

Corporate Services Activity Report

Report No. Two – June 2017

KRA 1: STRATEGIC APPROACH & GOVERNANCE

Strategic Plan 2015-2020 (and Planning Framework) – The review of the ACU Vision statement has commenced with a discussion paper submitted to the Vice-Chancellor for consideration, ahead of the June Senate and July Senate Planning Day. The paper provides context, background and options to progress a review of the ACU Vision Statement and work-in-progress options of a recrafted vision as a platform to generate discussion. The revised Vision statement will incorporate the key elements from the ACU Brand and better reflect the University's long term aspirations. A Strategic Plan Scorecard Dashboard is currently being developed with the aim of providing stakeholders with readily accessible and up-to-date information on the University's performance against its Strategic Goals and Key Result Areas. It is anticipated that a pilot demonstration of the Dashboard will take place at the August Executive Planning Group Retreat. Preparation of the June 2017 Traffic Light Report is currently underway and will be published in late July 2017.

Organisational Unit Reviews – The final Office of the Deputy Vice-Chancellor Research Review Report was accepted by the Vice-Chancellor on 2 May 2017. The review visit for the Executive Education Review (originally scheduled for 4-5 May 2017) will be rescheduled due to unforeseen circumstances. The Campus Ministry Review Self-Evaluation Report has been endorsed by the Director, Identity and Mission and will be submitted to the Planning, Quality and Risk Committee for noting on 23 June 2017. The call for written submissions for Campus Ministry was sent to all staff and feedback is due by 19 June 2017.

Government Reporting – 2016 Past Course Completions and 2016 Unit of Study Completions were submitted on 24 April 2017. The 2016 full-year student data were verified and signed off on 12 May 2017. The second 2017 Applications and Offers data (Direct applications and Offers) were submitted on 16 May 2017. The first submission of 2017 first half year Student data (census dates 1 January to 31 March 2017) was completed on 31 May 2017. The 2017 Semester 1 Commencing Commonwealth Scholarships is ready for submissions and it will be submitted once the PC configuration issue is solved (the government has changed the due date from April to 31 August).

Student Surveys – The 2017 May Graduate Outcome Survey (GOS) closed on 29 May. 1749 graduates completed the survey, representing a final response rate of 38.5%. The 2016 Student Experience Survey (SES) report has been released. 2014 to 2016 SES text analysis report will be released soon. Received the updated 2016 Graduate Outcomes Survey – Longitudinal (GOS-L) and 2016 Employment Satisfaction Survey data files in mid-May and the reports will be released shortly. Expecting to receive the Respect. Now. Always Survey results in early August.

Enrolment Planning – As at 26 May 2017, the total 2017 student load was 1.6% below target (-426 EFTSL). When compared to the same time last year, student load was 3.5% higher (+869 EFTSL). Student load for CSP (-492 EFTSL) and Fee-paying domestic (-84 EFTSL) were below target, whereas Fee-paying overseas (+119 EFTSL) was above target. The 2017 Mid-Year Admission Model has been developed to estimate the number of offers required to meet the 2017 mid-year target load, revised targets from the Mid-Year Enrolment Strategy 2017 are incorporated in the Admission Model.

Business Intelligence Project – The verification and discovery exercise for the Student Enrolments/ Load planning phase has now been completed after six weeks of workshops with different portfolios in the University. Design and build activities will continue during Q3 2017 and rollout planned in Nov/Dec 2017. An EFTSL Dashboard depicting the student enrolment and headcount numbers using the new BI toolset has been rolled out to the EPG members.

Risk and Assurance Services – Work has paused on the deployment of an Enterprise Risk Management software solution, following a series of product configuration discussions with the vendor. An online compliance module for the ACU Regulatory Register project is being explored and conceptual work has been completed to map process and logic flows. A University-wide Regulatory Register tool will assist in the management of regulatory obligations, thus offering greater enterprise-level visibility on the status of its accreditation and regulatory obligations.

Internal Audit – A risk-based Internal Audit Work Plan came into effect in first quarter of 2017, under the guidance of the ACU Audit and Risk Committee following its ratification of a rolling three year audit plan. Two audit reviews (Student Experience and Payroll) are currently underway. It is anticipated these first two reviews will be presented to the ARC at their July meeting.

