

# Greenoaks Takes Shape



The structure of the block is now complete.

Senior Property Advisor David Collier recalls that metres of sandstone were cut through with a large circular saw to prepare the land for building. Since then, the structure of the building has been completed, and the roof went on in June. A gardening stormwater recycling tank has also been installed.



The view from the 4th floor.

Fancy a stylish flat with a view over Double Bay and Bondi? If so, you might be interested in the progress being made to the apartment block on Greenoaks Avenue, Darling Point. The land is owned by the Anglican Church Property Trust and the Glebe Administration Board is the Development Manager for the building project.

The excavation of the block started at the beginning of last year.

At present, the walls in the apartments are being added and kitchens and bathrooms will be installed in the coming months. The 6-level complex features 10 apartments in total: 2 of which have 2 bedrooms, while the remaining 8 have 3 bedrooms. All will have a view over the Eastern Suburbs and substantial balcony space from which to enjoy it. One of the best features is the generous parking allocation for both residents and

visitors.

The block was designed by Architectus, who also worked on one of Sydney's most prestigious CBD office buildings, Chifley Tower. The interior design was done by Collins Vergnaud. "The interior designers were selected due to their reputation for fine detail, having been commissioned on a number of major projects for Hilton International," says Senior Property

Advisor, David Collier. "Recently they completed the interiors for Royal Sydney Golf Club and a number of prominent residences in the eastern suburbs."

The sale of the apartments, which are set to be finished in mid-April 2007, is an important part of our property strategy for the Mission, says General Manager, Property Services, Michael Cambridge. "These apartments will be sold to allow monies to be redirected for the use of the Endowment of the See."

If you would like to view the display suite located in the Town Hall Arcade and hear more about the project, contact David Collier on 9265 1473.

## New full-timers!



Gerry Taheny

Most SDS staff will recognise the gentle Irish voice of Gerry Taheny, as he helped us to move from Masterpack to the D360 system and also worked with us for 2 months last year to upgrade the D360 system.

Gerry is now on board full-time as a Project Manager, reporting to Michael Blaxland through George Lymbers. He will play a leading role in the replacement of the General Ledger, which is set to happen in the coming year. "The transition has been a happy one," he says.

"I've always known SDS to be a good working atmosphere."

In response to the liquidation of Evolve 360 in the past year, SDS is taking steps to choose and install an alternative to our current D360 General Ledger system. Gerry is now interviewing the staff within SDS who use the General Ledger, as part of a thorough preparation process, which will help us to make the right choice of system for the future. Towards the end of the year, Gerry will look at software possibilities, with the final selection set for the end of this year and the installation of the new system for 2007. Gerry has worked for 11 years with software of this kind, and enjoys the challenge of large projects such as this

## We extend a warm welcome to Lois Robinson and Gerry Taheny, who have joined us in the last month.

one. "It will be a big job," he says. "We want a system that will help us to move forward, and one that will support our new initiatives in IT and Parish Services."

Lois Robinson

Lois began work with us initially on a temporary basis and has now become full-time. She is working with the Legal Services team in a PA role, assisting Martin Thearle and Steve Lucas. Lois has worked in similar roles for Ministry Training Strategy and Gospel Patron Society and enjoys the Christian work environment.

Lois is looking forward to helping the kingdom grow 'behind the scenes' and supporting the mission using her gifts. She is keen to increase her knowledge of the structure of the Diocese as she supports the work of Martin and Steve. "I'm looking forward to being a part of the organisation and working to support the Mission," she says.

Lois has attended St Matthias', Centennial Park for over 10 years. She is looking forward to getting to know other staff members at SDS so give her a warm welcome when you see her around the office!

thankful for this great country – I'm honoured to be able to live here."

At the same time, she says it has been a struggle at times to make herself at home here. The greatest challenge, she says, has been to try to express herself in English. "I'm always having to develop and improve my English – it's a good thing I've got my friends!" Another difficulty was learning that Vegemite was not a chocolate spread – Cherry has learned to be less heavy-handed with our national favourite!

During this time of challenge, she says SDS has given her a feeling of 'home' in Australia. "Being at SDS has made me stronger and made me feel more confident and secure," she says.

## Aussie, Aussie, Aussie!



SDS has had much joy in celebrating the citizenship of another staff member. This time it is Banking Operations Administrator Cherry De Guia. Cherry received her citizenship on 26 June, but has been living in Australia since March 2004. Her first 6 months were spent in Melbourne and then she moved to Sydney. Cherry's husband Dom, who moved to Australia before their wedding last year, plans also to

gain citizenship in 3½ years' time.

