

# Secretariat staff whistle while they work

The results from 2006/2007 employee opinion survey show a high degree of synchronicity between individual and organisational goals in SDS and employee satisfaction is at an all time high. Staff regard the Secretariat as a fun place to work and 85 per cent of people surveyed are content in their current positions. All of this is good news for SDS and its customers.

The survey, which was initiated by Human Resources Manager, Andrew Tilsley, helps SDS to identify roadblocks and inefficiencies within the organisations and set a benchmark for future areas of productivity and growth.

SDS conducted its first organisational assessment in 2003/2004. Since then, employee satisfaction has jumped 10 per cent. The survey also shows Secretariat staff enjoy promoting SDS's products and services and think they represent good value for their customers.

Ninety-four per cent of SDS's workforce is Christian, a statistic that has risen by 13 per cent in three years.

"As the administrative hub of the Sydney Diocese, it is important our customers know we fully support them in their mission," said Andrew Tilsley. "Our ministry is administration and our desire is to help parishes and Diocesan organisations, however we can."

**Table 1: Employee satisfaction, by group**

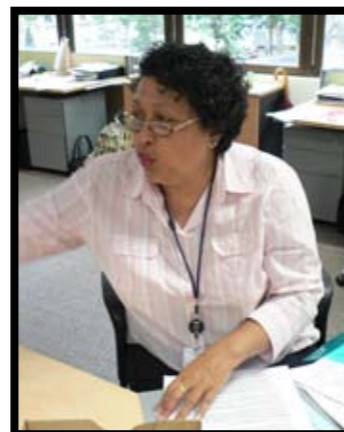
	2003/2004	2004/2005	2005/2006	2006/2007
Management/Supervisory	4.0	4.3	4.4	4.3
Professional	3.5	3.9	3.6	4.0
Administrative	3.6	3.6	4.3	4.3

\*scores measured out of 5

In a recent interview with the ABC's *Compass* programme, Archbishop Jensen suggested work-life balance was one of the most difficult issues facing Australian society. Here, SDS takes the lead. Eighty-three per cent of employees surveyed think the Secretariat encourages a sensible balance between work and home.

According to staff, SDS's strengths are:

- moving people around to build their professional skills
- undertaking learning activities together
- providing good resources to help build careers
- rewarding teams and individuals who do a good job, and
- providing regular feedback about individual performance.



PA Lois Robinson whistles while she works

## As strong as a... lion

SDS waited patiently with PA Kim McMahon and her husband Brendan for the arrival of baby 'Macca'.

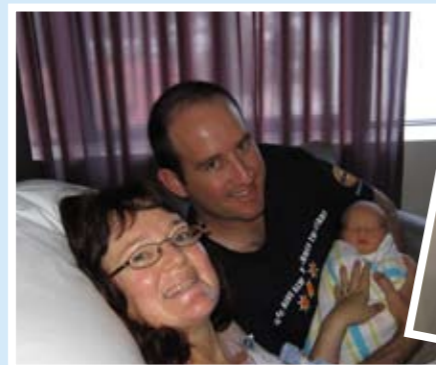
Daniel James McMahon was born at 8.15am on November 14 at Prince of Wales Private Hospital. He weighed 3.04kg (6lb 11oz) at birth and was 49cm long.

"We are so happy that Daniel has arrived and are glad that he is so healthy," said Kim in an email to family and friends.

"He sleeps all day and then makes us carry him around at all hours of the night. You would think that after all those years of night shift, Brendan [a Police Officer] would be used to it but it tires him out."

PA group member, Sarah Watson, said, "It was such a joy to see Kim and Brendan nursing their little baby, Daniel."

Daniel is a Hebrew name meaning "God is my judge". In the Bible, the prophet Daniel is lifted from the lions' den without a scratch



Proud parents Kim and Brendan McMahon



"I'm Daniel James McMahon and I was born on November 14, 2007."

because he trusted in his God (Daniel 6:23).

SDS is looking forward to meeting Daniel and prays that - like his namesake - he will come to trust Christ the saviour.



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# SDS News

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## New law forces money launderers to come clean

The closest most Anglicans will ever come to laundering money is forgetting to check their pockets for loose change before putting on a load of washing. But new anti-money laundering and terrorism financing legislation requires financial services providers like Glebe Income Accounts (GIA), Glebe Investment Company (GIC) and the Finance and Loans Board (FLB) to undertake certain processes to identify their customers and monitor their transactions.

