

Commerce Ballarat News Bulletin
29 May – 4 June

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.

Welcome New Members:

[Computers @ Ballarat Pty Ltd](#) - Gary Smith

[Elmstone Property Group](#) – Kym Squire

[Lead on Ballarat Inc](#) - Vicki Coltman

Thanks to **Fiona & Nigel** from **Darriwill Farm** for hosting a fantastic 505 Club on 3 June.

Business Awards Application Workshop

Last Workshop next week!

Tuesday 8 June 6 pm – Ballarat Business Centre, 15 Dawson Street, Ballarat

RSVP: rsvp@commerceballarat.com.au

Be Inspired Luncheon

Welcomes People in Business

Oscar's Hotel & Café Bar

Friday 6 August

Lunch 12noon

Members: \$45

Non Members: \$50

rsvp@commerceballarat.com.au

Speaker: Melva Stone OAM

The first female manager in WA for the giant **Mayne Nickless Group**; the first female president of the Western Australian Section of the **Royal Flying Doctor Service** and the first female Chairman and now Honorary Life Member of the Australian British Chamber of Commerce in Western Australia. For more than twenty years Melva has had her own marketing consultancy and has also developed numerous training programs for non-profit groups. In 2008 Melva was named both **Honorary Life Member** of the RFDS Flying 1000 and she is the inaugural and currently only Ambassador for RFDS Western Operations.

Most recently Melva has worked with Erica Smyth to produce the book "Red Dust in Her Veins", which enjoyed a launch in New York as a part of the **G'Day USA** program in 2008 and has raised in excess of \$130,000 for the RFDfS to date. The **Global Sheila** business, for the adventurous female traveler, was also created by Melva and is now run with business partner, Erica Smyth. In 2009 Melva received the **Order of Australia Medal** for her service to the community via the Royal Flying Doctor Service.

CGU Commerce Ballarat Business Excellence Awards Gala Dinner

Date: Thursday 26 August

Time: 6.00pm – 11.00pm

Venue: Mercure Ballarat Hotel and Convention Centre, 613 Main Road, Ballarat

Cost: \$125.00 per person. All inclusive (bookings essential)

Tickets on sale 4 August

Join at this year's CGU Commerce Ballarat Business Excellence Awards for a night of fun and glamour to celebrate the achievements of local business. The evening will be hosted by award winning actor **Shane Jacobson** and WIN Television's news anchor **Bruce Roberts**.

For more information and to book: 5333 4426 or rsvp@premierpr.com.au

Commerce Ballarat Ambrose Golf Day

Midlands Golf Course

Friday 26 November

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

N.B Teams can only be hosted by Commerce members

Book your team rsvp@commerceballarat.com.au

Members News

[2010 Membership Survey](#), we appreciate your comments.

Commerce Ballarat bumper stickers now available! Email office@commerceballarat.com.au or call 5333 3233 to get yours!

Novotel Forest Resort '2 Man Ambrose' Social Sunday Golf Event

Date: Sunday 20 June

Time: Registration 9 am, briefing 9.30 am, shot gun start 10 am

Venue: Novotel Forest Resort Creswick

Cost: \$100 per team (\$50 per player) includes 18 holes of golf in event, with two hours of post round drinks included from 3pm, and live acoustic music in main Springs Bar

Contact: Cameronb@forestresort.com.au or 5345 9628

[More information](#)

Beating the Binge – the impacts of alcohol & other drugs

Date: 24 June

Time: 7 pm

Venue: Wendouree Centre for Performing Arts, Howitt St, Wendouree

Get your friends and parents together and join us for a fun and interesting evening with skits and a panel of speakers from your community discussing alcohol and other drug issues. Learn how to help your children and friends if they are in trouble.

[More information](#)

Opening at the **Art Gallery of Ballarat** on Saturday 12 June 2010, the *In Your Face!* exhibition celebrates the use of cartoon and caricature for social and political commentary on current affairs. A number of public events will be held during the *In Your Face!* exhibition session, including a discussion forum that will be broadcast on ABC Radio National and a free cartooning workshop for kids and adults. An audio tour can be downloaded for free from the gallery's website. Another Art Gallery of Ballarat event open to the public includes comedian Hannah Gadsby's cheeky look at Australian art. A number of well-known musicians will perform in Ballarat during June, including Foster and Allen, Eric Bogle and James Morrison.

Fair Work Australia's Annual Wage Review 2010-2011

[Important information](#) and outcomes relating to minimum wages, which takes effect on 1 July this year.

