



Positive Change Consulting

Improving business performance through people.

Newsletter March 2004

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Changes to employee entitlements

On January 1, 2004 a number of changes to Victorian employee entitlements came into effect, with minimal fanfare, for those employees not covered by a federal award, certified agreement or Australian Workplace Agreement, who are protected by the safety net of minimal terms and conditions of employment under Schedule 1A of the *Workplace Relations Act 1996*. The new entitlements now include 8 days personal leave, 2 days paid bereavement leave, payment for working over 38hrs pw, employers must keep employment records and Australian Workplace Inspectors can investigate for enforcing compliance.

You can't afford to get it wrong. Get all your records straight, from the start, and protect your business. **Ask us how we can assist you with your staff employment systems.**

Focus on Leadership

With the focus on compliance to legislation it is easy to forget that there is real value in working with staff to build your business, in taking a **leadership role** in your business.

All of our work is ultimately focused on improving workplace relationships and business/organization outcomes - through leadership. We found this report very interesting.

Melbourne research company ISR has found again that leadership can bring bottom-line financial improvements, with their study of Australian-based company Guild Insurance and Financial Services, which focused on **leadership** to:

- align senior managers with business strategy,
- align and engage employees with the company's direction,
- track & measure employee attitudes, business performance & customers' satisfaction.

Yes it's a large company but similar strategies apply to all.

For more information/ or copy of the full case study, contact Melinda Norris on (03) 9820 9388 or email melbourne@isrsurveys.com.au

Public Workshops coming up

1. "Leading Innovation – Action Planning for Results"
Australian Innovation Festival Ballarat May 4th and May 10th,
 Innovation might be driven by new ideas or technology, but it's your people who make it happen. Or not!

Positive Change Consulting, in collaboration with Kerry Guppy of Guppy Enterprises P/L. can show you how to:

- implement new ideas, while completing current work loads
- handle the "people issues" and overcome anxieties
- keep track of what is happening, using **ProjectRoom™**, a web-based project management tool.

Bookings Contact. Maria Angeloni: maria@cballarat.com.au

2. "Working With Employees to Grow Your Business"
May 18th, 2004, 10.30.am-4.00pm

Positive Change Consulting and Knox City Council.

- Are you frustrated by "people issues" in your business? Or concerned that staff don't give the customer service you do?
- Understand what employees want from their work, learn simple leadership strategies that work, build a strong staff team to take your business to the next level. **Save time and energy** by developing a more productive working environment; **Save Money** - when everyone is working to improve your business.
- **Cost: \$110 (incl. GST) City of Knox businesses; (all other businesses - price on application).**

Bookings Contact. Jennifer McCoy 03 9563 4028

Email: admin@positivechange.com.au

Carnegie Services Pty Ltd
 T/A Positive Change
 Consulting
 ABN 96 095 506 924



Jennifer McCoy
 Director & Principal
 Consultant

Tony Austin
 Director
 Administration Manager

We'd love to hear your feedback.

Jenny McCoy & Tony Austin



What participants have said

"It had me reflecting on my own ability to lead".

"Interesting – extremely challenging & difficult at times".

"I'm going to listen more, validate feelings and not jump in so quickly (to handle staff conflicts)"

Positive Change Consulting

P.O. Box 543, Carnegie.
 Victoria Australia 3163
 T. 613 9563 4028
 F. 613 9569 6168
 M. 0425 726 340

E.
admin@positivechange.com.au

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