



There's more to *life*



Strategic Plan

Acknowledgement of country

UNE Life acknowledges the traditional custodians of the many lands on which we work and live. We recognise the continuing cultures of Aboriginal and Torres Strait Islander people, the contribution they make to the life of our regions, and acknowledge their deep connection to the land and waters of Australia.

In doing so, UNE Life pays our respects to Elders past and present and extends that respect to all Aboriginal and Torres Strait Islander people.

Chair's message

On behalf of the Board of Directors for UNE Life, I am proud to present this Strategic Plan to you.

The responsibility of the UNE Life Board is to direct and oversee the operational role of UNE Life in delivering a personalised and memorable experience for all of UNE's students who study both on and off campus. The Board works closely with UNE in contributing to UNE's decadal strategic plan, Future Fit. It strives to harmonise the levels of governance and service delivery, so as to ensure that UNE Life fulfills its policy, planning and budgetary commitments, and students are supported throughout their learning journey in becoming successful alumni.



Kevin Dupe
Chair of the UNE Life Board



David Schmude
CEO UNE Life

CEO's message

UNE Life's proven success is in committing to its mission and values.

UNE Life's proven success is in committing to its mission and values, which is to continue outstanding levels of service in the delivery of co-curricular activity to the University of New England student and staff community. UNE Life has a supportive relationship with the University in providing a holistic educational experience which builds on the development of academic skills and career preparation by providing key services in various areas, including health, advocacy & welfare, sport, security and hospitality - as well as opportunities for social interaction and participation. We are agile and can respond to the needs of the University in meeting new service priorities.



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Let us tell you something about us

UNE Life is a business dedicated to enhancing the experience of our university students, both on and off campus, staff, and the wider New England community through exceptional and people-focused services.

We are a wholly owned, not-for-profit entity of the University of New England, independently governed by a Board of Directors and led by a Managing Director. Put simply, we are part of the University family, *and* we are a company.



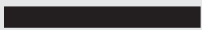
Our purpose

To deliver an exceptional co-curricular experience for students and staff as a key and positive contributor to UNE's mission and brand.





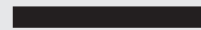
We create memories



We foster connections



We support success



Vision

Enhance lives

UNE Life enhances and positively contributes to the lives of all UNE students and staff through an exceptional experience that creates lasting memories, connections and supports success.



Mission

Lead & deliver

To be a leader in the delivery of world class co-curricular services that enhances the UNE experience.

Our values



Honesty

Transparency builds trust.

We are a team

We get things done, together.

Never settle

We live for continuous improvement.

Respect

Yourself, others, and all we do.

Surpass expectations

We focus on customer satisfaction.

We're committed

We do what we do because we believe in it.



We do
what we do
because we
believe in it.

Our strategic objectives

Our alignment to UNE's Future Fit Strategy



Study with a university that will help you respond to a rapidly changing world.



Objective 1

Delivering an exceptional student experience

Work as a key partner of UNE to deliver and continuously improve services that make a positive contribution to a student's learning journey.



Objective 2

Developing graduate attributes

Ensure graduates' personal development is integrated with their learning journey and that they are ready for life post-university.



Objective 3

Promoting UNE's reputation and brand

Optimise the connections UNE Life creates internally and externally through the different communities that utilise and benefit from the service offerings.



Objective 4

Growing a sustainable business

Invest in our people and business capabilities.

Our way to do the **job**

The key outcomes of our objectives and the product they actualise.