Cherry appreciates the freedom and opportunity Australia has offered her so far. "Here, it is easier for me to make my dreams come true and I have more independence here," she says. She adds that seeing the need in her home country has meant she is very appreciative of the Australian life. "We should all be



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# SDS News

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issue : fourteen  
August 2006

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## Ushering in the DAWN



Checking out the benefits: (l to r) Doug Philpott and Geoff Kyngdon with the videoconferencing set-up that is part of the DAWN rollout in the Wollongong Regional Office.

In late June, the DAWN Pilot was officially rolled out in the Wollongong Region, including the Regional Office and Wollongong, West Wollongong and Shellharbour parishes. This has been a significant recent event in a quarter that has seen both challenges and progress for the project.

The DAWN pilot group now consists of 15 parishes, with 3 potential parishes in the wings. 10 individuals are also trialling the project from their home technology and phone systems. All

are providing feedback, which is helping SDS to adjust the function of the network to fulfil the different technological needs of users.

Awareness of DAWN, and the potential benefits and added services it could bring, is rising in parishes and organisations throughout the Diocese, according to Project Manager, Peter Sharland. Technology Manager George Lymbers, Corporate Services Manager Andrew Tilsley and Peter are continuing to talk to Anglican organisations about the potential ways DAWN could work for them, considering their current systems and their future aims. This could extend to disaster recovery, broadband, telephony and data storage requirements. Peter is also receiving enquiries from parishes about the pilot project on a weekly basis.

The inevitable teething problems are currently being worked on and resolved. A formal review is now underway, with all participating parishes completing feedback forms on the quality of DAWN services in their parish office. The factors included in this review range from IT suppliers and support arrangements to pricing.

"The DAWN Project is in a critical stage at the moment. Obviously, once we have our

foundational technology infrastructure in place, then we'll be keen to develop the services that can benefit the Diocese in the immediate term," says Corporate Services Manager, Andrew Tilsley. Some of the value-added services which could feature in future are video on demand, fax and voice messaging to email and eftpas over the Internet.

Technical Officer for the Wollongong Region, Doug Philpott, also of West Wollongong parish, says he is especially looking forward to added services such as potential online training for churchwardens and parish councillors. While there have been some technical issues which they are working through, Doug says his parish is happy with the system overall. "We're pleased to be a part of the project and we know that it can lead to bigger and better things for a parish of our size."

Assistant to the Bishop of Wollongong, Geoff Kyngdon believes these benefits will extend to the Wollongong region as a whole, both in administration and ministry. "DAWN will cut costs for parishes, which I think is a great advantage because any costs cut means more money for ministry."

## The Cheque's in the Mail...



The Banking Operations and Investment Accounting teams with the Everest of envelopes.

Well, around 2800 cheques actually! The past month has seen the windup of Glebe Asset Management's 6 retail funds and all of Glebe's small cap trusts. This exercise closely involved the Banking Operations, Products & Services Support and Investment Accounting teams, who processed the redemption distribution cheques and sent them out as promptly as possible, kept clients informed and conducted the necessary internal processes to close down the funds and trusts.

General Manager, Investment Services, David Cannings, says some of the challenges associated with such a large project included working through legal issues, dealing with changes to our administration processes at the same time

as the closedown and answering questions from clients who might have been anxious about their investment. There was also a massive volume of paperwork to coordinate, and around 5000 signatures needed for the cheques.

"The initial challenge was being able to process around 2000 final redemptions in a limited timeframe, once the final pricing had been agreed," says Banking Operations Manager, Robert Turner. The total value of the distribution and redemption cheques sent out was over \$47 million, with over 600 EFT payments as well. This figure is the largest Glebe Asset Management has ever sent out at one time.

David was pleased with how the teams handled the challenge. "I was particularly impressed by the exceptionally good planning behind the mailout, the cooperation between people in different departments and the efficiency of everyone involved," he says. "And it all happened during a time of significant volatility in the market."

David says the completion of these activities will free up these teams to work on long-term goals. "We can now get on with the work we want to focus on: investing the church's money for the future."

## but is it in the bank?



Janette Baker and Carmen Titterton chase up the cheques.

The next step is the inevitable problem of rejected payments and unrepresented cheques. Manager, Product Services & Support, Carmen Titterton, says the Glebe Investor Centre is already making efforts to contact investors whose electronic payments have rejected.

