in November 2005. The workshop was very popular with 19 staff attending. The workshop focused on the knowledge and skills required for interacting with people from a number of different cultural backgrounds.

To ensure the workshop met the needs of participants, OL&D designed and administered a survey prior to the workshop. The feedback received was used in the design of the workshop.

Presenting with Confidence
OL&D again offered this popular workshop in 2005 – with workshops being conducted at Ballarat with 13 participants and Brisbane with 11 participants.
Induction Sessions
As part of the ACU Induction Program, a series of half-day sessions covering Equal Opportunity and Occupational Health & Safety was conducted at the three main campuses during 2005. These sessions were presented by staff of PREOD with input from OL&D.

Business (Frontline Management) Certificate IV - Scholarship for General Staff
The inaugural Business (Frontline Management) Certificate IV Scholarships for General Staff were offered in 2005. Ten Scholarships were offered and 8 general staff accepted places to study in the Certificate IV in Business (Frontline Management) Program through OTEN via distance learning, commencing in 2006.

Coaching Skills for Supervisors
OL&D successfully ran this one-day workshop for general staff supervisors. Eleven supervisors and assistant supervisors attended the pilot workshop held at MacKillop Campus in August 2005.

Compliance Training
During 2005, a new policy on Compliance Training was introduced. This laid the foundation for the introduction of on-line training in Trade Practices. In addition, 2005 saw 100% completion of the on-line Workplace Harassment and Discrimination program by all staff who joined ACU National prior to September 2004. This is a significant achievement for the University.

The EAP is a significant achievement for the University and the generic reports provided will enable the University to focus on key areas for improvement in its Health and Safety management systems.

Sessions on OH&S as part of the ACU Induction Program were held in Sydney, Melbourne and Brisbane. Feedback from these sessions was highly favourable. Further consolidation of the induction process will have an impact on the delivery of the OH&S information sessions.

Progress is continuing on the Occupational Health and Safety Management plan, established in 2000. In particular, the introduction of the new Personnel Relations and Equal Opportunity Directorate website has provided a dedicated and prominent area for OH&S. Further improvements to the site design, and to information systems, will allow the University to deliver a seamless system of OH&S management systems in the future.

The total costs of workers compensation claims continues to decrease, despite significant changes to the New South Wales WorkCover Authority and its regulation. This has been a result of sustained and effective management. Claims decreased by 52%.

Changes in the Victorian Workers Compensation system will see further consolidation of the Workers Compensation Insurance sector, with our current provider transferring management of claims to a new agency. This will assist the University in the management of Victorian claims.

The University has been in the process of preparing an Enterprise Wide Risk Management framework. The processes involved in managing the University’s financial and legal risks have been adopted for health and safety. This will allow the University to consolidate its processes in relation to managing risk, and will allow staff members, supervisors and managers to address potential health and safety hazards, thus creating a culture of awareness of the impact of health and safety.

2005 saw the introduction of the Employee Assistance Program (EAP) to the University. The EAP provides staff with confidential counselling for work-related or family and personal issues, paid for by the University.

The EAP is provided by ACCESS Programs Australia, a not-for-profit organisation with strong links to Centacare.

Occupational Health and Safety
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The EAP is provided by ACCESS Programs Australia, a not-for-profit organisation with strong links to Centacare.
In 2005, the University introduced a number of significant initiatives designed to recognise and support staff diversity and to ensure that the University is an environment characterised by equal opportunity.

These initiatives include the development and introduction of new or revised Policies and Guidelines on the elimination of unlawful behaviour such as discrimination, harassment and bullying, and on the promotion of work-and-life balance for employees, including the provision of confidential short-term counselling for staff to address work-related or personal issues.

The University’s new Policy on Discrimination and Harassment provides for one single policy and procedural mechanism to deal with all complaints of this type. In addition, all staff at ACU National are required to undergo mandatory training on their responsibilities in relation to discrimination and harassment. With these two initiatives, the University has substantially improved its capacity to eliminate unlawful discrimination and harassment and to respond appropriately if it does occur.

As part of our annual reporting to the Equal Opportunity for Women in the Workplace Agency, ACU conducts a detailed analysis of its workforce data by gender. Once again the University noted that in comparison to other institutions in the sector, ACU National continues to be above the median for all selected measures and either at or near the top of the range against the majority of selected measures of female participation.

The Equal Opportunity for Women in the Workplace Agency (EOWA) acknowledged the University’s achievements, commenting especially on its work aimed at eliminating discrimination and harassment.

New measures were introduced designed to assist women academic staff re-establish research profiles on return from parental leave through a Research Award and reimbursement for childcare expenses associated with the presentation of a refereed paper at an international conference.

Building on its nationally-recognised work to improve Indigenous participation in education, in 2005 the University positioned itself to introduce the ACU Indigenous Employment Strategy 2006-08. This identifies a range of actions to recruit and retain Indigenous staff to ensure Indigenous representation in the University’s workforce is commensurate with overall population representation.
Strategic Focus for 2006

The year 2006 is shaping up to be a year in which PREOD takes stock and works to deal with the many new demands and requirements that are placed on the University in the human resource management and industrial relations areas.

