

HBR

Hunter Business Review

DECEMBER 2014
VOLUME 10 NUMBER 11
Print Post Approved 100002454



WOMEN IN BUSINESS

MINING & ENERGY UPDATE

Australia \$6.60
ISSN 2202 - 8838



9 772202 883002 >

Connecting & informing business people

“I CHANGED ACCOUNTANTS AND IT CHANGED MY LIFE.”

SiDCOR conducted a free review of my past and current tax, and as a result I received thousands of dollars in overpaid tax my previous accountant missed.

Paul Lambess – CVG Finance

▼ The small to medium business specialist.



SIDCOR
chartered accountants

CHANGING PEOPLE'S LIVES

T 1300 743 267 W www.sidcor.com.au



AWARD WINNING ACCOUNTANTS

CONTENTS

PUBLISHED BY:

Hunter Business Publications Pty Ltd
ABN: 15 112 838 945
265 King Street
Newcastle NSW 2300
PO Box 853, Hamilton NSW 2303
Phone: (02) 4925 7760 Fax: (02) 4925 2570

PUBLISHER and EDITOR:

Garry Hardie
Mob: 0414 463 125
garry@HBRmag.com.au

ASSISTANT EDITOR:

Megan Hazlett
megan@HBRmag.com.au

ART DIRECTOR:

Sandie Collie
sandie@HBRmag.com.au

ADMINISTRATION ASSISTANT:

Judy Andrews
judy@HBRmag.com.au

ONLINE CONTENT MANAGER:

Jason Duncan
jason@HBRmag.com.au

PRINTING:

NCP Printing
Phone: (02) 4926 1300
sales@ncp.com.au
www.ncp.com.au

Published monthly (except January)
Circulation: 7,000

www.HBRmag.com.au



GARRY



SANDIE



MEGAN



JUDY



JASON

- 4 From the Editor
- 5 Business News
- 16 New Businesses
- 18 Lets Talk With
- 19 Business Advice
- 23 Women in Business
- 31 Mining & Energy Update
- 40 Eating Out
- 41 Business Services Directory
- 42 Funny Business

HUNTER BUSINESS PUBLICATIONS PTY LTD
2014 ALL RIGHTS RESERVED

Reproduction in any part prohibited without the written consent of the publisher. While every effort has been made to ensure all information in this magazine is accurate, no responsibility is accepted by the publisher, Hunter Business Publications Pty Ltd

We know talent.

Chandler Macleod has an extensive database of active candidates in various industry sectors and 22,000 employees out working on client sites every week.

Through our experience with planning, sourcing, assessing, developing and managing talent along with industry intelligence, we know a lot about talent...

Contact our Newcastle team on 02 4978 7744.

chandlermacleod.com

**CHANDLER
MACLEOD**
UNLEASHING POTENTIAL

The announcement by Joe Hockey of the deterioration of the Federal Budget came as no surprise to most of us.

Successive Governments during the mining boom made the sustainability of the budgetary outlook dependent upon the boom lasting forever, something that we all knew was not going to happen.

A variety of decisions by former Governments failed Australia's long term interests and focussed merely on short term electoral popularity,

It is yet another example of our politicians putting their own short sighted political aspirations before the welfare of the country.

Those with any degree of foresight urged Governments to take advantage of the "good times" and invest in helping to minimise the damage when the mining boom ended, but alas on deaf ears again.

Now that we are in this mess, the task at hand is to get the Budget back in shape without causing a significant economic downturn which would lead to the vicious cycle of further reduced revenue and higher expenditure in areas such as unemployment benefits.

This will be a real test for politicians on both sides of the parliament to put aside their political point scoring obsession and work for the benefit of Australia.

I would like to hold out hope that this would happen but unfortunately past performance indicated this is unlikely to happen.

We would like to take this opportunity to wish our readers, advertisers and story submitters a happy Christmas and a healthy and fulfilling 2015.

We look forward to again serving the Hunter business community in 2015, which marks the 10th anniversary of the Hunter Business Review,

Garry Hardie
Publisher & Editor



GARRY HARDIE PUBLISHER & EDITOR



FOLLOW US



@HBRmag



The Hunter Business Review
www.facebook.com/HBRmag



Hunter Business Review

For more information call (02) 4925 7760 or
email editorial@HBRmag.com.au www.HBRmag.com.au

HBR

Hunter Business Review

HBR is essential reading for anyone wanting to stay informed on local business news and issues that affect business.

Subscribe now!

Further information is available at www.HBRmag.com.au





Local Winemaker named 2015 IWSC President

The International Wine and Spirit Competition (IWSC) widely acknowledged as one of the most prestigious and independent wine competitions in the world, has named Neil McGuigan, Chief Winemaker for McGuigan Wines, as its 2015 President.

Hunter Valley winemaker, Neil McGuigan, is the fourth Australian to be appointed President of the International Wine and Spirit Competition.

Neil McGuigan has been recognised by the IWSC on countless occasions for excellence in winemaking, including International Winemaker of the Year in 2009, 2011 and 2012 – becoming the first winery globally to be named 'world's best winemaker' three times in the Competition's history.

Commenting on the appointment, Neil McGuigan said "It's a great honour for the McGuigan brand, Australia and, of course, for me personally. In 2015, I will be an ambassador for wine globally, as well as for the IWSC – quite an honour for a guy from the Hunter Valley." Landmark IWSC events and tastings – hosted by Neil McGuigan – are planned throughout 2015 taking place in London, Dusseldorf, Hong Kong and Vancouver.

Boo*

*The all new A 180 BE.
At a price that won't scare you.



The all new A 180 BE is packed with features that'll redefine what's standard in its class. Experience it for yourself at Hunter Star Motors www.mbnewcastle.com.au

Standard features include:

- Reversing camera
- Hands free parking
- Bluetooth®, iPhone® and iPod® connectivity
- 7G-DCT 7-speed automatic transmission
- 17-inch 5 twin-spoke alloy wheels



Mercedes-Benz

iPhone and iPod are registered trademarks of Apple Incorporated. The Bluetooth word mark is a registered trademark of Bluetooth SIG. Incorporated.

HVTC award winning performance

HVTC has proven itself a national leader in workforce training with its apprentices and trainees gaining major accolades at multiple awards ceremonies, including winning two national awards in November.

HVTC Hunter Laboratory Operations Trainee Joshua Lodge was named Trainee of the Year at the Australian Training Awards. Joshua is hosted by Origen Energy. HVTC Northern Rivers' Samantha Tindiglia childcare trainee won School Based Trainee of the Year at the National Group Training Awards, she is hosted by the Care-Ring Children's Centre at Goonellabah.

The awards add to HVTC's growing collection of accolades. In the past few months HVTC and its employees have won ten major awards and had 27 finalists across eight award events. There were two HVTC finalists at the National GTA Awards each winning their respective state awards, the most of any training company. Nathan Anderson, a Warehousing Trainee hosted by Centennial Coal was a finalist for Indigenous Apprentice/Trainee of the Year. He also took out the Australian Mining Prospects Young Achiever of the Year Award in October.

Joshua's award is one of many personal accolades. He won Trainee of the Year Award at the Hunter Region Apprenticeships and Traineeships Advisory Awards (HRATA) in July. He was also named 2013 NSW & ACT Group Training Awards Trainee of the Year and participated in the 2013 Today's Skills; Tomorrow's Leaders national apprentice and trainee leadership program. At the 2013 Hunter Manufacturing Awards he was a Rising Star Finalist with Origin Energy recognising him as a future leader tasked with mentoring new chemical trainees.

HVTC CEO Sharon Smith said the awards demonstrate that HVTC employs the very best trainees and apprentices who then

benefit from expert support and training from their staff and training partners, as well as the opportunity to work for top host employers. She said she is very proud of all of HVTC apprentices and trainees who have been finalists in recent awards. "The success of our apprentices and trainees is a credit to their work ethic and our successful group training model."

OAMPS becomes Arthur J. Gallagher

Arthur J. Gallagher & Co. acquired OAMPS Insurance Brokers in June this year. On 1 December, the name officially changed to Arthur J. Gallagher & Co (Aus) Limited.

The Gallagher family has more than \$30 billion in premium placed in the market, which strengthens relationships with insurance companies both locally and globally. The Group also has more than 16,000 global insurance experts, providing expertise in a wider range of products and solutions including risk management advice.

With a broad range of experience and expertise across a number of industries and professions, the group also offers improved access to industry-specific risk information and expertise within the global network.



@HBRmag

Congratulations

HVTC trainees are Australia's best!

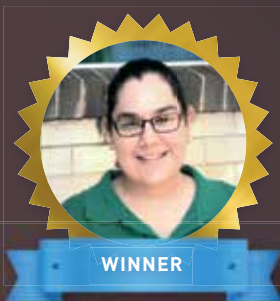


WINNER

Joshua Lodge

2014 Australian Training Awards

Trainee of the Year
Laboratory Operations Trainee
Host: Origin Energy



WINNER

Samantha Tindiglia

**2014 Group Training
Australia Awards**

School-based Trainee of the Year
Children's Services Trainee
Host: Care-ring Children's Centre

Business Traineeships

We make it easy by finding the right person and managing the whole process.

HVTC saves your business time, money and paperwork!

- Business and Business Administration
- Information Technology
- Transport and Logistics
- Community Services (Aged Care)
- Community Services (Children's Services)
- Hospitality

Call us today

1800 247 864

hvtc.com.au

skills change lives



3325C

Local students race to a win at world finals

Merewether High School placed sixth in the world in the F1 in Schools International Finals in Abu Dhabi at the end of November.

F1 in Schools is an international challenge in which teams of students deploy CAD/CAM software to collaborate, design, analyse, manufacture, test, and then race miniature compressed air powered balsa wood F1 cars. It involves over nine million students from 17,000 schools in 31 nations.

Southern Cross Racing, a collaborative team formed in September this year with Barker College Sydney, included Muhammed Al-Mudafer, Daniel Bradley and Joshua Beverly, all senior school ME Program students from Merewether High School. It competed against 37 other teams from across the globe.

F1 in Schools is the largest Science, Technology, Engineering and Mathematics (STEM) competition in the world, the week-long event, held in Abu Dhabi, was the 10th anniversary of the international finals and hosted 200 students from countries including the USA and UK. An Australian team, Gamma Raycing, were overall winners of the competition – the fourth time an Australian team has won the event. F1 champion, Daniel Ricciardo, attended the finals to lend his support to the event and the students.

F1 in Schools is supported in the region by RDA Hunter's ME Program which facilitates the initiative in six of its 26 partner Hunter secondary schools. The Hunter has produced two State Champion teams this year; "Tear Velocity Development Class" and "Velocious Pro Senior". Team "Audacity" from Maitland Grossmann High School won first place at the F1 in Schools NSW Finals held in November. The F1 in Schools team is proudly supported and sponsored by RDA Hunter's ME Program and many local industry partners

Industry recognises Young Accountant

The Hunter region's business and accounting industry has recognised the achievements of an outstanding young accountant.

Jacqueline Thompson of Shaw Gidley Insolvency and Reconstruction was presented the prestigious Young Achiever Award by guest speaker and MC, Dr Karl Kruszelnicki at the Bean Counters Ball on Friday 7 November.

