

# Having fun with money

Chris Burrows is familiar to most SDS staff, walking a path that often leads past the kitchen, exquisitely timed to coincide with the afternoon rounds of the tea trolley. Many of us enjoy a friendly rapport with Chris and marvel at his amazing appetite for leftovers, but the most exciting part of his role extends beyond the kitchen and into the world of investments.

Chris's role as Assistant Treasurer, Money Markets, sees him managing all the cash and short-term deposits for GAB, all GITs and a variety of Diocesan organisations. This amounts to around \$60 million in cash per day. "Here at the Secretariat, we run a multi-company single bank operation, as well as the borrowing operation which is bolted on the side," Chris explains. "My job is to make sure there is enough money to cover everything." This 'everything' includes investment commitments made by portfolio managers and indeed the salaries of SDS staff. "Without Chris, no one would get paid," says Michael Cambridge, General Manager, Investments.

Chris also works in short-term money markets, with the aim of producing a return on our cash by investing it at the best rates possible. "If there's a dollar that can be invested, it



No time for photos: Chris Burrows hard at work

will be invested and we make money wherever we can," he says.

Chris finds his multi-faceted role interesting. "I'm blessed to love what I do – it's almost fun!" He has the responsibility of making quick decisions regarding the use of a sizeable amount of money. With a twinkle in his eye, he says: "We're in the cut and thrust of finance."

Chris's roles during his 27 years at the Secretariat include Accounting Officer with Glebe,

managing the computer system and administering the SADP borrowing program before the installation of ULTRACS. His job involves him with a number of SDS staff including banking operations, investment accounting, finance & accounting, super and accounts payable. He also deals with bank treasuries, brokerage houses and GIA clients. Michael Cambridge, who works closely with Chris, uses three words to describe him: eclectic, eccentric, and excellent in what he strives to do.

# Sydney visits Singapore

Amanda Lee, Portfolio Manager for Pan-Asian and Global Share Trusts, and David Andrews, our consultant economist went to Singapore in mid-November in response to a request for information from the Government Investments Corporation of Singapore. The Corporation manages \$180 billion of foreign assets around the world, so the meeting provided a wonderful opportunity to present our capabilities to them. "They were willing to hear our story which was encouraging," says Amanda. David adds, "we're now well and truly on their radar screen." For almost an hour

and a half, Amanda and David spoke with the Corporation about Glebe Pan-Asian, Large-Cap and Small-Cap funds.

The trip also gave Amanda the opportunity to visit some of the brokerage firms and research houses to gain a local perspective on the Singaporean markets. "Our Pan-Asian Trust has some investments in Singapore and it was good to see the companies we invest in and also build up some local contacts," she says.

"Given Amanda had never been to Singapore before, she certainly knew her way around the subject matter to impress the people at GICS, who are one of

the top 10 global investors," says Michael Cambridge, General Manager, Investments.

David says the value of visiting Singapore in person could not be overstated: "I think the total immersion theory works." Amanda adds that meeting with GICS in person gave them a better understanding of the company than data sent via email ever could.

Amanda and David were also excited to visit the Diocesan offices, making contact with their Singaporean counterparts and exchanging offers of advice. "It shows the bond of love in the worldwide Christian community," Amanda says.



## From the CEO

Christmas is an unusual time for the Secretariat. Some, like our accountants, are flat out preparing for year-end and the audit. Others, like our Secretarial staff, are taking advantage of the only true lull in their year's activities. Our investment team can slow down a little but must remain extremely vigilant. Still others, like me, see the Christmas period as a valuable time for serious reflection and planning. It is the only time of year when I can flop around in casual clothes and think hard about what lies ahead.

2004 has been an unusual year. I cannot recall a more effective year in any business in which I have been involved. We did more good in shaping our business in 2004 than most people would consider possible in five years, let alone just one. The Secretariat is now a focused, committed organisation and I am looking forward to 2005 with great anticipation.

True, we have some huge immediate hurdles to overcome, and we are planning much of our work on the run. But, 2004 has shown that we can face new challenges and we can manage them in a professional and focused manner. The reason we can, and the big difference to, say, a couple of years ago, is our people. Look around you and gauge the difference in attitude, the lift in optimism and the massive improvement in the "atmosphere". I think we have a fun place to work. I enjoy coming to work. But we also have the immense satisfaction of knowing that we are contributing to the saving of the lost.

Well done you good and faithful servants.

