



March 2010 by *Alison Maughan*

## Dealing Positively With Workplace Conflict

The Business Grow Report is produced by the Small Business Centre Bunbury-Wellington

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Conflict can be a serious problem in a small business, creating an environment that makes it difficult to work together. Dealing with conflict at work has been known to strike terror into the bravest people. Conflicts are avoided when they should be confronted; and the threat of a conflict makes us want to retreat and throw rocks when we would be better to make friends with our opponent.

Do you know that in the workplace, bosses are more likely to be the cause of disputes than workers? This is not because bosses direct activities and make changes in the workplace, but because of the way they do it!



How can business owners avoid dysfunctional conflicts and create enough conflict to gain the advantage? In this workshop participants will learn to manage conflict in a way that supports good business!

Why is conflict, particularly workplace conflict, so difficult? It's because the attitudes of society a couple of generations ago prevail. These taught us only two ways of dealing with conflict - avoid it or fight it!

Closely related to the subject of conflict is negotiation. Negotiations occur many times a day in small business—from simple and quick discussions for clarification, to lengthy, complex arrangements.

More recently researchers have learnt that conflict can actually be useful and learnt other ways of dealing with conflict that give us some more sophisticated options! As a result, conflict can be easier to manage and can be the source of worthwhile information—including business information!

John Williams, from Combined Team Services will present a very entertaining workshop on the subject matter on Wednesday 31st March from 10am—3pm. To register simply fill out the flyer on page 6 or call us on 9791 2666.

## 2010 Small Business Awards

Now is a great time to be thinking about entering the 2010 Small Business Awards. Businesses in the South West have achieved enormous success and recognition not only on a local level but also on a regional, state and national level in previous years. We have had a large number of enquiries already and we are confident that the 2010 Small Business Awards will be the biggest ever.

perspective and new insight into future strategies for growth and development of your business. Most importantly, it also provides you with a rare opportunity to stop and reflect how far you've already come.

Often considerable achievements are made by small businesses with little or no recognition of those responsible for the enormous benefits they bring to our region. Small business is responsible for around 50% of private sector employment in Western Australia. Small business keeps money circulating in our local economy and provides the rich tapestry which builds our local communities with choices of services and commercial activities.

The entry process has been deliberately designed to help you focus on key aspects of your business, your strengths and weaknesses, your management resources and structure, your people and their development and your future direction. Regardless of whether your business is named a winner this year or in the future, you'll have a valuable opportunity to benchmark your performance today against other successful small businesses.

As soon as you decide to enter the awards, you immediately begin to reap the rewards. You'll find that the preparation of your submission gives a fresh

Nomination forms are on page 10 and the closing date is Monday April 19th. Set aside the date in your diaries NOW. The Small Business Centre will provide whatever assistance you require to get your entry completed. For further information please contact us on 9791 2666 or email [admin@sbcbw.asn.au](mailto:admin@sbcbw.asn.au).

*The services provided by the Small Business Centre Bunbury-Wellington are partially funded by the Australian Government and the Small Business Development Corporation of Western Australia*

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### Quote of the Month:

*"You can't change the direction of the wind, but you can adjust your sails"*

### Major Sponsors:



## Women In Business Breakfast Meeting

The 'Women in Business' breakfast meetings have become a popular event on the calendar.

Our first event for the year will be held on Tuesday 23rd March, 2010 at the Lighthouse Beach Resort. Our focus will be on local women of achievement.

Our guest speaker will be Suzanne Strapp. Suzanne is the Regional Manager WA, for Connect Hearing Australia.

Suzanne was born and raised in Boypup Brook.

She achieved a Bachelor of Applied Science and a

graduate diploma in Audiology from Curtin University. In 1992 at age 26, she opened

South West Audiology in Bunbury, a comprehensive hearing service centre, the first permanent regional

hearing centre outside the metropolitan area and the first cochlear implant centre in regional Australia. Over

the next 16 years the business expanded to include Busselton, Margaret River and Augusta as well as regular remote visits to the Pilbara and the Goldfields.