Business Continuity Planning – Work continues to support the development of Business Continuity Planning (BCP) across ACU, guided by the Business Continuity Steering Group (BCSG). A key activity needed is to complete face to face information gathering sessions with each 33 in-scope organisational units identified as part of the project initiation document and agreed upon by the BCSG.

Ongoing Review of Corporation and Senate

- Amendments to Statute 8.1 and 8.2 (Senate and Faculty Elections) have been submitted to Senate for approval on 14 June.
- Three new members of Senate have been confirmed and their induction has been completed.

- The Annual General Meeting of the Corporation took place in May 2017. Currently refining proposed amendments to the Corporation's Constitution following feedback from Members.
- A procurement exercise has been undertaken to source an e-learning module on Privacy obligations. This will involve ACU working with an external provider to develop customised content to be rolled out to all ACU staff.
- The policy development framework has been reviewed in consultation with the Community of Practice and an amended policy and procedure is now subject to approval. A number of policy tools and resources have been developed for concurrent release. A desk top audit of documents in the policy library has been conducted and data sent to the responsible officers for verification and/or action.

Records and Information Management Project

- The Record Keeping and Information Management Working Group finalised the procurement process for engaging an external provider to develop a roadmap for the next 3-5 years. The Working Group will become a steering group for the project.
- Submitted a Business case to the June ICTAC meeting to source funding for this project. If endorsed, the business case will be considered by the Standing and Finance Committee on 18 July.
- The Upgrade of the University's enterprise-wide record keeping software (HPE Content Manager, formerly TRIM) has now been finalised with Training/User guides developed to support users. A preliminary review of the business classification system and retention and disposal schedule is underway to align with ACU's functions and the State Records legislation respectively.
- Drafted new Records and Information Management Policy to amalgamate the Records and Archive Policy, Information Management Policy and Data Governance Policy. Initial consultation with the Working Group will extend to other stakeholders.
- 73 files in North Sydney digitised and registered to HPE Content Management and approximately 45 boxes of files have been disposed of in accordance with the Records Disposal Authorisation.

Integrated Services Management Project – This project aims to provide staff access to Corporate Services through a single platform to provide an enhanced and seamless service experience that is transparent, efficient and consistent. The project is in the “assessment stage” and has commenced an extensive program of process mapping workshops to document the current workflows associated with around 90 ‘representative’ Corporate Services. These workshops have involved both service providers and service recipients to gain a holistic understanding of the process. This stage concludes 31 August and will inform the Design Stage for a new service management model for Corporate Services.

KRA 2: WORKFORCE CULTURE, STAFF PERFORMANCE & DEVELOPMENT

Aboriginal and Torres Strait Islander Peoples Employment Strategy – Meetings have been conducted with the Senior Executive Group to identify a comprehensive range of actions to increase participation of Aboriginal and Torres Strait Islander peoples in employment at ACU. Meetings are now progressing with the heads of all organisational areas to further develop actions and record these actions to inform the subsequent Action Plan.

A range of advice, guidance and support has been sought by and provided to the Faculty of Health Sciences, the Institute of Positive Psychology and Education, the Office of Student Success, Libraries, and the Information Technology Directorate. A Cultural Awareness Workshop was held on 24 March in Melbourne with participants from Human Resources, Marketing & External Relations, the First Peoples and Equity Pathways Directorate (DVC SLT) and the Faculty of Health Sciences.

Capability Development Framework – Implementation of the Capability Development Framework (CDF) continues throughout 2017 under a plan endorsed by the People & Culture Advisory Committee at its April meeting. The Higher Duties Allowance policies and the PRP for Academic Staff policy and forms were revised and published. Staff and supervisor resources are being developed, including competency sort cards and a more flexible online version of the CDF. Development work has started on a case study series featuring staff and supervisors speaking about their experiences in using the CDF across a range of people management practices.

Gender Equity Initiatives – The University's compliance report to the Workplace Gender Equality Agency is being prepared and is due on 31 July 2017. Actions under the Gender Equality Strategy to strengthen support offered to working parents are progressing. Work life balance seminars have been re-branded as the Wellbeing Series and extended to ten sessions in 2017. A twelve month pilot of a child care referral service will commence in June. Web-based refresher training on dealing with discrimination, harassment and bullying will be rolled out in the coming months in a phased approach, starting with supervisors.

