

**RECORD OF THE 14<sup>H</sup> MEETING OF THE  
AUSTRALIAN CATHOLIC UNIVERSITY STAFF CONSULTATIVE COMMITTEE  
HELD ON 25 MARCH 2010 VIA TELECONFERENCE**

**Present:**

Mr John Cameron (Chair)  
Professor Gabrielle McMullen  
Professor Peta Goldberg  
Ms Di Stevens  
Ms Sandra Miles  
Mr Peter Blakey  
Ms Diana Chegwidden

Dr Tony Stokes  
Professor Marie Emmitt  
Professor Gail Crossley  
Ms Beatrice (BJ) Johnson  
Mr John Sinclair  
Mr David Keegan

**Apologies:**

Ms Rachael Bahl  
Mr Chris Sheargold

**In Attendance:**

Professor Anne Cummins – Pro-Vice-Chancellor (Students Learning and Teaching)  
Ms Pauline Croxon  
Ms Valerie Corbett (note taker)

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**1 WELCOME FROM THE CHAIR**

The meeting commenced at 4.00pm.

**2 & 3 ATTENDANCE AND APOLOGIES**

Mr Cameron welcomed all members to the ACUSCC meeting, and asked that attendees be recorded and apologies be noted. The majority of members attended the meeting at the Vice-Chancellery.

**4 NOTES OF PREVIOUS MEETING HELD ON 21 January 2010**

Mr Cameron called for comments regarding the previous notes which were accepted.

**5 ACTION ITEMS FROM PREVIOUS MEETING**

The actions were completed and were accepted.

**6 STANDING ITEMS (attachment 1)**

6.1 OHS&W Report

Ms Chegwidden advised the Committee about the introduction of *Real Time Health* in April 2010. This initiative will provide staff with access to information and links to specialist medical sites. For example if staff observe changes in the behaviour of a staff member or if they are working with someone who has a serious illness they can seek information from RealTime Health. The programs are designed to assist staff to understand what their colleagues and their carers are experiencing, and assist the rehabilitation of people returning to the workplace.

Ms Chegwidden also reported that the influenza vaccination program had had a good response, with most times being already booked out. The University was looking to acquire more times if possible.

Ms Chegwidden added that she had intended to include in the OH&S report that the University had received its annual report from our Employee Assistance Program provider, ACCESS. She advised that this year there had been a significant increase in union referrals to the EAP at ACCESS. Ms Chegwidden thanked the unions for this, and advised that they will receive up-to-date posters and cards to distribute to their members.

Mr Blakey raised the issue of the tennis courts at Queensland campus which had been lost due to construction activity. He asked if the University was committed to a healthy lifestyle?

Professor McMullen responded that the University has a swimming pool and it now has a clinic at the Brisbane campus which is associated with the new School of Exercise Science, and staff and students can use these facilities and/or get advice. Ms Chegwidden also noted the University's Walking to Wellness and other Wellbeing programs.

## 6.2 Equity and Staff Diversity Report

Ms Croxon responded to Ms Bahl's email regarding the Discrimination/Harassment Advisors. She acknowledged that the brochure on the web site was out of date and it will be taken down. The Equity and Diversity Coordinator, Ms Kim O'Brien, was talking to the Campus Deans and Associate Vice-Chancellors to ask for their nominees for potential Discrimination/Harassment Advisors. Materials and training have also been updated and Ms Croxon circulated a draft updated brochure for feedback.

Ms Chegwidden advised that by the middle of April training on all sites would be completed, with the exception of Ballarat where training would be completed by the end of semester – pending nominees being confirmed.

Professor Crossley asked if reports on completed academic PDPs were provided by HR.

Ms Chegwidden responded that HR had moved away from compliance reporting and there was no current report on academic PDPs available. There will be, however, an annualised report, which would be available as a snapshot at the end of March. Ms Chegwidden added that when more systems-based approaches were introduced, HR would be in a better position to provide unit-based reporting as envisaged in the *People and Culture Plan*.

The Reports were received by the Committee.

## **7 CHANGE MANAGEMENT**

### **7.1 Learning and Teaching Centre/ACU Online Change Management Proposal**

Professor Cummins outlined the background to the change management proposal which arose from the Learning and Teaching Centre/ACU Online review conducted in 2009. The review involved a lot of stakeholders including interviews with staff of both units.

Following the review, it was recognised that something needed to be done to align the E-learning and academic capabilities to the academic thematic plan of the Strategic Plan. The Change Management Proposal was developed to enable the Learning and Teaching Centre and ACU Online staff to work more closely with the faculties to provide support across the University.

