

Pace steps up on service delivery reform

THE UNIVERSITY OF ADELAIDE has initiated a major review of client and corporate services delivery, with a phased redesign of the Student and Staff Services Division leading into a broader review of service delivery roles and responsibilities across the University as a whole.

The changes—approved by the Vice-Chancellor on the recommendation of the Vice-Chancellor's Committee and already under way under the oversight of the Director, Student and Staff Services, Mr Ian Creagh—are designed to fulfil key strategic goals in respect of service delivery.

These include:

- developing effective internal communication to optimise service delivery
- utilising client feedback more effectively
- ensuring fast, easy access to information and library services and

providing comprehensible and accessible information to all students

- ensuring that staff and students receive the highest quality support
- providing prompt, user friendly, accessible, culturally sensitive and cost effective administration supported by state-of-the-art IT&T.

New, streamlined reporting arrangements within the Student and Staff Services Division will get the ball rolling on the first stage of service delivery reform.

Student Administration, Radio 5UV, Wilto Yerlo, the Equal Opportunity Office and the Health and Counselling Services are to be grouped into a new department overseen by a Manager, Client Services. Mrs Heather Howard from the Vice-Chancellor's Office will act in this role pending a call for expressions of interest for this and other managerial roles.

The Alumni Office, OCE/LOCUS and

the Smart Card project team will also be a new grouping overseen by a Manager, Development (with Dr Adrian Graves to act in this position). An important new focus of this area will be fundraising projects and coordination.

The Information Technology Division and Information Services Branch are being integrated, while restructuring of the Personnel Services Branch to improve its service delivery and policy advisory capacities is in train under a Manager, Human Resource Services (with Mr Steve Daysh acting in this position).

The managers of the International Programs Office, Centre for Physical Health and the ACUE will continue to report directly to the Director, Student and Staff Services, while an investigation of the financing and delivery arrangements of the Health and Counselling Service and the Centre for Physical Health will begin soon.

"Grouping like functions under one manager enables us to begin improving quality of service and will facilitate the review of processes and related procedures," Mr Creagh said.

Heather Howard, Adrian Graves, and Steve Daysh, along with Dennis Murray (International Programs), Bob Cannon (ACUE) and Peter Nissen (IT), will form a management team to drive ongoing redesign of client and corporate services within the Division.

Ian Creagh has also begun to form several teams, involving personnel from central and devolved administrative units, to examine service reform issues on an institution-wide basis.

"Partnership between devolved and central administrative units is a cornerstone of the broader reform process," he said. "The devolved units will play a crucial role in setting the agenda for service delivery improvement across the University."

Continued Page 5

Graduates to gather in KL

FIFTY-THREE University of Adelaide graduates will gather at the Hotel Istana in Kuala Lumpur on Sunday 31 May, for the University's fifth Graduation Celebration in Malaysia.

And, in a major boost for the event, leading South Australian industrialist Mr Rob Gerard has announced that Clipsal Manufacturing (M) Sdn Bhd will provide sponsorship for the graduation celebration for a five-year period, beginning in 1999.

The Vice-Chancellor, Professor Mary O'Kane, and the University's new Chancellor, Mr Bruce Webb AM, are leading the party of Adelaide staff who will fly to Malaysia for the ceremony.

A few of Sunday's participants were able to be in Adelaide for the University's formal Commemoration Ceremonies last month.

The majority, though, had already returned home and Sunday's ceremony is their chance to share the experience already enjoyed by fellow-students in Adelaide.

Ten of the University's eleven Faculties are represented in the celebration, with the largest groups from Medicine (16) and Economics & Commerce (12).

The guest speaker is one of the University's outstanding younger graduates, Joanna Teh, now Marketing Services Manager at Invetech (Asia)—story pg 7.

—John Edge

Register skills to gain private sector work

ACADEMICS and postgraduate students are being asked to register their expertise and capabilities with Luminis—the University of Adelaide's commercial development company.

The call for registration is part of the company's internal marketing strategy which aims to make the most of potential commercial business opportunities for university staff.

"The University is consistently approached by companies wanting personnel to conduct research and consultancy work," said Luminis Business Development Manager Agricultural, Wine and Environment, Mr Andrew Cecil.