The judges commented that Jacqueline was an outstanding candidate, demonstrating excellent leadership qualities as a successful accountant, an advocate for women in business and through her volunteer roles at Ronald McDonald House, Hunter Wetlands and as Treasurer of the Newcastle Sunrise Rotary Club. The Judges said Jacqueline is a great role model for young people studying and those beginning their careers in the industry.

The Bean Counters Ball is a joint initiative between the local members of CPA and CAANZ. Money raised at The Bean Counters Ball is used to provide educational pathways and support services through Samaritans and the Hunter TAFE Foundation.



It's about time your super really was super.

FINANCIAL PLANNING is something we Australians are so good at putting off. Less than 7% of us retire financially independent! What you need is a financial coach to point you in the right direction in the complex areas of superannuation and risk protection – and then keep you on track for a secure future. At JSA Group your first consultation is at our cost.

Telephone 4908 0999 **Email** reception@jsagroup.com.au **Visit** www.jsagroup.com.au



Top Hunter Employers List released

For the fourth consecutive year MAP Marketing has researched and published the The Top Hunter Employers List.

Since the previous year two major trends continue to impact on Hunter employment:

1. The globalisation of enterprises
2. Reduction in employment levels

According to Maria Charlton, Managing Director, MAP Marketing, "The identification of the Top Employers was extremely challenging because of the globalisation of company structure that made it difficult to isolate and confirm the staff numbers in the Hunter. The Top 10 employers were responsible for employing 52% of the total staff of 70,772."

Top 10 Hunter Employers 2014

Hunter New England Health	15500
Glencore Coal	4094
RAAF Base Williamtown	3500
University of Newcastle	2596
Catholic Diocese Maitland-Newcastle	2535
Coal and Allied Operations Pty Ltd	2500
Mt Arthur Coal Pty Limited	1800
Arrium Limited (formerly OneSteel)	1500
Ausgrid	1455
Downer Group	1200
Total	36680

The top industry groups as shown below are Manufacturing & Engineering, Mining Services, Health Services and Local, State and Federal Government.

Industry Sectors 2014-2015

Industry Sectors 2014-2015	No Companies
Manufacturing & Engineering	16
Mining & Services	15
Health Services	13
Local, State, Federal Government	13
Business Services	12
Finance, Banking & Insurance	7
Agriculture, Farming & Processing	5
Charity & Non Profit	5
Education & Training	5
Media	4
Transport	3
Retail	2
Construction & Services	2
Aged Care	2
Energy	2
Recreation	1
Total Companies	107

The Top Hunter Employers List is published on www.newcastlebusiness.com.au

WIL AWARDS 2014

UoN celebrated the 5th Annual WIL Awards on October 30 at the University Gallery, this year's event further cemented the University as a leading force in the production of WIL-based learning and experiences nationally.

Winners from each faculty shared in \$11,000 in prize money.

To read the full list of winners and view the winning video competition entries visit the WIL website.



Hunter Liftrucks

YOUR FORKLIFT SPECIALIST
A.B.N. 15 002 940 052

Did you know that for the past 35 years we have been your locally owned and operated forklift specialist?

Servicing the Central Coast, Newcastle and the Hunter all the way up to Northern NSW.



Yale
People. Products. Productivity.

Dealing with local companies ensures we all have a secure future.

W: www.hunterlift.com.au E: sales@hunterlift.com.au P: 4967 4622 A: 53 Rural Drive Sandgate 2304

FORKLIFT SALES • SERVICE • SPARE PARTS • RENTAL

2014 Economic Development Sponsorship Program

Five unique and diverse projects have been chosen by the City of Newcastle as the 2014 recipients of its \$80,000 Economic Development Sponsorship Program.

The projects were chosen based on criteria that included their potential to provide economic benefit, how they will meet an identified need and/or develop strength in the local economy, how the project will help develop or promote the relevant economic sector, and how well the project supports Council's values and objectives.

Peter Chrystal, Director Planning and Regulatory, said Council was pleased with the quality of applications for this year's sponsorship, which is for projects to be completed by the end of 2015. The five successful economic development projects are:

Renew Newcastle Creative Business Incubator (Renew Newcastle)

This project is a mentoring and training program, turning fledgling business ideas into sustainable, creative business enterprises. The program will deliver: training workshops for Renew Newcastle participants and the broader business community, mentoring and advocacy, and opportunities for Newcastle creative industries to showcase their businesses to the community.

The Real Film Festival (Screen Hunter)

The project is a three-day community, arts and industry event showcasing documentaries, independent short and feature films based on true stories. The program comprises of film screenings, industry workshops and talks, film Q&A's, panel discussions, networking events and film competitions for filmmakers of all ages and experience. The Real Film Festival vision is to become an event of national and international significance that will position the region as a strong film and arts community.

Newcastle - Open for Business (Hunter Business Centre)

This workshop series is tailored to encourage and support new and existing small businesses to help further develop Newcastle's night time economy. Spaced throughout the year, workshops will be set at times to maximise small business participation. Workshop topics might include: Innovate your value proposition, Food truck and popup shop 101, Trading securely after hours, Get approval for your event, Retail popup shop 101, and Merchandising at night.

Newcastle Innovation and Green Tech Hub (Australian Energy Consultants)

The objective of this project is to establish Newcastle as a centre for innovative and clean technology start-up businesses. The hub will run as a not-for-profit organisation and offer low cost desk and workshop space for software and hardware based start-ups and build linkages with support networks for access to mentoring, support services, technical experts, researchers, and investors.

TiNA: Destination Newcastle (Octapod)

This project will encourage increased overnight visitation to Newcastle during the This is Not Art (TiNA) festival period, 1 - 4 October 2015, through the development of a national marketing strategy. It will also promote Newcastle as a tourist destination and encourage festival attendees to spend money while they are in Newcastle.



Built for
living.

Life's good in the wide open spaces of the Hunter and Central Coast. And there's no better way to live your active, healthy rural lifestyle than in a Manor home.

We've been country homes specialists for more than 20 years and we'll partner with you to tailor your home and deliver a complete turn-key service that brings your lifestyle vision alive.



manor
BUILT FOR LIVING.

www.manor.net.au | Freecall 1800 55 18 18

DISPLAY HOMES

Branxton, Hunter Valley
Corner Station St & New England Hwy Branxton

Central Coast
Coming soon... please phone for details

manor9729

Hunter Imaging Group inducted into WIL Hall of Fame

The University of Newcastle has paid homage to its industry partners with the development of an annual award that recognises the significant contribution of local businesses and the organisations that host its students. Delivered as part of the annual Work Integrated Learning (WIL) Student and Staff Awards, now in its fifth year, the WIL Hall of Fame recognises the inductee's contribution to the University of Newcastle (UON), the professional preparation of students past and present, and growing and strengthening the region in which the university campuses are located.

This year's Hall of Fame inductee is Hunter Imaging Group, Newcastle and the Hunter's largest provider of diagnostic medical imaging services. The Group provides a comprehensive array of imaging services such as MRI, Nuclear Medicine, Computed Tomography (CT), Ultrasound, Interventional procedures and general x-ray.

Mr John Tessier, Lecturer in Medical Radiation Science at the University, nominated Hunter Imaging Group for this award and commented "Radiation science is constantly changing and having a local company with the latest technology available nearby, allows our undergraduate program to better prepare students for their professional careers." Hunter Imaging Group is very generous with the provision of clinical experience and this year 45 students have completed professional placements with the organisation. In the last six years Hunter Imaging Group have employed 157 graduates of the University.

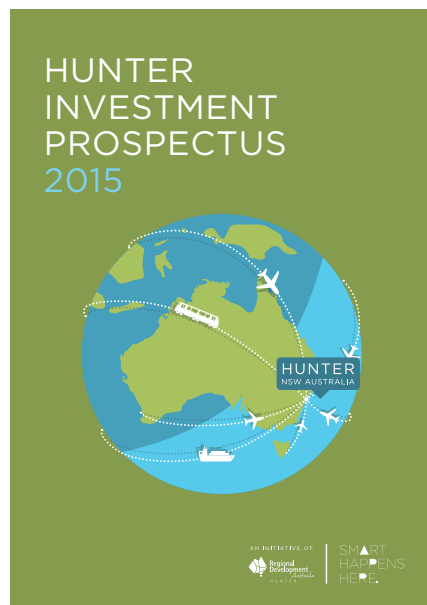
Working in consultation and partnerships with WIL host organisations, the University has a unique opportunity to evolve its degree programs to ensure that its students graduate having relevant professional skills, so they are best placed to meet the changing needs of the regional and local community, industry and business.

2015 Hunter Investment Prospectus released

The 2015 edition of the Hunter Investment Prospectus has been released, both as a 100 page hard copy booklet and as a pdf on the internet. Produced by Hunter Business Publications in conjunction with RDA Hunter, the Hunter Investment Prospectus covers the advantages of the Hunter as a business and investment location as well as a great place to live.

The publication is an important marketing document for the region and has been successful in helping to grow the local economy and raise the awareness of the Hunter, both in Australia and overseas. Hard copies of the 2015 Hunter Investment Prospectus are available from RDA Hunter. The soft copy can be accessed at www.rdahunter.org.au/hunter-region/hunter-investment-prospectus

If you have a links page on your website, please consider including this web address to help promote the Hunter economy.



Solutions to complex financial situations?



We've got truck loads...

With 25 years of experience in insolvency and reconstruction, Shaw Gidley can deliver the best solution.



www.shawgidley.com.au
02 4908 4444

ARE YOU A DEVELOPER LOOKING TO BUILD IN THE HUNTER?



You may need to speak with the Mine Subsidence Board first!

The Mine Subsidence Board is an independent body operating for the local community in areas of coal mining in NSW. We:

- Reduce the risk of damage by ensuring the design of new developments are compatible with the risk of mine subsidence
- Provide an advisory and technical service for Developers
- Eliminate public and private danger from mine subsidence
- Provide compensation if improvements are damaged by mine subsidence



With offices located in Newcastle and Singleton we can assist with information about designing for subsidence and our requirements in the planning approval process.

For further details please log on to our website
www.minesub.nsw.gov.au or telephone our Head Office
on 02 4908 4300 or outside Australia +61 2 4908 4300

PUTTING SERVICE AND THE NEEDS OF PEOPLE FIRST

©clpse11438

Cessnock Central

2 North Avenue

Cessnock Central
Boutique Development

Ground and First floor
tenancies available
43m² - 450m²



LEASING NOW



JOIN

THE
COFFEE
CLUB®



WANTED

Franchisee for National
24 hour Health and
Fitness Centre
Please contact us

Contact:
Lee Woodward

02 4323 7606
0414 877 780

lee@vcmanagement.com.au
www.vcmanagement.com.au



Australia's Leading Debtor Finance Provider.



Why Scottish Pacific is the ideal cash flow solution for Western NSW business:

- Fast access to the cash tied up in your outstanding invoices
- Pays up to 80% of the value of approved invoices, less fees, usually within 24 hours. The remaining 20% is available when the invoices are paid in full.
- A facility that grows in line with your turnover
- No real estate security required
- A stand-alone facility
- Over 25 years experience in funding SMEs
- The option of a full collections service for those clients who choose to focus on growing their business rather than chasing outstanding invoices.

