## REVIEW OF THE ADMINISTRATION ARRANGEMENTS WITHIN THE UNIVERSITY ACCOMMODATION DIVISION

### CHANGE MANAGEMENT PROCESS 2010

The purpose of the following schedule is to outline the change management process for 2010 and provide guidance to directly affected staff and students on what to expect and how they can further participate in the process. For further information see/contact: [http://facilities.anu.edu.au/internal/index.php?pid=581](http://facilities.anu.edu.au/internal/index.php?pid=581)

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<tr>
<th>Stage</th>
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<th>Who is/needs to be involved</th>
<th>Outcome</th>
<th>Timetable</th>
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| **Stage 1: Proposal for Change** | Need for change identified  
Project Steering Committee established  
Project Manager nominated: Mr Bart Meehan  
Change management proposal finalised  
Consultation with staff and students  
Recommendations Report produced  
Endorsement by Project Steering Committee  
Vice Chancellor briefed  
Paper released to staff and students | Lead: Project Manager  
Consultation with staff, students and interested parties. | Recommendations Report  
Status: Complete | January – June 2010 |
| **Stage 2: Implementation /Transition** | Consultation meetings to discuss Recommendations Report (9 & 23 July 2010)  
Written responses due by 26 July 2010 | Lead: PVC (Students)  
Staff and Student Meetings | Collation of Feedback  
Status: In progress | July 2010 |
| | Change Manager appointed: Karen Hill  
Communication Strategy established  
Implementation Working Party established  
Deciding what is ‘not-negotiable’  
Intensive workshops with individuals/groups/teams:  
  - Presenting structural options  
  - Clarifying reporting relationships  
  - Clarifying roles and responsibilities  
  - Providing support to staff  
  - Building and strengthening relationships | Lead: Change Manager  
Consultation with:  
  - PVC (Students) and Heads of Halls  
  - Administration Managers, Admissions Officers and Staff  
  - Maintenance Manager and Officers  
  - Business Services and University Accommodation Services  
  - Service Divisions  
  - Implementation Working Party  
  - Students and interested parties | Report: Implementation Plan: A Way Forward  
Status: In progress | July – October 2010 |
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| Stage 3: Implementation | • Making amendments to the report produced in Stage 2  
• Locking in the changes and stabilising the situation  
• Building and strengthening relationships  
• Consolidating the system:  
  o Change in reporting lines  
  o Transfers of staff to new structure  
  o Revising role statements  
  o Review classification of revised role statements  
  o Development and implementation of Service Charters  
  o Shared Services Implementation  
  o Strengthening Individual performance management | **Lead:** Change Manager  
Consultation with:  
• PVC (Students) and Heads of Halls  
• Administration Managers, Admissions Officers and Staff  
• Maintenance Manager and Officers  
• Business Services and University Accommodation Services  
• Service Divisions  
• Implementation Working Party  
• Students and interested parties  
Staffing Committee to assess classification of role statements | **Action Plan: Final** | November - December 2010 |
| Stage 4: Evaluation | • Evaluation and support | **Lead:** PVC (Students)  
Consultation with:  
• Heads of Halls  
• Administration Managers, Admissions Officers and Staff  
• Maintenance Manager and Officers  
• Business Services and University Accommodation Services  
• Service Divisions  
• Implementation Working Party  
• Students and interested parties | **Action Plan** | December 2011 |

Change Management Counselling Support: [http://info.anu.edu.au/hr/Salaries_and_Conditions/Staff_Counselling](http://info.anu.edu.au/hr/Salaries_and_Conditions/Staff_Counselling)

Staff members can access counselling support services via 3 options:
- the ANU Adviser to Staff (Gail Frank)
- Davidson Trahaire Corpsych (DT)
- Relationships Australia