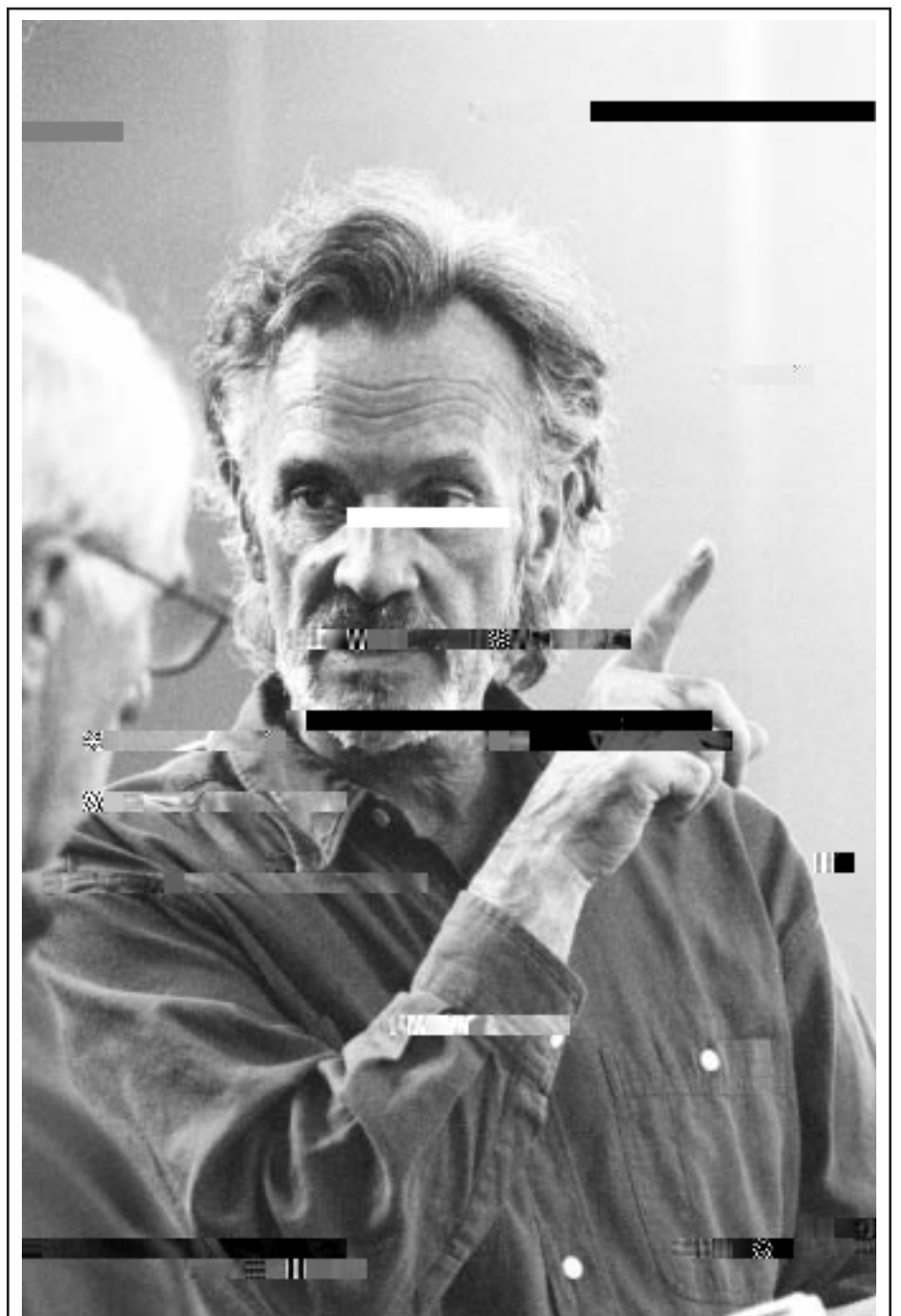
"There are opportunities out there and it would be a shame to have to turn business away because we don't know what people are capable of."

Mr Cecil said Luminis is developing its new interactive web page for launch mid-year enabling staff and students to register their expertise "on-line" for inclusion on the Luminis data base.

