

# Specialist Recruitment Services for the Community Sector

Our Community Recruitment Services has been designed to respond to the specific recruitment needs of the sector. We only recruit for the not-for-profit sector and offer our clients value for money for what is often a cost-prohibitive service.

We recognise that quality and price, coupled with an ethical approach to recruitment are central to the sector's needs. As a result, we have developed a team that not only have a proven track record in recruitment, but understand what these qualities mean in tangible terms. Most importantly, they are a team that is committed to making a difference within the community sector.

## The Recruitment Team

Heading up the recruitment team is Paul Jarvis, who has over 20 years experience in the community services sector. He holds a Masters Degree in Industrial Relations with Employment Law, has held senior HR roles and has a proven track record in the delivery of recruitment services.

As a former HR Manager for a significant non-profit organisation, Keith Furniss has the unique credentials of having direct responsibility for recruitment and the insight of recruitment from a

client's perspective. Keith has also been General Manager of a community service organisation and holds a Business Degree majoring in employment and organisational development.

Jo Overbeek has recently joined the team and brings a wealth of experience having worked as a Senior Consultant for a top-level, international recruitment firm. She has excellent account management and client relationship skills which support the CBB emphasis on total client service. Jo has previously been directly responsible for the recruitment to Government clients, private sector and a sporting association.



**CBB**

Community  
Business Bureau

Issue Fifteen  
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## Your Opinion...

*Greg Box, CEO of CARA said 'I was impressed with the thoroughness and attention to detail that the CBB recruitment team exhibited throughout the entire recruitment process. They took the time to really gain a genuine understanding of our business, both operationally and culturally, and then went about meticulously qualifying prospective employees until we were presented with four very worthy candidates.'*

*'What I really appreciated was the professionalism of the team as they interacted with our organization and with candidates. Every candidate was treated with dignity and respect, which is extremely important for an organization like CARA, whose reputation within the community is measured by the way we treat those we serve.' Greg added.*

## Your Opinion...

### John Haren

CEO - St Vincent  
De Paul Society



*As John remarked 'The needs of the not-for-profit sector are unique, and the team at CBB make it their business to understand what they are. We are a segment within the business community that is often under-resourced, both financially and in human resources. Without the generosity of volunteers we simply wouldn't exist, but this also creates a cultural dynamic that must be factored into selecting the right employees. CBB know exactly what it means to get this formula right.'*

*'What is also so valuable about working with the CBB is their ability to provide assistance with other critical management issues such as strategic planning, corporate governance and salary sacrifice. This really is a partnership for business success.' John said.*

## Services we provide

Our approach to delivering recruitment services doesn't end with the appointment of a final candidate. In fact we provide a value added package of services that can be structured to compliment your specific needs and budget, including building or reviewing job descriptions and developing contracts of employment.

If you think your organisation could benefit from these services, we would welcome the opportunity to submit an obligation free proposal for your next recruitment exercise. For further information, please contact **Paul Jarvis** on **8444 9700**.

COMMUNIQUE

# Our Business Through Your Eyes

Effective management of any organisation includes having the ability to analyse and measure the customers experience to gain an insight into what you are doing right, and what you could do better.

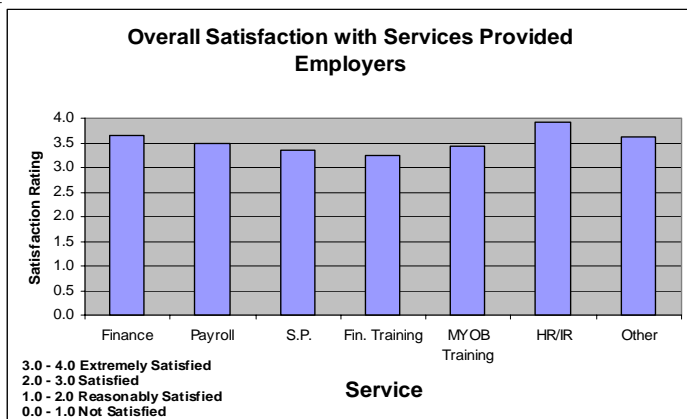
At the CBB, we practice what we preach by conducting an annual Customer Satisfaction Survey and a Salary Packaging Clients Survey. Every year we are able to extract valuable information from these surveys that helps us to refine the way we deliver our services, while strategically developing our business to meet the existing and emerging needs of our clients.

This is what you had to say about our performance in 2004

## Customer Satisfaction Survey

### How clients rated their overall satisfaction with the services they purchased.

Overall, 95.5% respondents were either satisfied (42.3%) or extremely satisfied (53.2%) with our services.



### Would you recommend CBB's services to another organisation?

100% of respondents would recommend CBB's services to other organisations. Some were able to suggest organisations that may be in need of CBB's assistance.