Suzanne and her team have won many personal and business awards including, Telstra Small business of the year for WA for under 5 employees' in 2002 And was

The Winner of the Sensis Social Responsibility Award in the 2009 Telstra WA Small Business Awards and was a National finalist. Suzanne was named as a

Winner in the Inaugural WA Business News Weekly 40 under 40 awards in 2002 and served on the board of the Bunbury-Wellington Small Business Centre for 5

years. In 2008, Suzanne successfully sold her business to the worlds largest provider of Hearing care services, a Swiss Company ,

Sonova and has contributed to the successful expansion of the company to over 40 permanent centres across Australia. As regional Manager she is currently opening

their first WA Metropolitan centre in Belmont, to take the "country-style" service to the city. She is the mother of Lili and Izabella, 5 and 2 respectively and lives with her fly in / fly out mining engineer, partner Marc in Busselton.

The cost for the morning, including a delicious buffet breakfast is \$30.00. Breakfast will commence at 7am—7.15 and finish at 9am. We will also have a mini speed networking session, so please bring plenty of business cards.

To secure your place, please call us on 9791 2666 or email [admin@sbcw.asn.au](mailto:admin@sbcw.asn.au). Payment must be made before the day.



## BiZFit Extend Program

The BiZFit Program has been designed to help business people sustain their business for the long term—regardless of the business conditions.

BiZFit Extend is a two day practical program which explores financials, marketing, strategy and people management.

Whether you're looking at taking your business to the next level, trying to improve your work/life balance or just want to feel more in control of your daily workload, then Biz Fit Extend is for you.

BiZFit Extend will provide you with the skills and confidence to run a successful, resilient business.

BiZFit Extend will help you to;

- Develop a clear plan for the future of your business;
- Understand your accounts;
- Improve the way you market your business;
- Manage your staff more effectively.

You will also be matched with a BiZFit Mentor who will work with you for up to five hours in the weeks following the program

This individual attention will help you to apply what you've learnt to your business.

BiZFit Extend will cost you \$200 and two days of your time. An investment in your business and your future.

The program will be held on Thursday March 4 and Friday March 5 at Chamber House, 15 Stirling Street Bunbury.

To book your place at the BiZFit Extend, or to find out more information, call 9791 2666, or email [admin@sbcw.asn.au](mailto:admin@sbcw.asn.au).

There is a limit of 25 places, however if demand is there, we may look at running another.



## There Is Never A Better Time...

...To be conducting business in the South West of Western Australia.



We are fortunate that we are in an area of Australia that is performing so very well economically.

As surprising as it seems, this statement is very true. In addition, there is very strong demand for quality businesses by purchasers – who recognize this fact.

If you own your business, and for one of many reasons, find yourself considering selling, you will need to plan for your exit.

One of the most prudent steps you can take **NOW** is to have an experienced, commercially orientated, Business Broker assess your options.

- Selling? Should I do it **now** – or **later**?
- How do I sell and what will happen after?
- Are there things that I could do now, to make my exit later any easier?
- What **IS my business worth** – and how could I make it **worth MORE**?
- What sort of people would consider taking on my business, and how does it all work?
- **How much does a broker cost** – and why should I use one?

These are just some of the questions you should consider – and have answered, while you plan for your next step.

Luckily for you, **you are not alone!** Hundreds of successful business people have gone before you – and enjoyed the experience.

Contact Bunbury's Business Broker Drew Cary on 0403 907 449 to help you to maximize the opportunities that await you in 2010.



**Professionals**  
southern districts



## Record Keeping

Employment record keeping requirements depend on the industrial coverage of an employee. For example, if an employee is not covered by an award their entitlements are derived from the *Minimum Conditions of Employment Act 1993*. Under this Act employers must record the following details:

- the employee's name and (if under 21) date of birth;
- the gross and net amounts paid to the employee under the contract of employment and all deductions and the reason for them;
- all paid, partly paid and unpaid leave taken by the employee;
- the employee's commencement date;
- details necessary to calculate the employee's entitlement to (and payment for) long service leave under the *Long Service Leave Act 1958*; and
- the total number of hours worked in each week if the employee's salary is \$45,000 per annum or less.  
Providing information through payslips can minimise confusion and potential conflict where employees allege they are being underpaid or denied entitlements. Ideally payslips should contain the following:
  - name;
  - classification or job title;
  - date of payment;
  - period of payment;
  - number of hours worked in that pay period;
  - hourly rate, if appropriate;
  - gross and net amount of wage payable;
  - all allowances paid such as overtime or penalty rates; and all deductions from pay.

