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Introduction

Our Purpose/Vision

To support the University of New South Wales’s strategic intent by:
Providing a means of communication and networking, facilitating resource and knowledge sharing, fostering personal as well as professional growth and enhancing the profile of professional staff within the University.

Our History

AdminNet was inaugurated on 14\textsuperscript{th} March 2003. It is run by a volunteer committee of Professional staff across UNSW and is supported by Organisation & Staff Development Services.

AdminNet has gradually expanded its activities and built a platform to assist professional staff; with over 450 members it is one of the largest staff networks within UNSW.

Members value AdminNet as a trusted source of information and networking, on which staff rely on to reach the wider UNSW community.

What We Do

- Develop; facilitate and review information sessions which assist to improve the knowledge of staff
- Provide networking opportunities within and outside UNSW
- Facilitate communication, resource sharing and exchange of ideas within the AdminNet community
AdminNet Committee

Left to right:
Helen O’Shea, Chair person; Adrianne Harris, OSDS representative and committee member; Barbara Messerle, Patron; Lynette McIntyre, Committee member; Anne Ayres, Committee member; Mathi Natarajan, Secretary; Tatjana Kroll, Committee member; Jeniffer Till, Deputy Chair.

Committee members not in the photo:
May Park, Treasurer; Iona Reid, Committee member; Linda Coggiola, Committee member

“Thanks for all your hard work to organise all these useful things for us!”

(Testimonial from a member in the 2009 AdminNet survey)
Foreword by the Patron

I am pleased to be able to introduce the annual report for 2009 for AdminNet at UNSW. AdminNet is the UNSW administrative staff network, which is run by a group of enthusiastic volunteers. Since 2003, AdminNet has provided a focus for communication between and development of the professional and administrative staff at UNSW. The ongoing work of AdminNet relies on maintaining an active committee of members who lead the regular activities. By increasing the visibility of administrative and professional staff at UNSW, and enhancing communication between these staff, AdminNet contributes to all staff at UNSW.

By organising social activities for administrative and professional staff as well as more formal seminars and an email network, AdminNet is a valuable part of the working life of administrative and professional staff at UNSW.

UNSW highly values the tremendous, and often quiet, contributions made across the entire University by the administrative staff. As a member of UNSW staff, I would like to acknowledge the efforts of the AdminNet committee, and commend AdminNet to all staff across campus.

Yours sincerely

Barbara Messerle
Key Achievements of the Year

E’ list

Communication through E’list is the most cost and time effective professional support AdminNet provides. The List facilitates communication, resource sharing, knowledge and skills transfer among staff members. Email queries generally receive a positive response within 24 hours. In the year 2009, the number of staff using E’list increased significantly; 141 mails were sent using the E’list facility and AdminNet Committee received enormous positive feedback. Typical emails include requests for information, advice on UNSW policy and procedure changes and offer of reusable goods (such as office furniture and consumables) which reduces cost and promotes an eco friendly working environment.

“I’m off campus so don’t get to many events. I really appreciate the network and find the emails to and from colleagues very useful. Keep up the great work.”

(Testimonial from a member in the 2009 AdminNet survey)

Association for Tertiary Education Management Inc (ATEM)

ATEM Professional Development sessions (three) were held on UNSW campus covering Report Writing, Writing for the Web and a new session on Networking for Tertiary Education Administrators. This new session was facilitated by Adrianne Harris from OSDS on 31st July 2009. Tatjana Kroll presented the History of AdminNet at the Tertiary Education Management conference held in Darwin (13-16th September 2009).

“As a senior manager who has many admin staff a part of my portfolio I was inspired and genuinely impressed by Tatjana and the work she and her group have done in establishing this valuable network – what an inspirational leader in her own right”

(Feedback from Darwin TEMC conference)

Launch of a New Look Website

The AdminNet website was redesigned with an improved professional development page, resource page and user friendly navigation bar. Further improvements are being undertaken on an ongoing basis.

Appointment of Patron

AdminNet invited Professor Barbara Messerle to become its Patron. The role of the Patron is to advise the committee and OSDS staff on promoting the value of the network to UNSW staff and senior management.
End of Year Event

A very successful end of year celebration was held by AdminNet in partnership with TechNet, boasting 160 staff members. The Director of Human Resources, David Ward and AdminNet patron Barbara Messerle, Head of School of Chemistry, were the distinguished guests. The End of Year event is mainly a networking event for the staff and an opportunity for UNSW to thank Professional & Technical Staff for their contribution.
Overview of 2009

Overall, 2009 was an eventful year. 51 new members joined AdminNet and 6 information sessions were conducted, which benefited 123 general staff. Through the E’list facility 141 emails were sent facilitating information sharing and exchange of ideas.

A survey was conducted in September to receive feedback from AdminNet members to enhance the service provided and to steer in the direction preferred by AdminNet community.

The survey received feedback on the following areas:

- Type of information sessions that staff would like to attend
- Website
- E’list
- Year End events
- General feedback for any improvements

On 14th May 2009, a joint event hosted by AdminNet and ATEM was held at UNSW to commemorate Office Professionals Day. In particular, the event was to thank and to celebrate the roles of administrators and professionals in tertiary education. This was an opportunity for administrative staff to meet and network.

On 21st October 2009, a Social event was held by AdminNet. This event was organised to promote networking among AdminNet members, which facilitated knowledge sharing and learning from others experience.

Table 1 outlines the Information Sessions that were organised and facilitated by AdminNet in 2009.