Funding Opportunity

There may be a potential funding opportunity available for projects which deliver vital high-quality innovative, sustainable digital applications to; boost innovation in healthcare by enabling services such as remote consultation, diagnosis and treatment in areas where there are specialist skills shortages; extend digital education services to enable more regional, rural and remote communities to access improved educational opportunities and increase the use of digital technologies to improve emergency and disaster response both within and across state and territory borders.

For more information: www.dbcde.gov.au/digitalregions

Contact: Ian Fry, Ballarat ICT Limited, on 03 53352219 or 0419516007

2010 Victorian Training Awards – nomination reminder

The Victorian Training Awards recognise outstanding achievements in vocational education and training, and nominations for this prestigious award have now been extended. The 2010 Awards will be held on 14 September 2010 at Crown Palladium. Skills Victoria has extended the deadline for application for the Victorian Small Business of the Year category. The amended deadline for application in this category is now 5pm, Thursday 17 June 2010. The prize for this category includes a trophy and \$10,000. Winners are recognised as the best in the state and are able to be considered for the national Australian Training Awards to be held in Sydney in November 2010. Winners are also highlighted in the media and it is an excellent way to raise the profile of your business. More information on how to apply for the Victorian Small Business of the Year Award can be found on the Victorian Training Awards website at www.skills.vic.gov.au/events

Business tips: six things you should never say to a customer

Working with customers can sometimes be tricky; this list tells you what both you and your employees should never say.

1. I hate my job... Corporate sucks... This company is lame... My boss is a jerk...

Let's face it, nobody likes whining. Harsh words and complaints about your job, the company, your boss or co-workers should never be directed to or within hearing of a customer. It's the start of a downhill slide that will affect everyone around you.

2. There's nothing I can do

Even if that's true – and usually it isn't – there's a better way to say it.

It also makes the person saying it look out of control and incompetent. Business relationships, like all relationships should be based on compromise, and through this, there is always something employees can do to leave the customer somewhat satisfied, even if it is only calling someone from above.

3. That's our policy

Just like saying "There's nothing I can do," these words can be seen as a cop-out, and they will most likely escalate a customer problem.

If company policy stands in the way of handling a service problem, look for a workaround. Customers are forgiving if they feel that you're trying. And a well-handled complaint actually builds loyalty. But throwing up your hands and saying "That's our policy" shuts down discussion. It essentially tells the customer that you're finished and that there is no amenable solution.

You may be finished but your customer isn't. An angry customer doesn't stop feeling angry when you say, "that's our policy... we're finished here." They leave. They talk to others. And given that most consumers are now internet-savvy, they chat online about their experiences too.

4. No problem

This phrase has become part of pop culture in recent years. However, saying "no problem" suggests that the customer was a potential problem and - thank goodness - things turned out okay.

It is true that some customers always seem to have a problem. And some customers may not always approach you with the respect you or your employees deserve. They may let their emotions get the best of them or be in a bad mood, but they're not the ones getting paid to do a job.

Saying "my pleasure" or "you're welcome" instead is a much more polite and appropriate way to address a thankyou from a customer.

5. What's up... Wsup... Here's the deal... or any other slang

It's one thing to use slang when you talk co-worker to co-worker. It's quite another to direct it toward customers. Using slang like "Hey, what's up?" instead of a more traditional "Hello, how are you?" may leave customers feeling disrespected. Other slang expressions may leave your customers wondering what was said.

There's no question that the use of slang is part of life. It intimates cultural bonds, age bonds, and gender bonds. But unless customers can all connect with all employees based on age, gender and culture, it should be left out of working communications.

6. You need... You should... You... You... You

Not to be confused with the customer-friendly phrase "for you," the phrases "you need" or "you should," or even used alone, the word "you" often puts a customer on the defensive. Instead, use "we" or "I" especially when you're dealing with a potential problem. You're looking for a win-win instead of an "us versus them" arrangement.

Australian Bureau of Statistics

Australian Economic Indicators, Jun 2010

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/1350.0?OpenDocument>

Retail Trade, Australia, Apr 2010

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

Building Approvals, Australia, Apr 2010

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/8731.0?OpenDocument>

Australian Chamber of Commerce and Industry

[Interest Rates Decision A Reprieve for Business](#) 1/6/10

[Modern Award Guidelines Highlights Increased Cost of Doing Business In Key Industries](#) 1/6/10

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

Project Manage/Architectural Serv-Soccer Precinct

Reference No: 1567

Published Date: 31/5/2010

Closing Date: 23/6/2010

City of Ballarat requires the services of a reliable, creative and experienced Consultant / Project Management Company to lead a consortium of specialised Consultants to formalise the Venue Design and proceed to Detailed Design and Tender Documentation / Specification for the development of the third and major phase of the Soccer Precinct at the BRSF. The third stage shall include a major regional sports pavilion, sports fields, lighting, car parks, landscaping and other associated infrastructure. For further details: www.tenderlink.com/ballarat

Media

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

Saturday 29 May:

Ballarat has scooped its second award in Cannes. Former **University of Ballarat** performing arts student Natalie Eleftheriadis has taken out the Cannes Independent Film Festival best actor award for her role in *Birthday*.

