

Welcome!

Agnes Chan, Business Analyst

Since Agnes joined the Applications and Development team on December 12 last year she has been involved in the selection of the new Financials system.

She attended the software functional presentations and provided valuable feedback. In order for Agnes to support the existing systems she is also learning the D360, the PPS and SQL/ASP systems.

After university, she started her working career in Hong Kong. In December 2005, after living in HK for 10 years, Agnes and her husband decided to move back to Australia.

During her previous employment at New World Telecommunication, she gained solid business knowledge in accounts payable, accounts receivable and general ledger when working with Oracle Financials (accounting/financial package). Besides business knowledge, Agnes has also had hands-on technical skills in ASP, Java and SQL technologies.

Andrew Chilcott, Support Analyst

Andrew joined the team in July last year as a contract support analyst. Since February 5 he became a full-time member of the IT staff. Married for almost 12 months and living in Parramatta, he and his wife, Janneke, attend St. Marks Pennant Hills where Andrew assists in services by ensuring the sound system is balanced and working well.

As a support analyst, Andrew helps keep our technology ticking along. As a trouble-shooter he is able to fix hitches that pop up from time to time. Having previously worked with a technical consulting firm, Andrew wanted to expand and use his skills and to serve Christ and encourage others. Being a certified Microsoft professional Andrew's skills are vital in keeping our IT systems functioning.

SDS Security



SDS 'security guards' escorting Youthworks Acting CEO, Tony Willis, to the 'West Wing'

Farewell, Natty!



Natasha Percy

After working for SDS for three years, Communications Officer, Natasha Percy has made a decision to leave in order to continue to build a career in journalism. We have been blessed to have Natasha as a part of SDS and thank her for her contribution – both for the work she produced such as SDS News and In-Focus, but also for her Christian witness and great fun around our office.

We won't lose Natasha entirely though as she has taken on a role with Anglican Media. Natasha says, "the new role combines my two passions - journalism and the church - and I'm keen to use my skills and experience to contribute to the work of God in the Diocese. My role will be to generate and coordinate the daily news schedule for your.sydneyanglicans.net and the monthly news schedule for Southern Cross, as well as writing stories for both."

We wish Natasha well in her new role with Anglican Media.

www.sds.asn.au

The SDS website provides a wealth of information about parish administration, property, accounting and taxation issues, information from past and present Synods and a range of information about SDS and our services. Our new "look" was launched at Synod in last October, and since then, some of our most popular pages, ranked by number of hits, (up to January 31), have been:

	Hits
Clergy Services Remuneration brochure	15,421
Our home page	6,324
Clergy Services Income Protection brochure	5,835
Clergy Services welcome page	2,496
Churchwardens welcome page	2,275
Contact Us	1,232

One page that we hope will get more hits is the "Contact Us" page. This page tells our parishes the names and phone number of who to contact regarding their particular enquiry. It even has links to their email addresses.

We encourage ministers, churchwardens and parish councillors to check back often for updates.

SDS News

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brought to you by : SYDNEY DIOCESAN SECRETARIAT

Inaugural Wardens' / Treasurers' Conference – a new initiative



General Manager - Parish Services, Mark Payne (L) and Manager - Clergy & Church Support Services, Michael Newman

With the vestry season half way through, Michael Newman, Martin Thearle, Matthew Smith and Kim McMahon have come together as an organising committee and have been busy planning how we can all help new Wardens, Treasurers and Parish Councillors understand and fulfil their important tasks. These people are volunteers. The time they devote to this aspect of their ministry is appreciated by all but often

goes unnoticed. Their tasks of administering parish affairs are becoming more and more complex.

Building on the back of the highly positive response to the Parish Risk Management programme we hosted last year, this inaugural conference at the Wesley Centre on Saturday June 16 is shaping up to be another success. There will be 4 seminars covering the roles and responsibilities of Churchwardens and Parish Councils, Risk Management, Remuneration for Ministry Staff and Parish Accounting and Financial Controls. The final session will be a panel discussion including questions and answers.

The stated aim of the conference "is to empower and educate Parish Officers in the administration of a Sydney Diocese parish". The conference will provide participants with greater confidence that their role is achievable and importantly that they have the resources at their fingertips to complement the knowledge gained from the conference.

Professionalism will be name of the game with a good venue, skilled presenters, tight format and high quality resources. An exhibition is planned to include Technology, the web, Glebe Income Accounts, Property Trust and SDS publications will all add value to the day.

It is recognised that not everyone who would like to come will be able to make it on the day so it's intended that the conference sessions themselves will become a resource for future use. The committee is investigating the cost and feasibility of recording the main speakers on DVD and making those DVD's (and associated papers) available for dissemination throughout the Diocese after the conference.