"We aim to have a comprehensive listing of everyone within the University who has skills and knowledge to offer the private sector and public so we can link the requests we get from business and governments with the right people for the job," said Mr Cecil.

"Not only are there monetary benefits for individuals who gain extra work but there are other advantages such as developing professional stature, increasing job security, broadening work experience and the chance to form long term links with industry R & D.

Continued Page 6



The University of Adelaide Theatre Guild's 60th anniversary guest director, Jim Vilé, directs Graham Nerlich during rehearsals for the Guild's production of Molière's *Tartuffe*, which opens in the Little Theatre on Friday 29 May. Story: Page 8. Photo Brenton Edwards.



So likewise ye, except ye utter by the tongue words easy to be understood, how shall it be known what is spoken? For ye shall speak into the air. There are, it may be, so many kinds of voices in the world, and none of them is without signification. Therefore if I know not the meaning of the voice, I shall be unto him that speaketh a barbarian, and he that speaketh shall be a barbarian unto me. (1 Corinthians 14: 9-11)

Issues of communication and miscommunication were opened up at many levels in the recent conference on 'Quality in Postgraduate Education: Managing the New Agenda'. Falling fortuitously in the week after the release of the West Report, the conference produced a range of inspired analyses and in these, postgraduate 'research training' figured centrally, often alongside the internationalisation of postgraduate education. Both are firmly on the agendas of many Australian universities including the University of Adelaide.

These two commitments, however, beg a number of questions, an obvious one being, "How can (or, even more basically, 'Can...?') internationalisation and research 'training' be successfully promoted together, and integrated with each other?" The conference floor acted as a platform for university staff and international postgraduates themselves to outline the opportunities as well as the difficulties of offering research programs to foreign graduates (we heard how Oxford University accepts theses in seven languages, five of them living...). Nevertheless, in practice the deeper implications of these directions are difficult to tease out.

In 1993, the University of Adelaide advocated that its educational goals for all students should include "the systematic development of knowledge that is essential for skills in reasoning, judgement and communication" (Quality in Teaching and Learning, p.44). The problem is that the construction of knowledge itself, not to mention its expression in language nor the attendant skills mentioned here, is culture specific, and developed as a social practice by those brought up in the contexts in which it is valued. International postgraduates have often been educated in environments with



