

Welcome

From Managing Director,
Paul Steinfort

TO SUSTAIN THE JOURNEY (on the road less travelled but more valued)

This edition we interview Garry Smart who celebrates his 25th year with us as he reflects upon his journey and we look at present and future sustainable development in that light. The word sustainability is derived from the Latin *sustinere* (*tenere*, to hold; *sus*, up), to sustain is to support and endure and that has been the key focus of PSA over the journey and is one of the key tenets of project management.

PSA has always taken on projects which reach beyond the ordinary and where they can bring best value to learning, growth and sustainability for our community of practice and the wider community, here in Australia, but also notably in places where sustainability is somewhere between an elusive dream (or is that a nightmare?) and a day to day battle. We value greatly the potential of our people to be able to engage, plan, do and reflect better value outcomes which might not be otherwise possible here and internationally. We have gained and passed on particular value in the journey on the road less travelled and extended or integrated traditional project management within a more holistic program and realised unexpected outcomes which we have then taken back to base.

In this edition of PSA Project we also touch on the development of our dual offering of Project Management Practice (PMP) with PSA's own, Community Post Disaster Program Management (CPDPM) now accredited at Certificate 4 level and on Scope nationally through the Australian Skills and Qualification Authority. This is a further development of our global PhD Action Research, our outcomes in Project Management Practice and also the courses we have run successfully in neighbouring Indonesia, New Zealand, Pakistan, Japan and most of all here in Australia.

The dual qualification in PMP and CPDPM is also articulated to the Post Disaster Project Management course which I have had the privilege of leading the pilot at RMIT and continuing through to fully-fledged courses at both Masters and Undergraduate level.

November 2013

This work is sustained at the same time as we are providing key project planning and management services to major corporate, government and non-government organisations here in Australia. One field of practice can learn significantly from others and lead to valuable outcomes overall for both industry and community project applications.

Our practice is formed by the understanding that transition and capacity building, together with regeneration are fundamental to project management practice and success. Which is why at PSA, we see sustaining the development of our people and our clients as a mutually inclusive and beneficial journey of learning and growth.

PSA News

Find Out What's New at PSA

PSA'S NATIONALLY ACCREDITED CERT IV COURSE

PSA is pleased to announce that we have recently received national accreditation for our very own Certificate IV course: 10375NAT Certificate IV in Community and Post Disaster Program Management.

This course, created by PSA, is entirely unique. The course combines all the lessons learned from over 40 years' project management experience, on some of Australia's most iconic projects and extensive and unrivalled post-disaster project management experience, both at home and overseas.

The project management methodology presented within the course content has proven time and time again to deliver project success and the Certificate IV course is both practical and accessible for the learner. PSA's Certificate IV course in Community and Post Disaster Program Management will deliver skills and knowledge that can be applied not only to Post-Disaster Environments, but to any project, within any field or environment. PSA is delighted to have this opportunity to allow others to learn the skills and tools that have helped bring value and success to so many projects through the years, and to allow course participants to take this learning back to their own projects and communities to add value there.

NOT ONLY has the course been nationally accredited by the Australian Skills Qualification Authority (ASQA) , but it is has been included on the Scope of our Registered Training Organisation (RTO) partner Infinity Training Australia.

November 2013

This means that the course can now be delivered and students issued a Nationally recognised qualification, with the first course likely to roll out in December 2013.

FURTHER TO THIS PSA is also in a position to tailor the delivery of their Certificate IV Community and Post Disaster Program Management course and combine it with the BSB41513 Certificate IV course in Project Management Practice to offer a dual qualification, meaning that participants can receive a double Certificate IV qualification from one course!!

Statistics from the United Nations Environment Programme show an increase in the frequency, magnitude and resulting destruction of natural disasters over time. Despite this, post-disaster project activities remain inefficient and poorly managed. The latest major disaster in the Philippines also gives a painful insight into the problems related to response, recovery and reconstruction programs. The first phase of such response is a rapid assessment and the logistical demands, safety and difficulty of communications let alone the serious health and operational risks make the sheer extent of recovery to reconstruction over a number of islands a daunting prospect.

