

# 30 YEARS

# BUSINESS EXCELLENCE AWARDS



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## **+ Jodie Gillett CEO**

Commerce Ballarat is one of Ballarat's leading business representative organisations, established in 2002 following an amalgamation between the Ballarat Retail Board and the Ballarat Chamber of Commerce. Commerce Ballarat is the largest independent business group in Ballarat, creating a united voice for all business sectors.

Our aim is to offer a wide variety of services to our members and the wider business community, we are the facilitator of many initiatives including; Business Day Out, BisNet Breakfasts, B31 Ballarat Business Month, Business Mentoring Program, After Five, Young Professionals Network and of course the Commerce Ballarat Business Excellence Awards. The Ballarat business community is critical to the growth and lifestyle of our city, so it is important that we publicly recognise and reward their contributions.

I wish to acknowledge the founders of these awards Barbara Hughes and Mick Roberts and thank all the sponsors who have supported the awards over the years in particular our two naming rights sponsors CGU and Federation Business School.

We are thrilled to celebrate thirty years of business excellence in 2018, we look forward to these awards continuing to encourage and celebrate creativity, professionalism and innovation into the future.

We hope you will enjoy our new magazine.

Jodie Gillett  
CEO



## **+ Nick Thurlbeck Chair**

I am honoured to have recently taken on the role of Chair of Commerce Ballarat. The Board is elected from within the membership and are highly experienced people, they are representative of a diverse range of industry sectors and bring together a wealth of local knowledge, expertise and ambition for Ballarat and the region.

The Board is committed to the Commerce Ballarat Business Excellence Awards as they play such an important role in our city recognising and promoting the achievements of business. I would like to take this opportunity to thank both Federation Business School and CGU for partnering with us to deliver the awards and of course extend that gratitude to all our sponsors.

These awards along with many other Commerce Ballarat initiatives would not be possible without the dedication and commitment of our many volunteers, these busy people contribute many hours to ensure opportunities such as this are available to our business community.

I am genuinely excited to be celebrating the thirtieth year of awards, and wish every Ballarat business participating in the awards process the best of luck, not only this year, but into the future as we encourage, recognise and celebrate business excellence across our region.

Nick Thurlbeck  
Chair



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# Five minutes with...

## Mick Roberts & Barbara Hughes

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**The Commerce Ballarat Business Excellence Awards wouldn't be the awards program they are today if it wasn't for the vision and determination of Mick Roberts and Barbara Hughes. When Mick, the branch manager of NZI Insurance (now CGU), approached Barbara, the Secretary of the Ballarat Chamber of Commerce (now Commerce Ballarat) 30 years ago, he had no idea that the awards would become the significant awards program that they are today. Mick and Barbara spoke to us about the triumphs and tribulations of getting the awards off the ground and how the awards have grown and changed from their humble beginnings back in the 1980s.**

### MICK ROBERTS

**Tell us how the concept for the awards came about.**

It was 1987 and I was working as the Ballarat Branch Manager at NZI Insurance. The company had approached a number of Branch Managers in regional areas across Australia and offered to sponsor local business award programs. I thought it was a fantastic concept that would add a lot of value to Ballarat, and decided to approach the Chamber of Commerce about partnering with us. I was a member of the Executive Committee and knew that the Chamber had a fantastic reputation and established relationships with the business community, so it was the obvious choice.

I approached Barbara, who was extremely supportive. We put together a concept for the awards, enhanced by Barbara's exceptional event management skills, which she presented to the NZI panel in Sydney. We were soon informed that we would receive the sponsorship to get Ballarat's first awards program up and running. From there it was all systems go, and the first awards ceremony was held in May of 1988.

**How did you get businesses involved in those early years?**

NZI and Chamber staff would stand in the streets and visit shopping centres handing out nomination forms to people. This is how we had to do things in the days before the internet! There was only a handful of award categories.

It was hard going in the first few years. It was a new concept and we had to work really hard to grow awareness of the awards among residents and businesses in order to get nominations. I will

admit that there were a few moments of panic when we weren't sure that we would get enough applications, but we always did. We had 150 guests at the first award ceremony, and from there the awards gained momentum.

**What was the first awards ceremony like?**

The first ceremony was held at the Bell Tower with around 150 guests. NZI had organised for Ita Buttrose to attend as the guest speaker, which was a big draw card. Unfortunately she missed her flight from Sydney, but Barbara did a fantastic job of keeping the event flowing until she arrived. It was a very successful night, and was the start of business networking in Ballarat. Prior to the awards, there was very little being done in this area, and no major events to bring the business community together. I think this is one of the reasons why the awards continued to grow. It was a great opportunity for businesses to come together, share ideas, and build relationships and networks.

**You were involved in the business awards for 25 years.**

**Do you have any favourite memories?**

The highlight for me was seeing the elation displayed by the winners, and not just the business owners but also the staff. It was wonderful to see how much the awards meant to people. It was also very satisfying to watch the awards go from strength to strength. What started as a small event of 150 with a handful of categories, has become the pinnacle event for business in Ballarat with 600 guests attending each year.

**NZI played a pivotal role in establishing the awards.**

**Why do you think they were so committed?**

NZI was a large, Australia-wide organisation and was very passionate about supporting regional Australia. It had sponsored business award programs in other regional areas, which had been well received by the business communities and provided good brand awareness and market penetration for NZI. The Ballarat Chamber proved that it was capable of running a very successful program, award winners were reporting increased turnover, the Chamber was experiencing huge growth, and it was a powerful branding tool and business exercise for NZI. The awards were really having an impact and NZI was proud to be involved.



## BARBARA HUGHES

### What were your initial thoughts when Mick approached you about the business awards?

I thought it was a fantastic idea! The Chamber was already running smaller promotions and awards in the business community, such as the shop assistant award and Christmas decorations competitions, however a large awards program of this scale had not been considered before. Having the support of NZI, both financial and in kind, gave the Chamber confidence that it could present a high quality event that would benefit the local business community.

### What was your role in getting the first event off the ground?

I worked with Mick and the Chamber Executive Committee to develop the concept for the event, which I presented to an NZI corporate panel in Sydney. There were a number of cities looking for sponsorship, so we needed to present our concept and show NZI that we were capable of organising a program that would meet its requirements. We were successful and I started working with Mick to pull the award program and ceremony together. I did everything from admin tasks, to standing in shopping centres handing out nomination forms, to running the program on the night. It was a busy time, and being our first event of this scale, there was a lot of problem solving and creative thinking taking place. We all learned a lot in that first year, and used our knowledge to make future program bigger and better!

### The Chamber really embraced the awards.

#### How did it benefit the Chamber?

The awards were a fantastic branding exercise for the Chamber and gave us another opportunity to engage with the Ballarat business community. We experienced significant growth in the years following the implementation of the awards. WIN Television was a fantastic supporter, and the Chamber received a lot of publicity through the TV commercials and promotion of the awards. The awards ceremony allowed us to network with business owners, talk to them about their needs and tailor our services to assist them. The awards became one of the Chamber's key projects, and one of its key marketing activities. They cemented the credibility of the Chamber.

### The awards ceremony has become the night of nights for Ballarat businesses. What are your most memorable moments?

There have been so many great moments! We always had great special guests, from Ita Buttrose, Julie Anthony and Karen Knowles, to Con the Fruiterer. Con was outstanding and the atmosphere that year was fantastic. The event has also provided an opportunity for many of our great local performers to take the stage, such as David Hobson and David Lemke. Like every event, there were a few moments when things didn't go exactly to plan, however we were able to get through them unbeknown to the guests. I have very fond memories of my eight years working on the awards.

### The awards have evolved a lot over the past 30 years.

#### Tell us about some of the key changes you have witnessed.

The awards have certainly become more innovative. When we started, we had a DL nomination form that we would hand out. Now it is a comprehensive reflection on the business's operations. I also remember when we first had a big screen at the event. I think we may have been the first event of our kind in Ballarat to have a big screen. It was a really big deal back then. I've also seen the increased benefits that finalists and award winners receive from taking part in the awards. As the reputation of the awards has grown, so too has the accolades that go with being a winner. Finalists and winners receive a lot of promotion in the Ballarat community, and it is great to see businesses entering the awards year on year. This really is a testament to the awards and the credibility they bring to winners.



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## A Message From CGU

**CGU (formally NZI) has supported the Commerce Ballarat Business Excellence Awards since the beginning - 26 years as the naming rights sponsor, and the past four years as a category sponsor. As you have read in Mick and Barbara's stories, the company partnered with Commerce Ballarat (formally the Ballarat Chamber of Commerce) to establish the awards, something we are very proud of.**

Why have we continued to sponsor the awards for so long? Because we love being involved in the Ballarat business community! We want to support it to grow and thrive into the future. I've been with CGU for 36 years, and a key value of the

company has always been to give back to the Australian business community, particularly in regional areas. We see the awards as one way that we can effectively do this.

The awards are more than just a gala event. They recognise the diverse range of businesses that operate in Ballarat and the passion and grit of the owners and staff behind them. They're about celebrating the achievements of local business, and creating an opportunity for businesses to network and collaborate.

**Peter Dean**  
CGU Business Relationship Manager

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# Five minutes with... Susan Cowie

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**In 2018, Susan Cowie from Admedia will produce around 70 videos for the Commerce Ballarat Business Excellence Awards - everything from TV commercials to visuals for the gala awards night. It is a huge task, however with this year being her 16th year working on the awards, she has the process down pat! We found out a little more about her role.**

## **Producing the videos for the awards is mammoth task! What is involved in turning this around?**

I call awards season 'The Juggernaut'! Once the video component is underway, everything moves along at a cracking pace! From March through to August I work closely with the fantastic Commerce Ballarat team to produce the many TV commercials seen on the WIN Network, as well as the gala night audiovisual presentation. I have a small window of opportunity to produce the highlight videos for each finalist in the 16 award categories, which involves visiting each business to film, then a solid week of editing to produce the commercials for WIN. These run in the lead up to the gala awards night. I spend another 2-3 days producing the videos you see on the big screen at the gala event, as well as the TV commercials for each category winner that run post-event. WIN certainly ensures everyone gets plenty of screen time! The whole process is a flurry of excitement for everyone involved, and it is really special that I get to be part of it.

## **What do you like most about your role?**

It really is a privilege to visit a business and get a glimpse behind the scenes, hearing first hand about how the business started and where it is heading. I get a lot of personal satisfaction from working on the business awards. It is very rewarding to see it all come together.

