

Commerce Ballarat News Bulletin 21 – 27 August

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 politician needs the ability to foretell what is going to happen tomorrow, next week, next month, and next year. And to have the ability afterwards to explain why it didn't happen." Winston Churchill

Welcome New Members:

GMHBA – Judy Barnes

Savvy Social Media Training for Small Biz

Dates:

- 1 September 1 – 4 pm (Session 1)
- 22 September 1 – 4 pm (Session 2)
- 13 October 1 – 4 pm (Session 3)
- 3 November 1 – 4 pm (Session 4)

Venue: BLX, 36 Camp Street, Ballarat

Cost: \$99 Members, \$165 Non Members (includes 4 sessions and tea & coffee)

Bookings: rsvp@commerceballarat.com.au

Only two spots left

Facilitated and supported by the **City of Ballarat, Commerce Ballarat and yum productions**, in four sessions over four weeks, Ballarat business owners and operators will be guided through the development of their Business Communications Strategy via a number of key steps that harness the power of technology via social media tools & sites. During the workshops participants will:

- attend face-to-face sessions
- have one to ones with the facilitators
- contribute to an online journal outlining their journey, expectations and challenges.
- get a media savvy guide and practical support to get themselves set up on a variety of online platforms.
- get to develop their own social media strategy

[More information](#)

Customer Service Training

Dates:

- 7 September
- 14 September
- 21 September
- 28 September

Time: 09.00 – 10.30 am

Venue: BRACE, 602 Urquhart St, Ballarat

Cost: Members \$45, Non-members \$95 (includes 4 sessions and tea & coffee)

Bookings: rsvp@commerceballarat.com.au

Topics covered:

Week 1– how to speak to your customer about their need

What your customer wants, why they buy, what they expect and how you can give it to them. Find out the tricks to customer service!

Week 2– verbal and non verbal communication for good customer service

Learn about the psychology of customer service, body language, verbal communication, tone & interpretation. All forms of customer communication such as telephone, email, internet and in person.

Week 3– handling the difficult ones on a bad day

Handling difficult customers and making them loyal customers. How to deal with customers when you are having a bad day.

Week 4– increasing productivity with customer service alone

Looking at business image, selling the story and marketing. How to meet the customers' needs.

B.L.E.N.D

Telstra Business Centre

112 Doveton St Sth, Ballarat
Wednesday 15 September, 5.30pm – 7.30pm
Members Free
Non-members \$15
rsvp@commerceballarat.com.au

Come along to not only experience all there is to offer in the Telstra Business Centre in Ballarat, but also take the opportunity to take a tour of the Telstra Exchange where you will see how modern communications technology has changed over the years, so come along and enjoy an evening where you'll see a little bit of history and lots of new technology as well.

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

505 Club

BJT Legal

38 Lydiard St Sth, Ballarat
Thursday 28 October, 5.30pm – 7.30pm
Members Free
Non-members \$15
rsvp@commerceballarat.com.au

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

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
Book your team by emailing rsvp@commerceballarat.com.au

Members News

Congratulations to the **Winners of the 2010 CGU commerce Ballarat Excellence Awards**. They are as follows:-

Powerfm b2b Award

Neale Goad Automotive

Wilsons Fruit and Vegetables Customer Service Award

Sovereign Press

University of Ballarat Technology Park Innovation and Technology Park Award

Interpath Pty Ltd

United Way Health and Well Being Business Award

Fernwood

CHW Smart Water Management Award

St John of God

Powercor Manufacturing Award (large)

C.E. Bartlett

Ballarat Community Telco Manufacturing Award (small)

Ferndale Confectionary

BEST Community Development Not-for-Profit Business Award

McCallum Disability Services

Mecu New and Emerging Business Award

Newbiz Solutions Pty Ltd

Regent Cinemas Restaurants, Cafes and Pubs Award

Seymour's on Lydiard

Win News Retail Award

Studio Gas

Mercure Ballarat Hotel and Convention Centre Service Business Award

The Ad Group

Enterprise Small Business Award

Interpath Pty Ltd

Nevett Ford Lawyers Trade Award

SS Electrics

City of Ballarat Tourism and Events Awards

Mercure Ballarat Hotel and Convention Centre

WHK 2nd Generation Family Business Award

Haymes Paints

Commerce Ballarat Sustainable Business Award

St John of God Hospital

North Ballarat Sports Club

SELKIRK ROOSTERS WEB TV SHOW NOW LIVE

Latest game highlights, special guests and football information

Tune in for the latest Roosters WEB TV Show – www.theroosters.com.au
Join Ian Corcoran (McDonalds), Gerard FitzGerald (Selkirk Roosters), Mitch Jenkins (North City) and view last weekend's highlights. Exclusive to Roosters TV and live on the website every week.

