



Wavell joined SDS in April and has taken on the new role of Management Accountant.

Wavell helps SDS's General Managers understand their business reports, develop forecasts and analyse overheads. He will also support Management Accountant Ian Sharpe to prepare this year's annual budget.

Wavell, who was born in the Middle East and educated in India, graduated from the University of Mysore with a Bachelor of Commerce and completed his professional studies by joining the Institute of Chartered Accountants of India.

"When I heard there were skills shortages in Australia, particularly in accounting, I applied for an Australian Skilled Migrant Visa," said Wavell. "It took about 60 weeks for the Visa to be issued but I finally immigrated in 2002."

After completing courses in Taxation and Company Law at Charles Sturt University, Wavell was accredited by Australia's National Institute of Accountants.

During his career, Wavell has worked for many high-profile organisations including the Westfield Group, Aboriginal Lands Trust (SA) and McDonald's, and is currently working towards becoming a Certified Practising Accountant.

Wavell says the number of committed Christians working for SDS is terrific and something that differentiates SDS from other organisations he has worked for.

"SDS is unique in that you can freely discuss the Bible with your colleagues without fear of being politically incorrect."

Wavell, whose parents, grandparents and great grandparents

were all Christian, first heard the gospel preached at revival meetings in India.

"My grandfather and mother were a particularly strong influence on my Christian growth and books by Dr Norman Vincent Peale and Billy Graham helped shape my Christian thinking."

Wavell attends St John's, in Parramatta. He is married to June, who he met while travelling in China. June is currently studying English full-time to help advance her career.

### Susan Pieterse



Susan joined SDS in the position of Assistant Corporate Secretary, in June.

Under the management of Corporate Secretary John Chapman, Susan will provide secretarial and governance support to SDS's boards and committees, with an initial focus on coordinating SDS's compliance programs.

Susan comes to SDS from Moore Theological College (MTC), where she worked as their Postgraduate Studies Administrator. Prior to joining MTC, Susan was Business Development Manager for Vision 20 Pty Ltd.

Susan has extensive business experience, owning and operating a real estate business in South Africa before immigrating to Australia in 2001.

"It is a wonderful privilege to serve our Lord and I believe that He will continue to equip me to do so," says Susan.

"This means that although I'm sure to be stretched in this position, I look forward to the challenge of it and the opportunity to get to know my new colleagues."

## Bernard's real-life Disaster Recovery



Bernard, Brittany and Casper inspect the damage

The freak storms which lashed Newcastle and the Hunter, almost left SDS's Banking Operations Administrator Bernard Player high and dry.

Bernard, who lives in Tuggerawong near Wyong, was cut off from his family at the height of the storms due to rising flood waters.

"I got off the train at Wyong and everything was dark," said Bernard. "I rang my wife, Sharon, who said there was no way she could collect me. Our street was under water."

As Bernard was thinking about what to do next, a local bus pulled up.

"The driver said there where three students stranded at the local school and he was going to try and reach them by bus. The school is close to my house, so he invited me onboard," explained Bernard.

"We took off down the road, following the bus' normal route and watched as cars started floating away!"

After reaching the stranded students, Bernard hopped-off the bus. It took him almost twenty minutes to wade through the knee-deep water to his front door.

"We live next to a swamp and with all the rain it broke its banks," said Bernard.

"The house is built on an embankment so no water came into the house but we did loose about \$300 dollars worth of groceries in the blackout."

Bernard and Sharon, who have two daughters, Brittany, 6, and Aimee, 8, were without fresh food, water and power for more than 50 hours. They spent the entire weekend camped in one room.

"On Sunday morning, my neighbor, who owns a 4WD, invited me to go shopping for family essentials," said Bernard.

"As we were driving down the street we noticed our local takeaway shop was open for business."

"We were in the middle of this terrible storm," said Bernard, "but we couldn't resist stopping for a battered sav!"



Bernard's street on Sunday morning after flood waters receded

One week later, the drains lining Bernard's street were still full and water was still covering the road. But Bernard did receive one bit of good news: "Our insurer is giving us a voucher to cover the cost of the groceries, no questions asked."

Stock up on battered savs, Bernie!

# SDS News

## SDS's new CEO



Steve McKerihan (centre) meets SDS staff

After a year-long search, Board Chairman Phil Shirriff revealed one of Australia's top bankers, Steve McKerihan, would become SDS's new CEO.

"The Board was unanimous in their decision to appoint Steve CEO," said Mr Shirriff. "We had 48 key attributes we were looking for in a new CEO and most of these qualities we found in Steve."

Steve, who has worked with St George since 1985 and is currently Chief Financial Officer and Group Executive responsible for Finance and Risk Management, says he is excited about the opportunity God has given him.

"My decision to investigate this position was not so much a choice as a calling."