A recent study from the Australian Institute of Criminology suggests criminals laundered \$2.8 billion through real estate, businesses and professional services in Australia in 2004. The Federal Government's new laws are designed to bring Australia into line with international standards and protect organisations like GIA from being misused.

Steve Lucas, Manager of SDS Legal Services, has determined the extent to which the new rules apply to Glebe Group services and facilities.

"New customers of GIC, GIA and FLB who are applying for a loan or a chequing account will need to undergo new identification and verification measures," said Steve.

"We don't anticipate the new processes will be a great imposition for our new customers. It is an issue that affects the entire financial services industry. Customers who have accounts with other banks will notice similar changes."

From December 12, new Glebe customers will be asked to provide photographic identification before certain services can be accessed. Further identification information may also need to be provided depending on the type of customer, whether an individual, trustee or a corporation.

"In most cases, if you are applying for a loan or a new account, original or certified copies of photographic identification must be produced. If customers are unable to provide adequate identification, we may not be able to provide the services that they require," Steve said.

"Once we have proof of a customer's identity, they should not have to provide proof of ID again. Deeming provisions in the new legislation mean existing customers do not have to prove their identity to take out a loan or open a new account with a Glebe Group company," Steve explained.

In addition to new identification measures,



the Glebe Group and the Finance and Loans Board are required to assess and control the risks that their services could be used to launder money or finance terrorisms. Significant work has been done in this regard, although in most cases, these new process will occur behind the scenes and will not be noticed by our customers.

While the risk of Glebe's services being used by terrorists or money launderers may seem remote, the regulator - AUSTRAC - considers charities generally to be soft targets.

"The Glebe Group is working hard to ensure its systems and controls are robust but at the same time customer-friendly," said Steve.

So, if you are asked for photographic identification by one of our staff - don't feel like a criminal. It's the law.



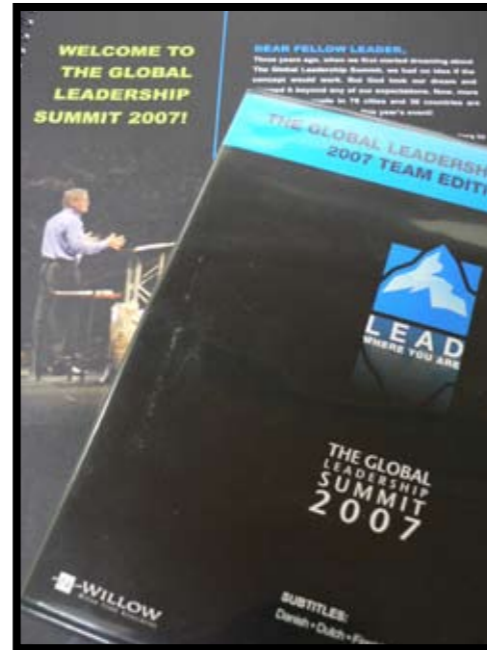
# Summit stills leaders' greatest fears

Six SDS staff were among the 500 evangelical church and business leaders who attended this year's Global Leadership Summit in Sydney. The Rev John Gray, Senior Minister at St Paul's, Castle Hill emceed the local content that appeared between videocasts from some of the world's most influential leaders and experts.

The theme of this year's Summit was "Lead where you are". Seven speakers, including Summit founder, Bill Hybels from Willow Creek Community Church near Chicago, Illinois, inspired and challenged participants over two days. Topics ranged from strategy and leadership to vision casting and making tough choices.

SDS delegates agreed John Ortberg's talk, *A Leader's Greatest Fear*, was the event highlight. Ortberg's thoughtful exegesis of the book of Esther challenged participants to acknowledge and repent of their sinful 'shadow missions'. (King Xerxes' shadow mission of ego, appearance and pleasure is threatened by Queen Vashti in Esther 1:10-12.)

If you missed the Summit you can borrow the conference DVDs from Human Resources Manager, Andrew Tilsley. "The DVDs are perfect for team conferences, one-on-one mentoring and personal use," says Andrew.



Leadership Summit 2007 resources can be borrowed from Human Resources

For more information visit <http://wall.willowcreek.com/leaders> or speak to Andrew Tilsley.



