

progressing business

Mario Pennisi Retires

AOQ-QLD™ Appoints New CEO

The Challenge of Change

**Griffith University
Innovation Challenge**

Growing Your Business in 2009

Australian Government Resource

With Christmas and New Year now well and truly over, you can set your sights on ensuring your business grows and improves during 2009.

Whether you are seeking larger premises for your business, want to branch out into a franchise, or are simply looking to grow your business or take on new staff, you will need to manage these changes successfully. You should also be aware of what grants, assistance and support is available for you in growing your business.

business.gov.au's newly updated Growing your business checklist can show you what you can do to grow or improve your business. The online checklist covers the fundamental issues you may need to consider when you grow and improve your business. It contains compliance and regulatory issues, ideas for new business opportunities, and contact details for agencies that can give you advice along the way.

UPDATING YOUR STRUCTURE AND BUSINESS PLAN

Your business structure is often the first thing to change when your business grows, particularly if you start out on your own and then decide to take on a partner or even want to register your business as a company.

Your existing business plan may have got you this far, but future planning is crucial to the ongoing growth of your business. As your business expands, you should regularly review and update your business plan. The checklist provides you with a number of contacts and tools you can use to update your business structure and business plan.

FINANCIAL MANAGEMENT AND LEGAL CONSIDERATIONS

Good financial management is essential for the expansion of your business. Getting your finances in order means your business can operate more efficiently and puts you in a better position when seeking funding for growth.

As with finance, your legal obligations will change as your business grows. On the plus side, your annual turnover will be higher, but it could mean you need to register for GST. If you expand into different areas, such as providing new products and services in your business, you may need to gain additional licences and permits.

GRANTS AND FINANCIAL ASSISTANCE TO EXPAND YOUR BUSINESS

Did you know that you can access grants and other funding

from federal, state and territory governments, and in some cases from local councils?

You can gain financial assistance for a range of business activities such as expanding your business, research and development, innovation and exporting. Check out the Growing your business checklist for more information.

EMPLOYING PEOPLE AND TRAINING

As you enter this growth phase, you may hire your first apprentice or employee or may be hiring people in greater numbers than before. If you plan on employing new staff then you will need to know about your ongoing obligations such as employee entitlements, occupational health and safety obligations and workers compensation insurance obligations.

You may also like to broaden your skill base and those of your staff. Attending training on new technologies and topics relevant to your business industry can help increase your profits, productivity, staff motivation and customer satisfaction.

The checklist details numerous contacts for support and information to help you work out the exact entitlements of

your employees along with a list of training opportunities in your area.

SAVE THE PLANET

Your business growth does not have to mean the environment suffers. By introducing good environmental management practices you will not only reduce your overall impact on the planet, but your business can profit from cost savings through efficiency or productivity gains.

You can learn how to implement an environmental management plan and minimise your impact simply by checking out the Growing your business checklist.

PROMOTE YOUR BUSINESS

You may think marketing and advertising is the answer to successfully promoting your growing business, but without regularly assessing who your target audience and competitors are you may miss the mark. Making the right people aware of your business as it changes and grows is the key to success.

If you have made significant changes to your business, you need to remember to also update your marketing plan and update your advertising material, such as business cards, signage and logos.

GETTING SUPPORT AND ADVICE

Not sure where to start?

The checklist provides a list of government services available to help you grow or improve your business. These services can provide general advice, workshops, seminars and networking events, and can even match you with a mentor or business coach. *The Growing Your Business* checklist brings together a range of information from all levels of government in Australia to help you grow or improve your businesses.

2009 can be the year for your business to succeed, grow and improve. The right knowledge, support and business information is available for you at www.business.gov.au to manage this year's success. If you haven't got a copy of the Growing your business checklist yet, download your free copy from www.business.gov.au/checklist today.