## **You have worked with many Ballarat businesses during your time with the awards. Do any stand out in your memory?**

There are so many. Each year, it's the diverse range of businesses that grabs my attention.

From 2017, Business of the Year winner, Albins Performance Transmissions was so impressive and a real eye opener - another Ballarat business taking on the world! The passion of the people behind the businesses always stands out, like the people from Backyard Bee Keeping & East India Trading Company, and in recent times, The Forge, Karden Disability Support Services and Munash Natural Fertilisers. Ballarat's fickle weather has also made for some memorable moments, from days of sunshine, perfect for filming, to sitting in the car waiting for it to stop snowing!

## **How has technology changed your role over the past 16 years?**

### **Has it made things easier?**

Technology had changed the way videos are filmed and edited, however it's the communication technology that has really streamlined the process. When I started working on the awards, I would hover over the fax machine to collect or send off sensitive and confidential award documents. There were just six categories, and e-commerce certainly wasn't one of them!

### **Why do you think the awards continue to grow each year?**

Undoubtedly, through the support of the business community and wider community, plus the tremendous year-round support of Commerce Ballarat. Not only do you see iconic Ballarat businesses and organisations supporting the awards, but also past finalists and winners that go onto to become event sponsors. This really underlines the significance of this awards program for Ballarat.

### **Why are the awards special to you?**

The awards are always very inspiring. The passion of everyone involved is contagious. The awards really highlight the infinite possibilities of doing business, and being in business, in Ballarat.



# Five minutes with... Michael Duffin

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**Michael Duffin heads up Microsoft's IT Service Management Consulting Team across Asia, which sees him travelling internationally every other month. Despite his senior role, he still chooses to call Ballarat home. For the past nine years he has made time in his busy schedule to judge the Commerce Ballarat Business Excellence Awards, a role he is extremely passionate about. In 2018, Michael will also Chair the Judging Panel. We spoke to Michael to find out what brings him back year after year.**

**Tell us about your day job - what does an IT Services Management Consulting Team do?**

My team provide services to Microsoft enterprise, commercial and government customers across Asia, so the majority of my time is spent helping them do what they do best! This can be everything from ensuring we have the right people in the right place to meet our customer needs, through to helping our customers make the most of Microsoft cloud services, such as Azure and O365. The majority of my role is working with internal Microsoft staff to ensure our customers achieve their business objectives through digital transformation. If you asked my kids what I do, however, they would say that all I do is talk to people!

**Most of the businesses that are represented in the awards are small to medium enterprise. Tell us what it is like to work for a large global company like Microsoft.**

Microsoft is a fantastic company to work for. My team is spread all across Asia, from Wellington to Delhi, and from Melbourne to Tokyo, so my work day tends to take place across multiple time zones! We use technology and collaboration tools to connect with each other, therefore it is just as easy to work from home as it is in an office. Microsoft really supports its employees to work from home, which is great for me as it means I can be here when my kids get home from school and talk to them about their day. I like to get up to the Melbourne office every now and then to meet up with colleagues, however most of my meetings are with people who are based in the USA or Europe, so it is not uncommon for me to be on a work call late at night. That makes the early morning train ride to Melbourne a little less enticing!

**Do you enjoy travelling for work?**

I do enjoy the travel. It's at a level where it is manageable, so I still enjoy it. The majority of my travel has been to Singapore, however Japan, China, India and New Zealand are also key areas for me. The travel is mostly for internal meetings, as well as an opportunity to meet with customers. It is not uncommon to be working closely with someone for years remotely without meeting them in person. The travel gives me a chance to meet these people face to face. Outside of Asia I usually travel to the US (Seattle mainly) for conferences and events, as well as meetings with my other team members. As well as seeing my team and customers,

the travel allows me to experience different cultures, which I love. Japan, China and Vietnam are great for this. The cons are definitely the time spent away from my family, and my wife having to juggle her part time work and the kids' activities and sporting commitments while I'm away, however we have been doing this for a while now so have a good system in place.

**It sounds like you could live and work anywhere in your role. Why do you choose to live in Ballarat?**

Ballarat is the town I grew up in. I lived in Melbourne for a couple of years but I moved back to Ballarat in the early 2000s. I love Ballarat. It is such an easy place to live. If we want to go down to the footy, see a show or go to an event in Melbourne it is a simple drive. We get the best of both worlds here.

**This year is the 9th year that you have judged the awards. How and why did you get involved in the awards?**

I was nominated to become a judge for the awards in 2009, by Mal Vallance. I was working at IBM at the time and Mal was the Director of the Tech Park. I thought it would be a great opportunity to learn more about the small business community in Ballarat and the people behind the businesses.

**So what exactly is involved? What does a judge do?**

Each year I am assigned an award category. I then look over all the applications, select the finalists, participate in site visits and select the winners. It takes quite a while to read through all the applications. Each question is scored and three finalists are chosen. I then visit each business in person to learn more about what they do and their contribution across the category. From here a winner is selected, which is not always an easy choice! We have so many fantastic and worthy businesses in Ballarat, and extremely passionate business owners.

**You obviously love being a judge. What keeps you coming back each year?**

I really enjoy learning about the businesses that operate in Ballarat. I have always worked for large enterprise so feel a little disconnected from the small business community. Being a judge has helped me to understand how small businesses operate, their challenges and opportunities, and make new connections with business people in Ballarat. I have also become a customer of many of the businesses I have judged over the years, as I see how passionate they are and want to support them. After becoming familiar with Munash Natural Fertilisers, I sought its products out at the nursery to use them on my garden. I also moved our family over to Oaktree Dental. It is the passion I see from the business owners that brings me back each year. And I'll be back again next year if they have me!



# Five minutes with... Bruce Roberts

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**Bruce Roberts is a familiar face around Ballarat, having been a news presenter and journalist for WIN Television for the past 10 years. The Roberts family has been ingrained in the Ballarat business community since the 1850s, and as Bruce prepares to MC his 10th Commerce Ballarat Business Excellence Awards ceremony, he took some time out of his busy life to share why he is so passionate about our city and its thriving business community.**

**Your job is intriguing. What does a typical day look like for you?**

My work day typically runs from 9am until 6.30pm. I start my day by looking over the news stories I will be involved in. Sometimes I will be writing the stories and other times I sub-edit what has been provided by our journalists.

By 11am I am in the studio filming 18 news updates, which go out across Victoria and Southern NSW. After lunch, it is straight back to the desk to sub-edit text for the six markets that I present to (Western Victoria, Central Victoria, Goulburn Valley, Border, Gippsland and Sunraysia) and then read another 18 updates to promo the 6pm news. We receive constant developments through the day for breaking news, so I have to stay on top of them and update stories and promos as needed. Although the bulletins all air from 6:00pm to 6:30pm, they are getting fresh items all the way up until about 6.25pm.

**You're a busy man! What is it that you love about your job?**

I love that every day is different, depending on what is happening locally and around the country. I also love the changing role of the news presenter. We no longer just 'read the news' but are actively involved in the process – from researching and developing our own stories, to filming and editing the visuals. I also love the team and culture that has been created at WIN. I work with an amazingly talented and experienced team.

**You must have covered some fascinating stories in your time.**

**Are there any that stand out?**

The stories that stand out are the tragic ones. My first big series of stories when I started with WIN was the Black Saturday fires. It was absolutely devastating to watch the situation going from bad to worse with every new update. On the flip side, watching those communities band together to overcome the tragedy, and the resilience they displayed in such terrible circumstances, was nothing short of inspiring. On a local level, the Royal Commission into child sex abuse was harrowing and something that will never leave me. I remember one victim who I spent half a day speaking with. His story was gut-wrenching, and those acts committed on him 40 years ago still devastate him and his family. I then had to go away and cut it into a 90 second story. How do you do that?

There have been some fun stories that stand out as well; reporting on the Murray River Wine Festival, and numerous colleagues dancing or singing to support fundraisers.

**This year marks your 10th year of involvement with the awards. What brings you back each year?**

The Ballarat business community is very close to my heart. My family has been in Ballarat since the 1850s and has owned numerous businesses since then, mainly grocers and butchers. My dad was the first to break the mould when he became a surgeon. I'm so proud of this city and want to be involved in anything that highlights Ballarat and its success. WIN Television has been a tremendous supporter of the awards – long before my time at the network – and the passion and commitment the network has for the awards also led to me wanting to be involved.

**Why do you think WIN continues to be such an avid supporter of the awards?**

WIN is all about local, and shining the spotlight on rural and regional areas of Australia. We want to make sure there is a focus on success in regional Australia and support businesses that are doing great things. If you walk into the Ballarat offices, you will see all the certificates of thanks from the awards, acknowledging WIN's support and sponsorship. We are really proud to be part of this event.

**How do you prepare for your role as MC?**

I'm extremely lucky that the team at Commerce Ballarat is so professional and well prepared – it makes my job so much easier. We have worked together for 10 years now, so are a well-oiled machine! Jodie and I have a few meetings, phone calls and collaborate online in the lead up to the event. She picks great themes and of course has her finger on the pulse of any special celebrations or milestones. The day is always a busy one, with a lot of preparation and excitement behind the scenes before everyone arrives. I get such a buzz from the awards. It is one of my favourite events of the year!



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# Behind the scenes... In the Mercure kitchen

**If it wasn't for a cheap Emirates airfare, Mercure Ballarat Executive Chef, Donatello Pietrantuono, might be creating menus for business awards in Auckland instead of Ballarat! All we can say is...thank you Emirates!**

Originating from Florence, Donatello has been working in kitchens for 25 years, nine of which have been in Australia. His life in the kitchen started as a teenager, working as a kitchen hand after school and on weekends. In the early days, cooking wasn't his passion. It gave him some spending and travel money and paid the bills while he was studying to become a draftsman. After just two days behind a desk in his draftsman job, he realised his heart belonged to the kitchen! He quit his office job, returned to hospitality and started his new life as a chef.

Donatello went on to chef in Italy and Spain, and at age 23, he opened his own restaurant in Florence. Five years later, he was completely burnt out! He decided that he wanted to be as far away from Florence as possible and turned to Google for advice. Auckland, New Zealand was returned as the answer, however he couldn't afford the airfare...but there was a sale on to Melbourne! What started as a six month working holiday has morphed into a nine year career and multiple business ventures, with no signs of things slowing down.