Debtor finance suits growing businesses with turnovers from \$300,000 to \$100M across many sectors including:

- Temporary Labour Hire
- Business Services
- Manufacturers
- Transport Companies
- Wholesalers

To find out if Debtor Finance will suit your business, call our specialist today:

Jodie Wootton
P 1300 332 867 • M 0407 005 953
E jodiew@debtorfinance.com.au



scottish pacific
DEBTOR FINANCE

smart money for smart business

www.debtorfinance.com.au

Newcastle NOW board positions announced

Newcastle NOW's position as the key business advocacy group was reinforced on Tuesday when the AGM attracted a record number of attendees and board position nominations.

With all positions vacated per the constitution, all previously elected members were re-elected, except Claire Williams, who did not stand for re-election. The board thanked Ms Williams for her decade long commitment to the revitalisation of Newcastle.

The organisation's growing influence as a voice for business in Newcastle saw five additional nominations for board positions, resulting in the election of David Crofts and Sarah Parry-Jones.

Mr Crofts brings more than 30 years experience specialising in city and town centre revitalisation, overseeing Newcastle's shift from a steel town to its current service-based economy.

Ms Parry-Jones, a passionate advocate for small business collaboration with a strong retail and building industry background, was a compelling candidate with her experience and drive to continue efforts to foster Newcastle's revitalisation.

Bean Counters Ball raises \$27,000 for local youth

The regions accounting and business community has raised more than \$27,000 to support education pathways for young people in the Hunter. More than 230 local members of Certified Practising Accountants Australia (CPA Australia), the Chartered Accountants Australia & New Zealand (CAANZ), the business and accounting community and their guests gathered at City Hall for the 2014 Bean Counters Ball on Friday 7 November.

The Bean Counters Ball has raised more than \$67,000 since 2010 which has been donated directly to programs and services provided by Samaritans and the Hunter TAFE Foundation that support students as they work toward careers in business and accounting.

Chairman of the Bean Counters Ball and Hunter CAANZ, Chad Rapsey said with the continued commitment to the event and generous support of sponsors and the community the Bean Counters Ball has been able to increase its support for youth education year upon year. 'Education has the power to transform lives and communities and that is why the continued support of the business community is so important,' he said.

This year major support was received from event partners Shaw Gidley, Eight Recruitment, Rapsey Griffiths, Moray & Agnew, OAS Technology Group, TriSuper Auditors and Bottrell Business Consultants. A further 14 local organisations also supported the event.

Hunter region procurement toolkit launched

RDA Hunter has partnered with NSW Trade and Investment, Australian Industry Group, Hunternet, Hunter Business Chamber and AusIndustry to develop the Hunter Region Procurement Toolkit.

The Toolkit, launched on the 21st of November, has been developed in consultation with Hunter industry and government organisations and is designed to assist local SMEs to diversify, grow and become more resilient. The Kit provides an easy reference for Hunter companies to identify and prepare for new business opportunities.

The content of the Hunter Region Procurement Toolkit is part of a broader Hunter Strategic Procurement Initiative which also includes supply chain and bid writing workshops as well as a procurement masterclass. Through presentations, discussions and surveys, key government and non-government organisations have highlighted their procurement requirements and processes in the Toolkit with the hope of developing relationships with suppliers within the region and increasing their local spend.

INSPIRED SOULUTIONS

Our clients say our office has a buzz of energy. They love visiting because it inspires them. That buzz comes from lots of things; passion, hard work, agility, teamwork, openness. We also call it SOUL; being human, developing insights and loving what we do.

Let Out of the Square Media offer a fresh perspective and find some inspired marketing **soulutions** for your business.



CREATIVE DESIGN | DIGITAL MEDIA | ONLINE CONTENT | STRATEGIC MARKETING



BRANDING | PRINT | MEDIA PLANNING | TELEVISION AND VIDEO PRODUCTION



outofthesquare.com | 4929 6640 | ideas@outofthesquare.com

oots

OUT
OF THE
SQUARE
MEDIA

Hunter Water announces sale of subsidiary

Hunter Water Corporation (Hunter Water) has agreed to sell its fully owned subsidiary Hunter Water Australia Pty Limited (HWA) to a group comprising of HWA employees and local private investors, in a deal that will see the engineering consulting business remain locally based.

The laboratory business of HWA has been sold to Australian Laboratory Services Pty Limited, a subsidiary of ALS Limited (ALS). As part of the transaction, a long term agreement has been put in place under which ALS will provide high quality laboratory services to Hunter Water. This includes a binding commitment to ensure that facilities are retained in Newcastle for at least the medium term.

As a result of discussions between Hunter Water and the Australian Services Union and Professionals Australia, an agreement has been reached that will offer employment within Hunter Water for the small number of HWA employees who have been identified as not being required by the new owners.

Hunter Water Managing Director Kim Wood said the two transactions are a good outcome for both businesses. "The investments in HWA ensure both businesses remain locally based while allowing Hunter Water to focus on its core responsibilities of delivering water and waste water services" he said. The region's population is predicted to grow to 1 million by 2050 and Hunter Water will need to continue to increase its almost 10,000 kms of mains throughout the region and the capacity of many of its treatment plants.

For the sale of HWA, Pottinger acted as business advisor to Hunter Water and Spark Helmore acted as the legal advisor. The completion of the sale is expected by 31 December 2014.

\$160 million waste to energy facility planned

The establishment of Australia's first industrial ecology park has taken a major step forward with the announcement that Hunter company Omega Energy will be the cornerstone tenant of the Kurri Kurri facility.

Omega Energy is planning to construct and operate a \$160 million regional Resource and Energy Recovery (RER) facility and expects to receive its environmental planning requirements from the Department of Planning and Environment shortly.

Business Development Manager Shannon Sullivan said this was an important first step in planning such a facility.

"Although this is the very beginning of the planning process, our intention now is to liaise closely with all local stakeholders to ensure they know what we are proposing and how it will work," Mr Sullivan said.

Mr Sullivan said Omega had signed an agreement to lease a 5 hectare site with Hunter Industrial Ecology Park Ltd at Kurri Kurri pending planning approvals.

"The \$160 million facility will use a world's best technology, setting a new benchmark for the recovery of residual waste into both valuable commodities and syngas used for generating renewable energy.

"What we will bring to the park is the ability to process the waste left over from other recycling processes, enabling 100% recovery of resources and greater diversion from landfill.

"In addition to the resources we recover we will also be able to support surrounding operations with stable gas and electricity supply contracts."

Omega Energy General Manager Jacob Whiting said that Omega Energy has partnered with world-leading technology provider

Defence and UON partnership creates opportunities for students

Simulation training and education will be the focus of a cooperative relationship between the Australian Defence College (ADC) and the University of Newcastle (UON) with students set to benefit from planned projects. The ADC and UON have announced the signing of a Memorandum of Understanding (MOU) that will provide opportunities for students to work on virtual simulation projects.

"Defence is turning to simulation more and more as capabilities improve and the range of applications that can use simulation to enhance training increase,"

Commandant of the Australian Command & Staff College Brigadier - Peter Gates.

Students will undertake a wide range of projects including research on the efficacy of simulation in training and the development and testing of prototype simulation training solutions.

Commandant of the Australian Command and Staff College, Brigadier Peter Gates, said the MOU was an excellent example of practical collaboration that benefited students, Defence and the University of Newcastle.

"Defence is turning to simulation more and more as capabilities improve and the range of applications that can use simulation to enhance training increase," Brigadier Gates said.

"We lie on the cusp of the next generation of simulation, with computer science and engineering and the arts, both physical and virtual, combining to deliver a variety of applications that Defence can use. Developing workforce skills that can be used across the defence sector benefits not only the individuals concerned but can have a lasting positive impact on defence capability."

US-based ArcSec to provide cutting edge waste-to-energy technological capability.

The Hunter Industrial Ecology Park Ltd's Garbis Simonian said, "The agreement with Omega is a major milestone for the park and the region. It will accelerate the range of resource recovery activities already operating in and around the Hunter Industrial Ecology Park and will be a major step to diverting waste from landfill and achieving a circular economy."

"Although this is the very beginning of the planning process, our intention now is to liaise closely with all local stakeholders to ensure they know what we are proposing and how it will work," Mr Sullivan said.

"This will be the world's first dedicated resource recovery park bringing businesses together to provide a complete recycling solution," Mr Simonian said.

It is anticipated that community consultation will commence in the New Year after the Department of Planning and Environment has issued the Secretary's Environmental Assessment Requirements.

Subject to planning approvals, construction of the first stage of the facility is expected to commence early 2017 and be operational early 2018.



Multicultural excellence award for Hunter TAFE

Hunter TAFE has been named a winner at the prestigious Australian Multicultural Marketing Awards (AMMA). Presented at the Sydney Opera House, Hunter TAFE's Multicultural Education Unit was awarded for its commitment to multicultural communities in the Hunter and Central Coast regions.

The Hunter TAFE Multicultural Education Unit actively promotes intercultural understanding through a number of initiatives, including cross-cultural awareness workshops, participation in harmony day, refugee week and other cultural and social events.

The Institute has worked on a collaboration of activities with schools and community based organisations to make sure communities had access and were aware of their study or career options at Hunter TAFE.

Hunter TAFE is committed to providing access to education and training to all by continually developing and delivering customised programs to cater for the diverse learners' needs. This commitment has resulted in increased enrolments and articulation into higher vocational programs, university and employment.

The AMMAs are coordinated by the Community Relations Commission for a Multicultural NSW and are designed to showcase the achievements of organisations within the sphere of multicultural marketing.



Hunter TAFE CEO/Institute Director Phil Cox, Mr Erkin Aytekin General Manager of the Sofitel Sydney Wentworth and Hunter TAFE Multicultural Education Coordinator, Zachary Ekandi receiving the Australian Multicultural Marketing Award.

Enviropacific: CI Agent merger and a \$20m boost

Enviropacific has acquired CI Agent Solutions Australia Pacific. This is a good fit for CI Agent, as Enviropacific already has a relationship as a distributor of their product and with increasing demand for these solutions and the much needed expanded capabilities and resources required to meet these demands, this merger was a natural progression for both companies. Enviropacific also recently acquired one of the largest Offshore Spill Suppliers in Australia

"Spilltech" adding to the increased capabilities of the group.

Investment in the growth of Enviropacific has also been forthcoming with a commitment from newly established private equity firm, Adexum Capital who have agreed to buy a 44 per cent stake in Enviropacific for \$20.2 million with exclusive rights to invest further. The deal with Adexum follows a failed bid by Ramky Group to acquire 100 per cent equity in the Australian company.

Sting

Put some

in your MARKETING













- Marketing Advice
- Graphic Design
- Branding
- Advertising

- Signage
- e-marketing
- Social Media
- Vehicle Graphics

- Website Design & Development
- SEO / SEM
- Google Certified



Optimise your brand's potential, give us a buzz today!

