

Commerce Ballarat News Bulletin
9 – 15 October

Welcome to the end of another busy week. Find out below what is happening in and around Ballarat, useful website links, members news and who made the media this week.

Quote of the week:

"A truly happy person is one who can enjoy the scenery on a detour" - anon

505 Club

BJT Legal

38 Lydiard St Sth, Ballarat
Thursday 28 October, 5.30pm – 7.30pm
Members Free
Non-members \$15

You're all invited to attend an evening of networking and fostering relationships to grow your business. Come and see the recent renovations at the offices of BJT Legal and make sure you bring your business card along for the chance to win a door prize. Drinks and savories will be provided.

Info Comm Breakfast

Fair Work Laws & Modern Awards
Supported by Eureka BEC
Pipers by the Lake
Wendouree Pde
Tuesday 16 November, 7am
Members \$15
Non Members \$25

Stephen Mastwyk from the Fair Work Ombudsman's office and Peter Wilson, Managing Director at Nevett Ford Lawyers and accredited specialist in mediation, will speak on the new Fair Work laws and Modern Awards and the importance of complying with them.

The new laws and Modern Awards are proving to be extremely challenging and there are no easy shortcuts. If ever there was a time for company directors to ensure compliance with the Fair Work laws and Modern Awards, it's now.

Come along to this informative breakfast and learn more about this important topic.

B.L.E.N.D

CGU Insurance Ltd

1-3 Bath Lane, Ballarat
17 November
5.30pm – 7.30pm
Members free
Non-members \$15

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

Guest Speaker: Damian Lubeek, Marketing Manager at Interpath Pty Ltd, winner of this year's CGU Commerce Ballarat Excellence Awards **Business of the Year** Award. Damian will speak about the unique culture and style of Interpath which has come from the adoption of a simple yet highly effective approach to business. He will talk about the rapid growth of the company, his role, the key success factors and what you as similar aged people can also do within your own roles/organisations to grow yourself and the business.

He's no motivational guru or an astronaut, he's just a local lad who we thought might be interesting and who has a story to tell...sure to be entertaining. Come, listen and learn!

Commerce Ballarat Ambrose Golf Day

Midlands Golf Course

Friday 26 November

\$280 + GST (includes Golf, BBQ and drinks on course)

N.B Teams can only be hosted by Commerce members

Novelty holes and raffle to benefit **United Way Ballarat**

Limited numbers

[Print Flyer](#)

Members News

Commerce Ballarat AGM

Board members elected: Angela Connor, Andrew Rowan and Paul Ballinger

[Minutes](#)

[Annual Executive Officer's report](#)

[Annual Chairman's report](#)

[Annual Treasurer's report](#)

City of Ballarat CBD Parking On-Line Survey

City of Ballarat is seeking participation for their online survey on CBD Parking. To take part, visit <http://www.ballarat.vic.gov.au/cbd-parking-strategy.aspx>

Nova Pharmacy has moved!

Nova Pharmacy has moved from 325 Sturt St to their new premises at Doveton St Sth, opposite Target. Their contact details remain the same.

Ballarat Show Day 12 November

Ballarat Show Day is fast approaching, and this year it will be an official public holiday. For more information click here or go to www.ballaratshow.org.au

Lead On Ballarat Mentoring Week Workshop

Date: 29 October

Time: 9.45am – 4.00pm

Venue: The Great Hall, Gum San, 31-33 Lambert St, Ararat

Cost: Free of charge (lunch is provided)

RSVP: vickic@leadon.com.au or 0409 023 373 by 20 October

[More information](#)

City of Ballarat Winning Tenders with Alliances, Consortiums and Joint Ventures

Date: 7 December

Time: 9.30 – 12.30

Venue: Trench Room, Town Hall

Cost: Free

Information & Registration: anthony@ballarat.vic.gov.au or 5320 5579

This seminar will look at the benefits of SME's forming alliances, consortiums or joint ventures between themselves in order to tender for larger projects. It will also look into how to choose the right partners and some of the legal considerations. With presenters from the leading regional consultancy SED and the Industry Capability Network (ICN), this session aims to improve people's knowledge and ability to win tenders with alliances, consortiums or joint ventures. This seminar continues the successful Tenderwrite series introduced by the Economic Development Unit of the City of Ballarat in 2009.

Energise Enterprise Host iPad Competition Winner

Commerce Ballarat congratulates Jane Lynch from **Giraffe Marketing** on winning the Host iPad competition.

