

# Reflecting on the Refurb



Dr Philip Selden gets on with serving the Diocese in his temporary ground floor office.

he says the main infrastructure needs, such as computers and phones, were all taken care of on the weekend, and ready for the staff to use on the Monday.

The move had some simple challenges, Dr Selden says. For example, the gyprock walls wouldn't easily hold the heavy weight of the bookshelves, but the removalists and Building Services Manager, Brian Connelly and his team managed to find a solution. "It was quite a big job," he recalls, "but generally speaking, the response of the staff has been positive."

Now that all staff are settled, Dr Selden says he is impressed with the work the architect and builder have done in organising the office space to accommodate everyone. "The offices are fresh and clean and considering they're temporary quarters, it has all worked out very well," he says. Even through the little bumps, Dr Selden says the EOS staff have known that there has been a strong effort to provide for their needs. "Most people here have settled in quite happily to

the new working environment," he says.

He even notes that the layout of the new offices has brought with it an unforeseen benefit for some. "One plus has been to remove the tea trolley from under the noses of the regional PAs, so that it now stops down the end of the corridor," he says with a smile.

Work has now begun on the ground floor lift lobby and is continuing on the School foyer and the old ground floor north food court area.



Jenni Woodhouse, Carol Newton and Philip Gerber make themselves at home.

Perhaps the most significant part of the St Andrew's House refurbishment so far happened in March, when the Archbishop's team moved from Level One to the Ground Floor South 'staging area'. Most of the move took place on a weekend, as furniture and technology was moved and set up. The following week, Endowment of the See staff un-

packed their boxes and made the temporary office area their own.

Dr Philip Selden, Diocesan Registrar and Archbishop's Executive Officer, says the move from EOS's previous offices on Level One, was quite smooth. While it took the rest of the week to get well and truly settled, and a day or two for people to unpack,

## Going permanent!

Janette Baker is a new starter with a difference! In March, Janette took on a full-time position in the Glebe Investor Centre, after serving with us on a contract basis since 2004. Janette says her contract position as Customer Service Representative has been a wonderful experience. "I've enjoyed developing relationships with parishes in the Sydney Diocese and I like to feel I make a difference," she says. "I like the people here and working in a Christian environment where it's not a profit-driven organisation - the work we're doing is going back to the Mission and building the kingdom."

Janette's new role as Client Relationship and Marketing Support Officer will build on the work she has done at SDS so far, providing assistance to clients within and outside the Diocese. "We're leaving people with the feeling that if they invest with Glebe, we are caring and understanding."

Janette is very conscious of the importance of her role in the mission of the Secretariat and indeed of the Diocese. "We're representing the Church and we have to do it right so callers come away with a positive attitude."

Manager, Products & Services Support, Carmen Titterton, says Janette is an asset to the Glebe Investor Centre team. "She is dedicated, hardworking, always customer-focussed, polite and friendly and she understands our products and the environment in which we work." Janette is looking forward to the future of the Glebe Investor Centre. "As GAM winds up, it is freeing up some time to concentrate on how we can serve parishes and how they can best use the services Glebe provides," she says.

Janette and her husband, Glen, attend Northside Community Church, Crows Nest.



Who'll get there first? Janette Baker and Carmen Titterton are eager to help customers over the phone.



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# SDS News

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issue : thirteen  
June 2006

brought to you by : SYDNEY DIOCESAN SECRETARIAT

## Building Mission in Rouse Hill



Diocesan Property Manager, Hovel Hovhanesian and Bishop Ivan Lee of Western Sydney talk strategy as they walk around the Rouse Hill heritage church building (above) and consider the new ministry centre (below).

Set in a rapidly expanding area of Sydney, Rouse Hill parish is focusing on building its congregations and planting new ones. The past month has seen a significant gain for the gospel in the area, with the council approval of development plans to expand the facilities on the Rouse Hill site.

The approval gives the green light to a Christian Education Centre containing a 230-seat ministry centre, as well as administration and meeting room facilities. The new building would complement the heritage buildings currently on the site, and they will be upgraded and maintained under the ap-

proval. The Diocesan Property Manager, Hovel Hovhanesian says the objective was to make the most of the small site. "This could be the model for some of our future churches, as the cost of land escalates faster than the cost of building."

When it seemed council would refuse unnecessarily, Hovel and Client Manager, Evelyn Beaver kept a close eye on council proceedings and decided to lobby for an acceptance of the proposal, along with representatives from the local community. Hovel says that, without this action, and the strong community support, approval might not have been given. "The com-

munity is very excited, supportive and willing to contribute in any way towards the reestablishment of this church, its history in the area and its sustainability for the future," he says.

The newly formed parish of Rouse Hill has its flourishing church plant at Rouse Hill Anglican College, with whom a strong, important and continuing partnership has developed. Acting Rector, Bishop Ivan Lee, and church planter Martin Morgan have worked together in devising a strategic ministry plan for the future Rouse Hill site.