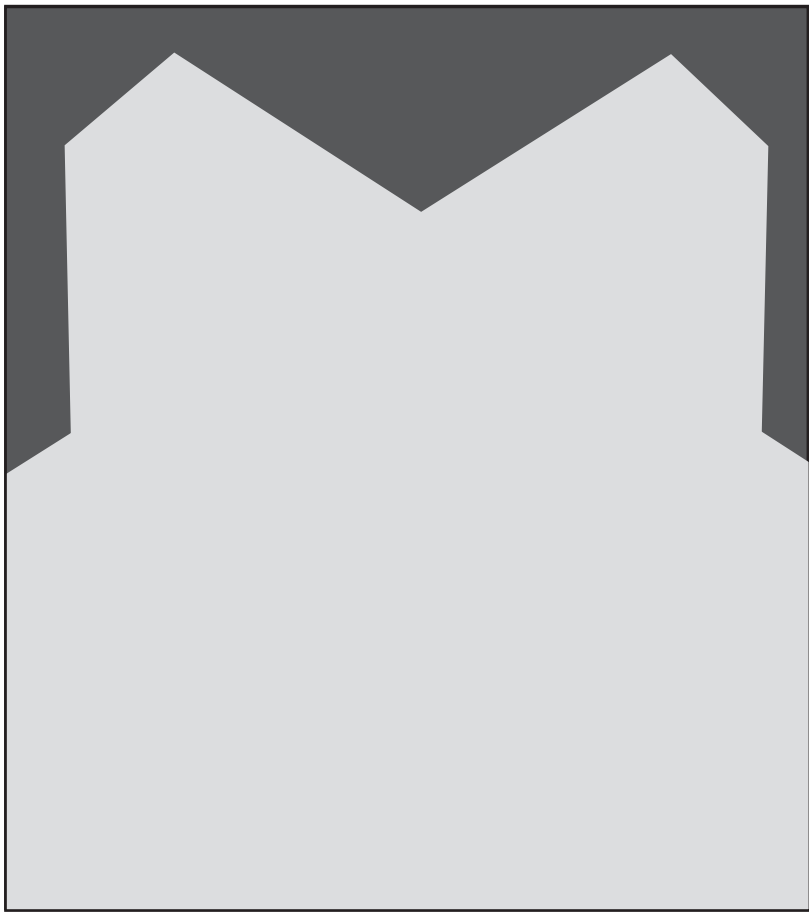
MARSUPIALS RULE

Marsupials are regarded by some as second class mammals, restricted mainly to the Antipodes and only of interest to scientists preoccupied with scientific oddities. According to Zoology's Professor Russell Baudinette, this has resulted in a form of "eutherian chauvinism" which somehow puts humans, rats, cats, dogs etc on a superior plane.

On Friday, 5 June Professor Baudinette will take up the cudgels for marsupials when he delivers his Inaugural Lecture at 1.15pm in Napier Theatre 102.

He will discuss some of his work on kangaroos and wallabies, particularly concentrating on locomotion and the early stages of life in the pouch.

"I will then argue for superior aspects of engineering in marsupials compared to other mammals, and leave you with a



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Drug driver focus for PhD study

'DRUG DRIVER' could one day become a phrase as commonly used as 'drink driver', according to a University of Adelaide researcher.

For her PhD project, Ms Marie Longo is studying the prevalence and role of drugs in non-fatal road accidents.

Using blood samples of 2500 South Australian drivers injured in crashes, Ms Longo found that one third of drivers tested positive to drugs other than alcohol.

These drugs included cannabinoids (marijuana), benzodiazepines (tranquillisers, sedatives and other anti-anxiety prescription drugs) and

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Established in 1893, Walford Anglican School for Girls has a long tradition of excellence in academic and co-curricular activities and in the quality of its pastoral care.

Centenary Scholarships

These entrance scholarships, awarded by the Council of Governors, commemorate Walford's centenary in 1993. All enquiries are welcome, especially for entry to Years 5, 8 and 10 where limited vacancies exist.

Criteria for selection include: personal qualities, academic achievement and involvement in co-curricular activities. Further information and application forms are available from the Registrar.

Applications close Wednesday 20 May 1998.

School Tours

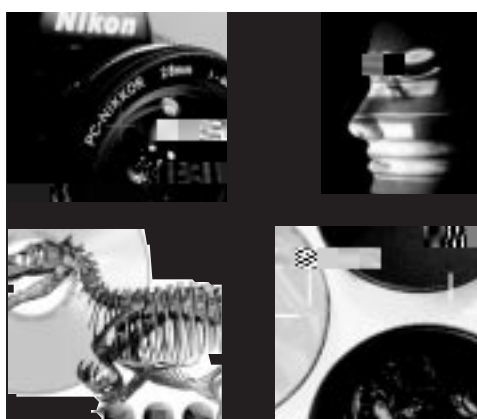
Parents considering a Walford education for their daughter/s are warmly invited to visit the school on

Monday 11 May at 9.30am or
Tuesday 2 June at 2.00pm

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ALUMNI NEWS

SPECIAL SCREENING OF 'MRS DALLOWAY'

The Alumni Association's Cornell Chapter is presenting a special fundraising screening of the new release film "Mrs Dalloway" at 7:00pm on Thursday 4 June at Palace Eastend Cinemas, 274 Rundle Street.

Based on Virginia Woolf's novel of the same name, the film features strong performances by Vanessa Redgrave, Natascha McElhone and Rupert Graves.

On a summer's day in London, five years after World War I, Clarissa Dalloway remembers that summer in the country in 1890 when she was young, beautiful and much courted. The sudden return into her life of a suitor whom she rejected thirty years before, and her growing concern for a tragic young man she will never actually meet, interrupt the flow of her life.