This year will be Donatello's third year of ensuring the guests at the Federation Business School Commerce Ballarat Business Excellence Awards leave with their tastebuds tantalized and tummies full! In 2018, he is responsible for planning, preparing, garnishing and serving a three course meal to 620 people – that is 1860 serves! – and let's not forget about the pre-event canapés. They are extra.

So how does he do it?

According to Donatello, it all comes down to planning, experience and a great team in the kitchen.

"The awards are one of the biggest seated events we do each year at the Mercure, so we usually start planning the menu around eight months in advance," Donatello said.

"When I am thinking about the menu for the night, I consider the styles and flavours that are on trend in the food scene, but also what is comfortable for the team. There is no room for learning or recipe tasting on such a big night, that's for sure! I meet with Jodie and the team at Commerce Ballarat, and once the menu has been decided, we host a testing so they can experience the food first hand and discuss presentation. Once finalised, we forget about it until the week leading into the event," he said.

Now you might think that preparing 1800 meals would require an army of chefs, however the team at Mercure Ballarat pull off this feat with just eight chefs and four kitchen hands! The close knit team has worked together for three years and know each other well. They each play to their strengths when it comes to preparing for such a big event.

"Our Second Chef had been working on a cruise ship prior to coming to the Mercure, so he was used to serving 3000 people in a 30 minute period. We have all worked in busy kitchens for many years, which helps us to be able to pull off the event with such a small team," Donatello said.

"There are thousands of details that need to come together for an event of this size, yet we can't do much prep until three days before the event as we order everything in fresh. We work on a schedule based on the food deliveries and each chef's skills. We look at who is the best at butchering, who is the best at baking and so on, and then assign everyone a role."



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"We have most of the work done in the couple of days prior to the event, with everything cut, portioned and prepared. On the day, we don't just open for the event at night - we always have corporates and delegates to cater for during the day as well. It is really important that we have all the detail organised for the dinner so we can pick it up and run with it as soon as the daytime events are done. On the night, we do all the last minute cooking, plating and garnishing. Time management and planning are crucial!"

"That's not to say it is always smooth sailing. Our job is to make the food happen and there is no room for not delivering, yet there are always hiccups and challenges to overcome. It happens all the time in our industry, so as chefs, we become master problem solvers."

"I remember a couple of years ago we had a local business provide the desserts, and when the delivery arrived at 4pm on the day of the event, we realised we only had half the number we needed. It was straight into the kitchen to start making a few hundred desserts that we hadn't factored for!! There have also been times when a staff member has been unable to come to work, which can leave us one or two people down. It is all part of the job and I always have a plan B, C and D in place for situations like these," he said.

Through the Mercure, Donatello met the business owner, Iain Gunn, and the two have collaborated in numerous business ventures in the region, including Carboni's in Eureka Street, Convivium Food Experience Catering, and recently opened the PWTN (Pub with Two Names) in the old Peter Lalor Hotel building.

We hope you enjoy the culinary creations that Donatello serves up this year, and we will appreciate them even more now we know what goes on behind the scenes to get the food on our plates!



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**FINALIST**  
Powercor Manufacturing Award

**1** 2010  
**WINNER**  
Wilson's Fruit & Vegetables Customer Service Award

2009  
**FINALIST**  
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# Happy 30th Federation Business School Commerce Ballarat Business Excellence Awards

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Colliers International are proud to have accelerated the success of many finalists and winners of the Business Excellence Awards over the years.



# Students get down to business

**Business plays a crucial role in a community. Thriving business usually equates to thriving communities. As part of a regionally based university, Federation Business School is passionate about supporting regional business and helping to develop local capacity.**

This year marks the 5th year that Federation Business School has partnered with the Commerce Ballarat Business Excellence Awards, with Dean of Federation Business School, Associate Professor Bob O'Shea, seeing the awards as an important part of the capacity-building process.

"Our mission at Federation Business School is to make a positive difference to the people, organisations and communities in the regions we serve through high-quality education and research in business," Associate Professor O'Shea said.

"One of the ways we have chosen to do this is by working in partnership with Commerce Ballarat, particularly through the business awards, where our aim is to encourage, promote and reward business excellence."

"Through our involvement with the awards, we have been able to develop closer relationships with the business community. As a result we have sourced new opportunities for our Work Integrated Learning program, where students can undertake internships, gain work experience and work on community projects, which in turn has helped us to achieve above average results in graduate employment rates and commencing salaries," he said.

## **Growing internships – organically!**

When Munash Organics was named the winner of the Small Business Award at the 2016 Commerce Ballarat Business

Excellence Awards, General Manager Bec Djordjevic, had no idea just how much it would change the course of the business. Not only did it raise the profile of the business, but it also marked the beginning of a successful partnership with Federation Business School.

Like all finalists and winners, Bec was invited to attend a workshop organised by Federation Business School, and it was here that she first learned about the internship program the school had in place for its students.

"The intern program sounded terrific and was something that ticked all our boxes at Munash, so I decided to meet with the school to discuss our involvement and whether we would be a good fit," Bec said.

"Having being involved in the business from the beginning, I understand the benefits that come from getting hands-on experience in a real business, to support the theory being learned in the classroom. Being a small business, we also liked the idea of having some additional help with our day-to-day operations."

"As we began brainstorming ideas for the internship, we realised just how many roles we had that would be valuable to an intern's learning. We narrowed it down to four core focus areas, and advertised them to students," she said.

It was about this time that third year Bachelor of Business student, Tyson Jenkin, found out that he could replace two of his subjects with the internship program, which was something that really appealed to him.

"I wanted to get some experience in the workplace so I decided that I would take a look at the internships on offer," Tyson said.

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"I saw the Munash Organics internship and the name caught my attention as my girlfriend is very interested in health and wellbeing. I hadn't heard of Munash so I did some research and the business really stood out to me. I liked what they were doing and the fact that it was a family business in Ballarat. I applied and got the position," he said.

Tyson's key projects during his 12-week internship focused on the marketing and advertising activities of the business. Munash had identified Millennials as an emerging market, and one where they wanted to focus their attention, however they didn't have any Millennials working for them.

Bec said that Tyson, being a Millennial himself, was able to provide a wealth of insight and knowledge into the best ways to reach, communicate and engage this target market.

"Tyson grasped our vision and values straight away, and gave us honest and valuable feedback around graphic design concepts, packaging and social media strategies," Bec said.

"He was instrumental in building our profile on social media, and ultimately our sales. He was extremely dedicated and enthusiastic about his role – he was even doing extra work for us from home after hours!" she said.

Tyson cannot speak highly enough of his time at Munash and the close knit team he was a part of.

"Munash has a fantastic workplace culture and the team welcomed me with open arms," Tyson said.

"I learnt so much during my 12 weeks at Munash. Its diverse customer base gave me valuable experience in dealing with people from all ages and stages of life - from Millennials starting a veggie patch through to older green thumbs! This has been really beneficial to me now I have started my career in real estate."

"Bec and the team have kept in regular contact with me since my internship. They invite me to their Christmas functions and even asked me to help them at the recent Melbourne International Flower Show! My internship is an experience that I will never forget, and I'm pleased it has now become a compulsory part of the Bachelor of Business course. It is extremely beneficial!" he said.

Following the internship, Bec nominated Tyson for a faculty award through Federation Business School, which he went on to win. Munash hosted a second intern in 2017 and also won the Small Business Award at the Awards for the second year in a row! The business is now working with Federation Business School on plans for an annual internship program that would see it take on a team of students each year, including international students.

"The program has been so successful and mutually beneficial to all parties involved, and we are really keen to do more with the students and give them a fantastic experience in our business," Bec said.

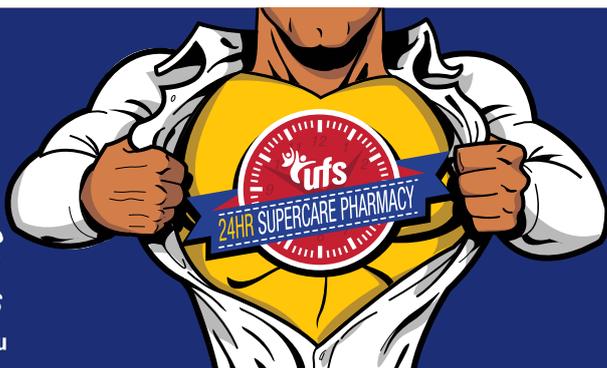
The Work Integrated Learning program is now a mandatory part of the Bachelor of Business, and in 2019 will be a mandatory component of the Bachelor of Commerce. The school is also developing a Bachelor of Business (Professional Experience) degree to allow students a number of subjects in industry throughout their degree. This program will commence in 2019 with support from IBM, which is offering a number of scholarships to students.

Federation Business School became an award category sponsor in 2014, before becoming the naming rights sponsor in 2015. It has confirmed its commitment as a naming rights sponsor until 2020.

The Federation Business School at Federation University offers higher education programs through its Mt Helen, Berwick and Gippsland campuses and via online delivery. It also has a wide network of partners who deliver its programs throughout regional Victoria, all capital cities within Australia and many overseas locations such as China, Singapore and Malaysia.

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# Business Achievement Award Winners

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## 2017 David Haymes, Haymes Paint

When David Haymes joined the family business, Haymes Paint, he started at the bottom and was eventually promoted to the Manager's Assistant, before joining the Board. In 1974, David was appointed Managing Director and Company Secretary and in 1988 he and his wife, Jenny, purchased the shareholding of the company to become the sole proprietors. In 2008, David retired from the day-to-day operations of the business, however he remains Chairman of the Board.

David has an Honorary Doctorate of Business from the University of Ballarat, and is named on the Victorian Manufacturing Hall of Fame Honour Roll. He has contributed to many Boards, is a Life Member of the Wendouree Apex Club, and was a member of Rotary.



## 2016 Bruce E. Bartrop, Bartrop Real Estate

Bruce Bartrop has a strong commitment to the Ballarat community. He was the founding secretary of the 1st Mt. Clear Scouting Group in the 1960s, has held numerous positions with Ballarat Apex and is an Honorary Life Member of the Club, and was appointed a Paul Harris Fellow of Rotary circa 1981. He is still an active member of Rotary today.

Bruce is a Life Governor of Ballarat Base Hospital, Queen Elizabeth Geriatric Centre and Ballarat Health Services, a Life Member of the Ballarat Children's Homes and was a Governor of the Ballarat District Community Fund. Bruce was also an inaugural member of the Committee of the then Ballarat Chamber of Commerce and served as its President in 1977.