Everyone will benefit from the conference. Wardens, Treasurers and Parish Councillors will be able to do many of the functions themselves and will benefit by being more available to spend more time on ministry and achieving the Diocesan Mission.

The planning is well underway.

Investment Services - "finally, we did it...!"

David Cannings and Andrew Frankling reflect this month on the significant changes the organisation has gone through in managing the church's investments.

Readers of SDS News will no doubt have been tracking the enormous changes the Glebe Group and SDS have gone through as we have shifted from in-house to outsourced investment management. The changes in strategy, operations and human resources are made all the more challenging considering the sizeable \$750m under management. So what are some of the lessons we have learnt along the way?

David Cannings, General Manager – Investment Services, observes the following. 'Firstly, it is critical that we both value and focus on those areas that are absolutely important. The investment industry is full of 'noise' and it is easy to get distracted. We cannot afford to do that and possibly end up neglecting the broader needs of the church.'

'Secondly, the use of out-sourced

providers has enabled us to work with other parts of the Diocese for our mutual benefit eg, obtaining access to quality investment managers at a significantly lower cost than other Diocesan bodies (such as the EOS and the Long Term Pooling Fund) could ever have achieved on their own. However, using third party service providers brings with it a new skill set in managing these parties.'

The third area we had to focus upon was the matter of risk management, which is always an important aspect of the investment process. However, while we were in transition, the risks were heightened and we had to develop a number of strategies to minimise these additional risk exposures.'

David, along with Deputy Chief Investment Officer, Andrew Frankling, remain very confident that the considerable work that has gone into these changes will greatly benefit the church.



David Cannings / Andrew Frankling



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Diocesan Network

SDS offers a number of technology benefits to parishes and the Anglican community at large. We do this in conjunction with various vendors with whom we have established trusted partnerships. Current service offerings include web site hosting, email, procurement, and help desk services.

The new SDS data-centre (pictured) is currently being commissioned. The centre will provide a secure environment for SDS corporate systems and the many parish web sites that are hosted by SDS. This centre is also the network hub for the Diocesan Area Wide Network "DAWN". DAWN is the underpinning infrastructure for the provision of commercial-grade Broadband services to parishes, as well as low-cost internet telephony (VoIP). Both Broadband and VoIP services are in their final testing stages, with very positive results.

Parishes that are interested in DAWN are invited to contact SDS Technology Services.

For enquiries regarding parish web hosting and email, contact us at www_admin@sydney.anglican.asn.au, or call William Tan on 9265 1535.

For enquiries regarding Broadband and VoIP, please contact Peter Sharland at psa@sydney.anglican.com.au, or 9265 1619.



SDS's new Data Centre

SDS Intranet



The SDS intranet is a valuable resource for SDS staff to access standard forms, relevant systems, leave applications and news about various happenings within the organisation and the Diocese. Importantly, the intranet is a repository for all SDS policies that provide a proper framework within which SDS staff work and communicate with parishes and the wider Anglican community.

There is a tremendous advantage in the intranet to the parishes as well. They'll know that when they contact us with a query, we have access to the latest, up to date information about their issue.

Each department within SDS has its own dedicated section for accumulating individual departmental policies, procedures, FAQs and other specific information of that department. Although the intranet is managed by Matthew Smith, the idea is that each department will have a nominated person who will be responsible for creating and uploading content to their department's pages. This will avoid delays in getting the information updated. In addition, a web user group of SDS key staff will be formed to provide oversight and coordination of all intranet activity.

The SDS intranet is still relatively new. The vision for the intranet is that it becomes a complete knowledge base of information about everything we do. The aim is to be able to share that knowledge across the whole organisation so that the services we provide can be delivered as efficiently and accurately as possible.



From the CEO

Is our best good enough?

Shortly, the GAB will announce a result of around \$55 million for 2006. When reviewing that, a few of us started thinking "what we might have achieved had we done this or done that". It was a fruitless exercise because nothing could have wrung any more out of our people or our processes last year. We must rejoice, that with everything that was going on during last year, we have turned in a record trading result.

It was in some ways a sad moment because December marked the end of the era during which we internally managed all our investment operations. That has now finished, the people have left us and all eyes are now on the teams managing the new structure. The signs are very good indeed.

So let us not rake over what could have been – let us celebrate a great year and let us look forward with confidence to the challenges that 2007 will bring.

The next big challenge

Last week the team managing the selection of new financial and property systems presented their findings. Apart from the outstanding nature of their work, the most telling observation made was just how important the new GL, the new PMS and all the add-ons will be to our future. We have to get this absolutely right as the outcome touches virtually everything we do in the Secretariat. I will be placing a few critical restrictions on some of our activities. The idea is to protect the work around these new systems and to ensure that everything we do points us towards a successful conclusion. Be patient, it will be worth it.