"God planted the seed of an idea that I should do something different with the next stage of my career. But I was very happy at St George and wasn't going to move unless God provided me with a clear alternative," said Steve.

After reading an article about Rodney Dredge's retirement in *Southern Cross* and the accompanying job advertisement, Steve says he felt called to investigate the position to see if this was what God wanted him to do.

"In that sense, I feel moving to SDS is a great opportunity and not the sacrifice portrayed by the media," explained Steve.

Steve was introduced to the Secretariat at

a low-key afternoon tea at St Andrew's House where he took the time to meet staff and answer questions about his Christian walk and leadership style.

"I first heard the gospel preached at Teen Ranch. It took about 18 months for me to make a decision to follow Christ but I have been a Christian virtually all of my adult life," he said.

Steve, who describes himself as "fairly quiet", believes his natural strengths are in the areas of listening, conciliation and getting people to cooperate.

During his 22 years with St George, Steve has worked closely with the Managing Director and Senior Executive Team and says the merger between St George and the Advance Bank in 1997 was a career highlight.

"Although Rodney and I have very different management styles, I believe we share a number of common values including commitment, team work and trust."

Steve, who attends St Philip's, Caringbah with his wife Margaret, says he has been following the Archbishop's Mission for a long time and has been struck by the way parishes and diocesan organisations like SDS have embraced this common evangelistic goal.

"I hope that in taking on this role I can

progress and support the Diocesan Mission," Steve said.

Retiring CEO Rodney Dredge prayed for Steve during the function and reminded staff of God's goodness in providing the Secretariat with a leader of Steve's calibre.

"There is an extraordinary amount of momentum in the Secretariat at the moment," said Rodney.

"Steve comes to us at a time when, frankly, we need someone younger to keep SDS moving forward."

Steve officially joins SDS in mid-July when he will undertake a two-week induction with Rodney Dredge.

## Managers never say never again



Mark Payne and George Lymbers at St Paul's leadership conference

Five SDS Managers attended St Paul's, Castle Hill's "Never Say Never Again" leadership conference in May.

Staff heard talks from a panel of world-class Christian speakers including African Enterprises' Malawi Team Leader, Stephen Lungu.

Head of Technology, George Lymbers, said, "It was good for SDS to support a church that is examining Christian leadership and decision making."

## Leading with influence

In an SDS first, CEO Rodney Dredge was invited by Bishop of South Sydney, Robert Forsyth, to address clergy at the South Sydney Regional Conference.

The "in-service training" focused on leadership and trust: two areas Rodney has promoted heavily during his tenure as CEO.

"The key to effective leadership is trust and trust is built by connecting with people in a straightforward and open manner," said Rodney.

"You can learn leadership skills and you can develop trust. It is, however, an investment which you must choose to make."

Bishop Forsyth's invitation comes after three years careful research and investment by SDS into appropriate Christian leadership material.

At the end of the presentation, Rodney encouraged clergy to "agitate" their Archdeacons, Bishops and Ministry Training &

Development to help them acquire the skills and resources necessary to lead with influence.

Clergy were later invited to St Andrew's House to view a resource used by SDS to build leadership qualities in its staff.



Rodney Dredge speaks to clergy about leadership and trust



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# 460 attend first ever SDS conference

## Connecting with customers

Over the past month, SDS has been learning the secret to delivering "Customer Service that Connects".

Graeme Marks, Principal of Sound Training Solutions, has been teaching staff to use their heads and their hearts when dealing with customers over the telephone.

"Good customer service starts with the right attitude," says Graeme. "What I'm hearing from staff is that the course is a great opportunity for them to improve their attitude to customer service."

As a longtime member of Standing Committee, Graeme is in regular contact with Secretariat staff and understands the complexity of modern church administration.

"Parishes need support and expertise they can readily rely upon. Above all, parishes need to know their inquiry is invited and expected," says Graeme.

"This is a very different way of thinking to 10-20 years ago and it requires a completely different skills set."

"I think Paul's letter to the Galatians is a good reminder to us about the importance of good customer service," says Graeme. "By lifting the administrative burden off parishes SDS are



Graeme Marks presents "Customer Service that Connects"

fulfilling the law of Christ."

**"Therefore, as we have opportunity, let us do good to all people, especially to those who belong to the family of believers." (Galatians 6:10)**

Graeme will be leading staff through the next module in the course, about email communication, in August.



### From the CEO

#### Celebrate the future

Last night the Anglicare Council approved the borrowing of up to \$75 million from the Glebe Board. The money will be used to upgrade and modernise Anglicare's Chesalon aged care facilities. The ministry that will flow to the frail aged from an expanded Chesalon is an important expression of the relevance of the gospel in society today.

For the Glebe Board this is also a new beginning. This loan shows that diocesan organisations can work together on the big and meaningful issues; it shows that organisational independence can be preserved while we extract benefit from the huge financial strength of our Diocese.