4920 2757 buzz@hivemarketing.com.au hivemarketing.com.au




Google

THE MAYAH CLINIC

The Mayah Clinic, in Lakelands, near Warners Bay, opened last month. It offers a range of services including skin cancer checks and other dermatology care, cosmetic services such as eye treatments and lip enhancements, laser therapy and skin care products. The clinic is the first in Australia to use a tunable, hybrid fractional laser to treat skin damage. The Mayah Clinic founder Dr Kathryn Holmes said the Halo laser is the first of its kind in the world and significantly advances treatment and recovery times. Dr Holmes has more than 25 years experience in medicine. She was a GP for 15 years before she saw a training position in cosmetic medicine in Sydney. She has a Bachelor of Medicine from Melbourne's Monash University and is a Founding Fellow of the Australasian College of Aesthetic Medicine. Highly trained beautician, Jasmine Clark-Elkin, provides skin analysis as well as effective facials and microneedling. The clinic treats men and women.

www.themayahclinic.com.au

INTOUCH CONVEYANCING SERVICES

Julie Billingham has had the opportunity to work in both solicitor and conveyancing offices in the Newcastle area for over 15 years and has now opened her own practice, Intouch Conveyancing Services located in the Lake Macquarie area of Cardiff.

Julie is not only passionate about her work but also property investing. Her business goal is to provide a proactive conveyancing service to clients buying or selling residential property to ensure clients and all involved parties are kept informed during what can at times be a challenging and overwhelming process. Julie offers an affordable fixed price professional fee with a mobile service where she meets clients either at their work place or home.

julie@intouchconveyancing.com.au

JENKINS LEGAL SERVICES

One of the region's most respected business lawyers has opened the doors of a new firm in Newcastle's historic T&G Building. Micah Jenkins has established a specialist legal firm dedicated to providing services in business and commercial law, property and estate law.

Jenkins Legal Services will offer services to small to medium sized business with a particular focus on businesses in the healthcare, mining services, government, not-for-profits and liquor sectors.

Micah is joined by a small team of lawyers and business support people and the firm boasts the most up-to-date legal practice management and research systems and tools and its team is complemented by a professional network of lawyers, referral agents and consultants that provide specialist services for clients.

www.jenkinslegal.com.au

CXO ADVISORS PTY LIMITED

A new organisation launched by a group of executives who have worked internationally for some of the world's most recognisable brands brings businesses operating in the Hunter the opportunity to access world-class executive level services on an ad hoc, interim or part-time basis – affording businesses a standard of expertise that may otherwise have been out of their price range. CXO Advisors Pty Limited is a collective of senior executives from across a variety of industries offering an alternative to full-time recruitment for small, medium or large organisations. Graeme Keddie, founder and principal, says that CXO Advisors was created in response to significant demand in Newcastle and the Hunter region for high-level expertise, as businesses expand into new markets and new phases of growth. Graeme has had leadership positions for organisations in Europe and Asia that include Draeger Medical, Baxter Pharmaceuticals and Philips Electronics.

www.cxoadvisors.com.au

Summer events in Newcastle

Newcastle is the backdrop for a host of exciting events this summer from international football to 30 years of our beloved Surfist.

New Years Eve

**Honeysuckle - 4pm to 9pm
Saturday 31 December 2014**

Live music, entertainment, tug boat demos, aerial displays and fireworks.

Australia Day

**Honeysuckle - 10am to 4pm
Monday 26 January 2015**

Surfist 30th Anniversary

**Merewether Beach and Honeysuckle
17 to 23 February 2015**

Music, movies, interviews and more!

AFC Asian Cup 2015 fan park

**Honeysuckle - 18 to 22 December
2014 and 9 to 31 January 2015**

Support our Socceroos with all their games on the big screen. Plus live music and plenty of football themed action.

Asian Cup matches

**Hunter Stadium
Tickets on sale now from Ticketek
12 Jan 2015 – Japan v Palestine
17 Jan 2015 – Oman v Kuwait
27 Jan 2015 – Semi final
30 Jan 2015 – 3rd v 4th playoff**

For more information visit:
www.newcastle.nsw.gov.au

**IT'S
ON!
IN NSW**

NEWCASTLE
SEE CHANGE

**The City of
Newcastle**

Southern Cross Austereo Dominates Newcastle Radio



FOR B2B MARKETERS

SCA's KOFM and NXFM reach

50.9%

OF POTENTIAL BUSINESS
DECISION MAKERS¹

FOR B2C MARKETERS

SCA's KOFM and NXFM reach

56.4%

OF 18-59 YEAR OLDS²

58.8%

OF 25-54 YEAR OLDS²

KO-FM
102.9

nxfm 106.9



SOUTHERN CROSS AUSTEREO
absolutely engaging



Lets talk with

RACHAEL SHELDRIK

What's your current role?

I'm the Director of G S Mechanical Pty Ltd, which is a motor mechanic business at Whitebridge that I run with my husband, Glen. I am also the director of The Workshop Whisperer, a consulting business that helps self employed mechanics to run their businesses more profitably.

What job have you enjoyed most?

Definitely The Workshop Whisperer. Helping someone to turn their business around and get their life back is a wonderful feeling.

When you're not at work, where can we find you?

At crossfit at Andres Gym in Bennetts Green, or spending time with Glen and our 3 kids who are 11, 7, and 3.

Where do you get your inspiration?

From my husband. His work ethic and attention to detail never ceases to amaze me. Also from my mum and dad, who have always soldiered on no matter what. I am always inspired by some of my friends in business. I make sure that I surround myself with people that have goals and dreams as big or bigger than ours are. Proximity is Power!

What's the best piece of advice you've been given?

"If you are going to play the game, be prepared to collect the trophies". That's from my Dad, who probably got it from his Dad! I've always carried around the thought "Do it anyway", but I'm not sure who that came from.

How would you like to see our region develop over the next decade?

I'd love for our region to become known as more of a business hub. I'm forever travelling to Sydney or Melbourne to attend seminars, expo's, and conferences. It would be great if we could attract the business gurus and motivational speakers to put on events here in Newcastle.

Tell us something that most people wouldn't know about you.

While one of my strengths lays in being a futurist, I'm also a history nut! Anything to do with the World Wars or Prime Ministers or Presidents and I will read or watch it!

Are you reading anything at the moment?

2 books: "Feed a starving Crowd" by Robert Coorey - this is a must read for anyone involved in marketing a business. I'm also re-reading "Think and Grow Rich" by Napoleon Hill

Do you have a favourite line from a film?

"Build it and they will come"...Field of Dreams.....that line is just so true!

"Proximity
is Power!"

Managing negativity in the workplace

Paul Siderovski
SiDCOR Chartered Accountants

There are two types of negative people in the workplace.

The first are those employees whose negativity is quite harmless. They are the pessimistic complainers who relentlessly spot flaws. However their negativity is limited to their disposition.

It's the second type you need to worry about. These employees act out on their negative tendencies. Whatever the consequences, their intention is to create harm to colleagues or the organisation.

So why would some employees be content with just appearing negative, whilst others are satisfied only when they're engaging in destructive behaviour? The reason is that people who turn their negativity into harmful actions are distinguished by something known as moral disengagement. They switch off their self-discipline and most critically, their guilt.

So how can you prevent this arising in your workplace?

1. Be ruthless: have a formal performance conversation immediately.
2. Promote ethics: create an environment where people feel safe to speak up about ethical breaches and damaging actions.
3. Interview carefully: when recruiting, ask questions that identify the candidate's moral character.
4. Provide training: conduct a training session on ethical standards.

It can be difficult for a leader to transform a negative employee into a positive one. Instead, direct your efforts towards those who turn their negativity into *neg*-activity.

For further information contact SiDCOR Chartered Accountants on (02) 4926 5299 or email info@SiDCOR.com.au



Paul Siderovski, the founder and Managing Director of SiDCOR Chartered Accountants, has 19 years experience since starting as a chartered accountant with PricewaterhouseCoopers in 1995. Paul started Newcastle-based SiDCOR in 2002. Paul has a Bachelor of Commerce from the University of Newcastle and is a Member of the Institute of Chartered Accountants and the Taxation Institute of Australia as well as the National Tax and Accountants Association.



EMPLOYEE RELATIONS BUSINESS ASSISTANCE

- Awards, Fair Work Act, National Standards
- Counseling, Warnings & Workplace Problems
- Terminations, Unfair Dismissals
- Employee General Protections
- Redundancy & Restructuring
- Employment Contract Templates
- Bullying Harassment & Discrimination
- Fair Work Australia Case Representation
- Enterprise Agreements
- Workplace Investigations



HUNTEREMPLOYEERELATIONS

Industrial Relations | Employment Law | Workplace Performance

P 1300 417 144
116A BELFORD STREET BROADMEADOW NSW 2292
www.hunteremployeerelations.com.au

Practical Business Focused Solutions for Your Workplace

EMPLOYEES HAVE RIGHTS.
EMPLOYERS HAVE OBLIGATIONS.

- DO YOU KNOW YOURS?

Nine keys to small business growth for 2015

David Collogan
CFO On-Call

Have you returned to work feeling refreshed and energised about what you can achieve this year? Even if you didn't have a break, now is a great opportunity to start afresh and take the opportunity to review things for better financial performance in 2015.

Use the New Year as an opportunity to take a 'helicopter view' of your business and formulate a business growth plan to achieve better profit, cash flow and efficiency.

Here are the keys we would recommend for small business growth:

1. **Income** – what can you do to improve it? What are your KPIs (Key Performance Indicators) impacting income? Can you capitalise on modern marketing methods? What are the key drivers to achieve sales numbers in your business?
2. **Cost of Goods (COGs)** – what are they and how are they different from Overheads? COGs are the costs directly associated with your product/service e.g. service labour and materials, product purchase, freight inwards, customs etc. How can they be more cost effective and efficient? Think 'Productivity'.
3. **Gross Profit** – the result of your income less COGs. Check out yours compared to others in your industry by percentage. Percentage is the easiest and most accurate way to do the comparison.
4. **Overheads** – always a good place to find savings, efficiencies and modern ways of doing things. There could be tens of thousands of dollars in savings lurking here.
5. **Net Profit** – the result of your Gross Profit less Overheads. Check out how yours compares to those in your industry by percentage. Are you getting a good enough return for your efforts?

6. **Accounts Receivable** – there are many factors affecting how long customers take to pay – from how/when you invoice them to how/when they pay up. Find ways to speed it up.
7. **Accounts Payable** – on the other side of the ledger - how can you find ways to stretch your terms with suppliers without damaging relations? Improve terms in your favour.
8. **Work in Progress** – i.e. jobs in progress that haven't been invoiced to customers yet, including labour and materials. A sure way to improve cash flow is to find ways to speed up finishing jobs, so they can be invoiced. Also reducing rework and any excuses for customers not to pay for finished work. Improve profit on jobs with focus on labour productivity and materials management.
9. **Stock management** – think of stock as dollar bills piled up on the stock room floor. You want it sitting there for as little time as possible i.e. enough for customers' needs, but not too much to suck up precious cash.

If these suggestions have peaked your interest and you would like to maximise profit and cash, download the white paper *The Guaranteed to do Better This Year Checklist* at info.cfooncall.com.au/the-guaranteed-to-do-better-this-year-checklist. It contains 46 ways to achieve profit improvement and better cash flow this year.

For further information call David on 0409 922 549, email davidc@cfooncall.com.au or visit www.cfooncall.com.au

David Collogan is a Partner at CFO On-Call. He has had a successful career, initially covering business banking and international trade finance, where he was a Senior Associate of the Australian Institute of Bankers. David has also held a State Manager role in a subsidiary of a global company, as well as experience across all levels of the franchise industry. He has also been self-employed as a dedicated Management Accountant and business support manager for various SMEs over the past seven years while he has studying his Master's degree.



