

# ON THE JOB

## INTRODUCTIONS AND INDUCTIONS!

Even though the holiday break seems like a distant memory now, welcome back to work and I hope you all had a fantastic break! This is our first newsletter for 2008 and we have some very exciting news for the future of TTEC and the subsequent future of employment, training and community programs on the Tweed! Read the announcement on the right of this page.

The start of the new year can often see the start of new staff at your workplace. Does your place of business practice staff inductions for new staff? A staff induction is a valuable tool in introducing your new staff member to key practicalities and policies of your business. Learn the benefits and strategies of a well conducted staff induction on Page 2 of this newsletter.

Our regular OH&S articles are back—this edition, read about protecting yourself and your workers from sun and heat when doing outdoor work—there's more to this than slip, slop and slap— and, as you will read, as a business owner you can't afford to not be sun-protection savvy!

Along with plenty of other local businesses, TTEC was affected by both the recent spate of 'break-ins' and also the latest floods - read about what happened along with the latest community news updates in regards to youth services and volunteering on the Tweed.

Our next newsletter will reveal a whole new identity and I look forward to unveiling our new branding and new design newsletter. Until then, happy reading and may you have a productive, safe and happy working month ahead!

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## TTEC PLUS BETC EQUALS NORTEC!

What happens when one long-established community organisation, dedicated to supporting local youth, community initiatives and actively encouraging employment and economic opportunities for a regional shire meets another very similar organisation who does the same in a neighbouring region? They form a company union that was truly 'meant to be'!

TTEC Enterprises Ltd first worked together with Ballina Employment and Training Centre (BETC) in the beginning of 2006 as part of the Destination North, Youth Pathways program, a Federally-funded youth program aimed at supporting at-risk high school students complete schooling or further education. BETC and TTEC both tendered for the program together to gain the Northern Rivers contract delivery of the program. A year on and the program is a huge success, with approximately 470 students utilising the one-on-one support given from BETC and TTEC youth workers in 2007. During the working relationship, management in both organisations soon realised the similarities in ethics and long term goals for community betterment that both companies shared. Negotiations began to form one company, each bringing their own strengths and regional knowledge together to form one stronger entity.

BETC have been serving the Northern Rivers with employment, training and community program delivery since 1987. Along with employment and traineeship delivery, BETC deliver the Language, Literacy and Numeracy Training Program—a program aimed at bettering the communication skills necessary for career goal achievements for those individuals who face social and work barriers due to their lack of literacy and numeracy skills.

BETC also house business incubators in Ballina, Lismore, Byron and Mullumbimby. The building offers business space to small business enterprises at a reduced rental cost, with a short lease commitment. This is helpful for small businesses who are hesitant to invest in long-term lease commitments. The businesses housed also receive free regular business advice on finance control, marketing and day-to-day running. They are also offered NAB Microenterprise loans, low interest loans up to \$20,000 to kick start or build upon their business dream.

Together with TTEC Enterprises employment, training, volunteer referral agency for the Tweed and Youth Services commitments, TTEC and BETC will newly form into NORTEC Employment and Training.

Paul Bennett, current General Manager for TTEC and future Chief Executive Officer for NORTEC when the new entity is launched in March stated "Both companies bring over 50 years combined experience in community development. Strengthened with new business streams and a regional stronghold, NORTEC will continue to deliver excellence in employment training and community—our vision is still to better the lives of all community members, while enhancing economic opportunities for our community.

NORTEC Employment and Training will be launched on March 3rd. Our new website will be [www.nortecld.com.au](http://www.nortecld.com.au)

“It's easy to make a buck. It's a lot tougher to make a difference”

Tom Brokaw

## THE IMPORTANCE OF STAFF INDUCTION!

Staff induction activities are designed to provide new workers with the information they need, as well as getting them up to speed on how the organisation works.

Induction processes are vital to ensuring that the new staff are productive as quickly as possible, and should play a key role in knowledge management initiatives. Staff inductions are also valuable as a staff retention tool—a proper introduction to the organisation, its values and people is a good starting point to a new staff member settling in.

