

ON THE JOB

Edition 2, 2008

'excelling in employment, training and community'

NORTEC Employment and Training Ltd www.nortecld.com.au

WELCOME TO OUR NEW LOOK 'ON THE JOB' NEWSLETTER!

The look may have changed, the company name may have changed but the content will continue to bring you relevant and useful articles that assist and inform you in your workplace.

In March this year, TTEC Enterprises merged with Ballina Employment and Training Company (BETC) and recently rebranded to NORTEC Employment and Training Ltd. The merger brings together over 50 years of experience in local employment, training and community program delivery in the Northern Rivers and the Richmond/Tweed regions.

NORTEC's combined business and service delivery now includes Government-funded Employment Services, Labour Hire, a Registered Training Organisation (able to deliver accredited and non-accredited training as well as traineeships), Business Incubators, Youth Services and volunteer referral to not-for-profits in our region. NORTEC invest funds through business activities (Labour Hire, Training delivery) into service delivery and community initiatives which ultimately supports marginalised community members and encourages economic growth and employment opportunities in our region.

Merging with another company can be both challenging and rewarding and at NORTEC the experience of the merger was just that! We believe our merger was successful however, for a number of important factors, not the least being a 'like-minded' synergy between BETC and TTEC. However, a great deal of mergers will fail if the company does not have in place a well-formulated communication strategy. On page 3 of this newsletter, read up on communication plans for a successful merger!

This newsletter we introduce you to Vaughan Penfold, our NORTEC Labour Hire Senior Consultant - learn about Vaughan's experiences working in Labour Hire and how temporary staffing could be a time and cost-saving option for your business! We feature a new regular column on business incubators and this month we introduce you to business incubation—see the article on this page.

Another interesting article in this newsletter is on Page 4 where we look at the effects of naturally produced chemicals in your body, what happens when there is an imbalance and how this can negatively affect your work and personal life. Find out what triggers your stress levels and changes you can make for a positive difference in your personal wellbeing and performance in the workplace.

If you are a home-based business owner, you must attend the breakfast meeting on the 28th May—details to the right on this page.

Happy reading and may you have a profitable month ahead!

WHAT IS A BUSINESS INCUBATOR?

Business Incubators are a hybrid type of economic development facility that combines features of entrepreneurship, business facilitation and real estate development. They have proven to be the most effective technique yet devised for creating employment, commercialising new technologies and developing local economies.

Business incubators provide a physical location in which a new business can commence, coupled with support services such as shared facilities and business advice.

NORTEC Business Incubators promote small business growth by offering flexible and/or shorter term commercial leases, access to micro-enterprise loans to finance business initiatives and growth, and on-site small business management advice and support.

A business advisor is employed one day per week to provide business advice to tenants in NORTEC Business Incubators. Tenants have access 24 hours per day, 7 days per week. The aim is to provide the impetus for the further development of a wide variety of light industrial and commercial diversity that already exists in our region. Objectives foster self employment, business development, reduce failure rate of start up businesses, assist business to operate, accelerate business growth and create employment and economic growth.

Current NORTEC Business Incubator sites are supporting 27 new businesses in Byron, Ballina and Mullumbimby. A Development Application has recently been approved for building a new business incubator site in Lismore and future plans at NORTEC are to source a suitable site on the Tweed. NORTEC Business Incubators serve to promote and encourage small business enterprise growth in our region.

Home Based Business—Breakfast and Guest Speaker!

A must-attend breakfast meeting for all home-based business owners. Learn how to secure a new customer or client within 5 minutes of meeting them! Guest speaker Natascha Wernick (Dip Ed, CertIV Small Business), business owner, mentor and coach. Wednesday morning 28th May at the Tweed Heads Bowls Club—7.45am. Bookings essential—RSVP Merryn on 02 6686 8068 or email merryn.erthel@nortecld.com.au



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"A community is like a ship;
everyone ought to be prepared
to take the helm."