The process undertaken to date was outlined including:

- Consultation with the Learning and Teaching Centre and ACU Online staff. The staff of these units had been asked to respond to the current version of the report simultaneously with the consultation with the ACUSCC,
- The position of Deputy Director has been advertised and Professor Cummins expects to be conducting interviews in the next two weeks.
- The position of Learning and Teaching Centre manager has been created and will be primarily an administrative role.

ACU Online in its current form will be replaced by teams. The next steps include the writing of PIQs and Position Descriptions for roles within these teams which will need to be classified by the Classifications Committee. The two teams will work closely with identified faculties to support development activities with learning coordinators. The team members will also work closely with faculties to support key projects. Professor Cummins commented that she expected these teams to grow over time.

No positions will be lost as a result of the restructure. The change proposal describes new positions and a placement process which will assist the transition/placement of staff without too much disruption. The key changes will be to some of the reporting relationships and the focus of the work.

Ms Johnson commented that the Change Proposal appeared to be very comprehensive in its coverage of what Learning and Teaching staff would be doing. However, she had some concerns at how the restructure affected ACU Online. She referred to the diagram which showed the new teams, and requested that it be fleshed out. She also commented on the positions in the Learning and Teaching Centre, some of which were substantive positions and others which were attached to projects.

Professor Cummins responded that other positions, which were formerly attached to ACU Online, would go into the two new teams.

Ms Johnson enquired as to whether the current ACU Online positions would report to the new Deputy Director. Professor Cummins confirmed that they would through the team leaders. She added that the Deputy Director would also supervise some of the (team) projects.

Ms Johnson reiterated that she would like to see the diagram fleshed out more. She noted that there were a lot project officers in the teams and asked what they would be doing?

Professor Cummins responded that new PIQs and Position Descriptions were being developed. Decisions on position titles and the balance of levels in the teams were still to be made. This would happen when the Position Descriptions had been completed and possibly after staff placement had begun.

Ms Johnson asked about the role of HR which is referred to as a stakeholder on page 4 of the report. She also asked the meaning of 'professional' staff; was this term used to mean 'General Staff'?

Professor Cummins confirmed that the term was used to designate General Staff.

In relation to HR, Professor Cummins commented that there needed to be consultation, and that 'ownership' had not been defined. Discussions with HR about the Learning and Development program including professional development opportunities and programs would be continuing. There was no intention to take over everything, and the role of HR in providing training programs was acknowledged.

Professor Emmitt asked if the restructure would mean additional staff or just a changing around of staff?

Professor Cummins responded that overall there would be an increase in numbers, and the new positions would be available to current staff. There would be an internal closed selection process as per the Placement Process. If a position was not filled via these processes, it would be advertised externally.

Professor Cummins added that most ACU Online staff could see the benefits of the restructure. They were concerned that they currently work very directly with academic staff and do not want to lose that proximity. However, they were also working in areas that the Learning and Teaching Centre may not see as priorities in the future. However, Professor Cummins emphasised that the employment of ACU Online staff was being protected and they would be provided with necessary training.

Mr Blakey enquired whether a services to students role would be considered.

Professor Cummins responded that this was not a prime role of this group; and that there were other mechanisms in the University to assist students, and different campuses have different approaches to providing services for students.

Mr Cameron asked for the endorsement of the Committee, adding that the proposal was still with staff for consultation.

The Committee endorsed the Change Management Proposal to move to implementation.

## **7.2 HR Change Management Proposal**

Ms Chegwidden outlined the proposal. She noted that the changes did not affect all of HR, but areas where HR was striving to be clear on its services and areas of responsibility. The proposal outlined a service orientation. Changes were also planned in the Remuneration and Benefits team, and its role would be redefined.

Consultation had occurred as outlined in pages 9 and 11 of the document. There had been meetings with all HR staff, with feedback incorporated in the present report. The restructure was running to schedule and was fully transparent.

In terms of effects on staff, only one division was affected. An affected fixed term position would be allowed to run its course, and the staff member would be able to apply for other positions. Continuing staff would be placed, and a development plan would be in put into operation once staff were placed in their new roles. Any promotional opportunities would be available via a competitive process.

Professor Emmitt asked if there would be an increase in staff?

Ms Chegwidden responded that there would be an increase of 2.8 staff. Ms Chegwidden had not been replaced in her previous job, which created a budget for other matters. She had requested additional resources for the Remuneration and Benefits team which had a need for an increase in staffing numbers. Resources have also been dedicated to the new Strategic Recruitment area. It is intended to establish this unit to support good decision making and the outcomes the University expects from HR.

Professor McMullen commended Ms Chegwidden on her leadership of a service-oriented approach and noted that it was a great change in the way that HR provided service to the University.

The HR Change Management proposal was endorsed by the Committee to move to implementation.