Despite all this, most organisations have inadequate or ad-hoc staff induction processes, with many relying solely on staff just 'working it out as they go'.

### Practicalities as well as policies

Staff induction often focuses on the corporate policies: safety, security, anti-discrimination, etc. This is useful information, if not the most interesting to participants.

Beyond policies, staff induction should also cover practicalities. This includes: how to conduct common admin tasks (changing a phone number, obtaining a business card, ordering stationery etc); and what key information systems exist (such as the intranet) how to get around the building (security, floorplans).

### Training, as well as induction

When new IT systems are introduced, such as a new intranet or transactional system, training is often provided. Beyond these initial training sessions however, there may be little or no further training provided. New starters who missed this initial training are therefore left unsupported and untrained. To address this, resources must be set aside to provide ongoing training for new staff or for staff who have moved between areas of the organisation.

### Build social networks

One of the main frustrations for new starters is not knowing who to contact in the organisation if they have a question. Staff induction can specifically address this, by introducing the new starter to key people in the organisation. Approaches such as mentoring or 'buddying' are particularly valuable in addressing these issues.

### Involve all business units

Staff induction is not just a human resources issue. Instead, induction activities should be developed with the involvement of all relevant business units (such as security, IT, assets, etc) to ensure that new starters are given a complete picture.

### Immediate induction

Finally, induction must be provided very shortly after the new staff person starts with the organisation. There is little value in only holding induction seminars every few months, as the new starter will have already been forced to have struggled through for themselves.

(article sourced from [www.steptwo.com.au](http://www.steptwo.com.au), written by James Robertson)

## ENSURING A SUNSMART WORKPLACE!

Exposure to UVR has been recognised as an occupational health and safety hazard and employees who work outside must be protected from its harmful effects. Workplaces that employ outdoor workers have a responsibility under the Act to develop and implement a sun protection policy and provide ongoing training to support it.

The key components of a sun protection policy include, but are not limited to, the following:

- Provide and maintain appropriate clothing and equipment to protect outdoor workers from the sun.
- Set up systems of work to reduce the amount of time workers spend in the sun.
- Provide information, training and supervision in consultation with employees regarding prevention and early detection of skin cancer.

### Case Law: Fox—Union Shipping Australia Ltd, 2003

A waterside worker made a claim for permanent loss compensation and medical expenses in relation to skin cancers he developed on his face and body. Mr Fox commenced employment as a waterside worker in 1952. In 1970 he began employment with Union Shipping Australia Ltd until his retirement in 1994. In 1983 he underwent the first in a series of treatments for basal cell carcinoma. In 2001 he was diagnosed with melanoma. Further surgery and treatment to remove skin cancers from Mr Fox's face and body resulted in severe scarring. Soon after secondary melanoma was diagnosed in his lungs and liver. Mr Fox was awarded \$200,000 lump sum compensation, as well as costs for medical expenses incurred as a result of treatment for skin cancer and legal costs.

### Developing the Policy

All workplaces which employ outdoor workers should develop a skin protection policy to control worker exposure to UVR. The following steps can help make the policy and its implementation a success:

- Compile information on the number of workers in the organisation, current workplace practices and procedures in similar industries. Prepare information on the current Act and the workplaces duty of care to employees.
- Conduct a risk assessment of the working environment. Consider climatic conditions, availability of shade and clothing requirements of all employees.
- Form a special committee or working party comprising of staff representing a wide cross section of the organisation including employees, management and union representation to plan, develop and implement the policy.
- Establish channels for consultation and communication with staff. By providing staff with the means to discuss concerns and give suggestions the likelihood of compliance increases.
- Incorporate changes to support the policy—such as individuals wearing protective clothing and organisations rescheduling work times or adjusting work environments to ensure there is adequate provision of shade.
- Establish means to monitor and evaluate the policy to ensure it meets workplace and employee needs. Keep a written record of what has been undertaken and the results of all actions and activities.