—Henrik Ibsen (1828-1906), playwright

Corporate Volunteering Initiative

NORTEC Volunteering are about to launch our Corporate Volunteering Initiative. The initiative is a way for the business community to contribute particular skills and time to not-for-profit organisations in our Shire. Corporations may allow staff time off work or in lieu to volunteer to a not-for-profit they feel they can assist. Volunteering can consist of one day per year or regular weekly or monthly time — and the benefits to staff morale (for teambuilding, there is nothing like working together on a common cause!), your community and your corporate image, makes corporate volunteering a positive exercise for all involved!

Not-for-profit organisations around the Shire require all kinds of help in their daily operations—from web site maintenance, bookkeeping, general administration, activities help for children or the aged, canteen assistance and hospitality to skilled trades and general labour. The list of activities and help required is endless! NORTEC Volunteering try to match relevant corporations to the not-for-profit organisation's requirements—for example, retail garden centres to help community centres with garden maintenance.

Support and vital information is given by NORTEC Volunteering throughout the process. If your business would like to find out more about the Corporate Volunteering Initiative, please contact Michelle Dowding at NORTEC on 1800 667 832 or email michelle.dowding@nortecld.com.au

Volunteer Bus Drivers Needed for Cool Heads Safe Transport and Outreach Service

NORTEC Volunteering is helping Cool Heads urgently find volunteer bus drivers for a safe transport and outreach service for young people who are on the streets late at night. Cool Heads Mobile Street Services operates late at night and with people who do not usually access services – 'cool-headed' personalities are required and to volunteer for this position you will need a police check for working with children. This is highly rewarding work that aims to make a difference to the lives of disadvantaged young people! For more information call NORTEC Volunteering on 02 6672 8288.

NORTEC Volunteering's Five Most Wanted!

NORTEC Volunteering's 'five most wanted' volunteer vacancies this week include:

Kirra: (477) Bus Driver: Bus driver required to drive bus for the elderly.

Kingscliff: (207). Customer service. Also involves sorting items and ironing. General cleaning of the store.

Tweed Heads: (451) Activities Assistant: Assist Clients (with high physical needs) with travel to and from the Sailability program at Southport. Travel from Tweed Heads to Southport.

Banora Point: (493) Field Member Position involves the use of the Flood boat, rescue services and land search and first aid.

Murwillumbah: (71) Tourist Information Officer: Greet visitors, answer enquiries, provide information and/or directions verbally & written. Promoting the regions activities, attractions & accommodation, basic office skills.

Each week NORTEC Volunteering has over 100 volunteer vacancies to fill around the Shire. You can also view these vacancies (updated weekly) on our website: www.nortecld.com.au

Daily News
...the local paper

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NORTEC Volunteering



Apart from the fact that Vaughan is no stranger to a comprehensive verbal response, it really is amazing how much more you learn about a co-worker when you interview them!

So Vaughan, how long have you worked in the NORTEC Labour Hire division and what exactly do you do around here again?

Ha ha, everyone's a comedian.. I think it's only been just short of a year, having taken the reins from the previous Labour Hire Senior Consultant in early 2007.

Labour Hire is a fairly new business stream for NORTEC, it only launched end of 2005, but it is probably one of our most successful.

Why do you think this is?

Well, I think our area desperately required a local Labour Hire group that championed for local workers. So many of the temporary work projects, for example the fairly recent highway upgrade, were contracted out to Sydney or Melbourne temp staff and local workers were missing out. NORTEC Labour Hire is the first temporary staffing group physically based in our area—and we make sure our locals are pushed forward for construction projects and tourism/hospitality events in our region.

After the merger between BETC and TTEC, and the resulting NORTEC branding, will you be expanding Labour Hire services further south?

We've never just confined our work projects to the Tweed Shire, we already source work projects as far south as we can (Ballina and Evans Head) and up the coast as well, to just south of Brisbane. We will have better resources down south now, with interview facilities. This will make it easier for locals to easily access our employers and streamline paperwork etc which will improve services.

