

# Swinburne University of Technology

## Increased Accountability and Transparency equals greater productivity and morale

Established in 1908, Swinburne University of Technology has built a strong reputation in Australia and overseas as a provider of career orientated education and as a university with a commitment to research. With six campuses across the Melbourne metropolitan area, Swinburne has engaged a panel of suppliers to source and manage Clerical and Administrative personnel who support Corporate Services, TAFE and Higher Education.

As a member of the panel, SKILLED has forged a strong and mutually beneficial relationship with Swinburne over five years, supporting the University through the provision of reciprocal sponsorship arrangements. SKILLED currently manages over 100 employees, which is a significant proportion of the total temporary workforce.

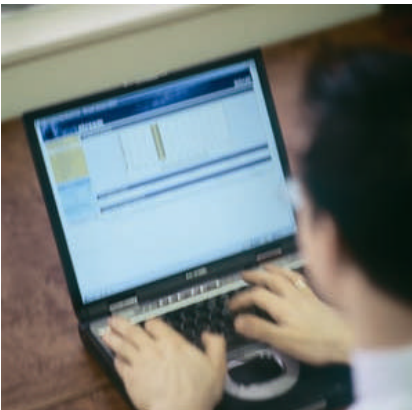
In 1998, the following issues were identified, effecting the efficiency and effectiveness of the University:

- A lack of accountability and transparency; and
- An inconsistent approach to employment and remuneration.

The University felt that job alignment and transparency would be improved through the rationalisation of existing providers. Such rationalisation and the formalisation of standard remuneration processes would increase productivity and general satisfaction amongst their casual workforce.

To ensure fairness and equity amongst casual employees, the University decided to centralise all recruitment related activities and establish a panel of providers to gain synergy between Swinburne and their suppliers. Selected as a member of that panel, SKILLED has established class leading processes and procedures at Swinburne to manage the attraction, selection and management of a supplementary workforce.

To provide the necessary accountability and transparency that Swinburne sort, SKILLED



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identified that a traditional reporting and invoicing model would not satisfy the requirements of the University.

The Account Management team worked closely with Swinburne to develop the following:

- Reporting of all activity for the fortnight;
- Single consolidated invoicing for the fortnight; and
- A general ledger report.

SKILLED's ability to provide the above invoicing and reporting functions forms a significant part of the service level agreement to which SKILLED's performance is assessed. In recent times, SKILLED has successfully implemented SKILLED Workstream.

SKILLED Workstream has reduced administration costs delivered a significant reduction in processing time compared with paper based processes.

SKILLED has fostered a relationship with Swinburne and made a significant contribution through sponsorships, training and education.

SKILLED has further enhanced the relationship by providing additional services including personnel in the areas of Hospitality, Trades, Engineering & Drafting, Warehousing, Exam Supervisors and IT Trainees.