PSA Project and Infinity Training RTO are preparing such facilitation in support of the Philippines through different initiatives including a special workshop to finalise the guides, competency assessment tools and best RPL approach in the first week of December.

Please contact us on (03) 9529 7500 if you would like further information.

MOVEMBER



The PM-MO's, in week 3 of their Movember campaign.

You can't help but notice the hairy upper lips sprouting everywhere through November as people put their moustachio-growing skills to work all in the name of raising the awareness of men's health. It is indeed Movember time again! This year, all the men at PSA have put down their razors and are gladly willing to do their bit for the cause and grow a mo' to raise funds for the charity. The team - "The PM-Mo's" will be channelling their inner Magnum, Merv Hughes, Boony and Ron Burgundy all in the name of Movember. If you'd

like to support our team and give a little for the cause, [click here](#).

November 2013

RMIT AWARDS



PSA Managing Director Paul Steinfort was recently invited to present awards at the RMIT Project Management graduation awards ceremony.

The awards were for the top students in the Masters course of Community and Post Disaster Project Management developed and lead by Paul.

Given the success of the pilot programme over the past two years, RMIT is opening the course to a number of Schools and Faculties in 2014

WELCOME TO KASTEN!



PSA would like to welcome Kasten Flory to the team as a Project Development Officer. Kasten has completed her Bachelor of Applied Science (Project Management) at RMIT and has demonstrated her ability to use common sense to work through problems and take the initiative as it has been required. Kasten has gained valuable experience with working consistently under pressure whilst in a fast paced environment which has demanded her to work efficiently unsupervised and as part of a team as well as to multitask to achieve successful outcomes for the customers/client.

Project Success

Making Project Management Work for You

PSA HELPS BUPA BRING BENEFIT FROM CHANGE

Projects are a great opportunity to take a vision for the future and turn it into reality. Unfortunately not all projects are born out of organic vision – sometimes they are just lumped on us and we are told to “make it so”. This exact thing happened to one of Australia and New Zealand's leading healthcare providers, Bupa, last year, with the ATO mandating new compliance measures that needed to be adhered to for the end of the 2012-13 financial year, and carried a threat of fines totalling close to \$3 billion if compliance wasn't met!

Through this project, Bupa was required to deliver 2.7 million tax statements, in a new format, to members within 15 days of the financial year end. In a remarkably brave and visionary manner, Bupa approach to this project was that they would not just meet the ATO's requirements, which would already be a challenging undertaking, but they planned to use this forced systems overhaul as a catalyst to further improve customer innovations and ensure they go to the forefront of customer service and satisfaction in their industry.

Due to the non-negotiable time aspect and the potential implications if the deadlines were not achieved, Bupa engaged PSA in the role of Master Scheduler, to co-ordinate schedules and dependencies between the various operations and technology streams of the business involved in this project, and to provide monitoring reports, status updates and program revisions to ensure all deliverables were achieved within the required timeframe. Happily we can report that the mailing was completed 3 days ahead of the compliance deadline, and Bupa was the first Australian health insurer to have their data file received and validated by the ATO.

Huge credit must go to Bupa's Senior Project Manager, Michael Monaghan, who was able to bring this project in on cost and on time against huge odds. Just as importantly, he and the team managed to achieve remarkable

November 2013

improvements in customer advocacy ratings, as well as deliver new technology, systems and processes that will benefit Bupa's business into the future.

PSA ProFrame

PSA's Innovative Project Management Software Tool

ProFrame, is now available for release and organisations have the opportunity to register their interest in attending workshops so that they can make the most out of this breakthrough Program to Project Management solution. The unique PSA ProFrame system can help you assess, plan, communicate, commit and deliver your organisation into a sustainable future by aligning strategy through to actions.