Soon, Carmen and Client Relationship & Marketing Support Officer, Janette Baker will be doing the same for unrepresented cheque payments. They will use whatever means they can to contact investors with unrepresented cheques. The final destination for unclaimed monies is the Australian Securities Investment Commission.

Carmen and Janette are committed to making sure the process is handled in a professional and client-friendly way. "Our biggest challenge is to prove that we have allocated these payments to the rightful owners," Carmen says. "Some unit holders may not know where to invest their Glebe Investment Trust payments. They should speak to a financial planner, and may even wish to consider opening a Glebe Income Account."





# Taking the RISK out of Ministry

## Reflecting on the UK



During early June, General Manager, Parish Services Mark Payne and CEO Rodney Dredge spent two weeks with a wide range of people working in the church in England. Here's what they have to say about their trip.

### Why do we visit the UK church?

Rodney Dredge: There are three key reasons. Firstly, it is a valuable opportunity to test our plans and our business practices against another very closely allied group of like-minded people. Secondly, we do learn a lot. We are following several very useful ideas that emerged as we travelled around. Thirdly, we can encourage our brothers and sisters in the UK as we all grapple with the same problems in investments, administration and property.

### Who did you visit?

Mark Payne: We spent full days with the senior staff of four Dioceses: Liverpool, Lichfield, Southwell-Nottingham and Guildford. We also met with a wide range of executives from the Archbishops' Council and the Church Commissioners.

### Can you identify any major outcomes?

Mark Payne: The most likely idea that we will develop is in the management of church property. The current initiative to run a pilot inspection on asbestos flowed directly from the way in which our UK colleagues manage their property portfolios.



The cap fits: (l to r) Andrew Brown and Philip James show their support for Glebe.

### Was it all work?

Rodney Dredge: Not all the time. We spent the day of our arrival in Oxford, a city with huge significance in the life of our church. We also attended four different churches, absorbing the style and structure of the typical evangelical UK church service today.

### Tell us about the people.

Rodney Dredge: Our key contacts in the Church Commissioners are the Secretary, Andrew Brown and Head of Policy, Philip James. Both are committed Christians and are very much in sync with our confidence in the gospel and its expression in our work. We value our friendship with Andrew and Philip very highly.

We spent valuable time with four Diocesan Secretaries, all fine, gospel-focused men. In the Archbishops' Council we spent valuable time with Secretary-General, William Fittall and several of his team.



Mark Payne reflects at the spot where the martyrs were burned for their faith at Oxford.



## From the CEO

### Where has the time gone?

I remember saying last year that mid-year was an incredibly busy period. 2006 is proving to be no different. It is very important that we do not get sidetracked on to other matters and that we remain focused on the proper shape and direction of the business. My personal focus continues on the changes being made in investment operations, on building support for parishes and on the alignment of our business to the one vision and direction.

If you are finding it difficult to see the road ahead, be encouraged – we are making substantial progress. We can now finally see beyond the final closure of GAM and we can start to "feel" what the new GAB will be like – it is a very exciting prospect indeed.

### Life after GAM

For the last twelve months and particularly for the last six, much of what we do has been driven by the GAM closure and the placement of funds with external managers. How then will we occupy ourselves when GAM is behind us?

Speaking with Michael Blaxland and George Lymbers a day or so ago made me realise that our next big dominating event is already on top of us. It is a two year \$500,000 project called "The New GL". While we would have preferred to have delayed the replacement of our General Ledger, circumstances are such that it has to go ahead right now. It is a fantastic opportunity to take the next big step in accounting and reporting standards. More as we go along.

Rodney Dredge

'Maximising Ministry while Minimising Harm' is the slogan for a new Risk Management Program being launched by the Parish Services team in August and September throughout the Diocese.

Clergy & Church Support Services Manager Michael Newman, Property Support Officer, Peter Peters and Parish Relationship Officer Warren Stanley will present the program to parishes at 19 regional meetings over the next 2 months. This will allow them to introduce regions to the services that SDS provides to parishes and outline the Risk Management Program to clergy and church administrators. The meetings will be chaired by an Archdeacon, with parishes receiving Risk Management packs as they leave. The packs will include a hard and soft

copy of the material, an introductory DVD and contact details and checklists.

The program aims to give parishes an understanding of risk management and help them to develop a plan to incorporate this into parish life. The first module deals with people movement on property, emergency evacuation procedures and fire, with about 5 more modules to follow over the next 18 months, on subjects such as hazardous materials and even financial management.