## 2015 Joe Ballinger

In 1992, Joe Ballinger retired from his position as Managing Director of Victoria Savings & Loans, which led to many years of community service in the Ballarat Community.

Joe has served on the Boards of Central Highlands Water, McCallum Disability Service and Ballarat Credit Union/Gold Credit. He was also a committee member of the Ballarat and District Trotting Club committee for more than 20 years, from 1994 until 2015, a member of Ballarat Rotary Club, chaired the St Patrick's Cathedral restoration committee and the parish finance committee and was a member and chair of several school committees and coached junior football teams. He has also been a representative on numerous industry bodies.

An advertisement for CVI. The background is a photograph of a woman wearing a brown hat and a white shirt, looking at a large map she is holding. The text "invest achieve more. more." is written in a white, cursive font on the left. The CVI logo, a green circle with white text, is in the top right corner. At the bottom left, the text "GROW WITH US" is written in a bold, yellow and white font, with a yellow arrow pointing upwards through the letter 'O'. Below this, the text "> visit [cvi.net.au/gwu](http://cvi.net.au/gwu) to learn how to achieve your saving goals!" is written in a smaller white font.

# Business Achievement Award Winners

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## 2014 Allan 'Doug' Douglas Sarah OAM

After building two successful menswear stores, Doug Sarah retired at age 45 and invested his time to help many groups throughout Ballarat. These include Ballarat Lyric Theatre, Ballarat National Theatre board, Ballarat Fine Art Gallery, Rotary and Probus. He was instrumental in the development of Sovereign Hill's 'Blood on the Southern Cross' and was a board member of Sovereign Hill and Ballarat Tourism Board.

Doug was also Manager of Small Business Victoria, Greenhill Enterprise Centre, Chairperson of Victorian Business Enterprise Centres, and Patron of Ballarat Business Enterprise Centre. He holds a doctorate of the University Honoris Causa by Federation University Australia and is a recipient of the prestigious Order of Australia medal.



## 2013 Dame Barbara Hughes OSJ

Barbara Hughes started her employment agency in 1979, and has a long career in management with the Victorian Chamber of Manufacturers and the Ballarat Chamber of Commerce. She was a Councillor and Shire President with the Shire of Ballarat, and has a State Government award recognising her service to local government and community.

Barbara has been an active member of several organisations including, Ballarat Stereo Radio, Ballarat Aquatic Centre, Ballarat Area Planning Committee, Ballarat School of Mines & Industries Council, Group Apprenticeship Scheme Committee and Ballarat Regional Board. She has also been a committee member for Ballarat District Nursing and Healthcare and was instrumental in the writing of the book, Nurse on Wheels.

In 2016, Barbara was inducted into the oldest surviving international Christian order of chivalry, the Order of St John of Jerusalem, Knights Hospitaller. She is also a Ballarat Citizen of the Year.



# Business Achievement Award Winners

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## 2012 Geoff Torney AM, BJT Legal

Geoff Torney AM spent more than 40 years at BJT Legal, while using his expertise to help many community organisations in Ballarat and beyond. These include Apex, Ballarat Water Board, the Sportsmen's Club, Ballarat Special School, Ballarat Regional Industries, Courier Charity Fund, Rural Press Limited, the Law Institute of Victoria, Victorian Legal Practice Board and the Australian Securities and Investments Commission. He was also life membership of all metropolitan racing clubs and was involved in the privatisation of Tabcorp and restructure of the racing industry.

Geoff was honoured with the Order of St Gregory the Great – a Papal award for service to the Ballarat Diocese. In 2005 he received a Member (AM) in the General Division of the Order of Australia. He had a 30-year association with Australian Catholic University and in 2011, was awarded the highest honour by university, Doctor of the University. He was also a member of several Catholic school committees.

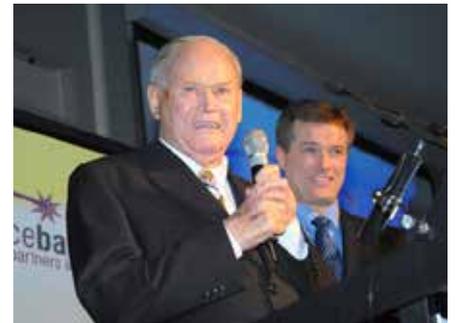


## 2011 Bill Flynn OAM, WM Flynn

Bill Flynn founded W.M. Flynn Pty Ltd in 1950, with the business still going strong more than 60 years on. Today, it is one of the most successful family building companies in Victoria. In addition to his business achievements, Bill was also actively involved in his community.

Bill helped to plan and oversee the construction of the new library; instigated the transformation of the former Ballarat common to an industrial estate to boost local employment; was a Councillor for the Shire of Ballarat and a Shire President; Director and Trustee of Ballarat High School Co-operation; board member, trustee and associate Governor for the Apollo Bay & District Health Foundation; Past President of the Dunnstown Football Club and Life Member; and one of the longest serving members of the Master Builders Association of Victoria.

Bill was awarded an Order of Australia medal on Australia Day 2012 for his service to the community and the Catholic Church in Australia.



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# Behind the scenes with... SLC-Sound & Light Concepts

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**It's not often that we notice the lighting, AV or PA setup at an event – that is until it doesn't work. Then we all notice! Some static through a speaker, a mic that doesn't work, a spotlight that goes dim at the most inopportune moment, that awkward wait for vision to come onto a big screen (waiting...waiting)...**

The Commerce Ballarat Business Excellence Awards probably doesn't come to mind when you think of tech fails, thanks to the highly skilled team at SLC - Sound and Light Concepts, which has been lighting up the awards since sometime in the late 1990s.

It is no easy feat pulling off the sound, light and visuals for an event of this size.

Can you imagine trying to coordinate the even distribution of sound across around 30 high powered speakers scattered throughout a large room...while managing echoes and intelligibility issues that might occur due to the slight time delay of sound from each speaker and its placement in the room...while following a winner around the room with a spotlight as they make their way to the stage to accept their award...and ensuring the visual on the big screen is working...all the while being ready to adjust volumes incase a speaker gets a little excited and puts the microphone too close to their mouth? Not to mention having to tweak your entire set up each year due to advances in technology!

Tough gig, hey!

This is where SLC - Sound & Light Concepts comes into its own! Craig Butterworth, the Managing Director of SLC, said the team's preparation for the awards starts getting serious a few months before the event to ensure it goes off without a hitch.

"One advantage of being involved with the event for so long is that the basics of how it's going to work are tried and tested, however we do attempt to make each year a little different, and that adds some extra planning and pressure to ensure it all comes together smoothly on the night," Craig said.

"A couple of days before the event, we prepare and load the equipment needed for the event into a truck, which takes two people around eight hours to do – we bring a lot of equipment! Then it is over to the venue to set up. Typically, we have six people working around 12 hours each to get the job done."

"On the day of the event, two of our technicians arrive about eight hours before it all starts to begin plotting the lights onto the tables, running through rehearsals with the presenters, setting the light and sound for the performers, working on the vision, and setting

up the outside lighting. We do our thing on the night of the event, get home at around 1-2am, and are back at the venue with six to eight people at 7am to pack everything up before the next event. Overall, the set up and pack up for the awards takes about 180 hours, so it is a big job!"

"The event has grown so much over the years, therefore the sound, visual and lighting has become more complex. Bigger venues and audiences mean we have to distribute sound, light and vision evenly over a greater distance. We need more speakers, lights, lighting truss, screens and cable to make sure everyone can see and hear what is going on. Gone are the days when you could get away with a couple of speakers at the front of the room! There is a science to providing sound to a large area, and these days we are lucky that computers can do the modeling of the speaker placement for us before we even get into the venue."

"Some elements have become easier due to technology, such as finding enough power in the venue to make everything work simultaneously. As little as five years ago, we would need around 90,000 watts to power the event (the six hour event used enough power to run about 20 houses for a day), but with the introduction of LED technology, this has dropped by around three-quarters. Last year was the first time that every light in the rig was LED."

"There are always a few challenges thrown at us during the event, but we usually manage them behind the scenes, unbeknown to the audience. Over the years we have had power outages, massive storms causing problems with the outside lighting, entertainers that forgot major items of equipment they needed, and needing to get a grand piano on and off the stage. There was also a year when the venue was double booked for the bump in day, so we couldn't get in to start our setup until 7pm on the night before the event. We didn't get out until 3am and not everything was done, but we got it sorted before the night. Being in this industry certainly improves your problem solving skills and resilience!" he said.

So while the sound and lighting may go unnoticed, that usually means it is doing its job, and doing it well. This year, make sure you take a look around the room. You will have a new appreciation for the work that goes in to shining the spotlight on Ballarat's business community.



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# 2018 Awards Finalists

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## **Ballarat Technology Park Innovation Award**

Advantage Feeders

Ballarat International Foto Biennale

Hop Temple

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## **BGT Jobs + Training Young Business Person of the Year**

Danielle James

Gerard Roney

Leigh Edward

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## **Central Highlands Water Trade Business Award**

BC Construction & Concreting

Pipe Pro Directional Drilling

Waldron Heating, Cooling & Hot Water

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## **CGU Insurance Not for Profit Business Award**

Ballarat Cemeteries

Ballarat Neighbourhood Centre

Pinarc Disability Support

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## **City of Ballarat Restaurants, Cafes and Pubs Business Award**

Carboni's Italian Kitchen

Hop Temple

Mitchell Harris Wines

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## **Commerce Ballarat Manufacturing Award**

Jigsaw Puzzles Australia

Pamo Industries

Shade 'n' Sails

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## **Federation Business School Creative Industries Business Award**

Ballarat Lifestyle Magazine

Leroy Mac Designs

The Academy of Classical Ballet

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## **Harwood Andrews Franchise/Buying Group Business Award**

Beacon Lighting Ballarat

Boost Juice Ballarat

Buxton (Ballarat)

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# 2018 Awards Finalists

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## MatchWorks Health and Wellbeing Business Award

Ballarat Veterinary Practice  
Health Connection Ballarat  
Oak Tree Ballarat Dental

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## Mercure Ballarat Hotel and Convention Centre Professional Service Business Award

AC Accounting & Business Solutions  
Chris Packer & Associates  
On Tap Liquor Consulting

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## Power FM Small Business Award

Ballarat Car Sales  
Inspire HQ  
Rococo Hair Lounge

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## Regional Development Australia - Grampians Paddock to Plate Business Award

Backyard Beekeeping Ballarat  
The Farmers Arms Hotel Creswick

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## Stockland Wendouree Retail Business Award

Beacon Lighting Ballarat  
Studio g.a.s Ballarat  
Whiteheads Timber Sales Ballarat

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## The Courier New and Emerging Business Award

Ballarat Car Sales  
Handy Girl Australia  
Plate Up Ballarat

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## The WIN Network Customer Service Award

Chris Packer & Associates  
Oak Tree Ballarat Dental  
Showbiz Cinemas Ballarat

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## Visit Ballarat Events and Attractions Business Award

2017 Ballarat Cup Day  
2018 ALPG Ballarat Icons Pro Am  
Ballarat International Foto Biennale

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# Beyond Blinds

## BARTLETT SETS ITS SIGHTS ON A GLOBAL FUTURE

**Back in 1956, as Cliff Bartlett repaired tarpaulins on his dining room table, he had no idea that his business would one day be exporting products to wineries in the Napa Valley, or altitude chambers to Nepalese Sherpas. We spoke to Bartlett CEO, David O'Brien, to find out more about the company's growth, what has happened since it won its first Commerce Ballarat Business Excellence Award in 2005, and where it is headed in the future.**

Most people in Ballarat probably associate C.E. Bartlett with blinds, and while this side of the business has grown by 50% over the past 10 years, it only accounts for 15% off Bartlett's total business. Over the past 62 years, the company has evolved beyond its hallmark blinds, and now has a strong focus on large commercial jobs and custom design.