Get financial confidence and freedom in your business

**P: 1300 362 436 E: davidc@cfooncall.com.au
M: 0409 922 549 W: www.cfooncall.com.au**

CFO On-Call

by CAD Partners

**Look forward, not backward.
We look well beyond the numbers
to find opportunities for growth.**

Is it time to 'go international'?

Allan McKeown
Prosperity Advisers Group

As the global market place continues to shrink we are often asked by our business clients how they will know if they are ready to make the strategic decision to enter international markets.

Limited growth opportunities domestically are resulting in many businesses again thinking about expanding into Asian markets or further afield. Based on our experience of over a quarter century working with a range of business clients that have successfully launched overseas, we offer 10 milestones that you need for a solid foundation for international development.

1. Have a clearly defined market and competitive advantage

Know what makes your concept or product different from the average business in your sector. Are there any cultural, geographic or economic differences in the target foreign country that will affect the likelihood of success of your product or service?

It is essential to show prospective international partners or joint venturers that you can compete in their marketplace. Have a proactive "going international" business plan. Establishing a robust well researched business plan and a realistic budget for international development is essential to improve your chances of success. Don't underestimate the length of time it will take for you to gain a foothold in a new country and ensure you have sufficient working capital to last.

2. Have strong senior management buy-in

Make a strategic decision to build the foundation of a successful international business on an ongoing basis, versus making a couple of deals only for the initial sales. Your senior team is critical to the success of your business operation. This is one of the single most important steps in your process of going international with your business. Without the most senior people in the business convinced that this is the proper strategic step, do not even think about an international program.

4. Have a good record of domestic success

Expanding overseas is a step to take from a position of strength not weakness. The effort required to establish offshore will place even further strain on a weak existing business and doom the expansion to failure.

5. Have documented training, support, and marketing programs

Systems are the foundation of a successful enterprise and this is even more so when supply lines lengthen. You, in effect, have to transport your business model to another country and culture. The stronger your systems, training and support, the better the concept will transfer in the form you want it to operate.

6. Have an intranet for cost-effective training, support, and communication

This is simply the most cost effective and controlled method of providing international training and support to your offshore team members. An intranet is 24/7/365, and cuts across all time zones. This is very important in international markets where the team in that country may feel isolated or detached. A well-resourced intranet and regular skype or video link ups will promote the 'one business' feel and promote consistency.

7. Have system standards and reporting processes in place

We are always amazed to find businesses that have good systems standards and monitoring processes in Australia but they do not enforce the same standards abroad. Daily sales updates, monthly or even weekly reconciliations, together with staff and customer feedback surveys will enable you to keep your finger on the pulse.

8. Prepare to research your market and competitors

Find out who the local competition is and how you are better than they are. There are numerous trade, professional associations, research houses and professional firms that



can assist in that regard. Prosperity Advisers for example is a foundation member of the Leading Edge Alliance that has personal global connections through 200 firms in over 100 countries. Partners in these firms have a sound knowledge of not just the local regulatory environment but they can also open the doors to reliable local contacts that can fast track the establishment of your overseas venture.

9. Prepare to conduct due diligence on overseas candidates

Know who you are dealing with to minimise surprises in the future.

Law requires that you know who you are dealing with in international markets and that they are not involved in illegal activities. There are several services available to help you find out the details of your prospective overseas management, partners or suppliers.

10. Apply for trademarks to protect your intellectual property and your brand value

Apply for trademarks before starting to market in a new jurisdiction. Never let joint venture partners or management 'help' you register your trademarks, as direct ownership by you or an entity you control will help avoid squabbles over intellectual property down the track.

These are common sense business practices. It takes time and money to prepare properly to go international. The good news is that with careful planning and disciplined execution, the investment can pay off quickly, and you can build additional brand value and revenue streams for the long term.

For further information contact Prosperity Advisers Group on (02) 4907 7222, email mail@prosperityadvisers.com.au or visit www.prosperityadvisers.com.au

Allan McKeown is the CEO and Founder of Prosperity Advisers and has over 25 years experience providing taxation and wealth advice to a range of business clients. Prosperity Advisers is a Chartered Accounting and Financial Planning Advisory firm with 120 staff and offices in Sydney, Newcastle and Brisbane and is a Foundation member of the global Leading Edge Alliance.



The benefits of alternative dispute resolution

David Jones
Carroll & O'Dea Lawyers

The benefits of Alternative Dispute Resolution such as mediation are many, however until now they have unfortunately not been readily accessible to clients based in Newcastle or the Hunter.

Alternative Dispute Resolution refers to a wide range of services that provide a non-litigation based approach to resolving legal disputes.

Mediation is one of the best known methods of alternative dispute resolution and brings parties together in a non-combative environment.

Unfortunately like nearly all ADR services, mediation has usually only been available in Sydney, requiring local Newcastle and Hunter based clients to travel to Sydney.

Given the many benefits of mediation and other forms of alternative dispute resolution, this has been far from ideal.

Now Carroll and O'Dea Lawyers Newcastle is not only providing the benefits of alternative dispute resolution directly to Newcastle and Hunter clients, but are also bringing to the area some of the best practitioners in the field including former Federal Attorney General, Robert McClelland.

Robert McClelland is an expert in alternative dispute resolution and a recognised Mediator who can now bring these specialised skills to Newcastle and Hunter clients to assist in resolving disputes.

So what benefits can clients expect of alternative dispute resolution practices?

Cost savings are one of the key benefits of alternative dispute resolution and these are further enhanced by the provision of services locally in the Hunter, negating the need and expense of travel.

Other benefits include the opportunity to bring to bear on long running disputes, a fresh perspective and a creative

approach to resolving issues and breaking stalemates when other resolution has failed.

Mediation can also offer opposing parties the opportunity to articulate their positions without prejudicing their case. This can often reveal underlying issues that may be preventing resolution of matters. Mediation enables these issues to be aired and addressed, reopening the pathway to resolution of the dispute.

So where is ADR best suited as an approach? The answer is many including:

- Commercial disputes
- Building disputes
- Any civil claim
- Personal injury matters
- Orders in relation to wstates
- Contested will

Alternative dispute resolution is also widely applicable to areas of non-litigation such as workplace disputes, employee grievance or workplace investigation matters.

For further information contact David Jones on (02) 4032 1700, email david_jones@codea.com.au or visit www.codea.com.au

David Jones is a NSW Accredited Specialist in Personal Injury Law and has extensive experience in dispute resolution across various jurisdictions. David joined Carroll & O'Dea in 2010 and is currently the Partner responsible for the Newcastle office of Carroll & O'Dea. David. Prior to of Carroll & O'Dea, David had been a partner in a Newcastle firm for 17 years.






AFFORDABLE

EXPERTISE

COMMON SENSE

SOLUTIONS

CONFLICT RESOLUTION & MEDIATION SERVICES

Newcastle and the Hunter will benefit from new mediation and alternative dispute resolution services, with experienced mediator and former Federal Attorney General Robert McClelland now available to provide local expertise.

Providing high level expertise in dispute resolution within Newcastle and the Hunter, clients will no longer be forced to travel to Sydney. The experience and expertise of Robert McClelland means clients will have direct access to an acknowledged national leader in this field.

Carroll & O'Dea is pleased to provide these new services in Newcastle and the Hunter and know our clients will benefit from the expertise and skills developed locally.

Call us today to find out how Carroll & O'Dea can assist with your legal needs.

Level 5, 384 Hunter Street, Newcastle www.codea.com.au

1800 059 278

Welcome to Hunter Business Review's Women in Business feature for 2014.

The role of women in business has changed significantly in recent decades, including formerly male industries such as mining and manufacturing, and domains such as company boards.

That is not to say that there is true equality. Outdated prejudices are still present, albeit at a less blatant level than in years gone by.

Women are still paid on average less than men for similar jobs and there are still far too few women in upper management and board positions.

Women also often have to deal with a range of different social expectations than men, even from within their own family.

But change is happening and this feature is designed to cover a small selection of local businesswomen that have made significant achievements in business and also helped to enrich the fabric of the Hunter community.

On the front cover we feature Maria Charlton, Cate Sims and Chelsea D'aoust. These three women have followed very different paths but are all fine examples of success in their fields.

We hope you enjoy reading these and the other stories in the feature, and also consider the wider issues of Women in Business.

WOMEN IN BUSINESS



HBR
Hunter Business Review

Target your Marketing

Let HBR help you.

P: (02) 4925 7760
www.hbrmag.com.au

Women are a force to be reckoned with in business in the Hunter. They can be found making their mark and contributing significantly to the local business economy and conversation in a variety of roles and across a broad range of industries.

This year we have interviewed nine individual women all with a different story to tell. Our cover features Maria Charlton; she changed local history as the first member of the Newcastle Business Men's Club, Cate Sims; who regularly navigates negotiations between Indigenous communities and mining giants, and Chelsea D'oust; an environmentally sustainable innovator and entrepreneur, juggling two children under three and Bedouin dreams. Inside we talk with Kath Teagle, who, disappointed by traditional medical centres, started her own all-encompassing wellness centre, Abby McCarthy, who's love of the Hunter lifestyle led her to start her own branding company straight out of Uni, Brooke Phillips who uses her business nous to help local SME's achieve success, Lisa Margan, who followed her heart into a successful agribusiness, Ngaire Baker, who just loves getting on the road to places you've probably never heard of, and Helga Saxarra, a woman who lives, loves, and is the travel business.

Nine impressive and inspiring people. Different stories to tell but also some commonalities, they all have routines they maintain, this routine mostly includes early morning exercise of some sort, and they do what they do, because they love it. Perhaps that's the key to business success? Just do it, and while you're at it, love it.



CATE

MARIA

CHELSEA

Maria Charlton

As an owner operator of a successful marketing company for more than 25 years Maria Charlton has been at the forefront of some significant changes, and although there's still work to do, she hopes Newcastle's future is one that embraces business diversity, and leaves the dirtiness behind for good.

Maria launched MAP Marketing in 1989, she is a Fellow and Certified Practising Marketer with the Australian Marketing Institute (AMI) and holds a Bachelor of Commerce and Masters in Business Administration. MAP's focus is on business to business marketing and business research. Maria is a true innovator, when she opened the doors to MAP she was the only marketer operating in the area. She was the first Hunter marketer to be accredited as a Certified Practising Marketer with the Australian Marketing Institute and is a fellow of the institute. She says that the role of a marketer is often misunderstood and she would like to see increased awareness of marketing and a more direct path towards the study of the discipline. "Marketing is a broad discipline that encompasses many areas, true marketing is all embracing, and while selling is a subset of marketing, that's not actually what marketing is all about" she says.

Networking is essential to the role of the marketer and at the time that Maria was starting out the club to belong to was the Newcastle Business Men's club. One evening Maria's accountant Brian Nash suggested she come along as his guest. "For

two years I was Brian's guest, and was often the only woman in attendance, says Maria, finally, I was accepted as a member." Maria was welcomed to the club as their first female member in January 1991 and the Club changed their name to "Newcastle Business Club Inc" a year later.

