



SSP Business Services Pty Ltd

Grow the Success of Your Business

OSA Business Support Services & Success has had a name change – due to the merger we are now known as SSP Business Services Pty Ltd. We are still offering the same excellent services and are keen to hear from you if we can assist in any areas.



Recent Milestones for SSP Business Services Pty Ltd include:

- **Successful COMET application for a client – a FIRST for Central Qld**
- **Now hold EcoBiz Facilitator status**
- **Successful application for ClimateSmart Business Cluster – now working with 21 businesses to improve their environmental footprint and their business bottom line simultaneously.**

New Services on Offer.....

1. **Fire Evacuation Plan** – did you know that from 1 July 09 all businesses must have a written fire evacuation plan which is reviewed annually? The new legislation requires owners or managing entities of all buildings (unit complexes, commercial buildings, retail complexes, places of worship, child care centres, hospitals, institutions, hotels, etc) to comply. We are offering our services to draw up your written fire evacuation plan for the cost of \$250. (not a bad insurance considering the fine can be \$3,000 for not having this plan)
2. **HR Coach Staff Systems** – this is a complete staff management system – from recording your workplace health and safety policies to managing your staff annual reviews. This system is a complete program – ideal for clients with a staff of perhaps 10 or more. Initially you will need to purchase this program but you may also need assistance to implement this system. This is where we can be of assistance. If you want to know more about this system please call us.

Did you know?

- Greenhouse gas emissions from transport contribute around 76 million tonnes, or 14 percent, of Australia's total. Transport emissions increased by 22 percent between 1990 and 2000
- Commercial buildings in Australia will double their greenhouse gas emissions by 2010, to 70 million tonnes of carbon dioxide each year, unless we take action now
- The world's first electricity generator fuelled by waste macadamia nut shells is powering more than 1200 Queensland homes

**For more details on what we can do to assist you to
Grow the Success of your Business
please contact:-**

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VISIT OUR WEBSITE:

(under construction at present)

www.sspaccountants.com.au

Following on from the offer of HR Coach Staff Software Systems on the front page this extract from an article on the 'Kochie's Business Builders' website will make interesting reading....

At the heart of effective people management is accountability, says Treacy Sheehan, principal of Australia-wide recruitment and training firm Trace Personnel, 'You have to make performance expectations clear,' she says.

Know your KPIs - This means setting clear key performance indicators (KPIs), and regularly checking in with staff to see if these have been met. If staff are struggling then it's up to you to work with them to try to help them improve their performance.

Feedback welcome - More generally, implementing a system to find out about employee perceptions of the business, as well as gaining feedback on what could be improved in the business, can be a key business tool.

Peace in the workplace - When it comes to conflict resolution, Sheehan's advice is 'to deal with it immediately – don't wait until the situation has passed. Staff appreciate good leadership,' she says.

Inclusive interaction - John Shein is a partner in boutique recruitment company Salt & Shein. He says conflict is rarely an issue in his workplace because of the inclusive culture he has fostered, and because his is such a small team. 'We've been employing people for two years and we have never had to manage conflict. Because we are able to interact as colleagues and there's no master and subordinate relationship we're able to have open communication, which helps resolve conflict before it really happens.

Plenty of time and patience - Finally, remember that managing people takes time and patience – probably more time and patience than you bargain for. Whenever you are dealing with staff, it's important to genuinely listen and respond to their concerns. Taking this approach will generate genuine respect



Business Plans – Useful or Not?

(an extract from an article by David Koch)

Last year when the National Bank of Australia did some research among small businesses it found one of the main reasons people don't use a business plan is because they think their business is too small. Wrong! No business is too small to have a business plan. In fact, no business should operate without one. So what should a great business plan look like, especially in the current business climate?

A business plan is like a blueprint for the future. It should set out your business goals and the path you're going to travel to meet those goals, taking into consideration whatever's happening in the market that has the potential to influence whether you're meeting those goals.

Put together a meaningful business plan with real, measurable business goals and objectives. The plan should include information about how the business and its cash flow will be impacted by what's happening in the economy, as well as information about your particular industry sector and competitors in the market.

The business plan doesn't need to be too long – in fact, shorter business plans are easier to use and update than longer ones – but it does need to be thorough. So make sure you draw on the advice of colleagues and others when putting it together to make sure it covers all material issues.

You'll find just going through the process of updating the business plan is an excellent discipline to help you get a better understanding of your business and where it's at.



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