David O'Brien is the first CEO of Bartlett outside of the family, having worked at the company for 12 years. David said the family-owned and operated business is world renowned for its industry knowledge and experience, and is a 'go to' company for custom industrial textile product.

"There is no other company in the industry that compares to the size and scale of Bartlett, and with over six decades of experience, combined with our commitment to innovation and quality, Bartlett is certainly seen as a leader in the field," David said.

"While Cliff no longer works in the business, his sons John, Keith and Max are still involved, which contributes to Bartlett's good reputation. Cliff and Keith are two of only eight life members of the Specialised Textiles Association and the only father/son life members. They are well known and highly respected in the industry."

"While we still maintain our blind products, the company has strategically expanded into larger commercial projects, which we see as the future of the business. We are putting a lot of resources

into specialised canvas canopies, tents, annexes and other products that we supply to the Australian Defence Force, as this is a growing sector for us. We have also exported irrigation product to the USA, Thailand, Argentina, and Africa, and winery products to Argentina, North America and South America."

"The first award that we won back in 2005 was for innovation, for a custom tent we designed and manufactured for Craig Lowndes' V8 team. It wrapped around the bus, transforming it into a merchandise stand and was the first of its kind back then. We also won Business of the Year that year. Bartlett went on to win Ballarat Business Awards in 2007 and 2010, and was inducted into the Victorian Manufacturing Hall of Fame in 2006."

"A lot has changed since 2005 when we won our first award. Back then we had two factories on one site and employed around 80 people. In 2018, we have four factories, three sites and over 120 employees. The growth we have experienced since 2005 has helped to put Bartlett ahead of the pack. Our design capabilities and the fact that we have the capacity to deliver high volumes and repeat orders is a big plus."

"We want people to know that 'local' doesn't have to mean small – it can also mean diverse and global!" he said.

### Commerce Ballarat Business Excellence Awards timeline:

**2005 Winner - Business Innovation Award**

**2005 Winner - Overall Excellence Award**

**2007 Winner - Export Award**

**2010 Winner - Manufacturing (Large) Award**

**2017-18 Keith Bartlett on judging panel for the awards**

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# Oak Tree grows from the ground up

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**When John and Jess Lim decided to open their own dental practice, they literally started from the ground up. They built their own building, planted their own shrubs, and even painted their own artwork! Since then, they have been driven by their commitment to the health of the Ballarat community and their core values of excellence, honesty and artistry in dental services, and their business has gone from strength to strength.**

Originally from Melbourne, Jess and John Lim decided to make a tree change to Ballarat in 2009. Ballarat was the perfect choice for them as they were looking to live and work in a regional location, yet still be close enough to Melbourne.

Jess spent six years working in a local dental clinic, while John was working and being mentored by Dr John Jefferies in Castlemaine. While John loved his job and the clinic, the commute was becoming a challenge. John and Jess had started a family and wanted to become more settled in Ballarat. They both grew up in families that ran their own businesses, so the decision to start their own dental clinic seemed like the next step for them.

Jess said that they had a very particular vision for Oak Tree Dental, and felt that the only way they could achieve it was to do everything themselves and their way.

"The success of Oak Tree Dental is the result of a lot of hard work on the brink of obsession!" Jess said.

"We decided to build our own clinic as we had very particular ideas as to what we wanted, so felt the only option was to create it from scratch. We wanted a location away from the hospital precinct that allowed more space and easy parking for our patients. We knew there was a lot of residential growth on the Alfredton side of town, so it seemed like the right place to be! Obviously building a clinic from scratch comes with risk and a large financial investment, but it was a risk we were willing to take as we truly believed in what we were creating."

"We truly are a family owned and operated business. John and I both work in the business and our children have grown up in the 'organised chaos' that goes hand in hand with establishing and running a new and fast-growing business. Our children refer to the staff as Aunty and Uncle and very much enjoy visiting the clinic. We even took them to the awards night launch last year so they could better understand why Mum and Dad do what they do!"

"This is why our philosophy of 'our family looking after yours' is so important to us. We pride ourselves on the lifelong relationships we form with our patients and their families and the fact that they

get to know our family as well. We also had this in mind when we were building the clinic. We know that many people have a fear of going to the dentist, so we put a lot of effort into creating a modern, welcoming and gentle environment for our patients to visit," she said.

Oak Tree Dental was first named as a finalist in the Federation Business School Commerce Ballarat Business Excellence Awards in 2016, in the Health & Wellbeing Business Award and the Professional Service Award. They won the Health & Wellbeing Business Award, and in 2017, won the Customer Service Award.

Jess said the recognition the awards have brought to their business has fueled their drive even more, and they are more committed than ever to enhancing the standard of dental services in Ballarat.

"Since winning the awards, we have expanded our business and added additional services in all aspects of dentistry," Jess said.

"The awards gave us an opportunity to reflect on our business rather than just working in it. It was an extremely beneficial process and the feedback we have received from the judges and Commerce Ballarat has been invaluable. We have also met a lot of fantastic Ballarat business people through our involvement with the awards, and also gained many new patients!"

"We take our role in our community as health professionals very seriously and promise to live up to the expectations of the awards we have been given," she said.

Oak Tree Dental is located in Longley Street Ballarat, opposite Ballarat High School and just before the Arch of Victory. It specialises in all aspects of dentistry, including children's dentistry, orthodontics, implants, snoring and sleep apnoea devices, cosmetic work, wisdom teeth and oral surgery. To find out more, please visit their website at [www.oaktreedental.com.au](http://www.oaktreedental.com.au) or call 5342 9633.

#### **Commerce Ballarat Business Excellence Awards timeline:**

**2016 Finalist - Professional Service Business Award**

**2016 Winner - Health & Wellbeing Business Award**

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# Chef, Culinary Artist, Hunter Gatherer

## PETER FORD SERVES UP SOPHISTICATION TO THE CATERING SCENE

**Since winning its first Commerce Ballarat Business Excellence Award in 2005, Peter Ford Catering has overcome a number of challenges to become one of the leading catering companies in Western Victoria. We spoke to owner, Peter Ford, to find out what it takes to stay relevant in a highly competitive industry.**

### **What drove you to become a chef?**

Growing up, I always thought I wanted to do graphic design, however I was also very keen to leave school early and start working! I have always enjoyed cooking and would help my mother bake and dabble in bush cooking while camping. I decided to do some work experience in a kitchen, and after an enjoyable stint in the kitchen at the Mornington Bush Nursing Hospital, I started to consider being a chef as a career path. I started my apprenticeship at 16 and have been in the industry ever since.

### **You have worked in the food industry for 35 years. Tell us about your career?**

I started my chef training in late 1979 and moved to the kitchens of Melbourne restaurants, Fanny's and Glo Glos in 1980. I worked there for five years all up, with two year-long sabbaticals – one to Europe to travel, and one where I travelled and cooked my way through the UK, Europe, the Middle East and Asia. I also worked as a Sous Chef at Lynch's in Melbourne, and was Head Chef at Bundaleer, The Bentinck and Campaspe House in the Macedon Ranges. It was during my time in the Macedon Ranges that I started building relationships with farmers and producers and branching into a hunter gatherer chef, which wasn't common practice in those days. I went on to become the Head Chef and catering manager at the Convent Gallery in Daylesford before moving to Ballarat to lead the kitchen at The Ansonia.

### **Why did you move from a la carte to catering?**

I was looking for a change after nearly 20 years working in a la carte kitchens. I now had a family and realised that the constant late nights and inflexibility of the industry wasn't sustainable for us. I had a vision to run my own catering company and possibly cooking masterclasses, so I decided to take a leap of faith and open Peter Ford Catering. While there were many fantastic local caterers, I realised that there was a gap in the market for high end, sophisticated catering services. There were also very few – if any – that had a focus on fresh, regional produce and menus that reflected this. I wanted to bring my creativity that I used in restaurant kitchens to the function scene.

### **What has happened in your business since you won the Accommodation, Restaurant, Hospitality Service Award in 2005?**

The recognition we received from winning the award, both on the night and through the local media, helped our business to grow significantly for the next few years. While we were booking a lot of functions, we realised that we were lacking some of the systems and processes that would see our business successfully grow into the long term. In 2007, we started to really focus on the forward planning and sustainability of the business. We have now been operating for 18 years and are a well established brand in Western Victoria.

### **Catering is a competitive industry. How have you managed to remain a leader in the industry for so long?**

Consistency and attention to detail are the keys! We always aim to exceed our client's expectations and we realise that we only have one shot to get things right at each event. We put a lot of time into planning, working with suppliers and supporting our staff to deliver

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each and every time. We are also big on seeking feedback and we use this to assess our service and plan for our next event. I think our focus on regional produce and innovative menus is a point of difference and has helped us to remain competitive. We have also found that using social media effectively keeps Peter Ford Catering's name out there, particularly through the use of video on social media. It's a great way to promote the business.