Outcomes

- Improve student satisfaction
- Improve student inclusion
- Ensure a vibrant and memorable experience
- Ease of access to services
- Increased online student participation
- Increase brand recognition and contribute to a life long learning journey
- Improve student health and wellbeing
- Encourage a healthy lifestyle

Deliverables

- Contemporary food and beverage offerings
- Orientation
- Graduation
- Safety, security and information
- Active student consultation
- SportUNE
- Increase online offerings
- Invigorated campus life
- Health support (wellness, advocacy)

Objective 1 Delivering an exceptional student experience



Objective 2 Developing graduate attributes



- Aspirational graduates
- Job ready
- Enhanced soft skills
- Being a better human
- Pursuit of life long learning embedded with career

- Advocacy and Welfare
- Advisory services
- Activations/events
- Clubs and Societies
- TuneFM

Objective 3 Promoting UNE's reputation and brand



- Partner of choice
- Renowned service delivery
- Improve brand recognition
- Ensure comms and socials growth
- Customer growth
- Contribute to student recruitment and retention
- Activate a vibrant University community
- Support UNE marketing

- Alumni engagement activities
- SportUNE operations
- Catering uplift
- Social media uplift
- Ease of participation and access

Objective 4 Growing a sustainable business



- Build a sustainable business foundation
- Employer of choice: staff retention, development and pride
- Maximising sustainable resource utilisation
- UNE Life interests align with that of the community, suppliers and end-user customers
- Increased commercial opportunities

- Honest, best practice and transparent accounting/business/regulatory compliance processes
- Commerciality
- Effective risk management
- Fiscal efficiencies and sustainability
- Best practice environmental methodologies
- Attractive employee remuneration packages

Our operating principles

How we design our services, apply our values, and get things done.



Agility

UNE Life's organisational size enhances its ability to move and react quickly to new opportunities and changing circumstances.



Flexibility

UNE Life's operating model and matrix capabilities lends itself to an integrated service delivery model.



Scalability

UNE Life's operating model allows it to either scale up or down quickly with maximum efficiency and limited overheads.



Affordability

UNE Life's service delivery cost model maintains its competitive commercial advantage as an affordable partner.



24/7 operations

UNE Life's operating model allows it to provide 24/7 operations if and when required.



Partnering

UNE Life has a proven record as a reliable constructive partner driven by a strong service delivery culture and a team based ethos.



Stakeholder management

UNE Life is acknowledged as a 'team player' with exceptional stakeholder management capabilities.



Student centric

UNE Life places the student at the centre of all that it does.



Authenticity

UNE Life's people are passionate and dedicated to providing the best service, and therefore best experience, everyday.



Consistency

UNE Life prides itself on consistent, high quality delivery of services.

Our key operating considerations



UNE Life capacity

UNE Life will determine, and therefore demonstrate, if it has the internal capacity to 'absorb' new initiatives, not just from a necessary skills base, but also non-staff resources, systems, processes and procedures.



UNE Life / UNE SLA

The Service Level Agreement requires ongoing revision and should include clearly articulated and agreed levels that form an overall established service provision. With each new function, fixed measurables and corresponding reporting mechanisms should be identified.



Resourcing

New initiatives will require a transfer of resources from UNE to UNE Life, and the inclusion of an instrument within the SLA that guarantees the required resourcing, including financial, systems, and physical assets, going forward.



Governance

New initiatives will be considered against existing UNE Life governance frameworks and amended where required in order to manage new functions.



Risk

A risk profile for each new initiative will be completed.



Compliance

A compliance matrix for each function will be plotted and managed.



Stakeholders (internal / external)

A stakeholder engagement and an appropriately scaled communications plan will be required for each new initiative.



Current staff

Transition management plans will be developed for any incumbent staff which will consider needs, individuals and conditions.



Transition management

A UNE and a UNE Life 'lead' will be appointed and these individuals will be accountable for the management of the transition. A transition timeline and what is required to achieve deliverables will be agreed upon by both these individuals.



Legal and insurance

Comprehensive consideration of legal and insurance requirements will be undertaken for new initiatives and related functions.



Systems

Mapping of systems that enable UNE Life to undertake a new initiative will take place that considers current and future functions.



Communications

A strong communication plan will be required for the onboarding of new initiatives and for any impact it may have on existing services.

There's more to

Life





Life events
& catering

THE 'stro

café *Life*

The Shop.

TUNE FM

the Booloominbah
Collection


graduation
services

CLUBS
& SOCS


orientation
services

safety
security
information

Advocacy
& Welfare

Belgrave
cinema

Sleek

sport *une*
University of New England



There's more to *Life*



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