

**Commerce Ballarat News Bulletin**  
**4 June – 10 June**

**Quote of the Week:**

"Truly successful decision-making relies on a balance between deliberate and instinctive thinking."

— [Malcolm Gladwell](#)

**Welcome New Members:**

[Custom Financial Pty Ltd](#) – Jon Ward  
Strategic State Pty Ltd – Steven Anderson  
[R B Building Design Pty Ltd](#) – Ryan Boyes

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**505 Club**

**Adroit Insurance Group & Butler Chartered Accountants**

18 Doveton St Nth, Ballarat  
23 June, 5.30pm – 7.30pm  
Members Free  
Non Members \$16.50

An evening of networking and fostering relationships to grow your business.  
Drinks and Savories provided

**CGU Commerce Ballarat Business Excellence Awards Application Workshops**

Need help with your application? Attend a **FREE** workshop!

These workshops will include assistance in addressing the criteria and information on what the judges are looking for. The workshops run for approximately 1.5 hours and will be conducted in two parts; the first being the basic guidelines for your entry, the second half will be presented by Joanna Stevens from Premier PR. Joanna will focus on the following areas:

- Planning and preparation - What to do before you start writing your application
- Creating award winning answers - How to sell your business in a few words
- Proofing, cutting, editing and adding value
- 10 top tips

Past and first time entrants will benefit from these workshops.

**B.L.E.N.D**

**GMHBA & Quest**

7-11 Dawson St Nth, Ballarat  
Wednesday 28 July, 5.30pm – 7.30pm  
Members Free  
Non Members \$16.50

Are you 39 and under and looking for an opportunity to share ideas and impressions of today's business world? Drinks and savouries provided.

**Members News**

Watch out for the relaunch of our new **Member to Member page** next week!

Thanks to our members for their advice in regard to **Social Media** issues in the workplace. We hope that you may be able to use this information.

The best way to tackle inappropriate use of the Internet in the work place is to have a very detailed policy which outlines what is fair and reasonable and the consequences of what will happen to employees if this policy is abused in any way. Ideally policies of this type are introduced to new employees in their initial induction period.

In addition a code of conduct policy and procedure is an ideal tool to clearly outline to all employees the expectations of the employer to all employees. For example our code of conduct policy covers the IT abuse issue along with all other expectations.

JK Personnel

I would say that business needs to build a culture of professionalism, work ethic, enjoyment/fun and client centric service and that would largely solve any potential 'facebook' problems. Staff would know that there is a time and place to 'socialise' with friends and that is not at their workplace.

Retireinvest

We had issues with Facebook, etc. We had our IT guys block access to these type of websites. Other issue is use of mobile phones which is harder to control.

Butler Chartered Accountants

All use of Facebook and YouTube is blocked at our business through the IT department. "Normal" use is permitted for sites like their own personal banking. A bit of a problem is emerging with the Smart Phones though as everyone has one that allows them access anyway. More monitoring and full access should be given with the correct and fully understood policies in place.

Veolia Environmental Services

Sample Policy 1

Sample Policy 2

### **Take Five Members**

Support the Connectedness Research Group to strengthen their Employee Connectedness evidence-base by getting your employees to complete their 5 minute survey. Great prizes to be won. Results to be distributed to Commerce Ballarat members in September

### **New Premises**

People at Work have moved to 32 Doveton Street North, Ballarat.

### **Minimum wage decision to squeeze employers**

*Source: VECCI Date: 7/06/2011*

Last week's increase in the minimum wage, while striking a balance between union and employer claims, will create hardship for small to medium sized businesses.

While VECCI is pleased the Minimum Wage Panel was critical of aspects of the ACTU's proposal for a tiered increase, the Panel has nonetheless awarded what they acknowledge to be a significant wage increase. This is the second such significant increase in two years, and will no doubt prove, once again, to have real significance for employers.

The Minimum Wage Panel's view is that a significant increase is appropriate, given that "labour productivity is growing, the profit share remains at historically high levels and underlying inflation is well within the (Reserve Bank's) medium-term target band".

[Read More](#)

### **Australia's national broadband strategy revealed**

Source: *My Business Magazine June*

The Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy has announced the national broadband strategy, including special programs to boost small business uptake of the national broadband network.

Australia will become "a leading digital economy by 2020," by meeting eight goals, says the Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy.