**What do you see as the main benefits of entering the business awards?**

I think one of the greatest reasons for taking on this process is that it focuses on you and your business, rather than always looking at your business in terms of servicing the customer. It allows you to step back and really see why you do what you do and why you took the risk to start your business in the first place. It also helps you to set new targets across all areas of the business, and is great acknowledgement and recognition not only for the business, but for the staff who are in the trenches fighting for the brand on your behalf. Whether you are a finalist or the eventual winner, the publicity, camaraderie, and staff pride creates a truly memorable experience.

**Commerce Ballarat Business Excellence Awards timeline:  
2005 Winner – Accommodation, Restaurant, Hospitality Service Award**

**2008-09 Peter Ford on judging panel for the awards**

**2017-18 Peter Ford on judging panel for the awards**



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# Pipe Pro drills down on business

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**When you think of underground pipe installation, you probably think of heavy equipment, trenches, and piles of dirt! Pipe Pro Directional Drilling is changing this perception with its specialist method that allows it to install pipes with only a small entry and exit hole and minimal disturbance to the ground surface. This innovative approach won it the Innovation Award at the 2017 Federation Business School Commerce Ballarat Business Excellence Awards and we caught up with Dannielle James to find out more about what Pipe Pro Drilling does and what has happened in their business over the past year.**

## **Who is Pipe Pro Drilling?**

Jason and myself are joint Directors of Pipe Pro Drilling and built the business from scratch in 2013. Jason is originally from Gippsland and I grew up in Ballarat, however moved away for a decade to work in Melbourne and WA before both of us returned in 2011. Jason is a professional driller with nearly 20 years experience, having worked on rigs all over Australia. I come from a teaching background but also spent three years working in the mining industry in WA. Jason's role in the business includes coordinating the jobs, ordering parts, vehicle maintenance and liaising onsite with clients and the crew. He also still drills from time to time. My role includes OH&S, payroll, staff training, accounting, online management systems, marketing and advertising. Between the two of us we run the entire business.

## **You install pipes underground without digging trenches.**

### **Tell us more!**

Yes – our method is very unique and people are always intrigued about how it works! We use directional drilling rather than open cut trenching with excavators. Our specialist technology and machinery allows us to install underground pipes for water, gas, communications, power and sewer infrastructure with minimal ground surface disturbance. We can do this under roads, nature strips and waterways, usually with only a small entry and exit hole at the start and end of the pipeline. It is safe and more efficient than open trenching using excavators.

## **It was your innovative approach to drilling that won you the Innovation Award last year. What has been happening in the business since then?**

All the publicity we received from winning the award has helped our business to grow over the past 12 months. We have had more local companies contact us for work after seeing our name in the local media. The biggest change, however, would be our focus and drive to further expand our business. We have employed additional staff so Jason can spend more time working on the business

rather than in it. This has allowed us to grow our client base and we now work all over Victoria. We have also purchased a new drilling rig, which has the capability to drill through underground rock. Our crews can now drill through all ground conditions in any location, which really sets us apart in our field. Winning the award really gave us the motivation to continue to grow and develop our business and our practices to become a leader in the trenchless technology field.

## **What did you enjoy most about the awards process?**

Last year was the first year we have entered the awards, after being in business for four years at the time. It was great to spend some time reflecting on our business and how much we had grown in that time. Commerce Ballarat was so encouraging and supportive throughout the whole process, and winning the award made us feel like all the long hours we put in and all our hard work was being recognised and rewarded. It was a great way to share our story.

## **What do you love about owning your own business?**

Running your own business can be really challenging at times. It comes with a great deal of pressure and responsibility. That being said, it is also extremely rewarding to build something from the ground up, and to be working hard for yourself rather than for someone else. We are very proud to have built Pipe Pro Drilling from scratch and set up a company that will hopefully continue to grow and be in our family for our children.

## **Commerce Ballarat Business Excellence Awards timeline:**

**2017 Finalist - Trade Business Award**

**Winner - Innovation Award**

# BGT Jobs + Training Young Business Person of the Year Award Finalists for 2018

## Leigh Edward

### General Manager - Ferndale Confectionery

Ferndale Confectionery is a 100% Ballarat family owned and operated business that was started by Leigh's father 23 years ago. Its products can be purchased from all major Australian retailers, as well as in 15 export markets across the world. In February 2018, the business opened its second Ballarat factory, a \$6.5 million investment that created 20 full time jobs for Ballarat residents, taking its total number of employees to 55. Ferndale supports approximately 25 community groups each year through sponsorship and donations.

Leigh is very active in the local community, volunteering with sporting clubs, community groups and charities. This includes eight years at the Buninyong Football Netball Club, and his current commitments with the Ballarat and District Trotting Club, and The Shorter Brothers foundation where he was able to secure the family a Nissan Patrol through the Footy Show's 'Nissan Tough Love' segment in 2015.



## Dannielle James

### Owner and Director - Pipe Pro Drilling

Dannielle is the Owner and Director of Pipe Pro Directional Drilling. Originally from a teaching background, Dannielle moved to the Pilbara in 2008 to work in the mining industry, employed as a site administrator and OH&S assistant. In 2011, she moved back to Ballarat with her husband, establishing Pipe Pro Directional Drilling in 2013. Pipe Pro Drilling specialises in the installation of underground pipelines and infrastructure. Its specialist technology and machinery allows it to install underground pipes for water, gas, communications, power and sewer infrastructure with minimal ground surface disturbance.

Dannielle has grown Pipe Pro Directional Drilling to be a leader in the industry, running three full time crews across Victoria. She is now a qualified OH&S officer and is passionate about supporting other women in business. She serves on the board of the Ballarat Business Women's group as Secretary.



## Gerard Roney

### Managing Director - Advantage Feeders

Gerard founded Advantage Feeders in 2007, juggling the demands of a fledgling business while completing his university degrees. In the ten years that followed, Advantage Feeders experienced significant growth and now has subsidiaries in the UK, Ireland, New Zealand, USA and Canada. The once humble product range now boasts over 20 products, supported by a team of 25 in Ballarat, 70 contractors around Australia, an offshore factory with 70 team members and 5 offshore distributors. Gerard attributes his success to continually assessing and improving his performance, the continuous development of his team and products offered, and a healthy dose of fear of complacency!

Advantage Feeders is a proud supporter of the Delacombe Primary School Breakfast Club, Pleasant St Primary School Energy Breakthrough, Waubra Football Club, the National Centre for Farmer Health (based in the Western District) and is focused on using Ballarat based businesses as valued suppliers.



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# From pubs & politics, A legal firm grows

**Like any great story from Ballarat's history, this one involves a pub!**

While Harwood Andrews is a relatively new name to the Ballarat business community, the firm dates back 176 years, making it one of the oldest legal firms in Australia.

Sir Charles Sladen established Harwood Andrews in Geelong in 1842 (although it wasn't known by this name until 1992), when the city consisted of 42 houses and a few tents. Sladen was a big personality and a politician, instrumental in blocking a legislation that would cause the resignation of a State Premier. He was also a state square dancing champion and competitive sailor.

While Sladen was establishing Harwood Andrews' roots in Geelong, another man by the name of Henry Cuthbert had arrived in Ballarat from Kilkenny, Ireland, and was preparing to set up his own legal firm. First, though, he purchased a pub! Back in 1855, he probably had no idea that his legal firm would continue operating in Ballarat for more than 160 years, or that Ballarat would become renowned for its pub history, and in the year 2018, be named as Australia's top pub town by Wotif.com!

Employing his 18 year old brother to run the pub, Henry rented a modest building next door and began what would become an icon of the Ballarat business community, Cuthbert's. Henry went on to become a member of the Victorian Legislative Council, occupied the offices of Attorney-General and Solicitor-General, and was closely involved in the movement towards federation in Australia. He was knighted in 1897 for his outstanding achievements.

As Ballarat and Geelong grew from gold, wool and pastoralist towns to bustling cities, both law firms expanded from mining, property, and farming, to areas more commonly associated with modern day law, such as mortgage lending, estate management, corporate activity, matrimonial and criminal law, and with the advent of the motor vehicle, compensation claims.

While Cuthbert's continued to operate under its name until the merger, Harwood Andrews became known by its name in 1992, after the merger of Harwood and Pincott, and Andrews Backhouse. The firm opened its office in Ballarat in October 2011, and in July 2013, merged with Cuthbert's to become one of the most long-standing, deep-rooted and historical firms in the country.

## **176 years on...**

Harwood Andrews has always been committed to regional development, dating back to its establishment in Geelong in 1842, where it continues to maintain its head office. It's connection to regional communities, including Cuthbert's longstanding commitment to Ballarat and surrounds, means that it understands the unique challenges faced by rural and regional businesses and the importance of providing services that strengthen communities and support sustainable growth.

Supporting the Commerce Ballarat Business Excellence Awards is one strategy that Harwood Andrews employs to strengthen the business community and support sustainable growth. The firm values the ongoing partnership it has with the awards and views them as an opportunity to celebrate business in Ballarat, and recognise the unique, hardworking and passionate people who own and run businesses in the region.

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# Messer & Opie's family ties... to go with the suits!

**Messer and Opie is an icon of the Ballarat business world, having operated from the same location in the Bridge Mall since 1935. When new owner, Edward Harry, purchased the business in 2013 (after 78 years of ownership by the Messer & Opie families!) he knew he had big shoes to fill. However, with the same commitment to exceptional customer service and the ongoing dedication of long-term Messer and Opie staff, he was confident that he could grow the business into the future.**

While many small retailers have closed over the past 10 years, succumbing to the surge in online shopping and the large chain stores and their price wars, Messer and Opie's sales have remained strong, with product ranges growing and diversifying. So what makes Messer and Opie different? Manager Tracy Govan believes it comes down to quality, service, relationships and change.

"I believe the number one thing that keeps customers coming back to Messer and Opie is our unparalleled quality and service," Tracy said.

"While much has changed over the last 83 years, one thing that has remained the same is the traditional, professional and attentive service received by everyone who walks through our door. Our suit fitters are highly trained professionals – real experts in their field – and some have nearly 50 years of experience."

"Messer and Opie has a very low staff turnover, which means customers see familiar faces when they visit us. We have many customers who were brought to Messer and Opie by their parents for school uniforms back in the 1960s, who went on to purchase their wedding suits from us, and then went full circle bringing in their own children and grandchildren. Some of the families run 3-4

generations deep, all shopping at Messer and Opie! This allows us to build fantastic relationships with people, and many of the staff have formed genuine friendships with families. It is really special."