Academic Working Arrangements and Research Performance Review and Plan (RPRP) – The 2017 RPRP process commenced in early May, with Academic Staff members again provided the opportunity to submit an expedited, streamlined or standard/full submission, based on their 2016 Research Quality Rating (RQR) outcome. In 2017 the online RPRP template has allowed for key information from the 2016 RPRP to be pre-filled into their 2017 submission to reduce data re-entry and the time taken to complete a submission. Expedited submissions have now been reviewed by the DVR Research and the initial outcome letters for 2018 research workload are being prepared for distribution by the Faculties. The University continues to monitor how annual workload is allocated and a quarterly analysis report is produced for review by the Executive Deans to assist with identification and resolution of workload allocation issues.

Career Planning: Revision to the PRP for Professional Staff process – Following the revision and publication of the professional staff PRP form and conversation guides with additional information supporting optional career planning, information sessions were held for staff

and supervisors (three each) in November, December and February. Eighteen supervisors and 63 staff attended, and the sessions were well received. Further sessions are scheduled for May 2017.

Workforce Profile Risk Assessment (WPRO) – The report on the Faculty Pilot of the WPRO process was considered and endorsed by the People and Culture Advisory Committee in April. The University-wide implementation of the process in 2017 was endorsed by the Committee and approved by the Vice-Chancellor. The prototype 2017 assessment tool is to be considered at the June 2017 meeting of People and Culture Advisory Committee. Following endorsement of the assessment tool, a profile for each portfolio will be produced and a meeting held with Portfolio and Executive leads.

Academic Performance Matrices and Evidence (APME) Framework – Integration of the Academic Performance Matrices and Evidence (APME) Framework with Academic PRP has been finalised, ready for the Academic PRP round commencing July 2017. The project is now completed with information about the APME Framework embedded in information sessions about people management processes including Promotion, PRP and academic workload.

myVoice Staff Engagement Survey 2017 – The ACU myVoice staff engagement survey closed 11 April. The next step is to organise the presentation of University-wide results to staff across all campuses. Specific portfolio and organisational unit results will also be presented and actions identified to cascade results and develop action plans.

Leadership and Accountability of the Supervisor (LAS) Program – The LAS Program continues to be delivered to ACU supervisors to support them in making effective and confident business decisions in the context of ACU operations. Both Module 1 “Understanding the Organisation” and Module 2 “Governance” were delivered in 2016. Additional modules have been run in the first quarter of 2017. Module 3, “Financial Management” was delivered during March and April 2017. Module 4 “Strategy & Risk” is in finalisation and will proceed to a pilot before being delivered from July 2017. There will also be catch-up sessions of modules 1-3 offered in August/September 2017.

Workplace Relations Essentials (WRE) for Managers – The WRE for Managers program has been designed in partnership with Clayton Utz. The program is aimed at managers/supervisors who need to understand the legal framework and rationale that informs people management practice at ACU. The one day program covers: what governs the relationship between the University and its employees; manager and supervisor obligations; best practice management of employee performance and behaviour and identifying and minimising legal risks when managing and supervising employees. The ACU Enterprise Agreement; policies and procedures are incorporated throughout the program which includes several case studies for participants to work through. The program was first delivered in 2016 and will be offered to relevant staff at North Sydney and Brisbane in August 2017.

HR Systems 5 Year Roadmap – Work continues on a number of approved projects and business process improvements as identified in the current endorsed HR systems roadmap.

The selection process for the replacement HR/Payroll system project is in progress with vendor selection expected in early June 2017. Implementation of the University’s preferred solution is planned to commence Q3, 2017.

The Onboarding Optimisation project commenced following the appointment of the Workforce Systems Project Lead. The initial stage identifies the comprehensive onboarding optimisation opportunities, the return on investment and inform the overall project scope.

Development of online Overtime and Shift Allowance timesheets has been placed on hold due to the implementation of the replacement HR/Payroll System project as this functionality will be considered within this project.

Work Health & Safety (WHS) – Work continues on aligning the University’s WHS Management System to AS/NZS 4801: 2001, with a focus on training and competency, communication and consultancy, contractor management and health surveillance. The WHS management system documents that are in progress, include: the revised procedures for communications and consultation, training and competency, and health surveillance.

Work has commenced to both improve the reporting capabilities of riskware, ACU’s online incident and hazard reporting system, and broaden the information that is captured about students whenever they submit reports of incidents and hazards.

The recruitment of ACU First Aid Officers is ongoing as the University enhances its capacity to respond to first aid requests. A ‘gap analysis’ is also underway to assess whether defibrillators and first aid kits are accessible, on all campuses, in an emergency.