## **8 Human Resources Management and Related Policies**

### **8.1 Academic Promotion Policies (level B, Level C, Level D, Reader Level E).**

Mr Cameron introduced the policies. He noted that there were similar changes within each policy.

Professor McMullen drew the Committee's attention to the Level C policy, as an example. She noted that the policies picked up minor inconsistencies, for example the reference on page 4 of the Level C policy to the ranking of journals. The only significant change was on page 6 in the Level C policy, which provided for the Associate Dean of Research to make comments on the research portfolio of

all applicants to the Promotions Committee, to ensure that the Committees are well advised. This does not apply to Level E. Most of the other changes were minor, and amounted to a tidying up.

Questions were invited from the Committee and were discussed. Dr Stokes noted that the changes were generally minor. The policies were endorsed to be submitted to the Vice-Chancellor for approval.

Professor McMullen added that the University had analysed how people were being promoted over the past five years, eg. on the basis of teaching plus research, etc. In fact the result was well-balanced and covered the areas of teaching, research and service. She offered to provide the report of this analysis for the Committee.

Professor Emmitt asked if the report could be publicised further eg. in *HR Matters* and to the Heads of School workshops and this was agreed by the Committee.

Mr Cameron thanked the Committee for their cooperation with the change of time for this meeting.

## **9 GENERAL BUSINESS**

Mr Cameron said that he appreciated the cooperation of ACUSCC members in moving the meeting to accommodate enterprise bargaining. There was no further general business.

## **10 NEXT MEETING**

The next ACUSCC meeting will take place on 27 May 2010.

<b>Action</b>	<b>Responsibility</b>
Provide information regarding promotion data to the next ACUSCC meeting. This data to be reported in HR Matters and raised at Heads of Schools Workshop.	Professor McMullen Ms Chegwiddden

## Attachment 1: Item 6 - Standing Items Reports

### 6.1 General Staff Learning and Development Report

#### **Upcoming Courses in L&D for General Staff**

- U@ACU Induction Course
- Crystal Clear Team Communication
- DISC Personality Profiling
- Create Work/Life Retirement Success

For more information about these courses, please check the Sharepoint L&D Calendar under HR.

#### **General Staff PDPs:**

The PDP Window for General Staff is officially about to close. Please be aware that staff without a current PDP will revert back to and be reported with a 'non-compliant' status after May 31, 2010. The exceptions to this include that a staff member is a new starter or have special circumstances that have been communicated to Learning and Development in advance. In line with the People and Culture Plan the University is working toward an 80% completion rate of all eligible staff having an annual Performance Review and Plan.

#### **Staff Connect**

There are some new changes on StaffConnect that improve processes within the Learning and Development area. In the interest of reducing paperwork, HR units have been working collaboratively to create an e-workflow solution that allows staff to apply for L&D Courses via StaffConnect. Similar to the Leave request solution on StaffConnect, staff are able to:

- Check what courses are available in the Learning and Development Program
- Nominate to attend a particular course
- Your nomination will be automatically sent to your nominated supervisor – similar to leave requests
- Receive notification of approval or denial from the nominated supervisor
- Receive confirmation of attendance from L&D, where appropriate
- Effectively be booked into a course all online
- Then you will see it represented under the 'training' tab when you log in to StaffConnect!

#### **Induction Program for 2010 Pilot continues**

The Pilot Induction Program for the beginning of 2010 has been rolled out and is still in its pilot phase. We are about to start the second phase of the pilot incorporating important changes based on feedback received from the first phase and the consultation process is underway with all the relevant stakeholders. Initial reports from staff indicate a high level of support for a combined one day course rather than being split up into three different sessions. In the interest of creating a consistent message for all staff with regard to Induction, one main trainer from Learning and

Development is available for all of the workshops which has also given us greater insight into the unique features and culture of each campus. The U@ACU workshop covers:

- Catholic Identity and Mission
- Equal Opportunity within the workplace
- OHS within the workplace
- ACU's Code of Conduct
- Terms and Conditions – Q&A

The one day program is aimed at new or recent starters at ACU and it we are working at creating a more interactive workshop where staff will be able to identify questions they have about the university in a number of areas. The program also features subject matter experts and guest speakers to discuss their engagement with ACU, their career path and personal experience as an ACU staff member.

Our E-Induction course is still underway and coming to final stages for approval. It should be out to pilot in the next month for new starters.

## 6.2 Occupational Health, Safety and Wellbeing Report

### **RealTime Health**

A new health and well-being e-resource entitled RealTime Health (The Digital Health Network) has been accessible by all ACU staff since 15 April 2010. The program is a web-based health and wellbeing information service and forms an integral part of ACU's staff health promotion and wellbeing program as well as providing staff with access to reliable health information. The aim of the e-resource is to improve knowledge and self management skills of various health issues e.g. diabetes, depression, cancer and heart disease.