To assist employers maintain accurate records and meet their legal obligations, Labour Relations has recently produced five new templates for time and wages record keeping. Download from the website at [www.commerce.wa.gov.au](http://www.commerce.wa.gov.au), click on Labour Relations, publications and then templates  
[Annual And Long Service Leave Record Worksheet - Template 3A](#) (18.1 KB)  
[Employment Details- Template 1](#) (17.3 KB)  
[Fortnightly Time And Wages Records Worksheet - Template 2](#) (18.7 KB)

[Payslip - Template 4](#) (14.2 KB)

[Personal And Other Leave Record Worksheet - Template 3B](#) (16.8 KB)

Alternatively, you can contact **Wageline** on **1300 655 266**



## 2010 Seminars & Workshops

<b>BIZFIT Extend</b>	Thurs	March 4th	8.30am -4.30pm
<b>BIZFIT Extend</b>	Fri	March 5th	8.30am-4.30pm
<b>Business Planning</b>	Wed	March 10th	6.00am-8.00pm
<b>Women in Breakfast Networking</b>	Tues	March 23rd	7.00am-9.00am
<b>Conflict Resolution</b>	Wed	March 31st	10.00am-3.00pm
<b>Costing &amp; Pricing</b>	Tues	April 13th	6.00pm-8.00pm
<b>Customer Focus Training</b>	Tues	April 13th	10.00am-3pm
<b>Tenders &amp; Contracts</b>	Tues	April 20th	8.30am-4.30pm
<b>Succession Planning</b>	Wed	April 21st	6.00pm-8.00pm
<b>Strategic Planning</b>	Thurs	April 22nd	8.30am-4.30am
<b>Understanding Your Speak/My Speak</b>	Wed	May 5th	6.00pm - 8.00pm
<b>Financial Dynamics</b>	Fri	May 7th	8.30am-4.30pm
<b>Taxation Planning Update</b>	Tues	May 25th	6.00pm-8.00pm
<b>Small Business Awards</b>	Sat	May 29th	7p.m. onwards
<b>Applying for Finance</b>	Tues	June 8th	6.00pm-8.00pm
<b>HR Recruitment</b>	Wed	June 9th	8.30am-4.30pm
<b>OSH For Supervisors</b>	Wed	June 16th	10am-3pm
<b>So You Want To Take Over The Family Business!</b>	Tues	June 22nd	6.00pm-8.00pm
<b>Business Growth Program</b>	Fri	July 23rd	8.30-4.30pm
<b>Systems Development &amp; Implementation</b>	Tues	July 27th	8.30am-4.30pm
<b>Business Growth Program</b>	Fri	July 30th	8.30am-4.30pm
<b>Business Growth Program</b>	Fri	Aug 6th	8.30am-4.30pm
<b>Financial Dynamics</b>	Wed	Aug 11th	8.30am-4.30pm
<b>Business Growth Program</b>	Fri	Aug 13th	8.30am-4.30pm
<b>Family Businesses</b>	Tues	Aug 17th	6.00pm-8.00pm
<b>Business Growth Program</b>	Fri	Aug 20th	8.30am-4.30pm
<b>Business Growth Program</b>	Fri	Aug 27th	8.30am-4.30pm
<b>So You Want To Go Into Business</b>	Tues	Aug 31st	6.00pm-8.00pm
<b>Business Growth Program</b>	Fri	Sept3rd	8.30am-4.30pm
<b>Taxation Planning</b>	Tues	Oct 12th	6.00pm—4.30pm



CAPEL CHAMBER OF COMMERCE INC.

## Salary Sacrificing—Will You Get Caught?

In recent times, salary sacrificing part of your salary into superannuation has been a great way for employees to accumulate savings for retirement and to reduce the tax payable on their annual salary package.

From 1 July 2009 most of your non compulsory superannuation contributions will become Reportable Superannuation Contributions. So why is this an issue? Your taxable income was previously used as the test for eligibility for items as discussed below. However the amount of superannuation that you have salary sacrificed will now be added back to calculate your Adjusted Taxable Income.