The annual Flu Vaccination occurred in March/April. A total of 757 staff were vaccinated, a decrease of 22 (3%) compared to 2016.

Enterprise Bargaining – The ACU Staff Enterprise Agreement 2013 – 2017 has a nominal expiry date of 30 June, 2017. The University has commenced preparation in relation to bargaining for a new Agreement and to issue its Notice of Representational Rights. The current Agreement has a back-ended salary increase of 3% due in July 2017.

Code of Conduct – Staff consultation on the revised ACU Code of Conduct for All Staff closed on 20 March 2017 and a total of 16 submissions were received. These have been collated, considered and where appropriate incorporated. Work on the design elements of the new Code has begun to ensure appropriate brand integration and promotion of the revised Code.

Recruitment Services Preferred Supplier Panel – The Recruitment Services Tender Committee completed shortlisting a Preferred Supplier Panel for a range of recruitment services. The successful Recruitment Suppliers met with Human Resources to discuss and agree on the terms of engagement set out in the Request for Tender document. A policy document will be prepared and released on the use and access to the Preferred Supplier Panel. Manager online is also being updated to incorporate the Preferred Supplier Panel with links to their terms and conditions.

KRA 3: FINANCIAL ACCOUNTABILITY, TRANSPARENCY & SUSTAINABILITY

Finance System Implementation – The new Finance System – Technology One has been implemented. The introduction to the new Finance System is ongoing and will be supported by staff training.

Topics include:

- Reason for Change
- Overview of Technology One
- The Charts in Technology One
- Reporting Hierarchy
- The Account String
- Conversion Table
- Flexi Purchase
- Procure to Pay in Technology One
- Reporting in Technology One
- Journals in Technology

Additional information can be found at:

http://www.acu.edu.au/staff/our_university/directorates_offices_and_their_units/finance/finance_system

Procurement – The University Procurement Hub continues to progress through sourcing activities. Executive Board will meet on 23 June 2017. ACU has or is imminently to sign preferred supplier agreements for: stationary, furniture, multifunctional devices, fleet acquisition and accommodation and computer suppliers. Sourcing activities currently underway for: laboratory supplies, general consumables, telecommunications, lab gases, recruitment and contingent workforce, air travel and AV hardware and services. Additionally Campus Travel and ACU are looking into new payment solutions.

Australian Dollar Medium Term Note (A\$MTN) Roadshows – Finance is planning in cooperation with NAB and UBS an AustralAsia Roadshow in July 2017. ACU will present in Sydney, Melbourne as well as Singapore, Hong Kong and Tokyo.

KRA 4: INFRASTRUCTURE AND ENVIRONMENT

Critical Incident Management – A review of the policy, procedures, training exercises and scenario planning is underway. Training and simulation exercises commenced in Q2, 2017, and will continue annually. Revised policy, procedures and role allocations are in consultation with Incident Leads and will be completed and presented to Campus Board Q3, 2017.

Signage and Wayfinding – Standards for wayfinding and signage are complete, internal signage is nearing completion, external signage implementation is underway and expected to be completed in Q3, 2017. Sky Signage will be implemented Q1, 2018.

Social Infrastructure – A Social Infrastructure plan has been developed to define amenity development programs for ACU campuses. The plan will be presented to Campus Board in Q3, 2017.

Food and Beverage – Ballarat, Brisbane, North Sydney and Strathfield cafes were renovated over the summer, and are all operational. The Melbourne and Brisbane cafes are licenced to serve alcohol. There are new café operators in Brisbane (ECCO), North Sydney and Strathfield (Caterez). A post implementation review and regular KPI reporting will be implemented in Q2, 2017.

Sustainability Reference Group – The purpose of this group is to provide governance over the development and implementation of a Sustainability Plan. The draft plan will finalised with the reference group in Q2, 2017 and presented to Campus Board and SEG in Q3, 2017.

Enterprise Architecture, Cloud Computing and IT Strategic Plan – Enterprise Architecture review activity has been completed and has developed current state and future state architecture including technology roadmaps. Further work is being done to finalise and publish the technology standards and portfolio level business capability models. Cloud Infrastructure Refer Architecture developed and public cloud adoption has been done for several projects, planning underway for single pane of monitoring and reporting for all internal and external cloud workload. IT Review has been completed with identification of cloud options for future planning.