PERFORMING ARTS

AT HOME AND ABROAD

Adelaide link to Asia-Pacific dance festival

DEPARTMENT OF Music Studies lecturer Steven Knopoff has recently returned from accompanying a group of traditional Aboriginal performers on a week-long tour of Hawaii which included four performances at the 1998 Asia Pacific Festival co-sponsored by the East-West center and the University of Hawaii.

The eight-member performance group Yolngu Bunggul from Yirrkala in the Northern Territory was led by Witiyana Marika who, in addition to his ceremonial leadership responsibilities at Yirrkala, was also one of the original founding members of the popular Yolngu rock band, Yothu Yindi.

The Festival featured performances by thirteen music and dance ensembles representing different cultures from the Asia-Pacific Region, including China, Japan, Korea, Tahiti, Fiji and Hawaii. Australian participation was partly supported by funding from the Australia Council and Qantas.

Steven Knopoff has had a long-standing relationship with the Yirrkala Yolngu as a student of traditional songs and culture. He travelled to Hawaii in a dual capacity as a Research Fellow at the East-West Center, and as tour manager for the Yolngu group.

He accompanied many of Yolngu Bunggul's performances and demonstrations with talks designed to give audience members an understanding and appreciation of Yolngu ancestral songs and designs, including their relation to traditional kinship and land tenure.

"This basic understanding is something that is often lacking when Aboriginal songs are performed in multicultural or folkloristic concert settings," Steven Knopoff said.

"While the aural and visual beauty of Yolngu songs and dances is readily accessible to anyone, a basic understanding of the songs' meaning can go a long way, both towards enhancing appreciation for the culture and increasing enjoyment of the aesthetic qualities of the performance."

While in Hawaii, the group made two coincidental discoveries concerning links between Hawaii and Yirrkala.

The first of these occurred when the Arts Director for the East-West Center showed members of the group a set of photographs taken during a visit to Hawaii by Aboriginal performers in the early 1970s.



Members of Yolngu Bunggul perform during their Hawaiian tour. Photo courtesy of Steven Knopoff.

"As it turned out, most of these performers were also Yolngu people from the Yirrkala area, including the grandfather of one of the recent tour's members," Steven Knopoff said.

The second link was discovered when the group visited the Wo International Center of the Punahou School and were

shown a collection of Pacific-region artwork donated by the renowned Hawaii painter, John Young. Three pieces in the collection were bark paintings from the Yirrkala area, including one of a Macassan prau by the grandfather of Mawalan Marika, the painter with the 1998 tour group.

French comic classic still speaks to audiences today

OVER 300 years ago Molière's play *Tartuffe* was forced from the stage after its first performance by the forces of the religious right. It took five years of hard work and the eventual intercession of Louis IV himself before the play could be publicly performed, with Molière as the duped husband, Orgon.

Today the play is still a powerful

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NORTH ADELAIDE: Lge 4 roomed, fully furn flat with pool, garden. \$380- pw incl gas & electricity. Ph 8267 1081.

NORTH ADELAIDE: Short term serviced tenancies avail in full furn heritage listed stone & brick row cottage in

quiet cul-de-sac on parklands frontage. 1 br plus sofa bed, off-street parking, walk to Uni. \$40 per night, \$240 pw. Longer tenancies by arrangement. Ph/fax Tim Simpson 8267 5786 or email: <asa@arch.adelaide.edu.au>.

NORWOOD: Share accomm in character bluestone cottage. Lge br, walking distance to Uni. Avail June. \$72 pw + exp. Ph Heather 8362 8999 or email: <hcross@wy.adelaide.edu.au>.

PARKSIDE: Lge, sunny 3 br house for rent near parklands. \$210 pw. Ph Ben 8303 5367.

WANTED: Furn apartment/house from early Aug 98 for rent to DSTO scientist. Periods as short as a month while you are on leave. References. Ph 8259 5895 or email: <Jim.Winkles@dsto.defence.gov.au>.

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BABY GOODS: Maternity wear, pram with toddler seat, bouncinette, fraser chair, sling and lots of baby clothes and toys. Ph 8269 4327 (after 6pm).

COMPUTER: Mac LC520 with CDROM, exc cond, includes software and printer. \$650. Ph 8296 6560.

DESK: 2 x desk and drawer units, painted pine, exc cond, 1 with bookshelf. \$80 & \$70. Ph Geoff 8296 1677 (ah).