More information request *Growing* to progbus@pbinsitute.net

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2009 progressing business

KEYNOTE ADDRESS Joseph A DeFeo, President, Juran Institute

THEME Yesterday, Today, Tomorrow – 300 Years of Quality
HOSTED BY Progressing Business Institute, AOQ-QLD™ and UQ Business School Downtown
TIME 17 June 2009
LOCATION UQ Business School Downtown, Brisbane, Australia
MORE INFORMATION www.aoq.org.au/PBCon2009.htm
Telephone: +61 7 3816 2255 Email: info@aoq.org.au

A00-QLD™ sponsor

WHY CERTIFICATION?

Sci-Qual International's Certified Environment, Quality and Workplace Health and Safety System helps enterprises demonstrate their credentials through independent assessment of management practices to the approved standards.

Our Certification gives you a third party assessment and certification of business management systems aimed at controlling environmental and workplace health and safety practices and risks for improving business risk management. We will be able to provide you with the assurance that your clients will have complete faith in your business practices and products.

Having our certification provides you with the opportunity to stay ahead of the trends in regulatory, community and trade requirements and *not forgetting your competition.*

Benefits of being Certified with Sci-Qual International:

- Enhancing your corporate image.
- Paper trail to support your practices.
- Competitive edge in your trade.
- Early and improved identification and management of business risks.
- Increased bottom line profits due to smooth systems.
- Stakeholder satisfaction enhancements.
- Experienced auditors to give you a confident finished result.

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SQF 1000 and SQF 2000.

Food Safety HACCP.

NHVAS Mass and Maintenance Auditing.

TruckSafe Auditing.

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Suite 32 22 King Street Caboolture Qld 4510
ACN 056 777 176
ABN 87 056 777 176

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Telephone +61 7 5499 3377

Facsimile +61 7 5499 2332

Email scibris@caboolture.net.au

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Environment No. E2060699AB

OH&S No. O2020400AB

Three Levels of Energy Conservation Audit Training

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Once you have learnt and can undertake an energy conservation audit you can, with additional training, progress to carrying out a carbon audit and develop the carbon footprint for your organisation.

Available in all States

More information at www.aq.org.au/EnergyTrain.htm
or call 07 3816 2255



TACTICS

Part of TP3 Group

TACTICS is part of the TP3 Group, an organisation which provides a wide range of consulting and learning solutions to Australian corporate and Government organisations through its brands, TACTICS and Pollak Learning Alliance (PLA).



About TACTICS

TACTICS is the consulting brand of TP3 Group. TACTICS designs and develops information and learning solutions designed to enable and support the performance of people. The solutions include:

- documentation and reference materials
- performance support
- custom-built training and blended learning
- web design and usability, and
- Information Mapping® services.



TACTICS is an Australasian people performance company.

We recognise that an organisation's standard of performance is directly linked to the usability, availability, completeness, accuracy and timeliness of its information and the skills of its people. Over the past 20 years, we have worked with large public and private sector organisations to manage corporate information effectively and to develop effective performance solutions. On the basis of our experience and success, TACTICS has been certified as a Commonwealth Government Endorsed Supplier. TACTICS is also accredited to a number of panels and preferred supplier arrangements for a range of clients including:

- Queensland Government IT Contracting Panel for Learning Consultants
- AAMI since 1997
- AMP Elearning Panel since 2003
- ANZ since 1991
- BlueScope Steel for Business Writing Skills
- Department of Infrastructure, under a Strategic Advisory Services Panel since 1998
- NAB
- RTA
- Telstra, since 1994

TACTICS has undertaken many online learning design and development projects across a wide range of organisations and a breadth of content areas/topics.

TACTICS and Information Mapping™

TACTICS delivers the Information Mapping™ methodology through our TACTICAL Writing workshops. These workshops equip participants with the essential skills to write clear, concise content so that readers can easily find, and use, the information they need. The TACTICAL Writing Workshop structure means that TACTICS can build a "workshop package" that meets the exact needs of your organisation. Over 30,000 people have undertaken our workshops since we introduced them in 1991.

For more information please refer to our website www.tacticsconsulting.com.au or contact:

TACTICS Consulting
Arthur Richardson
Ph: **0404 815830**

Email: arthur.richardson@tacticsconsulting.com.au

Special Offer

Members of AOQ are entitled to a 10% discount on any workshops they attend.