Rodney Dredge

MDP – the ending and the beginning!

We're all no doubt aware of the "Big Three" courses being offered to SDS staff

1. Management Development Programme (MDP)
2. New Horizons
3. Corporate Communications

In this month's issue, we're exploring some of the latest developments in the MDP.

The 5 modules of the MDP are rolled out over an 18 month period and we're now in the 3rd year of implementation. Given we have a new group starting in March and three other groups finishing shortly; it's good to look backwards and forwards. SDS News spoke with Romina Camilleri who is coming to the end of her participation in the process.

SDS News: How has MDP improved your leadership skills?



Romina Camilleri, Team Leader - Banking Operations

Romina: I have learned more about myself,

my behaviour and how it impacts my environment.

SDS News: Have the profiles used such as DiSC, the listening profile, time mastery, coping and stress profiles helped?

Romina: They have assisted me in identifying what my strengths and opportunities are. I also found the feedback from my colleagues was interesting and very helpful.

SDS News: So what would you say are the benefits of the MDP?

Romina: It has been a great experience. We have learnt a lot from feedback and from each other's experiences.

SDS News also spoke with the Rev Mark Charleston, Senior Assistant to the Director of Ministry Training and Development. Mark was invited, as a guest of SDS, to participate in the next MDP starting in March. Mark is also a registered psychologist so can bring both his theological and psychological insights to the programme.

SDS News: As a member of the clergy, how do you approach a programme like this even before it starts?

Mark: Theology and psychology are distinct disciplines. Psychology can provide complementary insights when subject to the authority of the Bible.

SDS News: What are your expectations as you begin this programme?

Mark: I expect to interact with various aspects of leadership and managerial



Rev Mark Charleston, Senior Assistant to the Director of Ministry Training & Development

psychology.

SDS News: What do you hope to get from the program?

Mark: I hope that insights might be gained that complement what we draw from the scriptures.

SDS News: Given this programme is not a "Christian" programme as such, do you have any questions about its usefulness?

Mark: I'm curious to see if the programme's approach will be sufficiently driven and defined by the ethics of sacrificial service. Will it be other-person centred?

SDS News: Would you be willing to talk with us again as you go through the programme so we can explore some of these issues and questions you raise.

Mark: I'd be very happy to. SDS News will follow Mark through the program.

SDS Lightens Up!



CEO ecstatic with staff turnout



Proud mum, Velysia



SDS considers need for new Personal Grooming Policy



...one hour later!

Towards a new CEO

Phil Shirriff - Chairman



The Board's selection committee has been around the office quite frequently recently, so we asked the Chairman, Phil Shirriff, how the search for a new CEO was going. He said "The press advertisements and the Southern Cross article have drawn a strong and diverse field of candidates. With the assistance of our consultant, we are sifting through those looking for the person that we know God has already chosen".

We talked to Mr Shirriff about the qualities that the Board wanted to see in a new CEO. "First and foremost we must have an active Christian, a person who loves Jesus and can feel God's hand guiding the work of the GAB and SDS. After that we need a very experienced business background. Our work is extremely diverse and the range of skills required is very broad." and commenting about people, Mr Shirriff said "Our new CEO has to be a leader. The nature of our work is that it is accomplished through the energy and commitment of our staff. The new CEO has to know how to harness that energy and how to point it in the right direction"

Mr Shirriff said that he was looking forward to updating all staff at morning tea celebrations for "200 days to go."

Leadership Development Platforms

As a commitment to the ongoing development of our professionals, we have formed a number of Leadership Development Platforms. This is a co-ordinated way in which we can tap into the individual expertise of our key professional staff, capture it, leverage it and therefore make a significant contribution and enrich their input to the business.

Four areas have been initially identified and will involve staff from various disciplines. The areas are:

IT Steering Group - This group will seek to develop the leadership roles of senior middle managers within SDS by using the collective wisdom of these key individuals. By facilitating a process in which this group can "vision cast" the SDS culture, it will enable us to maximise the wisdom and intelligence available within SDS.

Investment Committee - This group is charged with the responsibility to protect and enhance the vital resource of the diocesan endowment. We will carefully

and deliberately spread knowledge of our investment strategy and operations across a wider group of senior managers.

Web User Group - The SDS website must remain fresh and relevant to our various audiences. This group will closely monitor the development of the website to ensure its content remains useful and practical to the diocese.

Business Continuity Group - We hope it will never happen but we must be ready to make sure our business processes are able to continue if there is a major interruption. Disaster Recovery and Business Continuity processes need to be robust, tested and monitored. This group will provide a forum where divisional business continuity 'champions' can be utilised and provide leadership responsibilities.

Although this concept is still being developed, it is hoped that these platforms will provide benefits to participants and the business alike.