ELECTRIC WALL OVEN: Westinghouse fan-forced, including griller. Manual or fully auto mode with digital control, exc cond. Ph 8272 1253 (after 7pm).

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manual, 162,000km, white, air cond, rad/cass, good cond, 3 mths reg. VTU 508. \$3,000. Ph 8217 8225 (ah) or 8363 3246.

MISC: Victa lawnmower, exc cond, \$150. Car bicycle carrier, \$45. Lge Gedye compost bin, \$45. Ph 8363 9198 or email: <jraftery@camtech.net.au>.

MISC: House full of furn, mainly polished pine, Edwardian style - cupboards, dressing table, chaise lounge, bed ends, tables, bookcases. Cedar sofa. Cane furn - chairs, bedhead, drawers, etc. Lge Chinese carpet. Honda CT 110 motor bike. Saddle, bits & bridle. Ph Pat Venning 8303 5401 or 8362 9559 (ah) or email: <pvenning@auu.adelaide.edu.au>

TOYOTA CORONA: Station wagon 1983, white, manual, reliable, good cond. UVA 897. \$1,900 ono. Ph 8204 7712 or 8269 4327 (ah).

TRIUMPH 2500S: Manual with o/drive, very good cond. UEP 849. \$2,900 ono. Ph 8327 0761.

TENDER

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Mr Barry Michels, Manager, Property Services, Roseworthy Campus, Roseworthy SA 5371 by 5.00pm 29 May 98.

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Bulletin Board

12noon Plant Science Seminar: Cell wall metabolism in barley: From the grain to crystal structures, and back by Prof G Fincher. Charles Hawker Conf Centre, Waite.

1.00pm Microbiology & Immunology Seminar: PETA-3 a novel Tetraspan antigen associates with integrins and modulates endothelial cell function by Paul Sincock (IMVS). Library, 5th Flr, Medical School Sth.

1.10pm History Staff/Postgraduate Seminar: Council pollution control by law and zone in South Australia, 1860-1960 by Matthew Jordan. Rm 420, 4th Floor, Napier.

1.10pm Public Health Seminar: IT Information Session by Dr Phil Ryan and Mr Steve James. Sem Rm, Lev 6, Bice Bldg, RAH.

2.15pm English Staff/Postgraduate Seminar: Mixing the Making of Genre and Politics in Marlowe's Dido by Lucy Potter. Don't Mention the Ward: Madness and Masculinity by Jeremy MacKinnon. Room 618, Level 6, Napier.

4.00pm Soil Science Seminar: The use of Remote Sensing and GIS modelling for soil erosion prediction in Timor by Mr Manual Pian (Masters student). Room 301, Prescott Building, Waite Campus.

4.15pm Geography Seminar: Recreational use of State forests by Derek Smith and Peter Smailes. Room 819, 8th Floor, Napier Building.

8.00pm Classical Association of SA Meeting: The Emperors Marcus Aurelius and Commodus: The Good, the Bad and the Stupid? by Ron Newbold. Room 723, 7th Floor, Hughes Building.

12noon Lyell McEwin Health Service: Case Studies in Osteoporosis by Dr Pat Phillips (Director, Dept of Diabetes & Endocrinology, TQEH). Conf Rm 1, Community Health Bldg, Lyell McEwin.

1.10pm ETSIG Learning Technology Forum: Online Discussion Forums by Paul Dalby (Soil Science). LG29, Napier.

1.10pm Anatomical Sciences Seminar: Stromal cell hierarchy by Dr Stephen Graves (Orthopaedics & Trauma). Room S127, Medical School, South Wing.

3.15pm Anthropology Seminar: Skinheads and Sub-Cultural Syncretism by Dr Eric Anderson (Yakima Valley Community College, Washington, DC). Room 405, 4th Floor, Schulz Building.

10.10am Electrical & Electronic Engineering Seminar: Mismatch in Analog VLSI and biological vision systems by Ali Moini (Lecturer). Lecture Room S112, Engineering South.