High speed wireless with location awareness capability – This upgrade will support new Active Learning Platform (ALP-Echo 360) interactive capabilities in lecture theatres and a new authentication process for guests and visitors that addresses the requirements of the Data Retention Act. Detailed requirements and use cases have been developed and currently recruiting project team members. Hardware has been delivered, location aware PoC is currently underway, rolling out new wireless access points and optimizing the performance of the wireless in teaching spaces in cooperation with LTC.

Cyber security – The first phase of the cyber security assessment activities (discovery process) has been completed and the report is currently being analysed to develop the implementation plan. Next phase is being planned with the RFP out to work on next stage.

ICT governance model – Several projects within IT are working in collaboration from technical and business perspectives, to finalise an ICT governance model including the EA review project, IT service management project, and the ServiceNow PPM project. Terms of reference have been reviewed and proposed for BSMG & ICTAC. New architectural Solution Review Group has been proposed to assist BSMG in solution assurance to projects. Further review is being done as per the feedback from ICTAC.

Unified Communication and Collaboration Platform – This project will enable all ACU staff and students to collaborate and communicate efficiently and effectively through omni-channels. Currently undertaking workshops with internal stakeholders to finalise the requirements and the use cases.

ICT life cycle asset (hardware/software) management strategy – This strategy will provide complete lifecycle management of all IT assets as part of ACU's sustainability initiative for increased utilisation of IT investment. This initiative is managed through the Centralised Management of ACU Desktop Applications project and Service Improvement project (Service Now CMDB & Asset Management module implementation).

Identity Access Management (IDAM) – The Enterprise wide IDAM project will substantively increase our user security functionality. This project is focused on upgrading to Microsoft Identity Manager (MIM) and undergoing a detailed analysis stage.

Aging Equipment, Security, Performance, Capacity and Scalability of Current Infrastructure – The acquisition of Firewall and Load Balancer project will address security and performance capabilities. Load balancer equipment has been purchased. The Firewall project is currently at RFQ finalisation stage and expected to be released shortly. Overall the project is 35% complete.

Enterprise Integration Hub – This Hub will enable an enterprise wide data sharing platform, while delivering integration to the platform to mitigate previously identified integration issues. First phase of platform establishment has been complete and has gone live with student portal enabling multiple secure reusable integrations to key university systems. The Enterprise Integration Hub, Phase 2 work is currently being planned.

Internet Access Control Project – This project will enable access for guests to access the University internet and platforms during pivotal timeframes (eg Open Day).

SharePoint as a Service – The project will assist in determining what will be involved in a migration effort in moving to new SharePoint 2013 on Microsoft cloud for all SharePoint instances in ACU. The SharePoint pilot project is well underway with the detailed design currently in process. Wire framing is complete, with the new ACU branding and final planning in place to commence transition activities within the next four weeks.

Improved IT Service Management – Service Management in IT has grown organically. In response to the need to handle increasing service demands in better ways, IT intends to remodel and realign IT services to industry best practices for improved service management. This will be underpinned by ITIL best practices and leveraging the ServiceNow toolset, resulting in a new IT Self-Service Portal with reduced turn-around-time for service request fulfilment along with multiple self-service options.