On the basis of this loan, the Glebe Board can progressively build a substantial wholesale lending business. In due course, our dream of a Diocesan Development Fund may indeed become a reality.

#### Celebrate the past

It is with mixed emotions that I write my last column for SDS News. What a journey it has been. There is so much to thank God for that it is hard to know where to begin.

Maybe the best way to close this chapter is to say thank you to all SDS staff. You are by far the best staff group that I have ever managed: you are achieving more than I ever thought possible. And yet there is still a long way to go.

The opportunities to serve continue to open up before us and we need to grasp them and run with them. Steve McKerihan comes in at a good time and my prayer is that God will richly bless his work here over many years.

May God's richest blessing be with you all.

**Rodney Dredge**

A severe thunderstorm warning was not enough to keep more than 460 parish officers from attending SDS's first Church Administration Conference.

Representatives from 160 parishes, or half the Diocese, turned out to hear talks on church administration and meet SDS staff.

After a welcome address from retiring SDS CEO Rodney Dredge and devotion from Bishop Peter Tasker, Manager of SDS Legal Services Steve Lucas presented 'What every churchwarden and parish councillor needs to know'.

Partner at Pascoe Whittle Chartered Accountants, John Pascoe, shared practical tips for managing parish finances, and Manager of Clergy Services Michael Newman gave advice on 'Paying your ministry staff'.

The conference concluded with the release of module two in the Parish Risk

Management Program.

Parish Services' General Manager Mark Payne said, "The aim of the conference was to promote SDS and its services and show real care and concern for our parish administrators."

It was an aim that was clearly met, with one participant commenting: "A very godly, servant attitude came across throughout [the day]."

Information booths, manned during breaks, were inundated with people seeking advice on issues specific to their parish or looking for resources to take home and read.

**"Today's conference was an excellent forum. I was somewhat reluctant to attend but have been impressed with the input, presentations and management of today. It dispelled a lot of the 'us' and 'them' situation with SDS."**

*Church Administration Conference attendee*

SDS's new CEO Steve McKerihan observed: "It was obviously a very helpful day for parish administrators. The questions asked by the audience showed a very high-



John Pascoe addresses parish administrators

level of engagement."

Conference organiser Michael Newman says he has been encouraged by the feedback from participants.

"We collected 294 feedback forms," said Michael. "More than 95% of respondents rated the sessions as either 'good' or 'excellent'."

"We also received lots of comments like, 'I can't understand how we managed so long without this,'" said Michael.

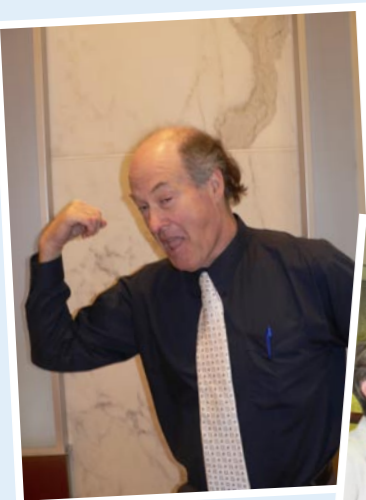
One issue now being addressed by Parish Services is the frequency of future conferences.

Feedback showed an equal number of attendees thought the conference should be held either annually or every two years.

"My gut feeling is every two years," says Mark Payne. "In two years' time we'll be able to put on an even greater show."

## SDS Lightens Up!

Staff ecstatic over successful DR Test.



Another successful trade on the money market by Mr Cash, Chris Burrows.



Staff anxiously await outcome of food tasting.

## Coping with disaster



The DR site

The idea of coping with a large-scale disaster became a little more real for staff with our first ever live Disaster Recovery (DR) Test.

Staff 'fled' to Hansen's Technologies in North Ryde to test their access to our remote "sister" server and familiarise themselves with the DR site.

The aim of the test was to assess the strength of our Business Continuity Plan in the event of an emergency.

Head of Technology George Lyubers

says the days his team spent planning and executing the test were "intense".

"We had members of the team visibly perspiring as they were turning-off vital applications at St Andrew's House and pointing them to the DR site," said George.

Despite some early interruptions to services, George says the test was "an unmitigated success."

"A number of issues emerged while executing the test but that's expected.

"Some staff were concerned they could not access certain applications but given the short amount of time we had at the DR site, we had to put all of our people and resources into getting priority systems up and running," George explained.

It took Technology more than 4 hours to get the servers at both sites talking to one another but when they did, it was clear the test was a success.

"When the D360 financial management system was reconnected, it sent the day's outstanding cheques to the local

printer! That was a great feeling," said George.

As a result of the test, divisions are now fine-tuning their Action Plans which will be signed off by General Managers to help improve our overall emergency response and Business Continuity capability.

Our second live DR Test is scheduled for later this year.



Lorna Cookson logs on to the remote server