Starting on Monday, *The Courier* is offering its readers a special deal. With every purchase of a standard size cup of coffee from participating cafes, readers will also get a copy of the paper for the single price of \$3.50.

A new real estate name has recently made its move into Ballarat. **Harcourts** will be headed by Ballarat real estate identity Gerard Cosgrave, who made the decision to move his previous company, Cosgrave Real Estate, under the new company banner.

Monday 31 May:

Ballarat **Powercor** employee Andrew McKay has been named the electricity provider's National Customer Service Manager of the Year. Mr McKay also took out the Victorian Customer Service Manager of the Year, at the recent Customer Service Institute of Australia national awards.

Tuesday 1 June: Novotel Resort Creswick Wedding Expo

Wednesday 2 June:

A Ballarat education and training provider has been named among 30 groups across the country to deliver a new federal government program. **Brace Education and Training** will run the government's language, literacy and numeracy program for the next four years.

A decision on whether to ease Ballarat's water restrictions for the third time in seven months will be made within weeks. The **Central Highlands Water** board met last week and asked its water officers to confirm estimates of how much water Ballarat had available via the Goldfields Superpipe. The board will meet again on June 22.

Friday 4 June:

Ballarat City Council is yet to disclose the preferred November public holiday of Ballarat residents, despite its submission period closing on Monday. There were more than 500 hits to council's online poll on its website. Residents were able to choose between **Ballarat Show Day, Ballarat Cup Day** or Melbourne Cup Day. More than 100 written submissions were also made.

University of Ballarat Creatability and Sustainability Workshop

3BA's Christmas in July appeal launch: Heather Mulready, **CVGT**, John Fitzgibbon, **Radio Ballarat**, Cr John Phillips, **City of Ballarat**, and Paul Taylor, **3BA**

Dates of Interest:

Building and Construction Portal Workshop

Date: Wednesday 16th June

Time: 5:00pm-8pm (Light buffet and refreshments provided)

Venue: Ballarat Craig's Hotel 10 Lydiard St South Ballarat 3350

RSVP: bcspproject.sbv@diird.vic.gov.au by Friday 4 June 2010

This workshop is an opportunity for all owner builders, small business and trade professionals in the industry to: explore opportunities for building and construction permit applications and local law permits see a demonstration on the ease of applying for a building permit and associated information demonstrate and show how other building related forms, permits, and other supporting compliant information is sourced. You can provide valuable insight and views into the type of building/construction services that could be made available through the Building and Construction Services Platform - Information Portal. Learn about the website for the building industry that will provide and link to information at relevant government agencies and other organisations. Using this website will make applying for building permits and local law permits much easier. All participants completing a questionnaire will receive a gift to the value of \$50.

North Ballarat Business Advantage 2010 Luncheon

Date: 18 June

Time: 12 noon – 2.30 pm

Venue: North Ballarat Sports Club

Cost: \$70 per person (includes 2 course meal and drinks)

Speaker: Mr Dale Monteith, Chief Executive Victorian Racing Club

Contact: 5339 5944 or michelle@theroosters.com.au

[More information](#) and [registration form](#)

Ballarat ICT Limited Forum

The implications for e-Health in a changing political landscape

Date: Tuesday 29 June, 2010.

Time: 10.00am for a 10.30am start- 12 noon.

Presenters: Details of presenters and panel participants will follow soon.

Venue: Greenhill Enterprise Centre, Ballarat Technology Park, University Drive, Mt Helen.

Cost: No charge- thanks to sponsorship from IBM Australia.

RSVP: enquiries@ehealthvic.org.au

2010 Victorian Management Development Toolkit Management Program

Date: 12 – 13 August

Venue: Alexandria on Lydiard

Contact: Nick Williams on nwilliams@leadership-institute.com.au or 1300 886 629

This intensive two-day management program is designed to assist middle managers from organisations throughout Victoria in their own approach to leading others. Under the guidance of acclaimed leadership experts, participants explore themes central to effective leadership. With a focus on skills development and capability, the MDT aims to inspire participants towards confident personal performance, ensuring they drive maximum productivity within their workplace.

As 2010 host city, participants from Ballarat will be entitled to discounted attendance. The MDT is part of the National Excellence in Workplace Management Scheme (NEWMS), which is a broad-ranging initiative designed to support leadership development across all sectors and industries.

[More information and registration form](#)

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