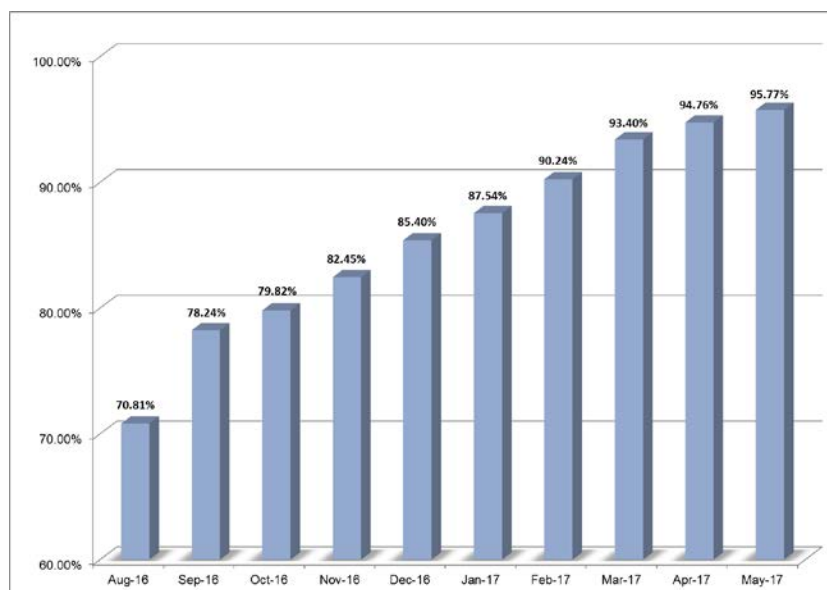
Campus Facilities

Campus	Activity	Status
Ballarat	BMCS Integration	Pending
	Roof Access Issues	Pending
	Forbes Centre Roof Replacement	Completed
	Connors Hall Structure Building Movement (Problem)	External consultant report received
	EWIS System Upgrade – Scope & Specification	Seeking quotes
	Upgrade of Library Lighting	Seeking quotes
Brisbane	Swimming Pool Major Repairs	Delays – Progressing
	Asbestos Assessment	Completed – handed over to DMP
	Fire Wall Compartmentisation	In-Progress – approval to complete
	Fire Baffles	Delayed – Awaiting QFB approval
	Traffic Management Plan	In-Progress
	Access Control Computer Failed	Seeking quotes and will replace
	Specimen Fridge Monitoring and Alarms	Completed
Canberra	Waste & Recycling Issues	Identified – under control
	Removal of Old Boiler & Asbestos	Completed
	Re-carpet and minor asset replacement	In-Progress
Melbourne	EWIS System Repairs	A few faults all identified - in progress
	EWIS FIP Installation Modular Building	Being scoped and quotes sought

Campus	Activity	Status
	New Locker Installation	Approved and installed scheduled
	Drake House Verandah Major Repairs	In progress
	Specimen Fridge Monitoring and Alarms	Tested and completed
Nth Sydney	Annual Testing & Certification of High Rise Buildings	In-Progress
	Waterproofing of 23 Berry Street	In-Progress
	SWB and Fire Pump Upgrade at 23 Berry Street	Delayed – Data and Energy Aust issues
	Specimen Fridge Monitoring and Alarms	Tested and Completed
	JCB Public Area Lighting Upgrade	Scheduled
	Major Façade Repairs – CCH and THW	Near Complete
	Replacement separation of FIP in VCB	Scoped, Spec's and scheduled
Strathfield	Heritage Tile Replacement	Delays – Heritage Approvals
	Phase 1 Air Conditioning Replacement	Delayed – local campus coordination
	Phase 2 – Air Conditioning Replacement	In-Progress – Scope and Spec's
	EWIS System repairs	In-Progress
	Specimen Fridge Monitoring and Alarms	Tested & Completed
	Staff Car Park Resurfacing	Quotes and scheduled

Building Compliance – the current compliance rating of the portfolio remains unchanged at 98% with the remaining 2% being held by a few isolated buildings in Brisbane as a result of fire compartmentation and penetrations. These upgrades are documented and works will occur through 2017 to minimise disruptions to the campus.

Concierge Services – Since the introduction of a new work request management system for properties and facilities matters, there has been a significant improvement in the completion rates of work requests over the past nine months. A target of 99% completion rate has been set for all work requests with monthly completion rates indicated within figure below.



Development & Major Projects

Campus	Development Activity	Status
Ballarat	Physiotherapy building construction	Completed January 2017 with official blessing and opening in 7 April 2017.
	Camillus Housing refurbishment	Stage 1 completed for start of Semester 1 2017. Stage 2 completed 25 May 2017, prior to the contractual date of 21 July 2017.
	Catherine of Sienna Centre	Awarded first prize in the "Adaptive Re-use of a Heritage Place and Special Commendation in the New Work/Development within a Heritage Area".
	St Aquinas Chapel	Awarded first prize in the category of "New Work/Development within a Heritage Area".
Brisbane	Mercy Building (Building U)	Construction commenced March 2017. Completion expected Q1, 2018.
	Peter W Sheehan (Building N)	Concept design completed Feb 2017. Early Contractor Involvement tender awarded in May 2017. New build works to commence August 2017, with completion targeted for Q1, 2018.