The development is vital for the parish as it aims to build up its existing congregations and plant new churches in the area. Bishop Lee says the church can now look forward to continuing and growing the good work that has begun at the College location. Some of the benefits

will be a much bigger meeting space, and a full-time location, which will allow events to be run during the week. The church will be a good base from which to launch congregation plants, says Bishop Lee.

Bishop Lee says the heritage and property issues involved with the development application would be daunting for any local parish, and he has greatly appreciated the expertise Hovel and Evelyn have offered. "This outcome has been almost totally their hard work and is a shining example of the partnership between Diocesan Parish Services, the Mission Property Committee and the parish," he says. "Being a new church plant, we need 100 per cent of our energy devoted to mission and building the congregation. SDS and the MPC have been essential in enabling our mission."



## Passion in Profile: Cindy Wong, Insurance Officer



**What does your job involve?** My main responsibility is to liaise with brokers and renew insurance policies with all parishes and other organisations in the Diocese through the Church Property Trust Insurance Program. I also answer questions from parishes and process insurance claims.

**What motivates you as you work?** The thing that matters

most to me is God. 1 Corinthians 12:12-31 says we're all part of the one body and we each play our own part. We're not doing this for our gain, but for God.

**How do you express your faith outside work?** I've been at Chinese Presbyterian Church at Surry Hills for around 20 years and I've been involved in music ministry,

leading worship. I've been on mission trips to Taiwan and New Zealand and I belong to regular prayer groups that pray especially for missionaries. I co-lead a fellowship group with my husband. I'm also on the Committee of Management at my church, which looks after property and maintenance.



# Keeping SDS informed



Manager, Online Business Services, Matthew Smith says the new SDS website will give users clearer access to the information relevant to them.

As we strive to improve our services, our management of internal and external information is crucial to our business. The Secretariat's website is an essential part of our knowledge management strategy and is moving closer to being launched.

While the website will contain 'static' information such as ordinances and reports, it will also gradually feature transactional activities such as online forms. The new-look website will include pages from the Registry, the Professional Standards Unit and a comprehensive list of addresses and websites for parishes and Diocesan organisations, as well as online versions of information such as the clergy remuneration kits.

The website has been divid-

ed into sections for different user groups, such as clergy and churchwardens, so that information relevant to those groups can be easily found. "Structuring the website around specific audience groups will make the process of managing and sharing information so much more effective," says Manager, Corporate Services, Andrew Tilsley. As with the current website, this information will be publicly available, with some new content, such as meeting minutes and agendas, kept confidential and secure.

Andrew says the new site will pull together basic and essential data and make this information available across our entire organisation to service the needs of the Diocese.

Andrew says the revamped site directly responds to the Secretariat's responsibility to provide a range of administrative services to support frontline ministry in the parish community. "We have to be continually looking at ways to assist the

parishes and other Diocesan organisations with their administration and clearly one of the major ways we can do this is through emerging technologies such as knowledge management." Currently, SDS hosts 75 parish websites and receives website-related enquiries regularly.

Phase One of the website project – converting the existing website material into a new format for the new site – is almost complete. Manager, Online Business Services, Matthew Smith, is now co-ordinating a review of the converted material before it is released publicly.

Matthew says one of the greatest benefits will be a higher accessibility of knowledge across the Diocese. "The information will be easier to find and it will offer a greater opportunity for interaction and information exchange, especially between SDS and the parishes," he says.



## From the CEO

### Wake-up call

The investment markets in Australia finally succumbed to the inevitable and fell about 7% last week. While we were expecting this, we do not know how far and for how long the fall will continue. We do not need to worry – but we do need to be vigilant, to maintain our strict disciplines and to look for buying opportunities that will inevitably emerge.

The "rightness" of the decision to close GAM is made clear by the market fall. We need all of our investment resources working on extracting the optimum result for the Glebe Board. We cannot afford the distraction that flows from a business like GAM. If you had any doubts about closing GAM, just look at the state of the markets today and ask where you would prefer to have our focus.

### Barney's - our first big test

For several years now we have been moving the Secretariat towards a culture of "service excellence". Not only do we acknowledge our role as servants to those in front-line ministry, but we serve with a "second-mile" attitude.

When news of the fire broke, we immediately went into service mode and so our culture was put to the test. Bishop Robert Forsyth used the expression "a mixed blessing" to describe the fire. For the Secretariat, the blessing was that we could selflessly use our skills and resources not only to discharge our ordinance obligations, but also to do so in a way that addressed the urgency of the situation. Well done everyone.