This Adjusted Taxable Income will now be used to test your eligibility for benefits and obligations such as:

- Personal Superannuation Contribution 10% Rule
- Superannuation Co Contributions
- Spouse Contributions Tax Offset
- Mature Age Workers Tax Offset
- Senior Australians Tax Offset
- Medicare Levy Surcharge
- Family Tax Benefits Part A & Part B
- Child Care Benefit
- Commonwealth Senior Health Care Card

Let us consider an example. Joe, who is employed by ABC Construction has an annual salary of \$75,000. He has negotiated with his employer for \$10,000 of this salary to be sacrificed to superannuation. Before 1 July 2009, Joe's taxable income is shown as

\$65,000. However from 1 July 2009, the \$10,000 is a reportable amount and is added back so that Joe's adjusted taxable income is \$75,000 as the test for the above items. Joe still pays income tax on the \$65,000.

One of the items shown above is the Medicare Levy Surcharge. In the above example, before 1 July 2009, if Joe is a single man and does not have private health insurance with hospital cover, he would not be liable for the extra 1% Medicare levy surcharge as his taxable income was under \$70,000. However from 1 July 2009, as Joe's income for the eligibility testing also includes the reportable superannuation amount, his adjusted taxable income is now \$75,000. Joe would now be subject to the 1% Medicare levy surcharge.

This also has an effect on employers. These reportable superannuation contributions will have to be shown on the employees 2010 PAYG Payment Summaries. In some limited cases amounts over the compulsory 9% contribution may not necessarily be caught as reportable superannuation contributions. Therefore employers need to ensure that they avail themselves of the new requirements and their record keeping is sufficient to comply.

This is just a brief overview of the reportable super contributions. If you need further assistance, call us at RSM Bird Cameron on 9722 5600 and speak with one of our business professionals.

**RSM Bird Cameron**  
Chartered Accountants

## Train for Successful Outcomes

I had a Manager ask me, "who should I hire, older or younger workers?" My reply was to say that this was difficult to answer as each generation and indeed, each person has different qualities and the business must seek to understand the abilities, skills and knowledge from its key people to achieve productive and profitable outcomes.



Younger workers bring an entirely different dimension to the workplace and sometimes push the boundaries set by older managers. They do however bring with them fresh new

approaches, strong backs and a desire to test the values and beliefs of management. Older workers have experience and knowledge but may resist change.

Older workers (dirty kids) and younger workers (clean kids) have an interesting mix of skills and technological capability. Dirty kids are more likely to have grown up outside creating their own practical environment while clean kids have probably grown up, predominantly inside, engaging with technology, learning how to master the complex virtual world and developing a completely different set of workplace skills.

This is why it is important for managers to understand key roles and responsibilities. Having current and accurate job descriptions is critical, as they provide an overview of the abilities, skills and knowledge required.



Analysing job descriptions will help to identify the attributes and traits required. Once analysed this information can be pitched against job candidates or used in performance discussions to identify the strengths and weaknesses of people and their fit into the role. It will also highlight the training and development a person will need to succeed in the position. This is powerful information as it allows managers to select the best fit for the role and determine the training plan for the organisation. Train your key people – do it right the first time – get the right training – not just a piece of paper.

John Williams  
Combined Team Services

## Small Business Smart Business Training Vouchers Are Back for 2010!

The WA Department of Education and Training offers your business a **Small Business Smart Business Training Voucher** up to \$200 towards the cost of training to improve your business management skills. Training costs of \$100 or less will be reimbursed in full. Training costs greater than \$100, will have the first \$100 reimbursed, plus 50% of the balance, to a maximum of a further \$100.

To be eligible for a **Small Business Smart Business Training Voucher**, your business must have an ABN, employ less than 20 people (full & part-time) and have the training approved by your local SBSB Administrator, such as The Small Business Centre Bunbury-Wellington, **before you start the training**. Reimbursement can't be made without an authorised voucher.

All training is to be paid directly by the small business. We will reimburse the agreed amount after the completion of training and upon receipt of the training voucher with supporting training receipts.

An application form can be obtained from the SBCBW website—[www.sbcbw.asn.au](http://www.sbcbw.asn.au).