Rodney Dredge

# Beyond the call

When Carmen Titterton started in the client service centre in June this year as a Customer Service Representative, she was part of a two-person team. She and colleague Stacey Coates deal with client enquiries and have expanded the roles to include marketing, research analysis and support for mandate clients of GAM. Now, Carmen is the Manager, Product and Service Support in what is a fully refocused client service centre team.

The client service centre is a crucial point of contact for our clients and the recruitment of Janette Baker and Vince Zappia means a representative can always be on hand to answer their enquiries. All staff will also be cross-trained, sharing responsibilities within the team, so the centre can concentrate on its main focus: to provide a better service to the church. Flowing from this, the staff will be able to focus on initiating visits to parishes, to ensure we are meeting our clients' needs and expectations. These visits will



The Client Service Centre team: Stacey Coates, Janette Baker, Carmen Titterton and Vince Zappia

bring a more human face to their role and increase support for Glebe Income Accounts, Planned Giving and Glebe Investment Trusts.

Carmen says her aim for the centre is to provide a service that is informative and streamlined. "I would like the client service centre to be seamless, so whenever someone picks up the phone and asks about our products or services, we can handle it without having to re-

fer the matter to someone else." The central factor in achieving this is training, with weekly sessions for staff that cover a wide range of topics.

All members of the team have high hopes for their future in the client service centre. Janette has found her colleagues friendly and helpful so far and she is looking forward to expanding her knowledge of our products and services and taking on further responsibili-

ties. Likewise, Vince has also settled in quickly, and is eager to develop his expertise in customer service. Stacey adds, "it's great to be part of a team and I'm looking forward to the challenges that lie ahead." Chief Financial Officer, David Cannings is confident this expanded role will assist the Secretariat in its overall focus on serving the church. "These changes will help us to move with the business."

# 25 years of service

25 years is a long time in anyone's language. To spend a quarter of a century with the one employer is indeed remarkable, especially in today's corporate climate. Maria Karamihas, PA to the CEO and Peter Crowder, Building Services Manager, have now achieved the distinction of 25 years service with the Secretariat.

On Monday 20 December, at our fourth quarterly briefing, the Chairman of the Glebe

Board, Phil Shirriff, who himself served 40 years with ING, presented Maria and Peter with gold watches to mark the occasion.

"I cannot speak highly enough of Maria and Peter" says Rodney Dredge. "They are examples to us all of the dedication and commitment to which we should all aspire."

Well done and congratulations, Maria and Peter!



# Health and Safety Update

Building Services Manager Peter Crowder recommends the recently updated Emergency Procedures Manual for St Andrew's House as a must-read for every staff member. The manual outlines the correct procedures for a number of potentially life-threatening situations. Borrow a copy from any floor warden or see Peter Crowder to get your own copy. Floor wardens for Level Two are: James Cartwright, Joseph Tam, Renee Walker, Mark Rowan and Bernard Player.

SDS staff will remember our building evacuation exercise on November 30. Overall, Peter Crowder says the exercise was a success, with all people out of the building in around five minutes. However feedback has also indicated that the operation can be improved. Awareness



of primary and secondary assembly points, location of emergency exits on Level Two, the distinction between the 'alert' and 'evacuation' tones and the correct procedures for each, and the role and responsibility of the fire wardens are some of the issues pinpointed. Thought is currently being given to adequate protocols to ensure all staff are out of the building. Staff training in emergency procedures has also been suggested, so that staff can act 'automatically' in the event of an evacuation.



## New Recruits

As 2004 draws to a close and the Secretariat looks ahead to an exciting and challenging 2005, we welcome aboard three new staff. Each will perform an essential function in our organisation as we move forward, propelled by the goal of service excellence.

### Sarah Watson



pliance Manager, Peter MacLean. She has worked in risk management in an administrative role for PMI Mortgage Insurance and is now enjoying being a part of the Secretarial team. "Everyone has been so patient and encouraging, and has genuinely supported me as I have settled in." Sarah attends St Paul's

Most SDS staff will know Sarah, as she started here in early November. She comes on board as Secretary, Secretarial Division and assists Corporate Secretary, Andrew Sillar and Com-

Castle Hill and sees working for a Christian organisation as a "huge plus". "It's not only being able to work with other Christians, but also being able to work behind the scenes to serve Christ."

