MEETING NOTES

Stage 2 of the Change Management Process for the Review of Administration Arrangements within the University Accommodation Division comprises 3-4 weeks of consultative meetings with staff and students, ranging from smaller workshops through to individual meetings. These meetings offer staff the opportunity to provide feedback on the recommendations as outlined in the review.

A summary of the meeting held on Tuesday 17 August 2010 at 2.00pm in the Conference Room, University Accommodation Building is provided below.

Present: Karen Hill, Change Manager (Facilitator)
Trish Low, Manager
Angela Alarcon, Assistant Accommodation officer
Pat Keenan, Maintenance
Chris Park, Administration Manager
Carol Pomazak, Assistant Accommodation Officer
Kimbla Robinson, Accommodation Officer
Tessa Robinson, Accommodation Officer
Maureen Webb, Accommodation Officer

Apologies: N/A
Absent: N/A
In Attendance: Karen Ford, Change Consultant (HR)

1. Meeting Purpose

The purpose of the meeting was outlined by the facilitator

- A discussion around key strategic themes and recommendations from the Review of the Administration Arrangements within the University Accommodation Division;
- An opportunity for feedback and commentary on these themes and recommendations;
- An update on the consultation process to date;
- Attendees were offered the opportunity for individual meetings if required.

2. Where should University Accommodation Services Report to in the New Structure?

- Attendees did not express any preferences in this regard but clarity of the reporting structure for the Department was agreed to be a critical outcome of the Review;
- It was noted that University Accommodation Services was not mentioned in the Review documentation, attendees agreed that because their area does not have any affiliation with the Halls, the Review did not appear to be relevant to their Department;
There was agreed to be a lack of knowledge regarding the role of University Accommodation Services, as a result many expectations and processes around the provision of student accommodation were seen to be unrealistic;

Attendees explained that in addition to their core function (management of commercial ANU properties), their area provides a “shopfront” and a “one stop shop” for students requiring information about University accommodation both on and off campus as well as running the Open Day for Accommodation;

When asked to allocate a % time that is spent the ‘front counter’ work, attendees advised that this varies according to the time of year; sometimes up to 50% of a person’s day is spent taking phone calls regarding accommodation matters;

The ‘front counter’ service that Accommodation Services provides was agreed to be an important function and something which should be noted in the Review;

Attendees advised that they found it challenging to provide and resource this service (in particular with regard to complaints from students and their parents) as they did not have a comprehensive end-to-end knowledge of the processes around the allocation of on - campus accommodation;

It was also noted that this ‘front counter’ work impacts on the ability of the Department to earn revenue from ANU's commercial properties as they are not able to utilise all their time for their core business;

University Accommodation Services noted their close alignment to the University Accommodation Business Services in terms of the work they do, their physical location and budgets. It was agreed that if this was to continue post Review then a clear delineation of roles and responsibilities is essential.

3. **Recommendation 1: Establish an Executive Level Committee to Oversee Strategic Planning for Residential Communities.**

   - This was agreed to be a good idea in principle.

4. **Recommendation 2: Disestablish the existing University Accommodation Division and replace it with the Residential Communities Department.**

   - The facilitator advised that this recommendation is not negotiable and explained that the current title of the function is to be disestablished and a new one established;
   - It was explained to attendees that an expected outcome of the review is increased co-operation and collaboration within the function.

5. **Recommendation 9: Establish a Halls Maintenance Zone Team. To be managed by the UA Facilities Manager and report to F&S.**

   - A zoned maintenance team was not viewed as a good suggestion; the existing model of local maintenance was the preferred option;
   - It was agreed that a local maintenance service allows for a quicker and more responsive service;
   - Attendees noted that their Department has a Service Level Agreement that they are not required to use F&S for maintenance; Accommodation Services provides a 24 hour maintenance service which F&S is not able to offer.

6. **Additional Discussion Points.**

   - Attendees noted that their area has experienced extensive change which they have found unsettling and difficult to work through; in particular the lack of a Director, additional workload caused by more off campus properties and continually changing roles and responsibilities;
   - Resourcing of this team was agreed to be a critical issue for note in the Review and resolution and clarification of roles and responsibilities were viewed as critical.

Meeting was concluded at 3.00 pm