 **Combined Team Services**  
Your Flexible Learning & HR Specialists



# BIZ FIT

Building Business Resilience

## BUSINESS EXTEND

REGISTRATION FORM / TAX INVOICE

SMALL BUSINESS CENTRE BUNBURY-WELLINGTON | ABN: 57 159 166 820

Thursday 4 & Friday 5 March 2010, 9am to 5pm  
Chamber House, 15 Stirling Street, Bunbury

OFFICE USE ONLY

Registered

Payment Processed

Confirmation Sent

Name

Additional Attendees

Business Name

Industry Type

Years in business  Number of staff (including yourself)

Website  Email

Address

Suburb  Postcode

Phone:  Mobile:

How did you hear about BiZFiT  Have you attended any BiZFiT events?

Please debit my credit card:  VISA  Master Card for  (quantity) X \$200 each = \$  includes GST

Credit Card number:  Expiry date

Cardholder Name:

Other payment options:

BY EMAIL: email this form to [enquiries@sbcbw.asn.au](mailto:enquiries@sbcbw.asn.au)

BY PHONE: (08) 9791 2666 FAX: (08) 9791 6646

CASH / IN PERSON: Chamber House, 15 Stirling Street, Bunbury

FOR MORE INFORMATION SEE [www.smallbusiness.wa.gov.au](http://www.smallbusiness.wa.gov.au)





# Nomination/Registration Form

**Please fax this completed form back to 9791 6646**

15 Stirling Street  
BUNBURY WA 6230

PO Box 1341  
Bunbury WA 6231

Ph 9791 2666  
Fx 9791 6646  
Email:  
alison@sbcbw.asn.au

## Small Business Awards

I would like to nominate/register the following business for the 2010 South West (WA) Small Business Awards. An Entry Form with the entry questions will be forwarded on receipt of this form.

Owner (Mr/Mrs/Miss/Ms): \_\_\_\_\_ Name: \_\_\_\_\_

Position: \_\_\_\_\_ Business: \_\_\_\_\_

No Employees: \_\_\_\_\_ Industry Type: \_\_\_\_\_

Business Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Email Address: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Mobile: \_\_\_\_\_

Is the owner eligible to enter the Young Achiever Award (entrants 18-28 who have been in business for a minimum of 12 months) Please tick (✓): Yes ( ) No ( ) Unsure ( )

If you are nominating a business (above) for the competition that is not your own business, please complete the following section. A letter and Registration Form will be sent to the business owner/s telling them that you nominated them for the competition in recognition of their endeavours and achievements. Please fill out YOUR OWN details, so we can tell the business operator who nominated them.

Name: \_\_\_\_\_

Name of Business: \_\_\_\_\_ Phone: \_\_\_\_\_

(if applicable)

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

### Eligibility for Entry

- the business employs less than 200 people and has been in operation for at least 24 months (except entrants between 18-28 who only need to have been operating their business for 12 months. These entrants are eligible to enter for the Young Business Achiever Award).
- the business is 'South-West Australian'.
- The business is more than 60% Australian owned and the owner(s) makes the key management decisions.

### A business is not eligible to enter if it is:

- A listed company or a franchisor
- More than 50% owned by another business
- A branch of another business
- A club, co-operative or non-profit organisation.
- Government funded/agency
- A category winner from the 2008 or 2009 Awards, unless entering a different category
- NB: Franchisees can only enter the Franchisee of the Year Category, but are eligible for all Management Awards.

### AWARD CATEGORY

Please tick one only:

\* Categories Subject to confirmation

- Businesses with 5 employees or fewer sponsored by the Small Business Development Corporation
- Businesses with more than 5 employees but less than or equal to 20: sponsored by AusIndustry
- Businesses with more than 20 employees but less than or equal to 50: sponsored by Telstra Country Wide
- Businesses with more than 50 employees but less than or equal to 200: sponsored by West Country Office Machines
- Franchisee of the Year with less than or equal to 20 employees: sponsored by City of Bunbury

**GWN**

**South Western Times**

**SOUTH WEST BUSINESS GROW**  
EMPLOYMENT COACHES

TOTALLY **SOUND**

LOMAX MEDIA

**MAD FISH**  
FINE WINES  
WESTERN AUSTRALIA

**bhpbilliton**  
resourcing the future

**Worsley Alumina**

2010 South West (WA)