"I also believe that change and moving with the times has been an important factor to our success. While we have remained traditional in many areas of the business, we have also adapted to the changing needs of customers. Menswear has always been our bread and butter, but Mr Messer and Mr Opie identified an opportunity to introduce school uniforms in the 1950s, which is still present in the store, though managed by a third party these days."

"We also introduced a small womenswear department in the 1980s, which filled the space of a 10 foot wall. Today we have a much larger range. It has been a very successful move for the business. We have also kept the store itself modern and up-to-date, and it has undergone numerous renovations over its lifetime."

"I have been at Messer and Opie for 11 years, and it is a really exciting time to be involved with the business. Everyone at Messer and Opie is looking forward to seeing the store remain in the Ballarat community for another 83 years – and beyond!" she said.

Like the Messer and Opie families, owner, Edward Harry was brought up in the retail industry. His family ties date back 86 years to when his grandfather owned a menswear store in South Australia in 1932. Edward has lived and breathed menswear his entire life, and he currently owns another menswear store in Tasmania, where he now lives.

#### **Commerce Ballarat Business Excellence Awards timeline:**

**1989 Winner – Retail Award**

**1998 Winner – Retail Award**



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# Roll Call

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## 1988 Awards

**Hospitality & Tourism**  
Sovereign Hill

**Retail**  
G. Gay & Co

**Commerce**  
Victorian Savings & Loans

**Manufacturing**  
Selkirk

---

## 1989 Awards

**Retail**  
Messer & Opie

**Service Industry**  
Hewitt & Whitty

---

## 1990 Awards

**Commerce**  
Victorian Savings & Loans

**Food**  
Courthouse Deli

**Manufacturing**  
Selkirk Bricks

**Retail**  
Picot & Widmer

**Service Industry**  
Queen Elizabeth Geriatric Centre

**Hospitality & Tourism**  
1990 Begonia Festival

---

## 1991 Awards

**Commerce**  
Ballarat UFS Dispensary

**Food**  
Alibi's Restaurant

**Manufacturing**  
Bendix Mintex

**Retail**  
Owen Williams

**Service Industry**  
VicTV

**Hospitality & Tourism**  
Ballarat Tourist Information Centre

---

## 1992 Awards

**Commerce**  
Doveton Park Funeral Centre

**Food**  
Porters Bar & Café

**Manufacturing**  
Sirrah Furniture

**Retail**  
Faul's Shoes

---

**Service Industry**  
Ballarat Taxi Co-operative

**Hospitality & Tourism**  
Ballarat Opera Festival

---

## 1993 Awards

**Commerce**  
Regent Multiplex

**Food**  
Lilian's Licensed Restaurant

**Manufacturing**  
C.E. Bartlett

**Retail**  
Red Earth

**Service Industry**  
Barry James Mobile Cranes

**Hospitality & Tourism**  
Blood on the Southern Cross

---

## 1994 Awards

**Commerce**  
OPSM Express

**Food**  
Alibi's Restaurant

**Manufacturing**  
Bendix Mintex

**Retail**  
Le Kitchen

**Service**  
Ballarat Associated Fibrous Plasterers

**Hospitality & Tourism**  
Golden Point

**Judge's Discretionary Award**  
Ballarat Lyric Theatre Les Miserables

---

## 1995 Awards

**Commerce**  
Franklin Pharmacy

**Tourism**  
Ballarat Wildlife Park

**Manufacturing**  
Laminex Industries

**Retail**  
Sports Biz

**Service**  
Ballarat Produce & Merchandise

**Hospitality & Food**  
The Red Lion Hotel

---

## 1996 Awards

**Commerce**  
Central Highlands Linen Service

**Manufacturing**  
Australian Timken

**Retail**  
Owen Williams

**Service**  
Haymes Paint

---

**Hospitality**  
The Ansonia

**Tourism**  
The Great Southern Woolshed

**Special Events**  
World Town Crier Championships

---

## 1997 Awards

**Commerce**  
Traveland Ballarat

**Tourism Industry**  
Robert Clarke Centre

**Service**  
Auto Hush Mufflers

**Hospitality & Food**  
The Olive Grove

---

## 1998 Awards

**Retail**  
Messer & Opie

**Manufacturing**  
Haymes Paint

**Commerce**  
United Way Community Fund

**Hospitality**  
Hog's Breath Café

**Tourism & Special Events**  
Ballarat Begonia Festival

**Service**  
Agtek Machinery

---

## 1999 Awards

**Retail**  
Zena Boutique

**Hospitality**  
Irish Murphy's

**Tourism**  
Montrose Cottage

**Manufacturing**  
Skilled Equipment Manufacturing

**Commerce**  
Hair by Hart

**Service**  
Oztrak Group

---

## 2000 Awards

**Manufacturing**  
McCains

**Industry**  
Brace

**Commerce**  
Hair by Hart

**Tourism & Special Events**  
The Ballarat Visitor & Information Centre

**Hospitality**  
Rustic Reflections

**Retail**  
The Bed Shop

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## 2001 Awards

### Retail

Bakers Delight

### Hospitality

Ballarat Lodge

### Tourism & Special Events

Eureka Stockade Centre

### Information & Technology

Wiltronics

### Commerce

Fairbanks & Associates

### Service Industry

Brace

### Training Business of the Year

Blenkiron Electrical Services

---

## 2003 Awards

### Retail Business

Wen & Ware Living

### Business Innovation

Gekko Systems

### Service Business

UFS Dispensaries

### Trade Service Business

Qual Trim (Aust)