### Factors that influenced decisions to purchase services from the CBB.

As with the previous survey results, the non-profit status of the CBB was the major influencing factor in customer's decision to purchase services from the CBB.

Pricing also remained an important factor, with respondents recording overall value for money as a key factor in their buying decision.

We were pleased to see that relative to the 2003 survey, a greater proportion of respondents also highlighted "previous experience" and "referrals" as a major factor.

## Salary Packaging Clients Survey

*(Survey completed by clients who received non-cash benefits statements by email only.)*

### Section 1 – Sign-up Process

**When you signed up with the CBB, how satisfied were you with:**

- The information provided before/during sign-up?
- The documentation provided by CBB?
- The professionalism of the CBB Staff?
- Any follow-up information requests you may have made?

### Did you know:

## Deductions for Fundraising Event Contributions

From 1.7.04, new provisions will enhance the ability of charities and other DGRs (Deductible Gift Recipients) to obtain contributions by holding special fundraising events.

Currently, when a DGR holds a fundraising event, any cost of attending the event is not deductible, even if some of the payment is intended as a donation.

To address this issue, the Government has proposed amendments to allow an individual to receive a deduction for eligible contributions to DGR's.

Where the value of the contribution is more than \$250, and the minor benefit received in return is no more than \$100 or 10% of the value of the contribution, whichever is less, the balance will be deductible.

For example, if an attendee at a fundraising dinner pays \$1,000 to attend the dinner, but the value of the dinner was only \$100, the attendee will be entitled to a \$900 deduction.

The proposed deduction is therefore limited to that part of the contribution that exceeds the value of the minor benefit received by the contributor.

The DGR organising the fundraising event will be responsible for determining the market value of the minor benefit. The organisation must issue a receipt to the contributor indicating the total of the contribution, the value of the minor benefit and the deductible amount.

The deduction will be available in respect of one-off fundraising 'events'. This may include both attendance at charitable events or the sale of goods and services at charitable auctions.

*(Prepared with the assistance of Geoffrey Kay, Partner from Edwards Marshall Chartered Accountants)*

**Summary:** Respondents were satisfied with CBB's services across all of the four areas surveyed.

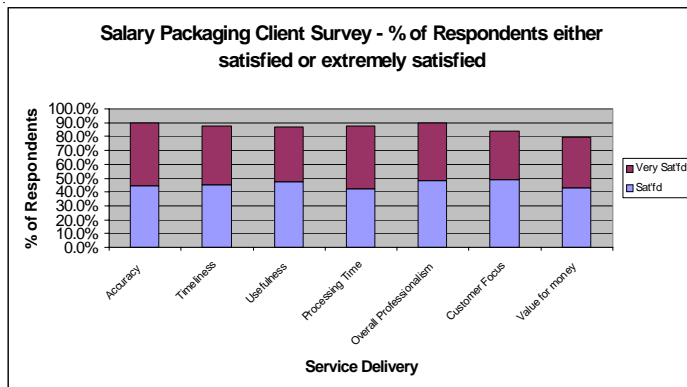
We scored most highly (87.4%) on our overall professionalism during the sign up process.

## Section 2 – Telephone Enquiries

**If you have made a telephone enquiry to the CBB, how satisfied were you with;**

- The telephone response time?
- The actual response provided?
- The manner in which your call was dealt with?

**Summary:** Respondents were generally satisfied with telephone enquires and we scored particularly high in the manner in which the call was dealt with. The most obvious area for improvement was response times.



### **Our response to your comments.**

We are adding four more telephone lines to our phone system to overcome problems ringing in.

## Section 3 – Services

**How would you rate your overall level of satisfaction with the following;**

- The accuracy of your NCB account?
- The timeliness of NCB account statements?
- The usefulness of NCB account statements?
- Payment processing time?
- The overall professionalism of CBB staff?
- The customer focus of CBB staff?
- Overall value for money?

**Summary:** Respondents were generally satisfied with the high quality and professional delivery of our services.

*Continued on page 4....*

## Meet the Team - Andy Redden

Andy Redden is one of those people whose personality and humour pervades an organisation, creating an environment that others enjoy being part of, while contributing his ideas and energy in a way that helps to make the CBB such a meaningful service provider to our clients.



Andy's association with the CBB extends back to 1994 when he first joined the Spastic Centres of SA as the Director of Finance just 12 months prior to the separate incorporation of the CBB.

Ten years later, he is still very much a part of the CBB and fulfils a variety of roles using his skills in IT, Training and Accounting.

For the past 7 years, Andy has been assisting clients with training their staff, fixing MYOB Databases, educating their Boards and developing new services within the CBB, including the Salary Packaging Services. Andy also provides regular training courses for MYOB, Basic Accounting Principles and Board Financial Training in conjunction with our Governance Training.

