OPEN SESSION
GOVERNANCE
Governance & Risk Management

- COVID Omicron – 8 cases from 1 July to date.
- WHS – 6 reportable cases (minor to medium category).
- Policies: 6 policy updates were endorsed by the Gov. C’mte and recommended to Board for approval.
  - Delegations Policy – incl recruitment delegation
  - Investment Policy – incl Risk appetite statement
  - WHS Policy – minor updates
  - Email & Social Media Policy – incl acknowledgement to country and confidentiality statement
  - Queer Portfolio Policy – updated terminologies and broadens scope
  - Ethnocultural Policy – incl ‘diverse communities’ and other minor updates
  - Ethnocultural Space Policy – incl ‘diverse communities’ and other minor updates
  - Minutes Policy – minor updates
- Biz continuity Plan: Pitcher Partners has commenced interviews with HODs in preparation of their draft Business Continuity Plan and Incident Response Plan. ETC: mid-Oct. This work will be led by Rebecca Sahni – Dir. Finance.
## Business Systems: Projects Updates

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Project Status last month</th>
<th>Project Status</th>
<th>End Date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>USU Website</strong></td>
<td>90% complete</td>
<td>80% - slight delay from web developers. USU content on track.</td>
<td>UAT Early September. Product ready for release Mid-September. Actual Go Live November Break</td>
<td>To allow USU time to train and inform Club Exec of the new functionality. It was decided to push the go live to November 2023. This will ensure a smooth transition for clubs, ensuring the compliant conducting of AGMs and general club governance.</td>
</tr>
<tr>
<td><strong>External Helpdesk (Freshdesk)</strong></td>
<td>Complete</td>
<td>95% – in progress</td>
<td>8th July</td>
<td>Implementing a platform to capture all external enquiries and manage USU's FAQ's This is now live. This system allows USU to capture/track and respond to all incoming member enquiries on a central platform. It also allow USU to place and SLAs on our response times for the first time.</td>
</tr>
<tr>
<td><strong>Locker Hire Enhancements</strong></td>
<td>90% - in progress</td>
<td>25% - in progress</td>
<td>Same date as website go live</td>
<td>Making improvements to USU's Locker Hire system to allow for better UI/UX for staff and members.</td>
</tr>
<tr>
<td><strong>USU Finance System Project</strong></td>
<td>30% - in progress</td>
<td>25% - in progress</td>
<td>January 1st 2022</td>
<td>We have engaged TechWeave to help us capture requirements and provide and appropriate solution to replace USU finance system and improve associated processes and reporting.</td>
</tr>
<tr>
<td><strong>Room Booking Solution</strong></td>
<td>90% - in progress</td>
<td>70% - in progress</td>
<td>Same date as website go live</td>
<td>We are expanding the use of the Ivvy System to allow room booking management across all USU spaces. This solution will be integrated into the new website.</td>
</tr>
</tbody>
</table>
Emerging Issues

• Historically lowest level of unemployment
  • 3.5% July22 > 3.4% Aug22

• Ongoing fears of a US, UK & global recession

• Inflation rate pressures
  • RBA’s target inflation rate is 2-3%
  • RBA now estimating inflation of 7% by Dec 22
Emerging Issues

Cash rate surging:
RBA:
- 0.1% Nov2020
- 0.35% May22
- 0.85% Jun22
- 1.35% Jul22
- 1.85% Aug22

Big four bank’s cash rate forecasts
CBA: 2.60% by Nov22
NAB: 2.85% by Nov22
ANZ: 3.25% by Nov22
Westpac: 3.35% by Feb23
Emerging Issues

• Domestic Violence Leave - 10 days paid leave
  The Federal Government has introduced legislation that would give access to 10 days paid domestic violence leave to all workers including casuals. If Parliament passes the Bill larger organisations will need to have this in place by February 2023. Smaller businesses have an additional 6 months.

• Open Day, Saturday 27 Aug – NTEU & student protests

• Ongoing concerns about student safety (NSSS)
USU wins
OUTLETS UPDATE:

TOTAL USU OUTLETS

July 2022
PULP Launch: Fri 19 August @ Verge
FOODHUB: Official launch 16 August
USU: Welcome Fest Sem2 @ The Con

300 meals served to hungry Con. students
BUDs Grill launch: 500 servings of food

500 servings of BUDs food
MAMBA Juice Opens @ JFR
## C&S Snapshot: July 2022

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Clubs</td>
<td>199 out of 261 (+ Revues)</td>
</tr>
<tr>
<td>Pending registrations</td>
<td>60</td>
</tr>
<tr>
<td>New Club Application</td>
<td>2 Approved / 3 requested further information</td>
</tr>
</tbody>
</table>
| Freshdesk Queries (June 14 – 20 July 2022) | Received: 930 Tickets  
Resolved: 972 Tickets |
| Event Registrations (month of July) | Total club events: 184 |
| Club Funding 2022                | 61 grant applications. 140 acquittals. 6 Discretionary (5 USU / 1 SSAF) |
Student Programs

Day Trips: Taronga Zoo, Food Safari, Botanic Gardens, Broadway

Welcome to Sydney Party @ Hermann’s Bar

Monthly Markets!