Blueprint Milestone as Regional Plans Are Received

Leaders across Victoria are presenting plans to the Victorian Government showing how they will work together to create more jobs, boost local economies, build stronger communities and increase opportunities for people to study locally. Each strategic plan will put its region and its people in the driver's seat to build a more prosperous future. [Read more](#)

Funding Available for Regional Managers

If you are a manager working in the Greater Ballarat region, you are invited to apply for scholarship funding to the Australian Applied Management Colloquium. Subsidies of up to \$8,000 are awarded to successful applicants who are keen to develop their leadership and management skills and build powerful networks throughout Australia.

The Australian Applied Management Colloquium combines dynamic group workshop sessions with customised private coaching. This allows you to learn from a diverse range of managers from across Victoria, develop and hone important skills, and work with your coach on the areas of your professional skill set that you want to focus on. Throughout the program, the following themes are addressed:

- Authenticity, Leadership & Management
- Team Dynamics
- Driving Performance
- Communication, Presence & Influence
- Innovation & Change
- Strategic & Operational Improvement
- Empowering You and Your Team: Driving a Continuous Learning Environment

To view the Colloquium Prospectus, click [here](#). To find out more about the Regional Victorian Scholarship Program, click [here](#). For any questions relating to the Australian Applied Management Colloquium, please contact Brendan Maggs on 1300 138 037.

Business Tips – phone techniques to improve your business professionalism

Even if you do not talk on the phone too often in your job, it is very important to have a professional and likeable demeanour when you do. First impressions count, and you need to make sure that your clients, members, customers or work colleagues think of you in a positive light the first time they come into contact

with you, which is usually through the phone. Here are some small, simple things you can do when you are on the phone to improve your telephone etiquette:

- Make sure you speak clearly and smile as you answer the phone; also identify yourself.
- Before placing a caller on hold, ask their permission first and thank them.
- It is better to return a call than to keep someone on hold too long.
- Do not forget to return the call as you promised.
- Do not permit the phone to ring into the office more than three times.
- Always use a pleasant, congenial and friendly tone.
- Never interrupt the person while he/she is talking to you.
- Never engage in an argument with a caller.
- Do not handle an unhappy caller's concern in a public area so others can hear.
- Do not make it a habit of receiving personal calls at work.
- Do not answer the phone if you are eating or chewing gum.
- Do not give the impression that you are rushed. It is better to return the call when you can give the person the time they need to handle the reason for their call.
- Return calls promptly when a message has been left on your voicemail.
- Do not ever leave a message with someone else or on voicemail regarding details of a sensitive nature. Instead, leave a message asking the person to call you back.
- Do not call a home phone before 8am or after 9pm, unless the person has given you permission to do so.
- Always hang up the phone, gently.

Australian Bureau of Statistics

Housing Finance, Australia, Aug 2010

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

Lending Finance, Australia, Aug 2010

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/5671.0?OpenDocument>

Statistics Victoria, Sep 2010

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/1100.2?OpenDocument>

Australian Chamber of Commerce and Industry

[Red Tape Burden on Parental Scheme Needs Lifting](#)- 12/10/10

[Youth Working Hours Decision Not Fair for Young People](#) - 8/10/10

Regional Industry Link

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

Register on www.regionalindustrylink.com.au

Click here for current opportunities

Media

Publication: *The Courier* www.thecourier.com.au

Saturday 9 October:

A leading Ballarat welfare advocate has backed calls for a major boost to public housing in Victoria. **UnitingCare** executive director Cliff Barclay said Ballarat was in desperate need of more public housing.

Ballarat Cancer Research Centre will hold its traditional Melbourne Cup Day luncheon next month. The luncheon will be held at the **Mercure Hotel and**

Convention Centre on Tuesday November 2. Bruce Roberts of **WIN TV** will present the event, which includes a fashion showcase and a silent auction, with goods donated by local businesses.

Monday 11 October:

The \$4.9 million redeveloped Ballarat Aquatic Centre has opened. Two new programmable warm-water pools, change rooms, spa, steam room, refurbished cafe and kitchen, and entry area were officially opened to the public yesterday. **Ballarat YMCA** chief executive officer Ed Ferguson said the redevelopment, which took seven months to complete, meant the centre could expand its programs.

Tuesday 12 October:

For the past 18 months, **St John of God's** Bloomsbury House has been supporting young people aged 12 to 25 with substance abuse and mental health problems. Last week a blessing ceremony was held to celebrate the establishment of the service.