AQO-QLD™ partner

Auditor Training Centre

**Do you think you could get more
for your auditing \$\$\$'s ?**

**Is your audit program delivering
all it should?**

**Do you and your workforce understand the
benefits of management, quality, safety or
environmental system?**

Let us help.... The Auditor Training Centre have fully accredited auditor courses which teach how to get the most from your systems and audit activities, ultimately providing you with the skills required to profit from the audit process.

Courses include:

- **Understanding ISO 9001 Quality Management Systems** –
1 day workshop
- **Understanding ISO 14001 Environmental Management Systems** –
1 day workshop
- **Becoming a Skilled Auditor** (internal and external) –
2 day workshop
- **Quality Management Systems Auditing** –
2 day workshop
- **Environmental Management Systems Auditing**
2 day workshop

The Auditor Training Centre also provides tailored in-house training.

For more information visit the website www.auditortrainingcentre.com send an email to admin@auditortrainingcentre.com or call Carrie on 0416 123 451.

We are a certified RABQSA training organisation which guarantees a high standard of course content and delivery.

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- **Strata Contestability Analysis** *(is your site eligible to On-Supply Electricity?)*
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- **Future Costing and Load Profiling for Developers**
- **Contract Renewals**
- **Energy Conservation Audit Courses in conjunction with AOQ-QLD™**
- **Communications Audits**



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Sharing knowledge, experience and promoting best practice in business continuity and disaster recovery planning

We are an active network of organisations that share an interest in seeing that their business continuity and disaster recovery plans are resilient and continually reviewed.

Our goals:

- Provide a forum for discussion on business continuity and disaster recovery
- Educate and inform members and the business continuity community
- Encourage development and implementation of business continuity plans

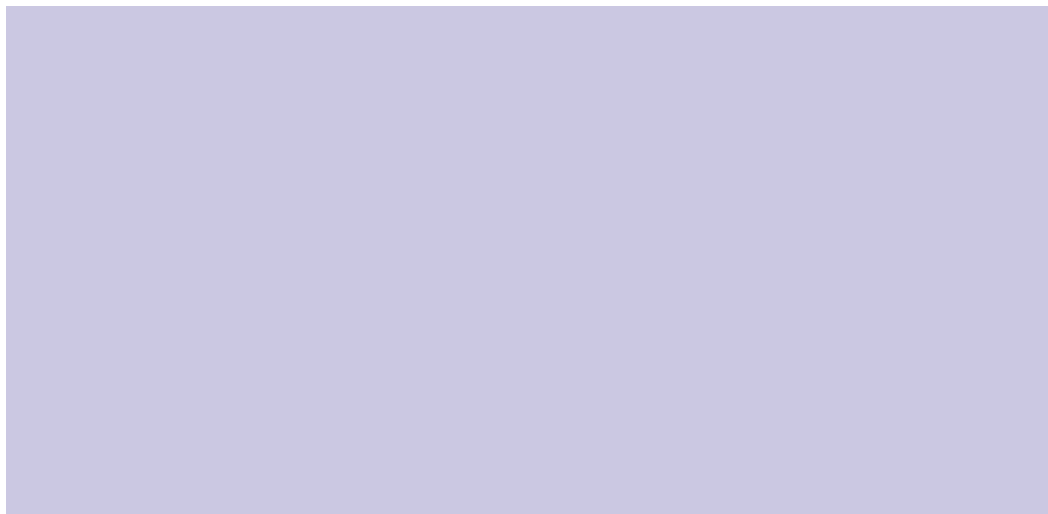
Our members:

A variety of blue-chip companies from:

- Banking and Finance
- Government
- Security
- Transport
- Utilities
- IT and Telecommunications
- Manufacturing
- Retail

Member benefits:

- Member and specialist meetings in Australia and New Zealand
- Conferences and Training
- Surveys and Benchmarking
- Resources and Member Support



Visit our website www.continuity.net.au for more information or email support@continuity.net.au to be added to our email alert list.