Campus	Development Activity	Status
Canberra	Veritas Building	Works commenced Jan 2017. Completion on target for Q1, 2018.
Melbourne	115B/115 Victoria Parade and Young Street Carpark	Victorian Civil and Administrative Tribunal issued an order for ACU and the City of Yarra to attend a compulsory hearing on 28 April 2017. Following the hearing, VCAT ordered a compulsory conference on 12 May 2017, prior to the scheduled hearing on 27 June 2017. Subject to the outcomes of the hearing, ACU would seek to lodge permit application for 115B Victoria Pde in Q4, 2017.
	81 Victoria Parade	Kick-off meeting with Hassell Architects for the design phase held on 23 May 2017. Stakeholder engagement will commence shortly following approval of the consultation plan targeted for July 2017.
Nth Sydney	JCB Science Laboratories relocation	Works for three laboratories completed prior to Semester 1, 2017
	NSY Master Plan	Final round of interviews in regard to staff growth to 2030 complete. Review of staff data forecasts by SEG to be completed in March 2017. Scoping study for Caroline Chisolm House library relocation is underway. Development brief for progressing the Masterplan mid July 2017.
	IPPE Relocation to NSY	Design and construction to be completed in 2017. Enabling fitout works and staff relocations commenced in 33 Berry and TWH in June 2017.
	Cafe	Refurbishment works completed prior to Open Day 2017.
Strathfield	Underground Carpark	Approval of Green Travel Plan by the State Planning Department received in January 2017. DA lodged on 16 June 2017. Works expected to commence immediately following assessment and planning approval by Sydney Centre Planning Panel (6 month assessment process).
	Main Entry	Main works completed prior to Open Day 2017.

KRA 5: STAKEHOLDER RELATIONS

PDF Invoices – Students are now able to receive their invoice as a PDF. Previously they were required to log into Student Connect. Producing a PDF that can be emailed to students is helpful for students to confirm any enrolment and outstanding balances owing.

Updated Course Approval, Amendment and Review Templates were approved by the Courses and Academic Quality Committee in April 2017 and are now in effect.

New transcript, AHEGS and testamur designs – A project to redesign the academic documents has commenced to align with the new branding. Additional requirements to comply with the Higher Education Threshold Standards and new security features will be incorporated into the testamur design. The new designs will be used from December 2017 for the cohort graduating in Autumn 2018.

Transparency in Admissions Recommendations – The Implementation Working Group tasked with developing the recommendations of the Higher Education Standards Panel regarding transparency in admissions released their consultation paper in early May. The final recommendations are expected in June and institutions are expected to be compliant by August 2017. A working group made up of MER and Student Administration staff are working through the requirements. A discussion paper regarding Admissions pathways to clearly define ATAR entry and non-ATAR entry pathways is currently under development.

Grades and Marks Project – Discussions have commenced with Faculties to plan and inform the implementation of the decision by Academic Board to show both marks and grades on academic transcripts from 2018. A paper outlining the steps and approach has been submitted to the Standards and Compliance Committee for approval.

EEquals – ACU has joined 45 participating universities across Australia and New Zealand to develop a digital academic documents service (EEquals) that will allow graduates to access digital versions of their transcripts, testamurs and AHEGS and share them with employers, other universities or other parties. The pilot universities, Monash, Melbourne, Auckland and Griffith are live and will be followed by RMIT, the University of Adelaide and Auckland University of Technology in July 2017. ACU will implement in Q3 of 2017. EEquals was launched at the Groningen Declaration Network Meeting in Melbourne in April 2017. See <https://www.myequals.edu.au/> for more information.

Brand – On 1 June the new ACU visual identity launched with the reskin of the public website and comprehensive communications to internal and external stakeholders. Work continues on finalising the new ACU brand architecture and rollout of the new visual identity across the University, with the target of having all of ACU rebranded by end February 2018. Embedding *'impact through empathy'* (from a cultural and experiential perspective) across the University is the major focus moving forward. Market Insights tested and sought student feedback on the revised brand video upon the launch.

Internal Communications – Corporate Services is running a five-month pilot of Workplace by Facebook. First outlined in ACU's Internal Communications Plan last year, this key staff communications initiative aims to improve the way staff communicate, connect and collaborate. We have now reached the half-way mark of the pilot with 76 per cent of Corporate Services staff engaged with the platform.

Media/Public Relations – Undertook an independent review of how it supports ACU's media and public relations needs. MER is now looking at a resourcing model that aims to better support key ACU stakeholder groups (such as senior executives, research and study disciplines) and boost the University's public profile. In the meantime, MER has engaged Sefiani Communications to help boost our resourcing and support for PR activities for ACU research.