(article sourced from [www.cancercouncil.com.au](http://www.cancercouncil.com.au))

For information on how TTEC Labour Hire can provide your business with temporary staff call Vaughan Penfold on 0419 685 699

## TRAINING THE AGED CARE INDUSTRY



TTEC Training have been privileged to recently employ an aged care trainer who has over 17 years experience in the industry and a wonderful rapport with her students.

Sandra Langdon came to TTEC at the start of this year after the demand for aged care training increased to the extent where TTEC needed to employ a full time trainer.

“Aged Care has changed dramatically over the past 16 years that I have been employed in the industry”, said Sandra. “The Outcomes Standards were introduced to ensure that aged care services provided a high level of care to their residents/clients - these are now the Accreditation Standards. The funding tools have changed and are about to change again with a new funding tool to be introduced on the 20<sup>th</sup> March. The CACP (Community Aged Care Package) has been put in place to allow older people to remain in their own homes longer with services provided in their home and Aged Care Facilities support this shift”.

“Aged Care work is a rewarding and challenging profession and working in the industry you meet some real characters with lots of stories to tell. Aged Care workers are special people anyway but I feel there are three main skills an aged care worker needs — they need the right attitude, the right knowledge and the right skills. No two days are alike in Aged Care, as in any human service industry, different challenges arise each day, but with the right training, an Aged Care worker is equipped to cope with anything!”.

Sandra has proven to be a trainer that is popular with her students. They appreciate her humour and down-to-earth attitude, along with her long term experience and knowledge of the industry. Her training method is practical and realistic. TTEC’s Aged Care students are sought after by Aged Care industries.

If you or someone you know would like to find out more about upcoming Certificate III level Aged Care Courses in 2008, please contact TTEC Training on

1800 353 945 or email [training@ttec.com.au](mailto:training@ttec.com.au)



## HANDS ON TRAINING AT WORK!

### Staff Training Needn't Cost a Lot of Time or Money!

Traineeships combine practical hands-on training with flexible delivery methods that are useful for businesses looking to train their staff while at work while having minimum impact to their business operations.

Your traineeship delivery can incorporate distance and self paced learning, coupled with monthly review sessions—with hands on training while on the job, it sure beats old fashioned classroom style delivery!

### Advantages of employing a trainee

Traineeships have the following advantages:

- Your staff member learns the necessary skills to do his/her job
- The vast majority of costs of the traineeship may be paid for by the state government
- You may be entitled to up to \$4000 of incentives for placing a staff member on and supporting him/her through a traineeship (if a Certificate III-level qualification or higher; \$1250 for a Certificate II-level qualification)
- You may be eligible to engage your new employee under a trainee wage and those wages will be payroll tax exempt, where applicable.

Of course, there's other benefits such as having motivated workers and better staff retention plus the better service delivery to your customers by having industry-skilled employees!.

TTEC Training can deliver traineeships for a wide range of industries and would be happy to discuss your current or new staff member's traineeship delivery with you!

For more information on traineeships, call TTEC Training on 1800 353 945 or email [training@ttec.com.au](mailto:training@ttec.com.au)



NATIONALLY RECOGNISED  
TRAINING



# ttec

## VOLUNTEERING

connecting volunteers to the community

# ttec

## YOUTH SERVICES

providing connection and direction for young people

### VOLUNTEERING ON THE TWEED

It was an eventful last couple of months for our community programs units, drama hitting both volunteering and youth services offices. In December, the TTEC Volunteering office in Nullum Street Murwillumbah was broken into which resulted in the loss of some computer equipment - luckily there was a back up of vital data.

The team at TTEC Volunteering haven't let it get them down or spent too long scratching their heads wondering where the 'honour amongst thieves' went. Straight back into the year and there are a lot of exciting plans for TTEC Volunteering!

