

A Night of Celebration

Communique



For any celebration to be a success, location and atmosphere are prerequisites, and both were in abundance at our recent 'Celebration' night. Held on a balmy mid November evening at the enchanting Veale Gardens Restaurant, this was a night to celebrate the valuable relationships which we have built with our clients, while focusing on a clearly defined vision for the future.

The evening was headed up by popular South Australian media identity, Ian Doyle. Ian is well known as a local broadcaster, journalist and documentary maker, and in his role as MC, kept everyone entertained with his quick wit and silky dialogue, all the while adding a truly professional element to the night's proceedings.

Ian highlighted that the CBB's Management Consulting Team commenced primarily with three services.

- *Human Resource services*
- *OH&S*
- *Disability focused training initiatives*

Today, these services have expanded to encapsulate;

- *Governance Training*
- *Strategic and Business Planning*
- *Workshop Facilitation*
- *Assessors for the Government's Strategic Excellence Framework*
- *Risk Management*
- *Specialist recruitment providers for the community sector*

The transition from where we were then, to where we are today is clearly no accident. Our current successes, and the development of our new services, have come about because we are in tune with the contemporary needs of the community sector, and we have responded accordingly.

As a not-for-profit organisation ourselves, we understand the very specific and unique needs of the sector. The business environment that exists today has created a paradigm shift in the level of accountability and management skill required from both managers and board members alike. Our ability to educate, facilitate change, and provide essential management services, have played a key role in making the CBB so relevant within the Community Sector.

The night was certainly as much about new beginnings as past successes, as we took the opportunity to formally launch our new services. Every guest received a bag containing a few 'goodies' and our new range of brochures and fact sheets. If you were unable to attend our Celebration night, please be sure to contact us for an information pack. Our Client Services Team will be introducing our new services to clients who were unable to attend the Celebrations night.

An element of drama and intrigue was also added to the evening by guest presenter, Mick O'Neill, a former Inspector of the SA Police Star Group. Mick used his experience in leading a team of Star Group officers in diffusing tensions at the Woomera Detention Centre to illustrate the planning, leadership and human relationship skills required in his job. There were many business parallels that could be drawn from Mick's presentation, particularly the use of strategic planning to project future outcomes, and to create an activity and resource plan to achieve a desired outcome. Thank you Mick for a presentation full of energy and important messages.

Max Beacom, CEO of the CBB, closed the evening by drawing a series of door prizes, and presenting a heartfelt acknowledgment to everyone in attendance for their loyalty and commitment as clients of the CBB.



Left to right

Robert Depold
Barkuma Inc

Paul Jarvis
Community Business
Bureau

John Simpson
FWS employment
Services

Enjoying our
celebration!

Issue Sixteen
Summer 2004

COMMUNIQUE

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DIRECTORS REGISTER

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Looking for a new directorship or Directors for your board? The AICD's Directors Register can help.

The Directors Register contains profiles of AICD members seeking board positions. Companies, search firms and individuals can request AICD search the register for potential candidates.

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You don't have to be an AICD member to request a search, but you do to add your name and profile to the Directors Register.

For more information about AICD membership, or to request a search of the Directors Register, visit www.companydirectors.com.au



AICD106



2005 Governance Training for Board Members & Managers

Do you want to know more about Board Director roles and responsibilities?

Boards and Management Committees are the legal owners of their organisations and this places a significant responsibility on Board Members and their Manager.

This half-day training course will answer questions such as:

- What does the new Board member need to know?
- What are the risks and legal responsibilities of Board members?
- How do we reduce the Board's time on operational matters?
- How can I quickly grasp the key issues in the monthly Finance report?
- What is the distinction between the Manager and the Board's role?
- How can your Board more effectively represent its stakeholders?
- How does your Board measure its performance?

In 2005 the CBB will conduct half-day Governance training specifically tailored to the needs of the community services sector.