What kind of work projects do NORTEC Labour Hire provide staff for?

That is a huge question but in a nutshell we provide trades and labour staff for construction projects, for example the Tugun Bypass, the Condong Sugar Mill and the Bray Park Weir. We also source hospitality staff for local clubs (eg Twin Towns) and tourism events (concerts held at the Domain or seasonal/annual events). Apart from large-scale staffing like this we can find and source staff for companies looking for particular skills, such as trades staff (boilermakers, electricians etc), administration, bookkeeping etc. Sometimes these jobs turn into permanent positions and Labour Hire is actually a great way to trial a staff member before placing them on permanently. We get a lot of companies that see the value in 'trying before buying'.

What's the hardest thing about your job?

Well, I guess because we take care of the hiring companies legalities, OH&S, making sure staff have the right equipment, doing the payroll, superannuation etc, the amount of paperwork can be intense. But luckily I have great assistance here at NORTEC (Jenny, my labour hire assistant and Sue in payroll) who are brilliant at their jobs. I like dealing with people and matching the right staff with the right project gives me a bit of a thrill!

And the best thing about your job?

Apart from what I just said, the best thing about working for NORTEC is the fact that they reinvest profits made from Labour Hire back into the community. NORTEC deliver youth programs for disadvantaged youth, a volunteer referral service for not-for-profit organisations in our region and also make charitable donations and sponsorships to community organisations - surf lifesaving, hospitals, NSW Cancer Council and more. At the end of the day, working for a company like NORTEC, I have a good deal of job satisfaction.

NORTEC Labour Hire is a fee-for-service temporary staffing solution for construction, trades, labour, hospitality and administration. To find out more go to www.nortecld.com.au or email labourhire@nortecld.com.au



NORTEC Recruitment and NORTEC Labour Hire are a division of NORTEC Employment and Training Ltd.

Please note—NORTEC provides this information for reference only, sourced from relevant websites and publications.

After lengthy research and hands-on experience of our own recent merger, we believe that developing and executing a carefully considered communication strategy is probably the most important step in the merger process. We've listed them here!

1. Ensure there is a senior communications person on the integration team. When everyone is focused on operational matters, it is all too easy to overlook communications. Employees will be aware when senior managers are meeting and will be expecting to be kept updated regarding any decisions. In the absence of any communication, you can expect rumour and speculation to proliferate.

2. Develop a vision. This needs to be articulated in a way that employees can understand and embrace. It needs to be more than just a set of financial objectives. After all, how many people get out of bed each day excited by the prospect of boosting earnings per share?

3. Identify and segment your stakeholders. If the company wants to keep its customers, it must first engage its employees. And it must recognise that employees are not a homogenous body. There will be considerable differences in attitudes towards the merger based on the prevailing sub-cultures of team, business unit, division and location. It is important to segment these groups so in order to identify what the issues are and how best to communicate with the people involved. There may be high level briefings from the CEO, operational updates from the integration team, and more personal, detailed talks at team leader level. Feedback can be garnered at team level, cross functionally eg through focus groups or more broadly via opinion and attitude surveys.

4. Understand their issues. Why the need to merge? What will the new organisation look like? What changes will there be? How will the future be better? Will any products and services be affected? Will any jobs go – if so how many and where? Will any locations of functions be amalgamated? There will be myriad questions but these can be anticipated or researched. Develop Q&As for posting on the intranet for employees and on the web site for customers.

5. Listen and consult. All mergers have risks and rewards, however the natural human response is to focus on the threat, particularly if those risks are imposed on them. Staff may be fearful about job security or changes to terms and conditions. Customers may be skeptical about any proposed "enhancements" to their accounts. To address this, the company needs to listen, identify concerns and take on board suggestions. People are more likely to listen if they feel they have been listened to.

