

AGM Presentation

Thank you Michael.

This is the first time I have been asked to speak at the USU AGM in my time as CEO.

Thank you for the privilege and opportunity to present to our members some of the achievements and results over the last 12 months.

Firstly I would like to acknowledge Michael and his Board.

The results and successes that we celebrate here today are testament to the leadership and vision of Michael and Alisha and their respective Boards.

The ability for staff to perform their roles and deliver outcomes for students on campus is enhanced when we have strong leadership and collaborative working relationships with board members.

The last 12 months the USU has achieved some outstanding outcomes and a significantly improved financial result, fostered by a board that wanted to govern and lead.

Let me take this opportunity now to outline some of the successes of the 2016 year:

Awards

At the recent industry conference, Campuslink, the USU won 5 awards for its work in 2016, including:

Best Retail Campaign – Instagood Campaign

Best Orientation Event – International Welcome events

Best Refurbished Facility - Fisher Coffee Cart

Best Newcomer – Caroline Crawford

Joe Curtis Travel Scholarship – Caroline Crawford

Outlets

The performance of our outlets continues to grow.

We put significant effort into developing menus, staff and appearance to facilitate a positive customer experience.

I believe we have achieved this goal and we continue to look for ways to improve and adapt to the student needs.

Financial Position

2016 shaped as a difficult year financially.

By the mid year break we were in a significant deficit to budget that required dramatic and urgent action.

I am pleased that the management team, with the support of the Board, were able to analyse the organisation and identify measures that would assist us to address the issue and achieve a reduction in the shortfall to budget.

As will be reported in the Treasurers presentation, the USU made a small loss for the year, \$100k of which is attributable to negative movement in our financial investments.

The result is a \$550,000 improvement on the prior year which is a great reflection on the work done by all staff to move the USU to a sustainable financial outcome.

On a positive note we have forecast to make a small profit in 2017 and are currently tracking ahead of budget.

Some of the program initiatives that are worth noting, acknowledging that I can't list them all, include:

WeChat – the introduction of WeChat for the mandarin speaking community has been a great success and further enhances our efforts to be supportive of our international communities.

As a growing cohort on campus we continue to strive for ways to engage with these communities to provide them with a safe and engaging campus life.

Pulp – the growth of engagement in our online magazine has been a great reflection on the quality of the articles produced by our student editors, and a great reward for the effort by the team to make this move to an online publication a success.

Campus Activity Coordinator's – the transition to paid roles for CACs has been well received by the students and has resulted in much better outcomes for the programs they oversee.

Staff Retention – the level of staff retention and development in 2016 continued to deliver benefits to the organisation.

I constantly receive positive feedback from the campus community of the friendly, professional and fun attitude displayed by our staff.

This creates a culture that we want to nurture and continually develop as it is good for staff job satisfaction and for the experience of our community when engaging with the USU.

It is important to also acknowledge that we are about to launch a new Strategic Plan that outlines the vision for the USU over the next 4 years. The first copies of which are available today.

The key theme of this plan is GROWTH. We believe the best way to achieve growth is to ensure the USU is connected, accessible and dynamic.

Connected to and relevant to our communities

Accessible as we celebrate and harness the diversity of ideas and backgrounds in our communities to create an environment of involvement, respect and inclusion

And

Dynamic by being open, responsive to ideas, energetic in the pursuit of innovation, and nimble in our response to the changing needs of our communities.

It is an exciting time to be leading the USU; I am positive and expectant that the year ahead will be a continuation of the work done over the last 12 months and look forward to continuing the USU's great tradition of providing the best student experience in the country.

Thank you