Campus Race
Student Programs

Welcome Fest <3

V-Team Social

USU Debating: Belgrade Worlds

Welcome Fest

USU @ The CON

Comedy at Hermann’s Bar
Welcome Fest Sem2
Welcome Fest Sem2
500 meals / day
The great hoodie giveaway....
Manning Party 3 Aug
featuring BABBA
1000 sell out crowd
Membership Headlines

Total Members as of 31 July 2022 = 37,405 (32,198 Free; 5,207 Rewards)

• Income for July was $9,650 against a budget of $2,500. A positive variance of +$7,150. YTD we are also tracking well ahead of budget + $88,998.

• July Activities focused on:
  • Preparations for Welcome Fest
  • Organising a CET intake
  • Ongoing work for the new website and transition to Freshdesk
  • Final adjustments for the Membership Terms and Conditions, in discussion with Thomson Geer
Membership (as @ 25 August)

40,029

FREE 33,930

REWARDS 6,099

Over the last 2.5 years we have grown by almost 11,000 members – that’s equivalent to Manning being filled 3 x over

CONGRATULATIONS!
Marketing & Digital Headlines

Key Projects:
- Courtyard Cafe & Bar new ID: design completed
- Holme Building signage: concept completed
- Verge Gallery signage: concept completed
- Election result assets: completed
- V-Team asset design update: completed
- Comedy Night promo: completed

Digital Summary:

<table>
<thead>
<tr>
<th>ACCOUNT</th>
<th>FOLLOWERS</th>
<th>MONTHLY ACCOUNT GROWTH</th>
<th>TOTAL MONTHLY ENGAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>USU Facebook</td>
<td>29,011</td>
<td>+61 followers</td>
<td>4.19%</td>
</tr>
<tr>
<td>USU Instagram</td>
<td>15,840</td>
<td>+240 followers</td>
<td>6.20%</td>
</tr>
<tr>
<td>USU Twitter</td>
<td>2,407</td>
<td>+16 followers</td>
<td>1,291 impressions</td>
</tr>
<tr>
<td>USUeats Instagram</td>
<td>2,888</td>
<td>+57 followers</td>
<td>5.13%</td>
</tr>
</tbody>
</table>

New: Manning Bar Instagram managed by USU
## Recruitment Snapshot (Live figures)

<table>
<thead>
<tr>
<th>Recruitment</th>
<th>Permanent/Fixed Term</th>
<th>Casuasl</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live</td>
<td>9</td>
<td>17*</td>
</tr>
<tr>
<td>Filled</td>
<td>7</td>
<td>31#</td>
</tr>
<tr>
<td>Upcoming</td>
<td>3</td>
<td>24*</td>
</tr>
</tbody>
</table>

# Approximate number, need for casual roles may increase depending on the current student casual availabilities.
* Semester 2 recruitment planning underway
Commercial Ops: Events on Campus

Cabu @ Manning

USUeats @ Welcome Fest

USUeats @ The Con

BABBA

Mark of Cain @ Manning
Recruitment

- Continues to be heavy with a mix of casual and permanent roles on offer. Challenging market with a lack of candidates hampering recruitment of many permanent roles, even with use of recruitment agencies. Re-advertising has helped with a couple of positions.

Responding With Compassion Training

- Rolled out to all permanent and fixed-term staff. University agreed to provide licenses to USU for this. Helping people to understand how to respond to someone who has experienced sexual harassment, domestic, sexual or family violence.

IDEAL Development Reviews

- 2022 cycle commenced. Previously done annually, these will now be done around the anniversary of an employee's start date. This a) aligns with the Modern Award requirements and b) avoids managers having to do everyone at the same time. Also reduces the risk of any cases of back pay.
- Reviews identify training and development needs and priorities.

Automation of Onboarding/Offboarding and Change of Employment Details

- These processes are now fully automated through Freshservice, including authorisation to recruit. Collaboration with IT team to achieve this. (Some minor things to be ironed out but does not disrupt customer experience).
COMING UP...
Grace Tame: USU Distinguished speaker series.
Tuesday 30 August in the Great Hall

SOMEDAY SOON
Saturday, 15 October @ Manning Bar
Coming Up:

International Week 5-7 September @ Eastern Ave
Coming Up:

- **Faculty Revues**
- **Day Trips to Royal Botanic Gardens** (Thursday 18 August) - first round of spots filled up
- **Wear it Purple Party** 25 Aug
- **Palladian Cup**
  Vocal Ensemble - 23 August
  Art - 1 September
- **International Fest** (Monday 5 – Wednesday 7 September)
- **R U Ok? Day** - Thursday 8 September
Coming Up:

More locations for Pixii products

USU to add products into Men’s toilets
LIVE FROM THE LAB @ MANNING
THURSDAY 18TH AUGUST
730pm

DEFINITELY OASIS (U.K) @ MANNING
FRIDAY 19TH AUGUST
8PM

TM BAX - ALIBI & NABILITY @ MANNING
SATURDAY 3RD SEPTEMBER
830pm

H.E.A.T @ MANNING
THURSDAY 8TH SEPTEMBER
8PM

DAMAGE INC - 4 DECADES OF METALLICA @ MANNING
SATURDAY 20TH AUGUST
8PM

SIAVASH SHAMS @ MANNING
SUNDAY 21ST AUGUST
7PM

THY ART IS MURDER @ MANNING
SATURDAY 10TH SEPTEMBER
7PM

BATTLE OF THE BANDS @ MANNING
13TH, 14TH & 15TH SEPTEMBER
12-2PM