6. Close the loop by reporting back. It is easy to send out a survey but it can be incredibly frustrating if those employees who have bothered to spend the time on it hear nothing back. If this happens, they will conclude management was just going through the motions and it was all a waste of time.

7. Use multiple channels. People like to receive information and communicate it in different ways. Intranets may be an effective way of making information available to a large number of employees at once, but face-to-face communication with the manager you report to is likely to be just as important. Handling the media well is critical as many customers will first hear the news first from the press. They may quickly form conclusions as to whether the merger is in their best interests or not.

8. Maintain momentum. After the deal is concluded, it is important not to slack off. Expectations have been set and relaxing the reins on communications may be interpreted as a lack of commitment. The integration of two companies with their own distinct cultures takes time – usually a couple of years at least.

Article by Robert Luttrell, sourced from www.luttrellandassociates.com

Return on Investment

Providing training to your staff should not be seen as merely time away from work. Several studies show that time spent in training repays an organisation in improved productivity, enhanced morale and improved staff retention. You can see for yourself by going to www.training.com.au website where a return on investment calculator will estimate the potential return on your training investment.

NORTEC Training works closely with clients and employers to ensure the training we provide is as effective as possible in meeting organisational expectations and trainee learning preferences to ensure that we maximise the potential return on investment.

Local Industry Training Specialists!

As well as broad scope of industry training packages for traineeship delivery or flexible individualised training, NORTEC training run specialised accredited and non-accredited short courses to further your skills or increase your work choices and opportunities. These are just some of our upcoming short courses. For a full scope of registered training available, go to www.nortecld.com.au

Home and Community Care

Six units towards Certificate III in Home and Community Care for only \$209! This is a great way to open doors into the care industry. Starts 16th June, register your place now!

Disability Services

Partial qualification (5 units) to enter this rewarding and highly employable industry - course starting in August, register interest now or phone 1800 667 832 for more information.

Computer Skills - Internet, Email and Word Processing

Gain the skills you need to confidently re-enter the workforce! NORTEC Training provide computer training course in our offices at Tweed. Transport can be arranged from Murwillumbah. To find out when the next computer course will be conducted, NORTEC Training on 07 5524 1222.

Other courses available include child care, aged care, community services, administration, business, hospitality, horticulture and more! To register your interest for any future courses in these industries, please call 1800 667 832 or training@nortecld.com.au

If you would like further information on improving your staff retention, boosting skills in your workplace or improving your career prospects, call NORTEC Training on 1800 667 832, email training@nortecld.com.au or visit www.nortecld.com.au



NORTEC Training is a division of NORTEC



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NORTEC Recruitment utilise a wholistic approach in job search training and employability training courses and encourage fitness and long term health education as a strategy for jobseekers seeking workplace success.

Did you know that how well you sleep, the food you eat, how active you are, the way you think and how you manage stress are key areas of your life that affect internal chemistry and your chances of a productive day and a sense of wellbeing and happiness?

Five of the body's major chemicals are adrenalin, serotonin, cortisol, melatonin and insulin, each one serves many functions but all contribute to producing a natural high. Adrenalin gives us speed and confidence during the busy times, serotonin helps us relax and keep calm and happy. Cortisol is used as a back up for when we run out of adrenalin and when we are under huge stress. Melatonin is used to help us sleep and restore our own natural chemical balance. Insulin is the key to controlling your sugar levels—too much or too little you can be either hyperactive (full of energy) or exhausted.

These chemicals are maintained in a delicate balance—as you decrease one another increases. For example, adrenalin partners with cortisol and when you are running low on adrenalin your reliance on cortisol increases, this eventually will leave you feeling exhausted, uptight, edgy and cranky. Our body naturally creates these five big chemicals. Relying too heavily on one can create a fatigue or a physiological imbalance.

How do you know when there is an imbalance?

Adrenalin fatigue leaves you feeling flat, apathetic and lacklustre. You feel like you are running on empty, the need for speed is still there but the ability to pick yourself up isn't.