## 2009 Information Sessions

<table>
<thead>
<tr>
<th>Date</th>
<th>Session Title</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>25 March</td>
<td>UNSW Footprint - What Admin staff can do</td>
<td>14</td>
</tr>
<tr>
<td>18 June</td>
<td>FM Assist - The help line for admin staff</td>
<td>29</td>
</tr>
<tr>
<td>14 July</td>
<td>GST – What do I need to know about it?</td>
<td>18</td>
</tr>
<tr>
<td>18 August</td>
<td>Print Post plus (P3)</td>
<td>45</td>
</tr>
<tr>
<td>10 September</td>
<td>The Story of AdminNet (the History and Development)</td>
<td>10</td>
</tr>
<tr>
<td>17 November</td>
<td>Administrators Creative Decision Making</td>
<td>17</td>
</tr>
</tbody>
</table>
Sponsorship 2009

Total Sponsorship received – $6,361.85

Sponsorship Utilisation

Total Sponsorship utilised – $6,361.85
2010 Strategy

To improve the profile and professional standing of AdminNet, the following areas will be focused during 2010.

New Committee Positions

New committee positions will be created such as Outreach Manager and AdminNet Buddy (or Contact Officer). This will enable AdminNet to focus on public relation to a greater detail and strengthen AdminNet by way of helping new staff.

AdminNet is operated by committee staff who volunteer to do the committee work during their lunch break or after office hours. By creating specific committee positions the work load will be shared and it will also provide opportunities for other AdminNet members to participate in the committee to serve the wider UNSW community and enhance their skills.

Outreach

In 2010 AdminNet will continue with the UNSW AdminNet outreach /Network program to foster relationship with other institutions that have a staff network. This will provide learning opportunities for the AdminNet members (sharing and exchanging ideas) and offer a provision of mentoring to institutions interested in establishing a group similar to AdminNet.

Buddy for New Professional Staff

The Introduction of buddy system is to help new staff members. A buddy/guide will be assigned to a new general staff member who would like to be a member of the AdminNet Community. The mentor/guide will be an experienced person who will be able to guide the staff member and also make their initial days in the University very smooth.

Career Development Working Partner

AdminNet representatives will continue to participate in the Career Development working group conducted by HR to give feedback and ideas from the staff perspective to HR. This working party is assisting to develop the typical career paths of professional and technical staff.

Communication Improvements

Continuous improvements will be carried out to the website and brochures, along with development of marketing material to reach out to current and future members. Lunch time information sessions and special events will also continue in the year 2010.
Calendar of Events 2010

AdminNet will continue to hold information sessions, committee meetings and special events as in previous years. The calendar for 2010 is presented below:

### Information Sessions

<table>
<thead>
<tr>
<th>Date</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 February</td>
<td>P3 Presentation</td>
</tr>
<tr>
<td>24 March</td>
<td>You and Your Career</td>
</tr>
<tr>
<td>19 May</td>
<td>Human Resource (HR)</td>
</tr>
<tr>
<td>09 June</td>
<td>Human Resource (HR)</td>
</tr>
<tr>
<td>20 July</td>
<td>Budgeting</td>
</tr>
<tr>
<td>17 August</td>
<td>Research Funds</td>
</tr>
<tr>
<td>21 September</td>
<td>Procurement and Purchasing</td>
</tr>
<tr>
<td>20 October</td>
<td>Library Services</td>
</tr>
<tr>
<td>16 November</td>
<td>Facilities Management</td>
</tr>
</tbody>
</table>

### Committee Meetings

<table>
<thead>
<tr>
<th>Month</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>18/03/2010</td>
</tr>
<tr>
<td>April</td>
<td>14/04/2010</td>
</tr>
<tr>
<td>May</td>
<td>11/05/2010</td>
</tr>
<tr>
<td>June</td>
<td>02/06/2010</td>
</tr>
<tr>
<td>July</td>
<td>13/07/2010</td>
</tr>
<tr>
<td>August</td>
<td>10/08/2010</td>
</tr>
<tr>
<td>September</td>
<td>14/09/2010</td>
</tr>
<tr>
<td>October</td>
<td>12/10/2010</td>
</tr>
<tr>
<td>November</td>
<td>9/11/2010</td>
</tr>
<tr>
<td></td>
<td>23/11/2010</td>
</tr>
</tbody>
</table>

### Special Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 May 2010</td>
<td>Office Professionals Day</td>
</tr>
<tr>
<td>07 December 2010</td>
<td>Year End Event – Joint event with TechNet</td>
</tr>
</tbody>
</table>
Thanks to Supporters

AdminNet recognises and thanks all the supporters and volunteers for their efforts. AdminNet works to bring the general staff together for their continuous professional development. Members take back skills to their roles, which mutually benefits the staff and UNSW. We are grateful for the support that enables us to continue the journey.

AdminNet wishes to acknowledge and thank the following institutions and companies for their generous support

Special Acknowledgements for Sponsors and Supporters

<table>
<thead>
<tr>
<th>AdminNet members &amp; Committee members</th>
<th>Organisation and Staff Development Services</th>
<th>ATEM (Association for Tertiary Education Management)</th>
<th>P3 Print Post Plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>(in particular AdminNet Chair person Helen’OShea)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus Hairdresser</td>
<td>Crowne Plaza Coogee</td>
<td>Medina Hotels</td>
<td>Anywhere Travel</td>
</tr>
<tr>
<td>Campus Travel</td>
<td>Sofitel Wentworth</td>
<td>UNSW Sport &amp; Recreation</td>
<td>UNSW Facilities Management</td>
</tr>
<tr>
<td>Cafe’ Brioso</td>
<td>Unicom Credit Union</td>
<td>UNSW Book shop</td>
<td>Alliance Catering</td>
</tr>
</tbody>
</table>

We acknowledge all the supporters who supported us throughout the year.