Tune in now... <http://www.theroosters.com.au>

The Selkirk Roosters & WHK 2010 AFL GRAND FINAL Eve Luncheon - Friday 24 September

12noon - 3.00pm @ North Ballarat Sports Club

First Class Footy Panel = Andrew Bews, Sean Simpson, Gerard FitzGerald

The North Ballarat Football Club and WHK present the 2010 AFL Grand Final Eve Luncheon. Enjoy a two course a-la-carte meal, pre lunch drinks and complimentary wine on each table. Be entertained by our first class footy panel - Andrew Bews, Sean Simpson, Gerard FitzGerald with fantastic giveaways and auction items. Book now as tickets are limited for this event, phone 5339 5944.

Reserve Bank worried about growth, inflation

The Reserve Bank of Australia (RBA) says Australia's economy is "operating close to its capacity," and this may crimp growth and spur inflation.

RBA Deputy Governor Ric Battellino delivered a [speech](#) on 20 August 2010, in which he said that "...underlying inflation has fallen back into the top half of the target range... [and] we expect that it will stay around its current rate for the next year or so but, after that, upward pressure on inflation is again likely to emerge with a strongly growing economy."

Battellino added that "...Australia will, most likely, continue to do well over the next few years," but the fact that Australia is operating at close to full capacity means "...it will take further improvement in productivity and disciplined policies for this growth to be sustained."

How to write a mission statement that doesn't suck

Does your company have a mission statement? Is it memorable? Inspiring?

What about your business unit, or work team. A mission statement can add relevance and purpose to a role, or it can be bland, insipid and confusing.

This link: www.fastcompany.com/blog/dan-heath/switch/writing-mission-statement-doesnt-suck includes a short video that will provide clarity and purpose to the art of writing a mission statement.

It might be inspiration that you need to review yours.

Come on, if it's time to re-visit your mission statement - give it a go.

Australian Bureau of Statistics

5625.0 Private New Capital Expenditure and Expected Expenditure, Australia, Jun 2010

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/5625.0?OpenDocument>

5655.0 Managed Funds, Australia, Jun 2010

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/5655.0?OpenDocument>

6106.0 Labour Statistics News, Aug 2010

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/6106.0?OpenDocument>

8158.0 Innovation in Australian Business, 2008-09

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/8158.0?OpenDocument>

Australian Chamber of Commerce and Industry

[Transcript: ACCI Chief Executive Peter Anderson Doorstop, Parliament House Canberra - 2010 Federal Election - 23/8/10](#)
[MR107: 2010 Election Business Reaction - 23/8/10](#)

Regional Industry Link Website

If you're not on it, how are you going to know about it?
Are you registered? www.regionalindustrylink.com.au

EOI 2010/2011-25E: Annual Commercial Licenses for Lake Wendouree

Reference No: 1602
Published Date: 9/8/2010
Closing Date: 1/9/2010

City of Ballarat is seeking Expressions of Interest for Annual Licences for Commercial Activities in the Lake Wendouree Precinct. For more details see www.tenderlink.com/ballarat

Tender 2010/11-14: Electronic Document Management System

Reference No: 1601
Published Date: 9/8/2010
Closing Date: 1/9/2010

City of Ballarat is seeking Tenders from interested parties for the supply of an Electronic Document Management System. For more details see www.tenderlink.com/ballarat

Media

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

Saturday August 21:

The Dark Mirror exhibition at the **Art Gallery of Ballarat** is the work of Ballarat born Jeffrey Bren.

The Geoffrey Blainey Research Centre was officially opened at the **University of Ballarat** on Friday 13 August. The refurbishments are part of the \$2.5 million upgrade at the centre.