Events – Implementation of the new Event system, Cvent, is underway, which will allow the Events team to provide a more efficient events service to the University. To ensure all events have the new ACU look and feel, the new branding will be rolled out across all ACU events by 9 August 2017, starting with the Third Federal Parliamentary Interfaith Breakfast. A number of new events by ACU's research institutes have also been added to the calendar. Open Days continue to be a high priority with the first kicking off in Brisbane in July.

Marketing campaigns – The Midyear campaign, primarily targeting the postgraduate and non-school leaver segments, is live and will run until July 2017 across digital and outdoor. The Open Day campaign commences on 8 June, running until the final Open Day in Strathfield on 9 Sept. This is the first campaign to employ our new visual identity and so seeks to reposition the ACU brand through high impact, original creative executions showcasing ACU's brand proposition – *Impact through empathy* – as well as driving attendance to ACU's Open Days. Work is also underway on the remaining campaign activity for the year, as Open Day marks the beginning of the six-month long Semester 1 campaign which is all working to drive up applications for our Semester 1, 2018 intake.

School leaver and non-school leaver audiences – The annual Advisory Conference series for school career advisors was held between March and July. Attendance nationally increased by 9.5% on 2016. The Vice-Chancellor address and student/course panels were highly rated.

The Brisbane Campus successfully trialed a new initiative aimed at the cliff-year cohort (current Year 10) where ACU ran highly interactive 'pop-up visits' in schools. They have been very well received, with 23 held this quarter.

The fourth in the five part Non School Leaver sessions pilot has been delivered, with Melbourne experiencing the most demand. The pilot will be reviewed in partnership with the Academic Skills Unit and AskACU. The University Experience events are set to be a strong success next month with over 550 registrations received so far. The event series offers a fun day on campus with hands-on workshops, tours and activities.

Postgraduate – Following Semester 1 Census an audit of the new one-on-one sessions for prospective PG students showed that the sessions led to 31 enrolments. These events will be reprised in July for the Semester 2 intake. The Midyear Open Evenings were held on Melbourne, North Sydney, Strathfield and Brisbane campuses from May 29 – June 1. These were targeted to prospective midyear starters in the Postgraduate and Non School Leaver segments with a total of 253 nationally, an increase of 11.5% on 2016 numbers.

Market Insights are finalizing a brief for a research project in the Postgraduate space will explore ACU's ideal value proposition in the PG market and the optimal product mix to support this.

Alumni Relations – A number of high caliber nominations were received for the 2017 ACU Alumni Awards. The judging panel will convene on the 19th June, and announcements of the Awards recipients for this year will follow. The Award Ceremony will be held in Brisbane on 4 October, 2017.

Sponsorships – ACU and Orange Sky Laundry announced a major sponsorship during a contract signing event in Canberra on 24 May. ACU will become Orange Sky's first National Education Partner. This partnership has been formed through our mutual aim to make a positive difference to society through empathy and education. Orange Sky Laundry is the world's first free mobile laundry service for the homeless. Founders Nic Marchesi and Lucas Patchett started Orange Sky with one van in the streets of Brisbane and have now expanded across Australia to service over 100 locations in metropolitan and regional areas. General Manager of Operations David Tubb is an ACU alumnus who received the Sophia Scholarship in 2015 to help expand Orange Sky interstate. With more than 850 volunteers from diverse backgrounds, Orange Sky has now also diversified to provide shower vans and digital vehicles. ACU's investment in this partnership will promote growth for Orange Sky, building their educational offering and capacity so they can improve their services to the homeless and create development opportunities for volunteers.

ACU is also the Major Partner of the 2017 Confraternity Carnival which will be hosted by Padua College in Brisbane from 26-30 June. The Confraternity Carnival is an annual Schoolboys' Rugby League competition conducted by the Queensland Independent Secondary Schools' Rugby League. In 2017, Padua College will host the Carnival at the College playing fields at Elliot Rd, Banyo.

The carnival will bring 960 of the state's premier independent school students to Brisbane for one week. All games, including the evening games at Banyo campus, will be live streamed. In addition to many branding opportunities, ACU will have a presence at the Carnival every day with staff and students available to talk about university life and courses as well as offering tours on campus. Our physiotherapy students and supervisors will also be on hand to assist players.