## From the CEO

There have been a number of important achievements and developments for SDS and GAB in the last month.

The implementation of *The Edge* financial and property system has been achieved. I am very appreciative of the significant effort put in by the Project Team and many other personnel to reach this significant milestone.

The team from Secretariat conducted an effective risk management workshop with Senior Management. This workshop facilitated the identification of a proposed set of top risks for our organisation. This list has been reviewed by the Board's Risk Committee, in the context of a proposed new risk management framework.

Investment Services are continuing to enhance and refine our investment strategies in accordance with the policies agreed to by the Asset and Liability Committee. Work is also being done to improve the investment approach of GAB, the Property Trust and Endowment of the See.

Web-based access to board and committee papers is being progressively rolled out for most of the Diocesan organisations supported by SDS. This service provides more efficient access to papers and is expected to reduce printing requirements.

We continue to be actively engaged with parishes across a range of issues, including property projects and risk management processes. We always welcome feedback on how we are performing and the Parish Services team are working on implementing some new customer service measures.

We are also maintaining our dialogue with a number of other Diocesan organisations and seeking to work together where we can on a range of issues, including the preparations for Connect 09.

Compilation of budgets for 2008 is progressing well and we will be seeking Board approval in December.

While I expect I will see many of the readers of *SDS News* prior to Christmas, I would like to wish all of you and your families all the best for this joyous season when we celebrate the birth of our saviour.

**Steve McKerihan**

# Serving the Secretariat since 1977



Chris Burrows celebrates 30 years of service with SDS

In 1977, Malcolm Fraser was Prime Minister; Fleetwood Mac released *Rumours*; the Granville railway disaster occurred; Australia won the Centenary Test; and Chris Burrows joined the Secretariat.

In today's global workforce it is incredible to think that someone would stay with one organisation for so long. But on October 10, Chris, Assistant Treasurer of Money Markets, celebrated 30 years of service with SDS.

Chris manages all the short-term deposits for the Glebe Administration Board and a number of trusts for a variety of Diocesan organisations. About \$2-3 million in cash passes across Chris' desk every day.

When Chris first joined the Secretariat it was as an Accounting Officer. "At university, I hated accounts. I never wanted to work in an accounts office. A girl in the Anglican fellowship group I was a part of saw the ad and suggested I apply," remembers Chris.

At the time, Chris was working for the Commonwealth Bank and was a keen computer user. "When I started at the Secretariat we had one hand-operated adding machine. I wrote cheques for the Board's retail borrowings by hand and each customer had their own handwritten customer contact card."

Fast forward two years and Chris was helping to test and manage SDS's first live, batched computer system. (Chris administered the SADP borrowing programme that was used before ULTRACS was installed.) At the same time as the first

computer system was being installed, the cash and fixed interest operation was given to Chris to manage.

"When I graduated from university, my interests were investments and computers. When the Commonwealth's staff department looked at my transcript they suggested commercial lending or bill and overseas. I chose bill and overseas. Within two years of joining the Secretariat I was working in investments and helped to install their first computer system. It wasn't until 5 years later I realised - like Psalm 37 - God had given me the desire of my heart."

Chris says he enjoys the "cut and thrust" of the money markets and has always strived to do the best with what he's been given.

"The Lord has opened up many opportunities for me here. My loyalty is born of service to the Lord."

Chris' 30 years of service will be formally recognised at this year's Christmas party. All in the Secretariat congratulate Chris on this wonderful achievement.

## Passion in Profile: Linda McLean

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### What does your role involve?

I oversee the setting up and down of board meetings and various other functions, the running of the mail room and reception area. My team keeps the office going!

### How long have you worked for the Secretariat?

I have supported the work of the Secretariat for 10-and-a-half years. I have worked in various roles, doing kitchen and reception duties.

### What's the best thing about working for SDS?

The people! Because we are united in Christ we have a certain level of understanding. We care for one another whether we are going through happy or troubled times.

### What are you doing this Christmas?

Christmas is my favourite time of year, not because of the pretty lights or the presents but because God gifted his Son to us. I will be spending this Christmas with my family and friends.

# SDS Lightens Up!



Property Manager, Hovel, riveted to hear about Christine's recent wrist surgery.



After four phone calls, exhausted GIA staffer collapses.



When he's not blowing up BBQs, General Manager Mark Payne loves woodworking.