The RealTime Health web-based program includes the following features:

- An extensive database of actual (the people are not actors) patient and carer experiences (video clips covering 42 topics, 340 individual clips)
- 3D animations addressing various conditions e.g. blood pressure (also most useful for classroom presentations)
- The e-resource is hosted by RealTime Health on their server and they also maintain the resource and update as required.
- Secure access via password or IP address authentication (off-site access is available through the Library's EzProxy is available)

Human Resources would like to acknowledge the assistance provided by Michael Borthwick from RealTime Health, Peter Coppola, Paul Hudson, Stephen Walsh from ACU IT and Donna Laffan from the Library's electronic resources team in launching RealTime Health at ACU.

## **2010 Staff Influenza Vaccination Program**

During April 2010, the University provided a successful, and at no charge to staff, influenza immunisation program. Participation was voluntary. A total of 462 bookings were made, although confirmation of final numbers will be confirmed following final invoicing from the provider, ProVax. The number of bookings for 2010 represents an increase of approximately 40 staff, when compared to the 421 vaccinations received in 2009. The 2010 vaccine included protection against two seasonal influenza strains as well as an added bonus, the swine flu.

The National OHS and Wellbeing Coordinator would like to thank all the Campus Contacts for their assistance in ensuring that suitable rooms were booked and that the needs of the vaccination nurses were attended to. Their assistance meant that the vaccination program was able to proceed relatively smoothly, despite a few initial hiccups with the new online booking system which were eventually overcome after some further explanation and assistance from ProVax and/or the National OHS & Wellbeing Coordinator.

## **Manager Assist Briefing**

Barbara Bolt, Counselling Manager, ACCESS Programs, the University's Employee Assistance Program provider, briefed Heads of School (HOS) at the recent HOS Forum in April 2010. She provided information on the Manager Support Program and also provided advice on how to become empowered when managing staff, particularly in circumstances of dealing with difficult behaviour or effectively managing performance issues. HOSs were encouraged to make use of the Manager Support Program as it is an advisory and support service for managers, team leaders and other members of staff charged with managing employees. Manager Support assists with situations that involve difficulties or problems in workplace communication, behaviour or performance. Manager Support is provided by senior ACCESS counsellors in telephone or face-to-face consultations. Human Resources received positive feedback from the HOSs in relation to the briefing.

A similar briefing is being prepared for all general and other academic managers at the University for later in 2010.

## **Critical Incident Management Briefing**

On Friday, 14 May 10, Bob Burnett, Senior Consultant, Ross Campbell & Associates, briefed key senior University Managers on the newly developed draft Critical Incident Management and Recovery Manual. The draft manual was developed by a working party consisting of Rod Pumpa, Con O'Donnell and Wayne McKenzie in consultation with Mr Burnett. The briefing provided information on key aspects of critical incident management at the strategic level, lessons learnt from the way critical incidents were managed at other Australian and International Universities, the identification of threats, how incidents are escalated and responded to and the roles of the members of the University Crisis Response Group. Once the draft manual is finalised, the University's Critical Incident Policy will require some amendments to ensure consistency between the two documents.

### 6.3 **Equity and Diversity Report**

#### **Indigenous Employment Strategy (IES)**

Indigenous Cultural Awareness training workshops were conducted by the Indigenous Employment Officer in April and May on all campuses. The workshops were well attended and the feedback from the participants was extremely positive. It is encouraging to note that there were high levels of support for initiatives to improve employment and educational outcomes for Indigenous Australians at ACU. There are plans underway to schedule further training workshops later in 2010.

#### **Discrimination and Harassment Advisers (DHAs)**

Training has been completed for the majority of new and existing DHAs, and there are now 23 Advisers available to staff and students. Details of advisers can be found at <http://www.acu.edu.au/policy/175819>. Materials to promote the network, including posters, brochures and e cards are in the final stages of development in conjunction with Marketing and External Relations, and will be distributed to all campuses in the near future.

#### **Australian Regional Women Leaders Convention**

The Australian Regional Women Leaders Convention was held in Melbourne on 19 and 20 April 2010. The University provided sponsorship of this event and offered the opportunity of scholarships to women working at our regional campuses to attend and participate. A total of 8 women from ACU attended the Convention. All have reported that they found the Convention to be a valuable and inspirational experience. The participants have committed to increasing their involvement in their local campus communities, and will share their learning from the Convention with their colleagues. The support of the Campus Deans Patrick McArdle and Sue McNamara in providing funding for an extra participant from their respective campuses was greatly appreciated.