Maria's passion for Newcastle and the city's future is boundless and she would like to see government led structural change actioned. She believes Newcastle is not valued by government and the perception that Newcastle is a dirty city, unfortunately is not just a perception. "Dirty industries should not be allowed near the port. Why put a garbage dump in the mouth of our beautiful harbour?" What Maria would like to see is accountability from governments, and rather than Newcastle accepting dirty industries, government departments moving their headquarters here. "I would like politicians to be held accountable in terms, how many projects they were involved in that have a huge employment multiplier, what they add to infrastructure & access, how many new government and major corporate relocations they brought to the region, and quantified improvement in aesthetics and diversity of the business and resident experience." Maria also says she'd like governments to explain to the residents why west and south west of Sydney is deemed more desirable for investment than the Hunter.

When Maria's not championing the cause of Newcastle or studying, or working, she can be found with her family, or salsa dancing, or visiting volcanoes. "I love volcanoes; I think they're so dynamic. I'm attracted to their sheer power and passion." She's stood at the very top of a volcano in Vanuatu and says the experience was phenomenal. Next year she plans to visit more volcanoes on a trip to Hawaii. "I love volcanoes, says Maria, but not as much as I love my daughter and two grandsons."

Cate Sims

Rio Tinto was incorporated as a company in 1873 and has grown to be one of the largest, most diversified, and sustainable mining companies in the world, they have been operating in the Hunter Valley for over 140 years. Cate Sims is their Specialist Aboriginal Relations and as such is the senior advisor for Aboriginal relations.

Cate was working in Local Government in 2006 when Rio Tinto Coal Australia (RTCA) invited her to apply for the role. After graduating from University, she worked in the not-for-profit sector, community legal centres, and non-government organisations. Although this work was in unrelated areas, Cate says the experience was fantastic training. "I often had very few human or financial resources, this taught me to be resourceful, creative, tenacious, and resilient!" Skills she continues to draw on. Cate also had substantial knowledge of Upper Hunter communities and diverse and strong relationships, expertise that RTCA considered critical for the work they were setting out to do with Aboriginal communities.

It was a challenging career move, in the past Cate had worked in largely female dominated environments, and now found herself in a male dominated workplace where few if anyone had any understanding or experience of the work she was employed to do. "As a woman in mining

I have only overcome challenges through a combination of self-belief, taking the initiative (and some risks) and as much as possible, establishing and working to targets with realistic timeframes and expectations." Her best advice in this situation is to identify some simple, quick wins to get some runs on the board early. This will give you the space to work on the more complex projects that will need time, resources (and relationships) to deliver. "Quick wins build your confidence; earn the confidence of colleagues and other stakeholders and in turn make it easier to win resources and support for your bigger, more resource intensive work."

When Cate's not at work, she can be found with her family, she has two sons, both will soon be at University, and a husband who has worked away for the past three years, so together-time is very precious. Her daily routine involves exercise, walking or running her dog on her favourite cross country track. "It is a haven for nature, especially birds. I had the privilege last week of being within a metre of a wedge tail eagle. Magnificent and humbling."

Looking to the future Cate hopes the Hunter diversifies. "The current downturn in the coal mining industry is increasingly exposing the dependence on mining and the related vulnerability of many local communities. It is also increasingly contributing to a negative sentiment and outlook for the regional labour market and economy" observes Cate. "So, although I am no expert on economic development, it is clear that for our region to be strong and sustainable, we will need many more and diverse non-mining businesses to compliment the mining sector."

Chelsea D'aoust

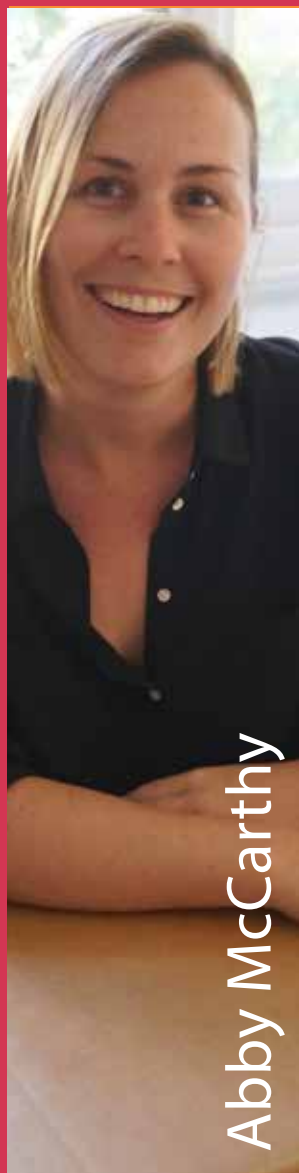
A typical day for entrepreneur Chelsea D'Aoust, begins with being woken up by either seven month old Mabel or two and a half year old Lulu. This is closely followed by a strong cup of home-brewed filtered coffee. Usually two. Chelsea and partner Ross Ciaverella own three caf  s and an award winning carbon neutral coffee roasting business Sprocket Roasters. "We began as a start-up in 2009, roasting coffee predominantly for use within our caf  " says Chelsea. "In 2010 we were Highly Commended at The Green Globe Awards, as the Most Sustainable Small Business in NSW, and we were winning medals at the industry coffee shows. The positive affirmation from industry bodies and the wider community seemed to solidify what we were doing so we've continued to steadily grow the roasting business since then."

Chelsea grew up in Ontario, Canada, and while taking one last holiday before beginning work as a solicitor, she met Ross, and her career path took an unexpected turn. By 2008 Chelsea had moved to Australia, and while she was studying the equivalencies necessary to begin law practicing here, Ross had begun roasting coffee on the side with fellow chemical engineers John Winter and Nick Ciavarella using a custom made fluid bed. Together they would spend their weekends in Glenn Innes roasting coffee to supply friends and some small businesses.

The weekend trips started to take their toll and they moved the patented roaster closer to home, Newcastle's East End. "The East End just felt like the best fit for us at that time. Slightly downtrodden, but with heaps of unbridled potential" says Chelsea. The early days were hard work, 12 hour days, 7 days a week were standard. While also holding down day jobs they spent every spare moment renovating the space. In early 2009 with just Ross, his brother Nick, and Chelsea working as baristas, they opened their first caf  , Sprocket. "Needless to say, it was an interesting start, grape farmers turned MBA/chemical engineers and a Canadian trained solicitor make for unlikely bedfellows as first-time baristas and coffee roasters, but we hung in there...day jobs were put on hold temporarily and here we are five years later..."

These days Chelsea is still hard at work, but the focus has shifted and it now includes the delicate balancing act of being Mum to two children under three. "Since traditional maternity leave is often not an option when you're self-employed, the business has very quickly become a family affair. The kids are popping into work with me every day (often several times); I love the fact that I'm in a position to spend time with them even if it is during working hours."

It's this flexibility and spontaneity of owning a business that Chelsea finds most appealing. "Whilst the commitment of operating any small business is obviously huge, I love the fact that I am not locked into a set life plan. I don't know where exactly we will be in five or ten years as there are so many directions in which we may take the business. Whilst most people may find this lack of security a bit daunting, the want-to-be-Bedouin in me takes comfort in this fact. I'm in this for the journey, not some greater end result."



Abby McCarthy

Being Chief Lion Tamer at Neon Zoo, a branding focused design studio, conjures up a powerful image and it's also an excellent introduction to who Abby McCarthy is and what Neon Zoo is all about. It's a young business that grew out of a chance meeting between Abby and her now business partner, Clare Gleeson while they were both studying Visual Communications at UoN. A firm friendship was formed and in 2007 a business was born.

The biggest challenge early on was that although they were confident in their skills as designers their business knowledge was zero. In the early days Abby says she really resented having to deal with the business side of things, "I just wanted to get on with it and design." Realising this was a problem they engaged a business coach who got them to where they needed to be, and Abby says even she now loves working on the business.

Moving into a Renew Newcastle space also assisted in those early days. It introduced Abby and Claire to like-minded creatives with businesses at similar stages, people they could talk to, share ideas with, and learn from.

Neon Zoo 'graduated' from Renew Newcastle in 2012, but it's this nurturing of creative business in Newcastle that Abby sees as a real positive for the city's evolution. And despite their steep learning curve Neon Zoo is roaring on, in 7 years they've grown from Abby and Claire working in the business part-time, supported by other work, to the business supporting them both full time plus another two employees.

Brooke Phillips is a sharer of knowledge. As a Business Adviser and Trainer at the Business Centre (Newcastle Region) she spends her days assisting micro and small business owners in starting, growing, or exiting out of their business. This love of sharing knowledge is something Brooke says she learnt from her father. "He definitely always inspired me to do what I love and share any knowledge that I have gathered with others." Brooke was recently awarded the winner of the Best Regional Business Mentor in Australia by BECA -Business Enterprise Centres Australia, which she says is a tilt of her cap to her Dad. In a typical day Brooke will meet up to five clients for a face-to-face advisory mentoring appointment. "There's lots of bolting around the countryside meeting very interesting small business owners, listening to issues they are facing and assisting with direction through action plans, guidance, suggestions and training." One of the most common issues faced by both women and men in business is life balance. Brooke says that one of the most effective ways of managing this is finding mentors that you can connect with regularly. "These relationships are invaluable; seek out successful women (and men) that can offer perspective, encouragement and a sounding board for your own personal development." She also says that if something is really bothering you within the workplace she maintains some perspective by asking herself "will this matter in 5 years?" "what would I do differently next time?" then move right along. And if that doesn't work? Well, there is always cake.



Brooke Phillips

Most days start with a walk for Lisa Margan, it's a chance for her to clear her head and focus on the busy day ahead. As Co-owner and Director of Margan Wines and The Landing bar and kitchen, it's also quite possibly the only quiet time she gets in a day spent managing a large team of people covering a range of operations from restaurant, wine sales, the one acre kitchen garden and orchard that includes estate grown produce such as lambs, bees, and chickens, property maintenance, accounts and Lisa's least favourite job, R&M. Lisa began her working life as a high school teacher in Sydney, however meeting and marrying Hunter Valley local, Andrew Margan, saw her make a tree change and a career change. It also provided an avenue for her to pursue her first passion. Food.

Returning to study as a mature age student Lisa was keen to learn from the best, which she did as an apprentice to Robert Molines of The Cellar Restaurant fame. According to Lisa it was this experience and the subsequent time she spent cooking in France that was instrumental in shaping her food philosophy.

Lisa started "helping out" at Margan the year her third child was born, and says tongue firmly planted in cheek that she "hasn't made it out yet." Established in 1997 Margan was built from the ground up, and today produces 35,000 cases of wine from 100 hectares. In the beginning things were tough; they worked out of a colourbond shed using leased equipment. Cash flow and capital, especially during growth was difficult. "Our strategy, says Lisa, was to keep expenditure lean and monitor finances closely." It's this strategy and a commitment to the end goal that Lisa says contributed to their success to date.



Lisa Margan



Helga Saxxara

In just three years Kath Teagle has transformed a paper based one doctor surgery into an integrated wholeistic (yes I meant to spell it with a w) medical hub that has four reception staff and a practice manager supporting five doctors, two nurses, four allied health, pathology, and four natural support workers who provide quality health care to patients and education support to many students. There's also a small herbal dispensary on the premises.