Our main areas of involvement necessarily continue to focus on the HEWRRs and Workchoices legislation as much still needs to be bedded down and implemented to enable us to achieve compliance. These processes are expected to occupy much of our endeavour throughout 2006.
## 2005 in Summary

The following figures give an indication of the volume of work with which PREOD has been involved, to some degree, during 2005 as compared to 2004, either in recruitment activities, salary payments or learning and development activities:

<table>
<thead>
<tr>
<th>Category</th>
<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of staff employed on a permanent and on-going basis</td>
<td>911</td>
<td>954</td>
</tr>
<tr>
<td>Total number of continuing employees</td>
<td>736</td>
<td>763</td>
</tr>
<tr>
<td>Number of General Staff</td>
<td>512</td>
<td>526</td>
</tr>
<tr>
<td>Number of Academic Staff</td>
<td>399</td>
<td>428</td>
</tr>
<tr>
<td>Number of Women</td>
<td>589</td>
<td>617</td>
</tr>
<tr>
<td>Number of Men</td>
<td>322</td>
<td>337</td>
</tr>
<tr>
<td>Number of staff of Aboriginal and Torres Straight Island descent</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>Number of advertised positions</td>
<td>129</td>
<td>112</td>
</tr>
<tr>
<td>Number of separations</td>
<td>132</td>
<td>158</td>
</tr>
<tr>
<td>Number of internal staff appointed to an advertised position</td>
<td>42</td>
<td>39</td>
</tr>
<tr>
<td>Number of staff who attended internal training courses</td>
<td>267</td>
<td>848</td>
</tr>
<tr>
<td>Number of new policies prepared or significant changes made to existing policies</td>
<td>12</td>
<td>104</td>
</tr>
<tr>
<td>Total number of standard payments made to staff</td>
<td></td>
<td>33,696</td>
</tr>
<tr>
<td>Total number of manual payments including Annual Leave Loading Payments made to staff</td>
<td></td>
<td>1189</td>
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<tr>
<td>Total number of stipends payments made to Religious Members of the University</td>
<td></td>
<td>378</td>
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# Who to Contact in PREOD

### North Sydney Campus - Mackillop

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, PREOD</td>
<td>Dr John Barclay</td>
<td>02 9739 2940</td>
</tr>
<tr>
<td>Administrative Officer, PREOD</td>
<td>Junne Kamis</td>
<td>02 9739 2909</td>
</tr>
<tr>
<td>Administration Officer, Projects</td>
<td>Sybilla Wells</td>
<td>02 9739 2935</td>
</tr>
<tr>
<td>Manager, Organisational Learning &amp; Development</td>
<td>Kathryn Leaney</td>
<td>02 9739 2151</td>
</tr>
<tr>
<td>Organisational Learning &amp; Development</td>
<td>Anne-Marie Bennett</td>
<td>02 9739 2211</td>
</tr>
<tr>
<td>Training &amp; Support Officer, OL&amp;D</td>
<td>Jenny Lee</td>
<td>02 9739 2182</td>
</tr>
<tr>
<td>OL&amp;D Admin Support</td>
<td>Matthew Campbell</td>
<td>02 9739 2590</td>
</tr>
<tr>
<td>National OHS&amp;W Coordinator</td>
<td>Vacant</td>
<td>02 9739 2007</td>
</tr>
<tr>
<td>PR Consultant</td>
<td>Stephanie Costa</td>
<td>02 9739 2591</td>
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### Strathfield Campus – Mount St Mary

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<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Manager, Staff Services &amp; Employee Systems</td>
<td>Diana Chegwidden</td>
<td>02 9701 4174</td>
</tr>
<tr>
<td>PR Consultant</td>
<td>Gail Lawler</td>
<td>02 9701 4220</td>
</tr>
<tr>
<td>Staff Services &amp; Employee Systems</td>
<td>Chantal Mourad</td>
<td>02 9701 4221</td>
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<td>Staff Services &amp; Employee Systems</td>
<td>Jennie Beck</td>
<td>02 9701 4325</td>
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<tr>
<td>Staff Services &amp; Employee Systems</td>
<td>Sabina Rubens</td>
<td>02 9701 4222</td>
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<td>Staff Services &amp; Employee Systems</td>
<td>Wendy Pittaway</td>
<td>02 9701 4219</td>
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<tr>
<td>Staff Services &amp; Employee Systems</td>
<td>Alishan Megerdician</td>
<td>02 9701 4180</td>
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<tr>
<td>Staff Services &amp; Employee Systems</td>
<td>Maria Dela Cruz</td>
<td>02 9701 4303</td>
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<tr>
<td>Coordinator Remuneration Services</td>
<td>David Keegan</td>
<td>02 9701 4390</td>
</tr>
<tr>
<td>HRMIS</td>
<td>Jon Biddell</td>
<td>02 9701 4248</td>
</tr>
<tr>
<td>HRMIS</td>
<td>Josie Cassells</td>
<td>02 9701 4063</td>
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### Brisbane Campus – McAuley at Banyo

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<tr>
<th>Role</th>
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<tbody>
<tr>
<td>PR Consultant</td>
<td>Megan Mullen</td>
<td>07 3623 7108</td>
</tr>
<tr>
<td>HRMIS</td>
<td>Anthony Enders</td>
<td>07 3623 7109</td>
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### Melbourne Campus – St Patricks

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<tr>
<th>Role</th>
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<tbody>
<tr>
<td>PR Consultant</td>
<td>Catherine Le Moignan</td>
<td>03 9953 3364</td>
</tr>
<tr>
<td>Manager, Staff Equity and Diversity</td>
<td>Lara Rafferty</td>
<td>03 9953 3366</td>
</tr>
<tr>
<td>Staff Services &amp; Employee Systems</td>
<td>Sharon Nikolic</td>
<td>03 9953 3362</td>
</tr>
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