Rodney Dredge

# The Barney's Fire - Mixed emotions

Of all the Anglican churches in Sydney, St Barnabas' Broadway was one of the oldest and best-loved. The blaze that consumed the heritage church building in the early hours of the morning on Wednesday 11 May took with it 148 years of memories of the Christian heritage of working-class Sydney, including a beautiful old pipe organ.

Despite the inevitable sadness and inconvenience this event has brought its members, the parish has been adamant from the start that, while the

life of the historic building was tragically cut short, the church itself will survive and thrive in the city of Sydney.

The parish has taken the opportunity this event has produced to show Sydney that the church is a community of believers – not a building.

"The fire creates mixed emotions," says Bishop Robert Forsyth of South Sydney, who was Rector of the church for 17 years. "This building and its ministry is soaked with memories – it's that kind of church – but the ministry will continue."



The smoke was still in the air as Insurance Officer Cindy Wong and Assistant Secretary, Church Property Trust, James Cartwright, joined Archdeacon Deryck Howell of South Sydney, to assess the damage.

## SDS Pitches In

Many of these were shared by the Parish Services team at SDS, as they considered the insurance and property implications of the fire. By 10:30 that morning, the team was on the site, along with insurance assessors and the loss adjuster, to get the ball rolling on a claim and lend advice to the parish.

Back at St Andrew's House, the Parish Services, Technology and Corporate Services teams

met to consider the parish's needs. Assistant Secretary of the Church Property Trust, James Cartwright, says their chief concern was to make sure the parish could continue as much of its ministry and administration as possible, as well as addressing the building loss.

On the Wednesday morning, the parish was offered temporary office space at St Andrew's House, and moved into the office on Thursday. Says Stanley Alley, Property and Finance Administrator at St Barnabas': "We in the Barney's office have been overwhelmed by the speed at which SDS was able to act to create a new temporary office for us, and for the very warm welcome we

were given when we arrived. On the Thursday morning, the day we arrived, we had computers, a printer, telephones and access to the stationery cupboard. A couple of phone calls to Telstra later, we had the telephone redirected and started weeding through the long list of voicemail messages. Our thanks goes to SDS for their support during this difficult time."

Bishop of South Sydney, Robert Forsyth says SDS's speedy response, with their resources and the provision of a temporary office, indicates SDS' commitment to service excellence. "Some of my Christian friends thought it was amazing – I thought it was just normal service."



Keeping ministry alive: Property & Finance Administrator, Stanley Alley, and Administrative Assistant, Sarah Howard, of St Barnabas' in the SDS Training Room.

As the sun set on St Barnabas' Broadway for the last time, no one in the parish would have suspected the building would be a mere shell the following morning. Once the parish had recovered from the initial shock, a mountain of considerations faced them.

## Senior Staff Conference



Early in May, the senior staff team took two days off to look closely at the planned development of the Secretariat and how this relates to the Diocesan Mission.

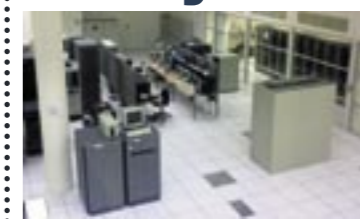
Diocesan Secretary and Legal Services Manager, Robert Wicks valued the opportunity to contribute to the corporate vision. "It assists me greatly when I can see the broader picture and when I understand what else is being done across the Secretariat."

Robert was particularly impressed by the Christian fellowship in the team. "Drawing aside

allows us to express ourselves in the context of the gospel and reinforces the reasons why we all occupy these jobs," he says. He expects that fellowship to add real value when, inevitably, matters become tense and relationships are tested.

General Manager, Investments, Michael Cambridge, expects that the role of the Glebe Administration Board in the Diocesan Mission will become more than just "making money". "The GAB has considerable skills in managing a large mortgage book, in a host of property matters and in professionally managing large sums of money," he says. The team agreed that these specialist skills could be very useful as the Mission unfolds.

## Ready to bounce back



With the server room upgrade and the upheaval of moving the SDS office, a solid DR program is vital, says Technology Manager, George Lymlers. "There are huge ramifications if we don't get this right. This project is a massive improvement to our business survivability."

SDS has reserved disaster recovery office space at Hansens Professional Services, North Ryde. George says "This ideal space is outside our power grid and large

enough to cater for the unique needs of our organisation."

Our disaster recovery strategy takes care of our office space and technology needs, as well as our IT and business processes. This can also take advantage of DAWN by providing first-class DR services to parishes and Anglican organisations.

The IT disaster recovery processes are now operational and the final functional testing for business continuity complete. User testing will be done shortly within SDS and our business processes will be tested. George says that already, SDS is in a much better position, should a disaster occur. "Before, if the business fell over, that was it. Now we are in a new business paradigm."

# SDS Lightens Up!



Corporate Services Manager makes his mark on pre-refurb carpet.



Q1 briefing was the usual serious event.



IT staff disagree on the quality of SDS catering.