12.30pm UniSA School of Pharmacy and Medical Sciences Seminar: Pharmacy Development in South Australia by Dr Julian Clark (Fauldings). Room 058, FW Reid Building, Frome Rd, UniSA.

1.00pm Zoology Seminars: Impact of water extraction on the invertebrate fauna of artesian springs in Lake Eyre region by Sue Graham. Ecology and management of the Koala on Kangaroo Island by Soolim Carney. Seminar Room, 4th Floor, Fisher.

1.00pm Environmental Science & Management Seminar: Rare aquatic fauna of the mound springs in arid South Australia by Darren Nijalke (Western Mining Corporation, Roxby Downs). Stefanson L/T, Williams Bldg, Roseworthy.

1.10pm Horticulture, Viticulture & Oenology Seminar: Viticulture Technical Group at Southcorp by Libbie Tassie (Southcorp Wines Pty Ltd). Plant Research Centre Auditorium, Waite.

1.10pm Genetics Seminar: Cell cycle regulation in Drosophila by Dr Tony Brumby. Seminar Rm, Ground Flr, Fisher.

2.00pm NHMRC Road Accident Research Unit Seminar: Road Safety Performance Indicators by Ross McColl (Manager, Traffic Research & Intelligence Section, SA Police). Rm S216a, Med Sch Sth.

4.00pm Physiology Seminar: Changing nutritional and health profiles in Asia by Dr Lyn Cobiac (CSIRO, Human Nutrition). Rm N416, Medical School Nth.

4.10pm Botany Seminar: Controlling the alternative oxidase pathway - a feminist's approach by Felicity Johnson-Potter. Benham LT, Benham Labs.

4.30pm Crop Protection Seminar: Systematics and phylogeny of the tribe Baeini (Hymenoptera Scelionidae) with special reference to the Australasian fauna by Muhammad Iqbal (PhD student). Lecture Room 1, Teaching Wing, Waite.

6.00pm Public Lecture Series - Weaving the Social Fabric: Gender equity and Australia's population policy: are they connected? by Alison Mackinnon & Peter McDonald. Room H1-44, Amy Wheaton Bldg, UniSA, Magill Campus.

12noon HCCR/IMVS Seminar: Haemopoietic Stem Cell Transplantation by Dr Bik To. Verco Theatre, IMVS.

12noon Sorry Day: Speakers: Lois O'Donoghue, Bev Haines, Julia Lester. Aboriginal & Torres Strait Islander music and dance; bbq; information stalls. Cloisters, Union Bldg. Barbara Baird, ext 33158.

12.05pm Psychology Seminar: Healing techniques for sexual abuse survivors by Gabriele Fitzgerald (Private Practice). Room 527, Hughes Building.

1.00pm Chemical Pathology Seminar: Lipids in Progressive Renal Failure by DrS Paul Henning & Michelle Tilley (Nephrology Dept). Sem Rm 1, 4th Floor, Clarence Reiger Building, WCH.

6.30pm University Film Society: Nashville. Union Cinema, Union Building.

12noon Special Postgraduate Symposium: Gender, Justice and Crimes of Violence, organised by the Sociology Department, Flinders University. Moot Court Room, Law & Commerce Building.

12.45pm Dentistry Research Reports: Mitra Shannanian-Borojeni, Itone Mutabi and Chaoshu Yao. Lect Th 1, 6th Flr, Adelaide Dental Hospital.

1.10pm Asian Studies Seminar: Silence and resistance: Japanese students in crisis by Dr Yanayama. Rm 518, Ligertwood.

1.10pm Elder Conservatorium Lunch Hour Concert: Gil Sullivan - piano. Works by Mozart, Schumann & Liszt. Elder Hall. Admission \$2.

1.15pm Inaugural Lecture: A fair deal for the fair sex? feminism in the next millennium by Prof C Bulbeck (Women's Studies). Lecture Theatre 102, Napier.

2.00pm Economics Seminar: Firms' Disclosure Reactions to Major Social Incidents: Australian Evidence by Prof C Deegan (Southern Queensland Uni). Rm GK 3-20, George Kingston Bldg, UniSA, City West.

2.15pm Philosophy Seminar: Philosophical Psychology and Psychoanalytic Theory by Louise Braddock (Reading Univ)