Andy's ability to communicate complex concepts in a way that is interesting and easy to understand has helped to make his courses popular throughout the community sector. A combination of experience, wit, and a genuine desire to see course participants walk away richer for the experience are the hallmarks of Andy's style, as this letter from Desmond R. Tellis, Barrister & Solicitor, attests.

*Dear Andy,*

*Just a short note to say thank you for an absolutely invaluable and thoroughly enjoyable three weeks, introducing us to the 'mysteries' of the world of accounting. The Basic Accounting principles course is a well structured process to take people, at different levels of accounting knowledge and bring them to a point where the essentials have been grasped and further knowledge can be obtained if the person so chooses.*

*I commend you on your ability to explain, and help course participants assimilate, different and unfamiliar concepts. Your sense of humour and relish in helping us to arrive at a good level of comprehension is to be commended.*

*Once again, thank you very much.*

*Kind regards,*

*Des*

Throughout his career, Andy has gained a wealth of experience from working with literally hundreds of clients. His knowledge and intimate understanding of the very specific challenges and issues that face the community sector have made Andy an invaluable resource for both the CBB and our clients.

If you would like more information about the services or training that **Andy** provides, you can contact him **8444 9700**.

## Services provided by the Community Business Bureau

### Management Services

Strategic Planning  
Business Planning  
Service Excellence Framework Assessment  
Governance Training  
Continuous Improvement/Best Practices (Process Mapping)  
Risk Management Development  
Organisational Reviews/Audits

### Human Resource Services

Recruitment and Service  
Workforce Planning  
Enterprise Bargaining  
HR Policies and Procedures  
Performance Evaluation  
Job Satisfaction Surveys  
Job Descriptions/Analysis  
IR Advice

### Financial Training Services

MYOB training (Introductory & Advanced)  
Training in Basic Accounting Principles  
Governance training

### Financial Services

### Payroll Services

### Salary Packaging Services

The Cancer Council South Australia is a non-government charity that began in 1928. South Australia's leading cancer control organisation, The Cancer Council aims to reduce the impact of cancer by promoting cancer prevention and early detection, by providing support and information to people living with cancer and by providing funds for cancer research. The Cancer Council dedicates more than \$2 million per year to cancer research - more than any other organisation in the State.

To do this, The Cancer Council depends on the generosity of South Australians. Funds are raised through major fundraising events such as the current Pink Ribbon Day campaign for breast cancer, held during breast cancer awareness month in October. Other events include Daffodil Day, Australia's Biggest Morning Tea and Relay for Life.

*Continued from page 3.*

## Section 4 – Referral

**Would you recommend the CBB as a provider of salary packaging services?**

**Summary:** 95.7% of respondents said they would recommend the CBB.

So what do these two surveys tell us about our business? That we are generally doing things well, but there are things we could do better.

By conducting these surveys annually, we are able to benchmark our performance on a year-to-year basis, and against previous survey results. This helps us to identify important indicators that highlight the strengths and weaknesses of our operational processes, utilisation of resources, effectiveness of training - even the culture of our organisation.

By giving our customers a voice, we can identify opportunities for change that will help us grow our business, profitably and efficiently, well into the future.

### Other improvements to come.

We are updating our web site to enable people to access their non cash benefits at their convenience.

We are looking at changing the timing of when we send the non cash benefits statements to straight after a pay period.

If you think that a customer satisfaction survey would be a valuable management tool for your organisation, or would like to know more about how regular surveys can be used as part of the strategic management process, please call **Susan Bradbrook or Paul Jarvis on 8444 9700.**



The Cancer Council helps people living with cancer by providing

- The Cancer Helpline 13 11 20
- Cancer Connect – peer support program
- Accommodation for country people having cancer treatment
- Prevention and awareness programs such as SunSmart
- Resource centre
- Financial and respite assistance
- And many other support, prevention and awareness programs

For further information about the services of The Cancer Council, to donate or to get involved:

[www.cancersa.org.au](http://www.cancersa.org.au)

Cancer Helpline 13 11 20

Fundraising events hotline: 1300 65 65 85

Buy a pink ribbon, now and for the future

Monday  
25 October 2004

1300 65 65 85  
[www.pinkribbonday.com.au](http://www.pinkribbonday.com.au)

## Training Dates:

### MYOB Dates 2004

Introductory		Advanced	
October	22 & 25	October	29
November	19 & 22	November	26
December	10 & 13	December	17

All Session Times are from 9:30am - 3:30pm

### Basic Accounting Principles

October 13th, 20th and 27th  
Session Times: 9:00am - 1:00pm

This is an excellent course for Managers or Board Members who need to understand what P&L and Balance Sheet means in the context of their organisation.

NO PRIOR KNOWLEGE  
REQUIRED