This training will ensure Board Members, CEO's and Managers of community organisations understand Governance and its application in their organisation. The Governance training will be conducted quarterly with limited numbers to each session and will also provide a good networking opportunity.

Details of the first training course will be sent out in January 2005.

Meanwhile if you have any queries or would like further information please contact Keith Furniss on 8444 9700.



Seasons Greetings

As the year draws to a close, and the festive season begins in earnest, we would like to take the opportunity to thank you for your support throughout 2004, and look forward to being a part of helping you grow and develop your organisation in 2005.

From everyone here at the Community Business Bureau, we wish you a happy and safe Christmas season, and a prosperous and fulfilling New Year.



Computer Upgrades

As part of a regular review to maintain and enhance service delivery our systems and equipment are upgraded periodically. As result of a recent review we replaced 8, Pentium 200 computers with new pentium 4 machines. We were then able to offer the 8 surplus computers to our clients on a first come basis. After sending an email we were quickly



able to place the computers with various clients. Unfortunately there were only 8 computers with many more organisations having a need for computers.

Ms Kirsten Bailey the State Manager of Disability Works Australia collecting one of three computers from Max Beacom Chief Executive Officer of the CBB.

Cash is King

Managing cash flow is one of the most fundamental and essential management functions in any business, and yet it is also one of the most frequently overlooked. We all know that you cannot continue to operate if you don't have money to pay your bills when they fall due. But despite knowing this, it is still very easy it is to take your eye off the ball and assume that all is well – particularly if the Profit & Loss Statement looks “good enough”.

In a recent Australian Small Business Survey some key operational or financial practices that indicated a business was at high risk of insolvency included:-

- Absence of budget or corporate plans
- Difficulty in realising debtors or stock
- Debtors outstanding more than 90 days
- Increased monitoring by your financiers
- Significant unpaid tax and superannuation liabilities
- Instalment arrangements entered into to repay creditors
- Continued loss making activity
- Default on loan or interest payments
- Difficulties in obtaining finance
- Loss of key management personnel.

So, how much cash is enough for your organisation?

There is no straightforward formula, with opinions varying widely about just how much cash should be held in reserve. The most conservative opinion is attributed to Bill Gates who, allegedly, retains 100% of Microsoft's annual operating budget in cash reserves! This amount of cash may not be necessary; however, it is prudent to retain sufficient cash to cover the ongoing operations of your organisation.

When questioned about this issue, accountants revealed varying degrees of prudence on the amount of cash retention required. At the end of the day, it is dependent on the type, size and activity of the operations, but some suggested cash levels should include some or all of the following:

- Three pay cycles
- Two months operating budget
- Staff entitlements
- Lease and mortgage payments
- Depreciation/reinvestment needs

As a rule of thumb, the ideal level of cash flow for your organisation is an amount that enables you to maintain normal operations, while having the unrestricted ability to expand into planned areas of operation.

Preventing a cash flow crisis is critical in any business. Once you have identified the key performance indicators that are most likely to indicate an impending cash shortfall in your business, develop a formal monitoring process that will keep you constantly aware of your cash position.

Monitoring cash flow is a responsibility of both the Board and management, as there are significant legal implications if a business ultimately becomes insolvent. It is illegal for a business to continue to incur debts if it becomes insolvent, and if it does, then the directors may become personally liable for those debts.

(Article by Libby Harbison, CBB, in conjunction with comments from Jon Sando, Edwards Marshall.)

Meet the Team - Jo Overbeek



The CBB is very pleased to announce that we have secured the services of Jo Overbeek to our team in the role of Client Services Manager.

Jo has been brought on board to assist with heading up our Recruitment division and is also responsible for promoting our Salary Packaging, Recruitment, HR and Strategic Planning Services to the community sector to assist their business to grow and prosper. Her dual role will also include internal marketing and organising our quarterly publication “Communiqué”.

Jo began her career in the banking industry where she worked her way up to Branch Manager level and she was also a graduate of the bank's Management Diploma Program.