The business may only be four years old, but the company was established 3 years before then and Kath's been preparing for this role all her life. Growing up, Kath's mother was seriously ill with an immune disorder, and then Kath spent many years in a relationship with a boy who contracted non-Hodgkin's Lymphoma. She says these experiences highlighted to her the inadequacies of the healthcare available on both sides of the fence. "There is so much wrong with the fact that there are two sides in the first place. People use complementary therapies and by and large lie to their doctor about it. This makes it hard for whoever is treating them, because they're given an incomplete picture. It forces the patient to be an expert instead of relying on those educated in the field." Mayfield Medical Connection is Kath's field of dreams, "build it and they'll come" and they do come. When she renovated the practice she not only threw out the old carpet and the plastic chairs, she also threw out the old ideas making way for a practice where orthodox and integrative doctors and other therapists work side by side and support one another. The philosophy, Kath says is simple, sickness industry to wellness industry, a focus on education and prevention, and handing the onus of responsibility for health back to the patient.



Kath Teagle

In the last 45 years the travel industry has been thrust into rapid and significant change. Who, how, and why we travel has undergone enormous shifts. According to Helga Saxarra Executive Director of Helloworld Hunter Travel Group, "to succeed in this industry you need to have a passion for what you do and continually seek to grow your knowledge."

Helga started work in this industry in 1969 under the tutelage of Jim Jenkins, an innovative pioneer in the Australian travel industry at the time and owner of the original Newcastle Jayes Travel Service. In 1999 she started her own travel company with business partner, Brett Dann, purchasing the then Traveland Toronto office. Over the last 15 years Helloworld Hunter Travel Group has grown from one store to a network of 17 travel offices in the Hunter Region, Port Macquarie and Tasmania, with a team of over 100 travel professionals, who between them have over 1000 years' of travel experience. They are the largest branded member of the Helloworld Network and the largest locally owned and managed travel agency group in Australia. This success has not gone without note, this year Helloworld Hunter Travel Group was named Australia's best retail Travel Agency multi location at the Australian Federation of Travel agents national industry awards in Sydney, recognition that Helga says is an absolute honour and reconfirms the company's philosophy and commitment to providing the best and most memorable travel experiences for their customers.

This success must also be attributed to Helga's adaptability; she is unafraid of change, and feels fortunate that this industry has afforded her so many opportunities. "Travel is not my job, says Helga, it's my way of life."



Ngaire Baker

Ngaire Baker understands mining. She's been working in and around the industry for over 20 years, she's travelled Australia to remote mining towns that no longer exist, and observed first-hand the changes that FIFO has made to the industry. And she loves it. She loves everything about it, the people she works with, the contribution mining makes to all our lives, and its history. "We need mining, says Ngaire, there are minerals in mobile phones, your car, your home..." Based in Singleton, Ngaire established Baker Mining PR in 2007, within 12 months she had a client base of 13. These days she prefers to keep a smaller client base and will outsource sections of her work to local businesses, keeping the work in the Hunter.

Getting to this point has involved a cadetship in journalism, where she had experiences that she continues to draw on, then there was university study, and a whole lot of travelling to Australia's remotest corners with her mining engineer husband, Rod, where Ngaire's says she developed skills she never thought possible. "It was this life experience that makes me the unique mining communicator that I am today."

Ngaire has seen the mining industry evolve and says there's been some remarkable improvements in all areas, including diversity, the recruitment process, innovations in machinery, the latest mining processes, safety, including attitudes from employees, companies and regulatory bodies. "I know the environmental issues concern many, but when we talk about evolving, mining is at the forefront of environmental change, and as an industry we don't talk about our successes enough."

Brianna Brent, Miss Lulu Clothing
Hunter TAFE Alumni

Stay in style!

Connect with Hunter TAFE Alumni

For more information visit our following pages:



hunter.tafensw.edu.au/Alumni



facebook.com/huntertafealumni



twitter.com/HunterAlumniEdu



alumni.huntertafe@tafe.nsw.edu.au



Google **Hunter TAFE**



Call **131 225**

**HUNTER
TAFE**

Networking groups

Women are great networkers, and networking groups abound in the Hunter. They all exist to provide support and mentoring to other women in business, and offer professional development opportunities as well as social events where likeminded women can come together.

The following is a selection of groups that are active in the Hunter.

genXwomen

Building business relationships that are genuine and sustainable can deliver positive professional and personal outcomes beyond expectations; genXwomen is one local networking group striving to deliver just that.

GenXwomen is a Hunter based professional networking group that has created a welcoming and supporting avenue for business women and men to develop and grow networks with like-minded people. Each year they deliver 11 varied, relevant and inspiring networking events to Hunter professionals of all ages.

GenXwomen recently welcomed five new committee members who join the team of eleven passionate volunteers. The new committee members, Courtney Jones, Emily Gallagher, Lauren Fancey, Jacqui Mackley and Suzi Urdarov are looking forward to working with genX to deliver a range of fresh and exciting events in 2015.

This year the networking group delivered a range of events that have helped men and women throughout the Hunter develop both personally and professionally. From the inspiring story of three women tackling the highest peaks in South America to help young women in the Andes and the extraordinary story of Newcastle Herald journalist, Joanne McCarthy to the challenges and successes of local business woman Helen Nicola who has transformed Carla Swimwear into Australi's largest online retailer of swimwear, genXwomen have provided a platform for professionals to connect.

President of genXwomen, Melanie Hamilton said the group is unique in its ability to deliver professional events that allows people to connect, grow and develop in a welcoming and relaxing atmosphere.

"The genX volunteer committee work hard to create a place for like-minded professionals to develop genuine and sustainable business relationships and have fun while doing it," she said.

"2015 will see a whole new range of events that will appeal to business people across all industry sectors and at every career level. There is never a perfect time to start networking so I welcome anyone interested to come along to our first event for 2015 in February and try it out for themselves," Mrs Hamilton said.

The committee have a diverse program of events planned for 2015 with a line-up of guest speakers, social events and workshops covering everything from mentoring and financial planning to health and wellbeing at work. genXwomen's first event for 2015 will be held in early February and will be a great opportunity to start the new year off on. If you are interested in finding out more about genXwomen or getting involved please visit www.genxwomen.com.au.

The genXwomen committee is formed by Melanie Hamilton, Jennifer Parkes, Kim Sills, Kylie Diehm, Amy King, Amy Hurrell, Courtney Jones, Emily Gallagher, Lauren Fancey, Jacqui Mackley and Suzi Urdarov.

Hunter Business Women's Network

Conferences, networking dinners, Christmas dinner events, charity fundraisers... all activities on offer to members of the Hunter Business Women's Network (HBWN).

Established in 1995 by a group of enterprising women who wanted to support and learn from each other, HBWN's members represent a wide range of industry sectors including finance, law, retail and wholesale, professional services, hospitality, transport, communication, public relations, health, education, manufacturing and government organisations.

The network is open to women in any area of business, from new micro-business, small to medium enterprises, and the corporate, government and not-for-profit sectors.

The organisation currently boasts around 200 members who are encouraged to participate in a range of activities that raise the profile and improve the status of women throughout the Hunter Region.

The network runs monthly dinner meetings, an annual conference and other events that enable members and guests to hear speakers and panel discussions on current issues that they wouldn't normally have access to.

Port Stephens Women in Business

Networking and mentoring group Port Stephens Women in Business offer women a chance to network, make friends and promote their business at monthly meetings and special events. Guest speakers with information to support women in business are often invited to attend the monthly meetings, and online newsletters help keep the members connected with up-to-date information.

The group was started in 2009 by a small group of women in the Port Stephens area who identified a need for a networking group for likeminded women in their local area. The group now comprises over 50 women and the needs of individuals guides the direction the group takes.

A feature of the group is the mentoring existing members offer to new members or those who are interesting in starting their own business. Members also mentor and offer work experience to young people in the area.

Women in Building and Associated Services

Women in Building and Associated Services (WIBAS) provides an environment where women can network with colleagues and exchange ideas and experiences to support and mentor other women.

The group was created to represent women who work in the building and construction industry or a related service to the industry. Members come from a broad range of businesses including building companies, kitchen manufacturers, plumbing supplies, landscaping, and associated services including solicitors, accountants and Local Council and Authority representatives.

The group is supported by the Master Builders Association, which offers ongoing professional development to women in the industry through the WIBAS Forums.

The business forums that WIBAS hosts every three months are an opportunity for women to keep up-to-date with what's happening in their industry.

Women in Business Connect

Women in Business Connect is designed to assist women in creating, developing and managing business relations in their local region.

The group is women in all stages of business, from start-up to well-established businesses.

The relaxed, friendly meetings encourage members to promote themselves in a short 'elevator pitch' as well as a 10 minute 'under the spotlight' presentation. Members are also offered the opportunity to showcase their products and services via trade tables.

Managing Mayhem

Cristen Cable
KIS Marketing

Many women find themselves at one time or other trying to be superwoman, after all you have to be if you are going to have a career and raise a family at the same time – right? The problem with being superwoman, is that it's not sustainable.

However, if you follow a few basic principles it is possible to manage mayhem. How do I know? Say hello to my family: My husband and I have been married 13 years.

We have four beautiful children that are lively, and spirited. Our oldest Kayden is 11, Lucius is 9, Marcello is 2 and our little girl Priseis is just 2 months old. She comes into the office with mummy every week... a business woman in the making.

Say hello to my business - KIS Marketing (aka baby #5): KIS Marketing is a boutique marketing firm, we have an office in East Maitland and a second office will open in Newcastle next year. The success of the business has been beyond expectation. Since opening in 2012, we have become an award winning agency and have experienced growth of 500%.

Needless to say the combination of all of the above sometimes equals mayhem, and this has needed some managing. Here are some tips that I find help:

1. Accept you cannot be superwoman.
2. Be organised. If you don't have a diary and use it things will fall through the cracks. Everything should be in there from business meetings to the kids out of uniform day.
3. Learn to delegate – Surround yourself by great people at work and have systems and processes in place.
4. Get help – It may be a cleaner, nanny, gardener or Au Pair but get help.
5. Use technology to your advantage – Having your emails on your tablet or mobile can be great. You can get work done while the kids are in swimming lessons and they won't even notice.
6. Exercise – Don't say I don't have time! Download an app called Tabata. It takes 4 mins at home and will get the endorphins pumping.
7. Accept that almost perfect is good enough
8. Don't sweat the small stuff
9. Don't bring work home – Sometimes it is inevitable but try.
10. Be present in the moment – When you are spending quality time with the family be present in the moment. No phone, no work talk, no distractions. For now you are just Mum.
11. Multi task – You need to learn this skill to survive.
12. Say goodbye to time wasters – If people are dragging you down and wasting your time get some happier, healthier more positive friends.
13. Have a takeaway night – At least once a week. Get takeaway or accept that eggs on toast will do just fine.
14. Laugh at yourself - When we are tired we sometimes make mistakes. Learn to laugh at yourself and then tell yourself you are wonderful and move on.
15. And the most important rule of all, don't let guilt win. You are teaching your children to have a good work ethic by example. They will also learn to turn on the dishwasher and maybe even how to cook a meal or two. Guilt about being a working mother will only stop you from enjoying the precious moments with the kids and will stop you from being successful and productive at work.

Our local business community is full of extraordinary women
Come meet each other in 2015 at a genX event

www.genXwomen.com.au

genXwomen hosts an annual program of diverse events and workshops that range from mentoring and financial planning to health and wellbeing at work.