"We will stage the release of the modules to make things easier, so parishes aren't hit with too much at once," says Michael. The team consulted parish representatives and experts in OH&S and corporate risk in preparing the program. "We've tried to make



(l to r) Warren Stanley, Michael Newman and Peter Peters plan to take Risk Management to Sydney parishes.

it as manageable and as user-friendly as possible," he says. "It's not as hard as people think – you can do it!"

Michael says the program is primarily designed to help parishes avoid the damaging financial, spiritual and reputational conse-

quences of not addressing risks that are inherently part of parish life.

"The program will cover the most important risks for parishes to address, with the end result of having a Diocesan-wide program that supports gospel ministry."

## It Takes 2!!!



Romina Camilleri checks out GIA On-line's new features.

On June 6, GIA On-line, the internet banking facility for Glebe

Income Accounts, became even more convenient with a new Business Viewpoint facility, commonly known as dual login. This new feature is available to clients with savings products.

Previously, where more than one signatory was required to authorise a transaction on an account, all signatories had to be at the same computer at the same time.

Now, one signatory can initiate and then store a transaction and another can login to authorise the same transaction at a later time

and a different computer.

"It was often inconvenient for the signatories to be at the same place at the same time," says Team Leader, Banking Operations, Romina Camilleri, who tested and installed the facility.

Another new online banking feature on the GIA website is a Procedure Document. The document will help users to understand how to use new features, such as the dual login, and includes visuals and screen dumps to illustrate the features of internet banking.

Romina says this new develop-

ment is helpful for a system that is already convenient for clients.

"Internet banking gives clients a greater degree of independence," she says, "and more immediacy than in fax or writing, because they can submit forms straight away."

Says General Manager, Investment Services, David Canning: "I was impressed with the way Romina was able to test and effectively develop this software. This is an example of how we can provide value adds to parishes and Diocesan organisations."

## Saying goodbye to Barney's



Scones and sausage rolls were the on the menu as St Barnabas' Broadway invited SDS staff to a morning tea to say 'thank you' for hosting the church office at St Andrew's House. The event provided a good opportunity for SDS staff to mingle and chat with St Barnabas' admin staff and clergy.

As they dealt with the ramifications of the blaze that gutted their heritage church building on May 11, the office staff and clergy of Barney's became familiar faces in our office. Over those 6 weeks, our Parish Services team helped the parish as they sorted through

the property and insurance issues associated with the loss of their building and as they organised an alternative premises, as well as carrying on their daily administration and ministry activities.

General Manager, Parish Services, Mark Payne says his team are committed to continuing their support. "The St Barnabas' fire was our first opportunity as a parish services team to mobilise quickly to assist a parish in desperate need," he says. "The challenges for St Barnabas' are not over and we plan to keep serving them in any way we can."



## DR WORKS!

Disaster Recovery and Business Continuity have been a key focus at SDS in the past year. By the end of June, our core business processes and IT systems had all been successfully tested to ensure SDS staff would be able to continue their normal work from our North Ryde DR site in the event of an emergency or crisis.

Earlier this year, emergency plans were made up for each of the business units at SDS to ensure our business processes can continue, should staff be unable to access IT services and/or the premises of St Andrew's House.

Our DR strategies were put to the test in mid-June, when an error in our accounting systems wiped out crucial data essential for normal business to function. "Before our DR planning, we would have lost a week's work and the system would have tak-

en days to restore," says Technology Manager George Lymbers. However, the system was restored within 15 minutes and 2 hours later, almost all the data had been recovered. "Because of our DR setup, we were able to start rebuilding the process immediately."

Accounting and IT staff worked together to help recover the system and do the necessary testing to ensure it was back in order the following working day. "We proved our DR system was able to respond quickly and keep the integrity of our data intact," says George.



DR plans keep Accounts running.

## Diary Dates

August & September

### August 9

- Finance & Loans Board meeting
- ALCO meeting
- Glebe Australia Ltd meeting

### August 16

- Secretariat Board meeting

### August 18

- Church Property Trust meeting

### August 28

- Stipends & Allowances Committee meeting
- Mission Property Committee meeting
- Mission Taskforce meeting
- Standing Committee meeting

### September 4

- Communications Training Module 4 begins

### September 12

- Glebe Australia Limited meeting

### September 13

- Finance & Loans Board meeting

### September 14

- ALCO meeting

### September 14

- Finance Committee meeting

### September 15

- Church Property Trust meeting

### September 20

- Secretariat Board meeting

### September 25

- Mission Property Committee meeting
- Mission Taskforce meeting
- Standing Committee meeting



Mark Payne wins chicken dance contest hands down.



Now, if you pay your bills you can have a biscuit...