She left the banking industry to join Drake International where her skills utilised in several roles which included recruitment, account management and client promotions. Jo was responsible for managing the Government Contract, preparing Government tenders, organising Drake's traineeship program and presenting human capital solutions to the private and government sector. Jo is also a qualified Public Relations consultant and during her time at Drake she took on the role of event management, organising the ‘temp staff’ loyalty programs and Newsletter editor.

One of her passions is to “make a difference” and Jo enjoyed her time on the Board of trustees for the ‘Adelaide Street Kids’, assisting then Lord Mayor Steve Condou to construct and open a facility for homeless kids in Adelaide.

On a personal note, Jo has travelled through Europe and America, with Paris and New York being her favourite destinations. She plays in the top team for the Port Adelaide Tennis Club, currently holds the singles and doubles club champion title and over the years has assisted with their junior coaching clinics.

We welcome Jo to the team at the Community Business Bureau and she looks forward to forging a successful and long standing relationship with our clients.

Services provided by the Community Business Bureau



Enhancing post secondary education, training and employment opportunities for people with a disability

National Network of Regional Disability Liaison Officers & Disability Coordination Officers

Funded by the Commonwealth Department of Education, Science & Training

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 Regional Disability Liaison Officer (RDLO) initiative is designed to overcome the lack of information and knowledge that can prevent people with a disability from successfully participating in post-compulsory education. The RDLO can:

Provide links with appropriate people to help you plan for and make a successful entry into further study and employment.

Provide information, advice & support for people with a disability, parents, supporters & educational professionals on post-school options, supports & services, and advocacy to improve services.

Provide assistance in understanding the movement to post-secondary education and training, and employment. If you are a person with a disability, or a parent, family member, carer or involved with a person with a disability, an RDLO can help you with the answers to issue such as;

- Should I go to TAFE or University?
- How much does University or TAFE cost?
- What income support is available for me to study?
- What other support is available?
- What if I need personal care support?
- What transport is available to and from the campus? Is it accessible?
- What accommodation is there for me? Is it accessible?
- Who can I go to for more information?
- How do I move from school to higher education?
- What apprenticeship options are available to me?
- What pathways are available to me to move from higher education to employment?
- What support networks exist in my area?

The answers to these questions and a whole lot more, can be found on the recently launched RDLO Adelaide and Environs website at <http://unisa.edu.au/regdisability>

The site contains a range of information to assist students, parents, teachers, career counsellors and community members identify services, support and information for people with disabilities.

The right vocational education and training course can give people with a disability the necessary skills for a successful occupation

and career. Vocational Education and training is changing. There are new options, new jobs and new opportunities. *Pathways to Work* can help people with a disability, their family, teachers, training providers and employers to make decisions about the most appropriate pathway to take to a fulfilling career.

For more information, please contact, Leonie Challans, Regional Disability Liaison Officer - Adelaide and Environs at Leonie.Challans@unisa.edu.au or telephone: 08 8302 1756; fax: 08 8302 1666 or TTY: 08 8302 2112.

Computer Tip

Upgrading to Windows XP has lead to a slow PC?

Windows XP is a far more stable operating system than the older Windows 98 or Windows Millennium flavours, however, it also takes a better PC to get the same 'speedy' feel.

If you find that your PC is slow after an upgrade to Windows XP, the most likely cause is a lack of RAM. Although it's possible to run windows XP on less, 256mb of RAM as a minimum should keep the performance of your PC up to scratch, while 512mb of RAM will ensure smooth Windows XP usage with a number of applications running at the same time.

Training Dates:

MYOB Dates 2005

Introductory		Advanced	
January	21 & 24	January	28
February	18 & 21	February	25
March	18 & 21	March	24
Cost:	\$220.00	\$110.00	

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

Basic Accounting Principles

March 3rd, 10th, 17th
Session Times: 1:00pm - 5pm
Cost: \$440.00

For those wishing to attend, this course is run for 3 half day sessions over a period of 3 weeks

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