St John of God Hospital is looking for recruits for the YMCA Corporate challenge section of the Medi Marathon on September 19. Participating corporate members receive a 30-visit pass to the Ballarat Aquatic Centre to ramp up their fitness campaigns. The **YMCA** is pleased to be able to offer the free visits to corporate challengers. **Hocking Stuart Ballarat** was one of the first businesses to sign up. For more information visit www.medimarathon.com.au

Tuesday August 24:

The Ad Group's owner **Peter Brugman** is still in front with one round to go to win a car in the AFL Dream Team competition.

Thursday August 26:

The guide: Five Minutes with..... Michael Daviss Novotel Forest Resort Creswick

Friday August 27:

Lifestyle Travel Ballarat's Amy Donald recently won the Consultant of the Year Award at the Travelscene American Express national Consultants Conference.

Who's in today: CGU Ballarat Business Excellence Awards

Dates of Interest:

Insights into Excellence

Date: 1 September 2010

Time: 10am-1pm

Venue: Gold Acres

Cost: Free

Bookings and more information: <http://www.i2e.org.au/event.php?id=532>

http://www.i2e.org.au/downloads/Hall_of_Fame_2010.pdf

At the event you will learn about:

- Design for manufacture
- Adoption of new technology
- Engineering led excellence
- Environmentally sustainable work practices
- Holistic customer experience.

VECCI Award Modernisation workshops (Hospitality & Retail)

Date: 2 September

Time: 9.00 am – 11.30 am (Retail) 2.00pm – 4.30pm (Hospitality)

Cost: Member/Subscriber: \$50 Non Member \$80

Bookings and more information: MCousins@vecci.org.au

The Australian Industrial Relations Commission (AIRC) undertook an Award Modernisation process and created Modern Awards for various industries. These workshops will help employers comply with Award entitlements, and help you understand your minimum obligations for the workplace relations regulations that exist from 1 January 2010.

Contents to be covered:

- Transitional Arrangements and Phasing in provisions under the Award Modernisation scheme
- Classification of employees from 1 January 2010
- Overtime - calculations for full-time, part-time, temp and casual staff
- Hours of work, Sick leave, Annual leave, Parental leave
- Jury service - and the impact of the Jurors Act
- Notice of termination - how much to pay in certain situations
- Public holiday - payment rules
- Types of employment - full-time, part-time (permanent hire), casual and temp staff
- Shift work - definitions and allowances

Bisnet September breakfast

Date: 7 September

Time: 7.00 – 7.15am arrival, 8.30 finish

Venue: Alexandria on Lydiard, Level One, 30 Lydiard St Nth, Ballarat

Cost: \$25

RSVP: By 27 August to sharine.j.shaw@team.telstra.com

Guest Speaker: Eugene Arocca CEO North Melbourne Football Club

More information and registration form

Ballarat ICT Smart SMEs Market Validation Program

MVP is a \$28 million competitive grants program to help SMEs with innovative, commercially orientated R&D tailored to meet the needs of Victorian public centre entities.

Date: Thursday 9th September, 2010.

Time: 9.00am - 10.45am
Venue: Neighbourhood Cable Conference Room, Ballarat Technology Park, Mt Helen
RSVP: taryn.davies@ballaratict.com.au or 5335 2224
For more information visit www.ballaratict.com.au

Business Leaders' Breakfast

Date: 9 September
Time: 7.30 – 8.30am
Venue: Pipers by the Lake, 403 Wendouree Pde, Ballarat
A complimentary breakfast will be served.

Changes to the Equal Opportunity Act that come into effect in August 2011 will affect all Victorians, particularly employers, businesses, goods and service providers, the education sector and clubs.

Meet the Victorian Equal Opportunity and Human Rights Commissioner for an open dialogue and hear how the Commission can help you prepare for changes.

RSVP by Friday 3 September 2010 to
Tel: (03) 9032 3406 or E: priscilla.white@veohrc.vic.gov.au

Ballarat ICT Breakfast

The guest speaker will be Simon Hackett, Managing Director of Internode.

Date: Sept 21
Time: 7.30am
Venue: The Neighbourhood Cable Conference Centre, Greenhill Enterprise Centre, UBTP.
RSVP : 17 September. Genevieve Daffy g.daffy@ballarat.edu.au

Simon Hackett founded Internode in 1991 and has seen it grow from two people in a rented room to become the largest privately owned broadband service provider in Australia, with almost 500 people serving around 200,000 broadband customers nationally.

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