



Positive Change Consulting

Improving business performance through people.

Newsletter April 2004

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“78 per cent of Australians would prefer a great organisational culture, boss and colleagues over a good salary and 85 per cent believed a fulfilling relationship is more important than a successful career”.

Newspoll survey commissioned by the Commonwealth Bank of Australia. AAP March 17, 2003.

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Spam

Under this legislation we are required, by law, (April 10, 2004) to obtain (or have obtained in the past) express or inferred consent from all of our newsletter recipients. [‘Express consent’ refers to direct subscription requests. The definition of ‘inferred consent’ is somewhat broader; for example, most business contacts - customers, collaborators, and providers - are classified as giving inferred consent, as is any person who presents a company with their business card if that card includes an email address).

We believe that most (if not all) of the people receiving this newsletter have given us express or inferred consent in the past. **However, if you would like to unsubscribe to the newsletter, please refer to the RH column of this newsletter.**

Staff employment issues

Many of our clients are small/medium businesses (SMEs), those without HR departments to advise them. Last month we alerted readers to the changes in the Workplace Relations Act (1996) which came into effect from Jan. 1st, 2004 and we are finding that accountants and business associations, also serving those businesses, agree with our concerns for them.

The changes to redundancy standards, endorsed by the Full Bench of the AIRC on March 26th/effective as of April 23rd, now apply to those employers with fewer than 15 staff. While we don’t for one moment, question these rights for an employee, SMEs need to take employment issues seriously.

Employing someone is a responsibility and a sizeable cost. From recruitment through training, adjustment to new working relationships, to redundancy payments &/or Unfair Dismissal claims, SMEs especially can’t afford to get it wrong.

But there’s more to the employing someone than the dangers of termination. You can’t do without staff, so let’s see what will keep them working for you, building your business **with** you.

Focus on Leadership – What makes a great workplace

Do you know what makes a great workplace, where staff want to work? A recent study - Dec 2003 - (University of Sydney, supported by Business Council of Australia) discovered 15 key drivers that differentiated good from excellent workplaces. **Quality working relationships (friendships, support) was the central pivot, underpinned by leadership, clear values, having a say and being safe (physical and psychological)** were fundamental - all of which can be identified, measured and managed.

So, you too could make your workplace ‘excellent’. Read **‘Simply the best Workplaces in Australia’**. A PDF version of this working paper can be downloaded from the AICRRT (University of Sydney) website www.acirrt.com.

Public Workshop coming up

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

Positive Change Consulting and Knox City Council.

- Do “people issues” frustrate you in your business? Are you 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 and money** by developing a workplace where everyone works together to improve your business.
- **Cost: \$110 (incl. GST)**

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We’d love to hear your feedback.

Jenny McCoy & Tony Austin

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- we’ve swapped business cards
- a member of MBN, BNI, or another networking group that we are part of.

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