Serotonin is responsible for a calm, comfortable feeling. You know there is an imbalance when you become restless or have a sense of dissatisfaction. An extreme imbalance is indicated by depression or sadness and a tendency for violence or aggressive behaviour.

Cortisol helps maintain a level of healthy anxiety, a natural caution when pushing yourself out of your comfort zone. Too much and you become hypertensive, paranoid and snappy.

Melatonin imbalance is likened to jet lag even though you haven't travelled. Another good indicator is when you find it really hard to get up in the morning and when your sleep patterns are all messed up, that is, tired during the day and unable to sleep at night.

Insulin is vital for controlling our sugar levels, thus controlling our energy. A great indicator of an imbalance is when you become sleepy after eating food, gain weight easily or lack focus and struggle with concentration. These symptoms suggest that there may be a problem with your sugar sensitivity and insulin regulation.

What can you do about it?

How well you sleep, the food you eat, how active you are, the way you think and how you manage stress are key areas of your life that affect internal chemistry.

Sleep - sleep helps restore your chemical balance and the best sleep is a deep sleep, post dreaming. Avoid caffeine during the day or at least after lunch, do not exercise too late at night and try to get to bed early—you naturally sleep deeper in the middle of the night so going to bed too late lessens your chance for deep sleep.

Food - the old adage that you are what you eat applies. Fruit and vegetables, lean proteins and wholemeal cereals all serve to boost serotonin levels. Smaller amounts more often during the day prevents 'spikes' in energy levels and increases metabolism. Avoid refined and quickly digested sugars.

Exercise—Exercise is one of the best forms of stress release, burning off stress chemicals and rapidly restoring inner balance.

The way you think Your body is influenced by your thinking. When scared, adrenalin kicks in, when sad, serotonin levels decrease. Listen to your thoughts and you will learn to avoid negative chemical reactions.

Managing stress - Stress throws your chemistry out of balance so managing stressful times or situations is a key factor. All the points above will help you manage stress, meditation, breathing techniques and chatting to friends are also helpful.

Article sourced from McAllisters Fitness, Blackburn Victoria.

NORTEC Youth Services recent Links to Learning group participants enjoyed a barbecue lunch at Fingal Rovers Surf Lifesaving Club on Friday 11th April. The lunch was prepared by themselves and their trainer Jo Kydd (their hospitality trainer) to celebrate their graduation from the 9-week course and to put into practice their new culinary skills.

After gaining a Statement of Attainment for units completed from Certificate II in Hospitality, the students are confident in the kitchen and have gained valuable skills for home cooking or in a commercial kitchen.

NORTEC Youth Services run the 9 weeks Links to Learning program for young people aged 15-24 who are disengaged from school and not currently working. The courses aim to encourage healthier life-style choices, career or study direction, referral to community services where needed and most of all, support and friendship! Links to Learning is funded by the NSW Minister for Education and Training and administered by the NSW Department of Education and Training, with extra funding provided by NORTEC Employment and Training Ltd.

The next Links to Learning course starts 30th May and will include jewellery making and hospitality skills as well as career direction and personal support. To discuss eligibility for enrolment into the program contact NORTEC Youth Services on 02 6672 8001 or email rachel.horsfall@nortectld.com.au

NORTEC Youth Services would like to thank Fingal Rovers Surf Lifesaving Club for generously allowing the Links to Learning group use of their spacious kitchen for the hospitality training!

NORTEC Youth Services deliver three different youth programs in the Northern Rivers and Tweed. To find out more about how NORTEC are helping young people in our Shire go to www.nortectld.com.au or call NORTEC Youth Services on 02 6672 8001



Four of the graduates at the recent Links to Learning graduation 'lunch' at Fingal Rovers Surf Lifesaving Club with coordinator Rachel Horsfall (back)



funded by the Minister of Education and Training and administered by the NSW Department of Education and Training

NORTEC Youth Services and NORTEC Volunteering are divi-