ProFrame is the culmination of lessons learnt from over 40 years of practical experience as well as a worldwide PhD study and book release, What Enables Project Success. This provides a robust approach that can be applied at any stage of a strategy, program or project and will improve your project success rates by reducing risk, identifying success criteria upfront and planning for them.

PSA ProFrame will easily integrate into your own systems, as well as PM methodologies such as PMBOK method, Logframe or other. This versatility means that no matter what field you work in, PSA ProFrame will add significant value to your projects.

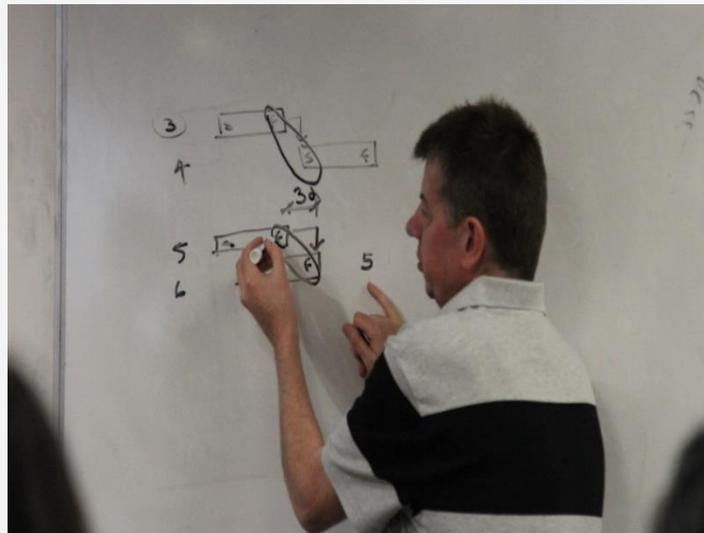
Find out more about ProFrame and sign up for a trial version [here](#).

November 2013

25 Years of Enabling Project Success

Program Control Manager, Garry Smart hits 25 year Milestone!

Garry Smart in his early days at PSA



Garry Smart more recently, passing on knowledge to RMIT students.

25 Years, Not Out.

2013 marks Project Control Manager's 25th year working at PSA Project Management. Garry came to PSA straight out of University and has worked on iconic Melbourne projects such as both the MCG Northern and Southern Stand re-developments and Melbourne's Rectangular Stadium. Garry loves his sport and especially enjoys his cricket which he plays for Mountaingate Cricket Club. In the fast-paced and ever evolving workplace environments of this day and age, it is both rewarding and rare to find such a long term commitment between employee and company. Garry and PSA must obviously be a very good match!

Garry worked on both the MCG redevelopment and the Rectangular Stadium



November 2013

In his spare time, Garry enjoys playing Cricket, here starring for Mountaingate.



We asked Garry to reflect on the past 25 years and to list his 'Top 5 highlights' of his first quarter century at PSA,

Here are Garry's Top 5:

"1. Completing my Civil engineering degree and getting my first full time job in an area called project management, which I knew nothing about and still being here 25 years later!

2. The people I have worked with and got to know over the 25 years - firstly the staff at PSA and also the many clients I have worked with on projects and got to know over the period.

3. The variety, complexity, size and challenge of the projects where I have contributed to their successful outcomes including; 101 Collins St, Melbourne Casino, MCG Northern & South Stand redevelopments, restructure of AP letter & parcels networks, Melbourne Rectangular Stadium, Apartment & Hotel projects.

4. The continual experiences and learning I have gained through being involved with projects, lecturing, training, PSA and, in particular, the knowledge transfer from Paul Steinfott, all of which have contributed to my skills and development in the area of project management – a discipline that was just really developing when I commenced 25 years ago.

5. The enjoyment & satisfaction I have in helping people achieve their dreams, goals, objectives and deliverables over such a wide diversity of projects and being able to have that balance with family which is a core value of PSA."

Everyone at PSA is delighted to have Garry as an integral member of the team and we wish him warm congratulations on hitting the 25 year mark!! Here's to the next 25!!