Wednesday 13 October:

Ballarat City Council received its largest number of planning permit applications in August for 10 years according to a report to be presented to the council tonight. The report shows that the council received 129 applications in August of which 52 were residential town planning applications.

Thursday 14 October:

Ballarat City Council has refused the planning permit for 30 electronic gaming machines at Ballarat Lodge. The decision was made at last night's ordinary council meeting. Council refused to grant the permit for a number of reasons including the relatively low socio-economic status of Golden Point.

Friday 15 October:

Dates of Interest:

BROSH Dinner "Workplace Deaths – A mother's personal story"

Date: 18 October

Venue: Mercure Hotel & Convention Centre

Time: 6.30pm for 7.00pm dinner

Cost: \$65 per person (includes two course dinner, drinks at bar prices)

RSVP: By 14 October

Guest Speaker: Andrea Madeley, VOID – Voice of Industrial Death

[More information and registration form](#)

Ballarat ICT Breakfast

Date: 19 October

Time: 07.30am

Venue: Neighbourhood Cable Conference Centre, Greenhill Enterprise Centre, UBTP

RSVP: by 15 October to i.howes@ballarat.edu.au or 5327 9893

More information

BROSH & WorkSafe Victoria Conference

Date: 19 October

Venue: Mercure Hotel & Convention Centre

Time: 9.00am – 4.30pm

Cost: FREE but registration essential

For more information and to register click [here](#)

As part of WorkSafe Week, Ballarat Regional Occupational Safety & Health group (BROSH) in partnership with WorkSafe Victoria will hold a one day conference on topics including manual handling, drug and alcohol in the workplace, Work Health and OHS Laws.

City of Ballarat Town Hall Plaza Workshop

Date: 20 October

Time: 5.30pm – 7.00pm

Venue: Art Gallery Ballarat

Registrations: 5338 4692

[More information](#)

ActionCLUB Group Coaching Program

Date: 25 October

For more information and bookings: 5331 6066

Attending ActionCLUB can make a big difference for your business. If you are ready to set your business on the ultimate track to success then ActionCLUB is for you. In just 7 sessions, you'll have the tools and strategies you'll need to guide your business to higher profits and greater levels of success. You'll get an edge over the competition. And you'll discover what thousands of other business owners already know about the impact ActionCLUB has had on their businesses. ActionCLUB's 7 Sessions include:

- Setting your future
- Generating cashflow
- Streetwise marketing
- SalesRICH for more effective results
- TeamRICH for building better teams
- GrowthCLUB for creating working systems
- Leverage - The Board Game - putting into practice what you've learned

National Leaders Institute Ballarat Management Development Toolkit

Date: 25-26 October

Venue: Alexandria on Lydiard

For the full program and registration details, including details of the Host City rate, [click here](#).

O2 Media Speed Networking Event

Date: 11 November

Time: 5.00pm-7.30pm

Venue: North Ballarat Sports Club

Cost: \$50 per person

Contact: matt@o2media.com.au or 0457 734373

[More information](#)

Much like speed dating, the event features a series of two-minute 'mini meetings' during which participants will have opportunity to meet a range of prospective new clients, suppliers, employees or other business contacts from business and Government. The benefits of many hours or even weeks of networking are compressed into 90 power-packed minutes.

City of Ballarat 'How to Write a Tender Proposal' course

Date: 17 November

Time: 9am – 3pm

Venue: Trench Room, Town Hall

Cost: Free with lunch provided

Information & registration: anthonyschreenan@ballarat.vic.gov.au or 5320 5579

This one day course is designed to assist businesses in successfully understanding the requirements for completing tender documents. Delivered by the University of Ballarat this course takes each individual through the process from the beginning on how to approach the process of writing a tender through to the completed documentation and submission of tender documents. This seminar continues the successful Tenderwrite series introduced by the Economic Development Unit of the City of Ballarat in 2009.

2010 Australian Financial Services Young Leaders Conference Melbourne

Date: 9 December

Time: 9.00am – 5.30pm

For more information and registration form [click here](#).

Australian banking and finance sector organisations are now invited to nominate employees to attend the Conference. Developed to meet the specific needs of junior managers and team leaders, the Conference will give your organisation's young leaders an enviable opportunity to access first-hand leadership advice from highly decorated and experienced senior leaders. Conference places are limited to ensure participants are given maximum exposure to speakers, trainers and learning outcomes, so prompt registration is advisable.

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