### Jelena Lucic



Jelena joins the Secretariat in the newly-established role of Property Administrator, assisting Property Portfolio Manager, Sharyn Miller in the administration of daily property functions regarding St Andrew's House, Town Hall Arcade and other properties. She will also maintain the property database and attend to tenant enquiries, which will see her meeting with clients face to face, as well as taking enquiries at her desk. Jelena has settled in quickly, and

has found SDS a great place to work. "I want to support Sharyn by taking care of the basic duties so she can have more time for the major property issues," she says.

### Evelyn Beaver



Evelyn began with the Secretariat on December 6 in the role of Client Service Manager, Property Team. She will be a point of contact for parishes with enquiries regarding real estate and will also support the Church Property Trust with heritage matters. Evelyn comes to the Secretariat from Es-

tate Properties of Australia, where she served as an in-house company paralegal and is looking forward to her new role at SDS. "My goal is to support my colleagues and to achieve

a standard of excellence in client service to parishes on behalf of the CPT so that they can have more freedom to proclaim the gospel in the Diocese." Evelyn attends St Paul's Castle Hill and has enjoyed her time with the Secretariat so far. "It is encouraging to work in a field where there's such potential to have a positive impact on people's lives."

## HR NEWS A productive year!

I would like to thank the many staff members who have supported the new initiatives launched this year. People at the Secretariat have utilised the project team strategy to get through a lot of difficult

work. We have undertaken a number of initiatives in health and safety through the OHS team. Various individuals have participated in focus groups to review training material for our major programs in 2005. Many people have provided input to the quarterly staff briefings and SDS News. Staff members have also played valuable roles assisting new

people in their induction programs and significant contributions have been made in a number of other areas.

I am genuinely appreciative of this assistance and look forward to 2005 with enthusiasm, knowing it will be a great year for us here

at the Secretariat. Stay tuned for further HR updates in the new year!

**Andrew Tilsley**  
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# Serving the church

The new year will be a momentous one for all SDS staff as our plan to develop the Secretariat's provision of products and services to parishes gains momentum. The Parish Services initiative stands alongside the New Capital Project and the Diocesan Development Fund as the major focuses of 2005, all underpinned by a commitment to service excellence.

General Manager, Secretarial, Mark Payne says the PS initiative is already underway. One of the first steps was to meet with senior clergy, outlining the Secretariat's goal and plans at this point. Senior clergy have shown strong support and their input will be valuable as the Secretariat continues to build relationships with parishes. Dr Geoff Huard, Archdeacon of Georges River, says, "I warmly welcome this opportunity to understand the issues regarding the Secretariat and parishes and address them directly. We mustn't underestimate the degree of change that may be required, but if the goal is encouraging the mission, we need to pull out all stops." Mark says this positive feedback is encouraging as we look ahead. "Firstly, it shows we're moving in the right direction. Secondly, the project is gaining momentum."



Customer Care Solutions has come on board to help formulate strategies to push the initiative forward. Some of these include staff and parish surveys, which are planned for 2005. One of the desired outcomes is to gain an accurate definition of parish services, based on comments about current services and those that may be needed in the future. In this sense, the parishes will play an important part in the way we define our service to them.

Mark says the goal of the

Parish Services initiative is clear: "To be a valued partner of parishes in mission through the provision of property, financial and administrative services." It is hoped that this will be achieved in three years so that, by the end of 2007, parishes would consider us to be partners with them in mission as we help them to operate to best practice standards.

The focus on Parish Services will affect all SDS staff as our roles all contribute, directly or indirectly, to the service of

parishes. Mark says it is therefore important for us all to be professional and committed to the vision. "PS is organisation-wide and that's why it's so interesting and challenging."

As we look toward 2005, a year Archbishop Peter Jensen has declared to be the year of parishes, the Secretariat can participate in a mission that is Diocese-wide. "It is imperative that we do our work supporting parishes to the best possible standard," Mark says. "The mission compels it."

## From the Chairman

We can all look back at 2004 and feel truly proud of the achievements of our team at Glebe and SDS.

The year has seen major changes in strategy and structure, along with new ventures. All, however, have been geared towards the same objective: to honour our God.

This Christmas is generat-

ing many comments in the media about how we celebrate its true meaning in Australia. I hope that we can all celebrate this Christmas as a time of joy, blessing, love and family, remembering the birth of Jesus Christ, when God showed his love for us all.

Thank you all for a wonder-

ful contribution in 2004. God has truly blessed our work! The Board joins me in wishing you all the full blessings of Christmas, a safe holiday period and a successful and blessed 2005.

**Phil Shirriff**  
Chairman