Speaking at the [CeBit](#) technology conference in Sydney, Senator Conroy set the following eight goals for Australia:

- Australia will rank in the top five Organisation for Economic Cooperation (OECD) countries in the portion of households that connect to broadband at home;
  - Australia will rank in the top five OECD countries in the portion of businesses and not-for-profit organisations using online opportunities;
- Read More

### **Business Tips – working with different personality types**

Every workplace contains a vibrant and diverse mix of people that may be quite different in personality to you. But there's no reason why you can't establish a good working relationship with them. There are many methods of categorising different personality types; however one business consultant has defined several different types of workers that you're likely to encounter at your workplace.

#### **The commander**

These people are the likeliest to control the situation they're in, will get their point across in a forthright manner, and may come across as aggressive. Clear and concise communication is the best way to establish a good working relationship with these types of people – they will respect you if you are straight up and speak clearly and plainly.

#### **The drifter**

'Drifters' are prone to being disorganised, are more likely to miss appointments and deadlines, and be seen as unreliable. To establish a productive relationship with these types of people, set firm directions and guidelines so they continually have something refer to, but encourage them at the same time to be innovative and creative during their 'drifting' periods.

Read More

### **Australian Bureau of Statistics**

5368.0 International Trade in Goods and Services, Australia, Apr 2011

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/5368.0?OpenDocument>

6321.0.55.001 Industrial Disputes, Australia, Mar 2011

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/6321.0.55.001?OpenDocument>

8501.0 Retail Trade, Australia, Apr 2011

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/8501.0?OpenDocument>

8501.0 Retail Trade up 1.1% in April 2011 (Media Release), Apr 2011

<http://www.abs.gov.au/ausstats/abs@.nsf/MediaReleasesByCatalogue/676AC4CC578D6559CA25773400204519?OpenDocument>

4307.0.55.001 Ready to Drink beverages down, wine consumption up (Media Release), 2009-10

<http://www.abs.gov.au/ausstats/abs@.nsf/MediaRealesesByCatalogue/8EC1516064FDA974CA25772F001F6C69?OpenDocument>

5609.0 Housing Finance, Australia, Apr 2011

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/5609.0?OpenDocument>

### **Australian Chamber of Commerce and Industry**

Business Response to Productivity Commission Report on Carbon Emission Policy

<http://www.acci.asn.au/Research-and-Publications/Media-Centre/Media-Releases-and-Transcripts/Economics-Industry/Business-Response-To-Productivity-Commission-Report>

Business Welcomes Rates Decision

<http://www.acci.asn.au/Research-and-Publications/Media-Centre/Media-Releases-and-Transcripts/Economics-Industry/Business-Welcomes-Rates-Decision>

### **Regional Industry Link**

If you're not on it, how are you going to know about it?

Register on [www.regionalindustrylink.com.au](http://www.regionalindustrylink.com.au)

Click [here](#) for current opportunities

### **Media**

**Publication: *The Courier*** [www.thecourier.com.au](http://www.thecourier.com.au)

#### **Saturday 4 June**

Christmas is coming early this year as Ballarat's own **3BA** launches its 10<sup>th</sup> annual Christmas in July appeal. With a huge trivia night at a party yesterday at the Ballarat Regional Tennis Centre, organisers expect to have kicked off with \$25,000 raised. The Christmas in July appeal is one of 3BA's signature annual events. To add your support visit [www.3BA.com.au](http://www.3BA.com.au).

**People and Places:** Angela Carey **The Courier**, Craig Whitfield **Viatek**

#### **Tuesday 7 June**

It was a tragic day at Sovereign Hill on February 3, when flash flooding completely destroyed the Voyage to Discovery attraction. But yesterday, the future of the attraction was secured when Sovereign Hill received \$1.2 million from an insurance payout to fully fund repairs. **Adroit Insurance Group** is a Ballarat business which dealt with Sovereign Hill's claim. "We are happy to see a local business get back on its feet," **Adroit** director Joe Agostino said.

#### **Thursday 9 June**

It takes a special cause to get a group of Ballarat's prominent business leaders to camp overnight in the cold at the Mining Exchange. At the *Integra Inn Their Shoes* sleep-out, mayor Craig Fletcher, **University of Ballarat** vice-chancellor Professor David Battersby, **Uniting Care** executive director Cliff Barclay and other community figures will jump into their sleeping bags to raise funds for homelessness.

**The University of Ballarat** will receive almost \$6 million in funding from the federal government for a joint project with three other major Victorian universities. The university will lead the project with partners Deakin University, University of Melbourne and Monash University.

**The Guide:** Simon Curtain WHK,

#### **Friday 10 June**

Vicki Coltman, Rebecca Stewart **Lead On**, Craig Willian **RU Advertising**, Simon  
Cornwell **Bendigo Bank**, **Eclipse Ford** Opening of New Showroom, John  
McKinnon **The Tracy Group**