#### Tax-deductible Sponsorship that Goes Further!

TTEC Volunteering refer volunteers to over 100 not-for-profit organisations in our Shire! Can you imagine what would happen to our community if we did not have volunteers? Volunteers are the heroes of our region, serving unconditionally to the betterment of our region, assisting disadvantaged community members and even providing life-saving emergency services. Our community would not exist as it does without volunteers!

Sponsoring TTEC Volunteering is 100% tax deductible and ensures that your charitable dollars go further into the community. By sponsoring this vital service you are also assisting over 100 other not for profit organisations in our Shire that rely on TTEC Volunteering's referral service. Your sponsorship dollars have a far-reaching effect in your community.

When you become a sponsor, your business will be recognised! Each new sponsor will be announced in this newsletter (that goes to business and community members across the Tweed), in TTEC Volunteer brochure and marketing material and on our TTEC website. There are a range of sponsorship options available and to find out how your business can become a sponsor, call Carole Hayden on 02 6672 8288.

#### This month's "Five Most Wanted" volunteer vacancies are:

**Pottsville—Op shop Assistant** Gain some retail skills while giving a helping hand!

**Murwillumbah—Cleaner/Gardener:** General cleaning and garden maintenance.

**Kingscliff—Group Assistant (Aged Care Service)** - preparation and implementation of daily activities for the aged.

**Kirra—Volunteer Bus Driver:** To drive bus for the aged.

**Murwillumbah—Activities Assistant:** Morning tea, lunch and craft preparation for the aged..

For more information on TTEC Volunteering call 02 6672 8288 or visit [www.ttec.com.au](http://www.ttec.com.au)

### WHAT'S GOING ON IN YOUTH SERVICES

Following the break in at TTEC Volunteering in Nullum Street, the TTEC Youth Services building in Queen Street Murwillumbah was then affected by the recent floods when land behind the building 'mud-slided', leaving a 3-inch thick 'carpet' of mud throughout the building and the subsequent loss of most of the furniture and electrical equipment. Youth Services staff are now operating from temporary offices in the TTEC Recruitment buildings until all is restored.

#### Film-making Opportunities for Young People on the Tweed!

The first Links to Learning program for the year is traditionally the program that prepares for National Youth Week in early April. In the past, TTEC Youth Services have been involved in organising and hosting certain events during the celebratory National Youth Week. This year will be no exception and the current Links to Learning participants will have a chance to play their role in helping to organise such events as a film-showing night, digital photography exhibition and helping with the annual Battle of the Bands.

There is a lot of differing viewpoints amongst Tweed residents with young people being 'bored' and not having enough to do and this is often attributed to the negative behaviour amongst some young people on the Tweed. Experience in working with disadvantaged youth has shown TTEC youth workers that this is only one reason amongst a myriad of others that can attribute to negative life choices amongst young people but that encouraging positive hobbies and pastimes can do much towards healing the boredom, depression, lack of self esteem and grief that these young people often go through..

TTEC Youth Services deliver several different youth programs and initiatives on the Tweed and Northern Rivers and each program encourages young people to engage in positive lifestyle and behavioural choices. To ensure our program delivery is inspiring to young people TTEC annually contribute approximately \$50,000 into the programs to provide specialised equipment and tutors for the participants. This enables young people who may not otherwise have the opportunity, to try their hand at creative pursuits such as filmmaking, music, sound engineering, cooking, jewellery or fashion design, visual arts, dance and more! By engaging and empowering young people in this way, incredible talents are discovered and shown in the artwork displays at exhibitions, film night showings, catered events by the participants and more—a real testimony to these young people and what they have overcome and achieved.

So get involved in National Youth Week next month, check out any advertised local exhibitions, film nights and battle of the bands—you'll be amazed at some of the truly incredible young talent we have here right on the Tweed! Stay tuned for next month's newsletter which will tell you what events are happening this year for National Youth Week on the Tweed.

For further information on TTEC Youth Services go to [www.ttec.com.au](http://www.ttec.com.au) or call 02 6672 8001

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 links to learning

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