### Hospitality, Café, Restaurant

Rustic Reflections

### Youth Enterprise & Achievement

Exterior Motive

### Information Technology/Communications

Wiltronics Research

### Training Employer of the Year

Country Fire Authority

### Agribusiness

Stephen Pasture Seeds

### Community Enterprise

BEST Community Development

### Excellent in Customer Service

BRACE

---

## 2005 Awards

### Micro Business Award

Ballarat Boutique Accommodation

### Accommodation, Restaurant, Hospitality Service Award

Peter Ford Catering

### Retail Business Award

Wilson's Fruit and Vegetables

### IT / Communications Business Award

B&D Technologies

### Service Business Award

Ballarat Family Pet Care Clinic

### Excellence in Customer Service Award

Sovereign Press

### Business Innovation Award

C.E. Bartlett

### New Business Award

Phoenix Brewery Restaurant and Bar

### Innovative Training Program Award

UFS Dispensaries

### Community Involvement Award

City of Ballarat Aged and Disability Services

### Overall Excellence Award

C.E. Bartlett

---

## 2006 Awards

### Excellence in Customer Service Award

Mortgage National

### New Business Award

Stems Flowers

### Agribusiness Award

Boswenger Carnations

### Accommodation, Restaurant and Hospitality Service Award

Café Lekker

### Community Involvement Award

BEST Community Development

### Manufacturing Award

FMP

### Service Business Award

Ballarat Regional Industries

### Retail Business Award

Wilson Fruit and Vegetables

### IT / Communications Business Award

Ziptales

### Micro Business Award

Driver Training Academy

### Innovation & Training Award

Neighbourhood Cable

### Overall Excellence Award

BEST Community Development

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## 2007 Awards

### Export Award

C.E. Bartlett

### New Business Award

Karden Disability Support Foundation

### Excellence in Customer Service Award

Exterior Motive

### Community Involvement Award

Ballarat District Nursing and Healthcare

### Hospitality and Accommodation Award

Ballarat Convention & Exhibition Centre

### Service Business Award

Ballarat Business Centre

### Retail Business Award

Rings on Her Fingers

### Manufacturing Award

MaxiTrans Australia Pty Ltd

### IT / Communications Business Award

Neighbourhood Cable

### Tourism Award

Golden Nugget Discovery Tours

### Small Business Award

Touche Hair, Skin & Body

### Agribusiness Award

Mike Stephens and Associates

### Export Award

C.E. Bartlett

### Smart Water Management Award

Hilton Fabrics

### Business of the Year

Ballarat District Nursing & Healthcare

## 2008 Awards

### Food and Beverage Award

Café Best

### Excellence in Customer Service Award

Touche

### Not For Profit Business Award

Ballarat Cancer Research Centre

### Innovation and Technology Award

Goldacres

### New and Emerging Business Award

Cocoon Gym Kids

### Retail Business Award

Darriwill Farm

### Manufacturing Award

Goldacres

### Small Business Award

Elysium Day Spa

### Tourism, Events & Accommodation Award

Big4 Ballarat Goldfields Holiday Park

### Service Business Award

RU Advertising

### Export Award

Selkirk Brick Pty Ltd

### Smart Water Management Award

Trembath Automotive

### Business of the Year

Ballarat Cancer Research Centre

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## 2009 Awards

### b2b Award

3BA/Power FM

### Tourism, Events & Accommodation Award

Quality Inn Heritage on Lydiard

### New and Emerging Business Award

Mum Zone

### Export Award

Gekko Systems

### Smart Water Management Award (Large Water Users)

McCain Foods (Aust) Pty Ltd

### Smart Water Management Award (Small/ Medium Water Users)

BIG4 Ballarat Welcome Stranger  
Holiday Park

### Marine Innovation and Technology Award

Gekko Systems

### Not-for-Profit Business Award

Uniting Care Ballarat

**Retail Business Award**  
ROKK 66

**Manufacturing Award**  
Ballarat Pressings

**Small Business Award**  
yum productions

**Food & Beverage Award**  
Mercure Ballarat Hotel & Convention Centre

**Customer Service Award**  
Elysium Day Spa

**Service Business Award**  
Tracy The Placement People

**Towards Zero Waste Award**  
Haymes Paint

**Business of the Year**  
Gekko Systems

## 2010 Awards

**b2b Award**  
Neale Goad Automotive

**Customer Service Award**  
Sovereign Press

**New & Emerging Business Award**  
Newbiz Solutions

**Innovation & Technology Award**  
Interpath

**Health & Wellbeing Business Award**  
Fernwood

**Restaurant Pubs & Cafes Award**  
Seymours on Lydiard

**Smart Water Management Award**  
St John of God Hospital

**Manufacturing Award (Large)**  
C.E. Bartlett

**Retail Award**  
Studio G.A.S

**Manufacturing Award (Small)**  
Ferndale Confectionery

**Not-for-Profit Award**  
McCallum Disability Services

**Service Award**  
The Ad Group

**Small Business Award**  
Interpath

**Trade Award**  
SS Electrics

**Tourism & Events Award**  
Mercure Hotel & Convention Centre

**Sustainable Business Award**  
St John of God Hospital

**2nd Generation Business Award**  
Haymes Paint

**Business of the Year**  
Interpath

## 2011 Awards

**b2b Award**  
Neale Goad Automotive

**Customer Service Award**  
Ballarat Hospice Care

**Health & Wellbeing Award**  
Ballarat District Nursing & Healthcare

**Innovation and Technology Award**  
Veolia Environmental Services

**Large Manufacturing Award**  
UGL Rail, Ballarat

**Small Manufacturing Award**  
Advanced Cabinetry

**New and Emerging Business Award**  
The Forge Pizzeria

**Not-for-Profit Business Award**  
Ballarat District Nursing & Healthcare

**Restaurants, Cafes & Pubs Award**  
Sweet Decadence at Locantro

**Retail Business Award**  
Wen & Ware Living

**Service Business Award**  
Victorian Securities

**Small Business Award**  
Paul Tabbitt Hairdressing

**Trade Award**  
Neale Goad Automotive

**Tourism & Events Award**  
Mercure Ballarat Hotel & Convention Centre

**2nd Generation Family Business Award**  
Haymes Paint

**Business of the Year**  
Haymes Paint

## 2012 Awards

**Not-for-Profit Award**  
Ballarat District Nursing & Healthcare

**Trade Business Award**  
DR Gordon Building

**Special Events and Attractions Award**  
Rural Lifestyle Expo

**Small Business Award**  
Davis Planning Solutions

**Franchise Business Award**  
Anytime Fitness

**Family Business Award**  
Selkirk

**Professional Service Award**  
Simplex Insurance Solutions

**Online Business Award**  
Ballarat Bearings

**b2b Business to Ballarat Award**  
UGL Rail Ballarat

**Manufacturing Award**  
OzPress

**Workplace Development and Training Award**  
Creswick Pharmacy

**New & Emerging Business Award**  
Gove Cycles & Bike Rack Café

**Customer Service Award**  
Beacon Lighting Ballarat

**Health & Wellbeing Award**  
Ballarat Health Services Incorporating Mental Health Services

**Innovation and Entrepreneurship Award**  
SS Electrics

**Restaurants, Cafes and Pubs Award**  
Table 48

**Business of the Year**  
OzPress

## 2013 Awards

**Customer Service Award**  
Ballarat Golf Club

**Health & Wellbeing Award**  
SafetyLink

**Restaurants, Cafes and Pubs Award**  
The Forge Pizzeria

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[www.cafs.org.au](http://www.cafs.org.au)

**Innovation and Entrepreneurship Award**

SafetyLink

**Not-for-Profit Award**

Ballarat YMCA

**New & Emerging Business Award**

Cyclescape

**Online Business Award**

PETstock

**Family Business Award**

Wilson's Fruit &amp; Vegetables

**Small Business Award**

Cake Bakeshop

**Trade Business Award**

GJ Gardner Homes Ballarat

**Franchise Business Award**

Thornton Richards Camera House

**Workplace Development and Training Award**

PINARC Disability Support

**Special Events and Attractions Award**

Ballarat Beer Festival

**Manufacturing Award**

Maxitrans

**B2B Business to Ballarat Award**

UGL Ballarat

**Professional Service Award**

Simplex Insurance Solutions

**Business of the Year**

Wilson's Fruit &amp; Vegetables

**2014 Awards****Family Business Award**

Ferndale Confectionery

**Small Business Award**

Cyclescape

**Staff Training and Development Award**

Karden Disability Support Foundation

**Restaurants, Cafes and Pubs Award**

The Western Hotel

**b2b Business to Ballarat Award**

Lake Wendouree Luxury Apartments

**New & Emerging Business Award**

Rubilicious Wax &amp; Beauty Bar

**Creative Industries Award**

The Crafty Squirrel

**Innovation Award**

Argus Connecting Care

**Trade Business Award**

Laser Electrical Ballarat

**Community and Government Award**

Highlands LLEN

**Customer Service Award**

Telstra Stores Ballarat &amp; Wendouree

**Professional Service Award**

Simplex Insurance Solutions

**Manufacturing Award**

Sovereign Press

**Special Events and Attractions Award**

Rotary Ballarat Swap Meet

**Health and Wellbeing Award**

Lake Health Group

**E-Commerce and Online Award**

Loreto College Ballarat

**Business of the Year**

Laser Electrical Ballarat

**2015 Awards****Special Events and Attractions****Business Award**

Kryal Castle

**Health and Wellbeing Business Award**

Ballarat Community Health

**Professional Service Business Award**

mta optima

**Innovation Business Award**

Viatek

**Community and Government****Business Award**

Karden Disability Support Foundation

**Paddock to Plate Business Award**

Sinclair Meats

**Retail Business Award**

PETstock

**E-Commerce and Online Business Award**

Lake Wendouree Luxury Apartments

**Restaurants, Cafes and Pubs****Business Award**

Grill'd Ballarat

**Small Business Award**

Munash Natural Fertilisers

**Customer Service Business Award**

Simplex Insurance Solutions

**Trade Business Award**

Mega Meats

**New and Emerging Business Award**

Grill'd Ballarat

**Creative Industries Business Award**

PO Box Designs

**Family Business Award**

PETstock

**Business of the Year**

PETstock

**2016 Awards****Paddock to Plate Business Award**

Mitchell Harris Wines

**Trade Business Award**

Hotondo Homes Ballarat

**Small Business Award**

Munash Natural Fertilisers

**Customer Service Award**

PFD Food Services

**E-Commerce and Online Award**

Loreto College Ballarat

**Restaurants, Cafes and Pubs****Business Award**

Hop Temple

**Family Business Award**

Eureka Concrete

**Professional Service Business Award**

PRDnationwide Ballarat

**Not-for-Profit Business Award**

Child and Family Services Ballarat

**New and Emerging Business Award**

Le Chic Skin &amp; Beauty

**Innovation Award**

Health-e Workforce Solutions

**Franchise Business Award**

Grill'd Ballarat

**Special Events and Attractions****Business Award**

Royal South Street Society

**Retail Business Award**

Sweet Fern

**Laser Electrical Ballarat**

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- COMMERCIAL
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**Creative Industries Business Award**

The Ad Group

**Health and Wellbeing Business Award**

Oak Tree Ballarat Dental

**Business of the Year**

Child & Family Services

**2017 Awards**

**Trade Business Award**

G.J. Gardner Homes Ballarat

**Community and Government Award**

Uniting Ballarat

**Restaurants, Cafes and Pubs Business Award**

Hop Temple

**Creative Industries Business Award**

Hstudios

**Manufacturing Award**

Albins Performance Transmissions

**Innovation Award**

Pipe Pro Directional Drilling

**Health and Wellbeing Business Award**

Ballarat Veterinary Practice

**Franchise/Buying Group Business Award**

The Athlete's Foot Ballarat

**E-Commerce and Online Award**

Gove Cycles & Bike Rack Café

**Professional Service Business Award**

Adroit Insurance Group

**Small Business Award**

Raceline Motorcycles

**Paddock to Plate Business Award**

Salt Kitchen Charcuterie

**Retail Business Award**

Boost Juice Ballarat

**New and Emerging Business Award**

The Yacht Club

**Customer Service Award**

Oak Tree Ballarat Dental

**Special Events and Attractions Business Award**

Museum of Australian Democracy at Eureka

**Business of the Year**

Albins Performance Transmissions

**Test your skills**

**Spot past award winners in our fun word find.**

Hstudios

Sweet Fern

Viatek

Cyclescape

PETstock

Selkirk

Haymes Paint

Gekko Systems

UFS Dispensaries

Owen Williams

The Ansonia

The Forge Pizzeria

Ballarat Bearings

Creswick Pharmacy

Ballarat YMCA

The Western Hotel

The Ad Group

Boost Juice

The Yacht Club

Beacon Lighting

GJ Gardner

Ferndale Confectionery

Ballarat Hospice Care

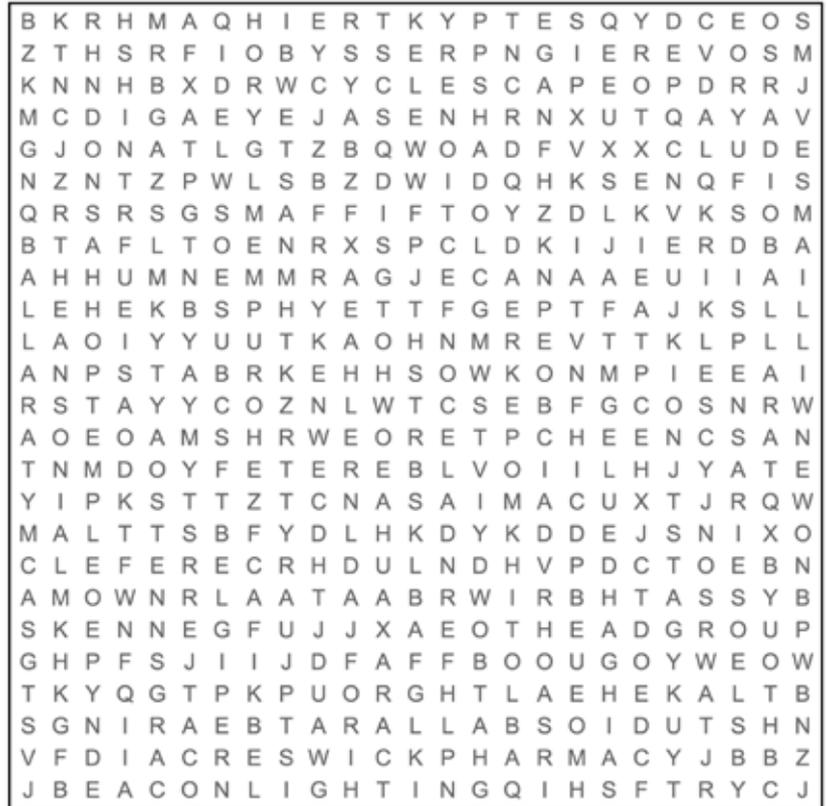
Sovereign Press

Radio Ballarat

Hop Temple

Raceline Motorcycles

Lake Health Group



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City of Ballarat congratulates Commerce Ballarat and the Ballarat Business Community on 30 years of excellence delivering the Ballarat Business Awards; a flagship event on the annual local business calendar.



Our Economic Development Unit is here to support the local business community. Contact us on 5320 5500 to find out more about how we can help you.



# Creating a new kind of business leader for Ballarat's future

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