Sign up for updates and invites on our website or follow us on Twitter or Facebook.

genXwomen

building business relationships
with like-minded women



Cristen Cable is passionate about the power of marketing she has a Masters Degree in Marketing, Management Diploma in Marketing, Certificate IV in Training and Assessment and international media qualifications through City & Guilds, London. Cristen is a member of the Maitland Business Chamber executive team and a recognised Certified Practising Marketer with the Australian Marketing Institute.

The way you start will be the way you finish

Amanda Gascoigne
Gascoigne Consulting Accountants &
Business Advisors

Just before I started my own business, over 15 years ago, the boss I was leaving gave me this advice and I still use this concept as somewhat of a "litmus test" when making business decisions. It has served me well "the way you start will be the way you finish".

Never lose sight of the fact that when you start your business it is okay to set boundaries, as this is YOUR business and YOU have the right to choose what services you offer, what clients you want to work with and what hours you want to work. This may take a little longer to build up your client base but when you do you will be working with ideal clients who appreciate and value your services.



Amanda Gascoigne is Principal, Gascoigne Consulting Accountants & Business Advisors, she is a Chartered Accountant who has been a trusted advisor to small and medium sized businesses for over 20 years. In 2014 Amanda was named Business Woman of the Year, and Gascoigne Consulting Accountants won the Business Services category of the Hunter Region Business Excellence Awards.

Here are some tips to get you started and to ensure that your business is fun, rewarding, and profitable:

1. Prepare a list of what you want from your business. Set your goals and your boundaries and remember this is not just about money.
2. Prepare a business plan. This will provide you with direction.
3. Prepare a budget. Investigate all costs of operating your business and ensure your pricing is sufficient to cover these costs and adequately remunerate you for your time and effort.
4. Ensure you consider the appropriate structure to operate your business; this is where a good accountant is invaluable. They will also be able to review your budget and advise if you have missed any costs.
5. Ensure you have a system in place to keep good accounting and tax records and take advantage of cost effective cloud based accounting software. This will keep you in the ATO's good books and will allow you to track business profitability. Don't wait for your accountant to tell you this at the end of the year.
6. Surround yourself with professional advisors & mentors.

My parting advice, planning is paramount, have fun in your business and don't forget that you need a work/life balance.

A Woman's Words

Suzanne Mahler
The Finer Point

Your writing style has more impact than even you may realise. With an average of 121 business-related emails sent and received each day, the way we write matters more than ever. It is forecast that by 2018, the average worker will send 43 emails each day – that's five an hour, or one every 12 minutes (Radacti Group, 2014). In an earlier column, I explained how 'writing like a man' can be advantageous in business. Business communication – and particularly email – can also benefit from a woman's touch.

What do I mean by this?

Seeking consensus, sharing credit, disclosing information and acknowledging the individual are viewed as 'feminine' communication traits. People with a masculine communication style are more authoritative and to the point. In a busy workplace, a succinct email is efficient—but may be interpreted as abrupt or even arrogant. If you use a more feminine style, you can increase the chances of your request or response being well received.

In fact, research from our very own University of Newcastle found that where managers adopt a 'feminine' consultative style, they gain a greater understanding of their workforce's culture, induce more subordinate satisfaction and trust, and ultimately, achieve more effective performance than those who do not (J Connell, 2000).



Suzanne Mahler is the owner and writer for The Finer Point. Suzanne is a professional writer and editor and has 8 years' experience as an executive in government policy. Her work history included assessing funding applications on behalf of the Australian Government.

A feminine style fosters collaboration and trust.

- Share information when you receive it. Regularly withholding information can lead to distrust and low staff morale.
- Ask for others' views and show that they were considered in the decision-making process.
- Give credit to others when it's due.
- Acknowledge the person as an individual. Do you value their work? Is your email request adding to an already busy workload?

If the answer to either of these questions is yes, a simple acknowledgement can strengthen your working relationship.

It is, however, important not to go too far.

- Don't overshare. Determine what information is important and relevant to the email recipient. Staff members don't need to know the minutia of your management meetings but they do need to know about any decisions that will affect their day-to-day work.
- Show that you are also capable of making decisions independently. A democratic workplace is fantastic but your staff won't think of you as leadership material if you never act with authority. Likewise, if you give away all the credit for your team your colleagues will be left wondering exactly what it is that you do.
- A personal touch is fine, but sharing or seeking too much information can be viewed as unprofessional or intrusive. Leave the conversations about your kids/pets/ crazy in-laws for a more suitable time and place.

With so many emails filling up our inboxes, it's easy to forget that each message is a written record of what and how we communicate as professionals. Next time you are about to send a work email, ask yourself: how will this message be perceived?

T4 moves a step closer

The Planning Assessment Commission (PAC) has determined that the Terminal 4 coal loader project in Newcastle is approvable, subject to certain conditions.

Port Waratah Coal Services has welcomed the release of the review report.

"We are pleased that we have reached another critical milestone in an assessment process which has taken four years so far," said the CEO of Port Waratah, Hennie du Plooy.

"To keep the process moving forward, we will aim to provide a response to the Department of Planning and Environment as promptly as possible, giving careful consideration to the recommendations and how they apply to the Project scope.

"Despite challenging conditions, the Hunter Valley coal industry in 2014 is once again on track to

increase output to record levels, reinforcing the need to continue planning for the future growth of coal exports from Newcastle," he said.

The \$4.8 billion projects will generate 1,500 construction jobs and 80 permanent positions. It will increase the coal loading capacity of the Port of Newcastle by 50 Mtpa.

Positives for miners in Australia-China free trade agreement

The announcement of the Australia-China free trade agreement in November provided some positive news for Australian coal miners.

The 3% tariff on coking coal will be removed on day 1, however, the 6% tariff on thermal coal will not be phased out for another 2 years.

China is currently Australia's second largest coal market, taking close to a quarter of all exports, and is the world's largest coal consumer.

Greater access to the huge market is a significant boost for struggling coal miners.



LOCAL BUT GLOBAL

HETRONIC



HETRONIC
www.hetronic.com

**Contact HETRONIC to
customize your radio
remote control today!**

**Phone: +61 (0)249661281
Fax: +61 (0)249664675
Email: info@hetronic.com.au**

**Your #1 Partner in RRC When You Mean
BUSINESS!**

Bulga wins Mines Rescue Open Cut competition

The annual Mines Rescue open cut competition was held at the Hunter Valley Mines Rescue station in November. Seven teams from the Hunter region competed to test their skills and capabilities in high pressure situations. NSW Fire and Rescue, the NSW Ambulance and Rural Fire Service (RFS) teams also participated to increase the realism of the scenarios.

All open cut mines rescue teams are required to be proficient in a diverse range of emergency response and first aid skills. With mine sites located outside of major regional areas, the first response will be provided by trained onsite personnel in the event of an incident. Experience has shown that the first five minutes is critical in obtaining a successful outcome in major incidents. Onsite response is the only way to achieve this.

Industry safety standards have improved considerably over the last decade, resulting in a 74% decrease in workers compensation

claims over that time. But vigilance must be maintained. Open cut mines in NSW experienced 143 lost time injuries for all Operations in the last financial year (excluding injuries suffered by open cut mine contractors, consultants, labour hire crews, coal preparation plant employees or administrative roles, as at 7 November 2014). Given the frequency of incidents, it is critical that onsite rescue personnel have a good team dynamic, understanding of roles and responsibilities, good communication and high level skills in problem solving and hazard identification. This ensures they are able to function effectively in all situations, from managing minor incidents to working in a high stress environment.

Bulga emerged as the overall winning team on the day. Team Captain Clayton Moore says "The day wasn't about winning. Sure it's great that we did win but the day was really about learning. Even as the winning team we learnt a lot."



Back: Luke Collins, Clayton Moore (C), Clint Starkey, Chris Kelly; **Front:** Brendan Lees, Lincoln Mudd (VC) Dan Adams, Nick O'Toole

40 years dedicated service to Mining Safety.

Hi-Vis has developed & delivered specialised products to sites all over Australia.

To see our full range check out our...

NEW Mining Website!

- ✓ Dedicated mining resource
- ✓ Easy to find products
- ✓ Mine specific categories
- ✓ Full colour product images
- ✓ Spec sheets
- ✓ Videos

Download our **NEW** Mining Brochure!



hivismining.com.au **1300 857 500**

HIVE00868

BUCKET REPAIRS



DRILL CONSUMABLES



TRACKFRAMES



126 Racecourse Rd, PO Box 461

RUTHERFORD NSW 2320

P: 02 4932 7379 • F: 02 4932 4533

www.jsengineering.com.au

admin@jsengineering.com.au

SPECIALIST REPAIRS



SERVING THE MINING INDUSTRY FOR OVER 20 YEARS

EXTENSIVE CAPABILITIES



Please visit our website www.jsengineering.com.au for our comprehensive range of machinery and capabilities

Glencore and Peabody Energy joint venture proposed

Glencore and Peabody Energy have agreed to form a 50:50 Joint Venture to develop a brownfield open cut coal project located between the existing United and Wambo mines in the Hunter Valley.

Expected to commence in mid-2017, the project will realise major synergies between the two neighbouring operations. It will deliver optimal resource recovery and infrastructure use and significantly reduce operating and capital costs.

"It is very welcome news at a time when our region is suffering from substantial job losses in the coal industry. It will contribute towards job security and inject badly needed income into the regional community as well."

Peabody energy President & Chief Operating Office Glenn Kellow

The project, which is subject to relevant State and Federal approvals, is not expected to increase either company's overall output or annualised export tonnage from the Hunter Valley.

"Peabody continues to take positive steps to further reduce costs, improve our competitive position and create value," said Peabody Energy President and Chief Operating Officer Glenn Kellow.

"This combined operation is expected to deliver substantial synergies to both parties while providing ongoing local employment opportunities and economic contributions."

The announcement was welcomed by Peter Jordan, President of the CFMEU Northern Mining and NSW Energy District, who said the Project would provide continuity of employment for mineworkers.

"It is very welcome news at a time when our region is suffering from substantial job losses in the coal industry. It will contribute towards job security and inject badly needed income into the regional community as well," he said.

Bulga Optimisation Project

The NSW Planning Assessment Commission (PAC) has approved the Bulga Optimisation Project (BOP).

The project will allow operations to continue until 2035 largely within the mine's existing footprint. The project will maintain current production levels of approximately 6 million tonnes of saleable coal per annum.

BOP is expected to deliver more than \$1 billion in State royalties over the life of the project, and create additional jobs during the infrastructure construction phase.

Mr Ian Cribb, head of Glencore's Australian coal business, welcomed the decision and said the approval was the result of significant planning, listening and working cooperatively with the community, and acting on concerns and issues raised.

Since planning for the project began in 2011, Glencore incorporated a number of major changes into the project to minimise impacts as a result of feedback from extensive consultation with over 400 stakeholders from the local community and around the region.

These project changes included:

- that the direction of mining would be away from the villages of Broke and Milbrodale
- to modify the mine plan to avoid relocation of Charlton Road and any disturbance of the Warkworth Sands woodlands, a sensitive ecological community
- construction of a purpose-built bund around the operations to lower noise impacts from mining through specific planned placement of overburden material.

These project changes are in addition to a number of existing initiatives to better manage impacts and reduce noise from existing operations, including:

- a \$173million investment in sound suppressed mining equipment;
- real-time noise and air quality monitoring, both on site and in neighbouring villages;
- a dedicated noise and dust control centre, manned 24/7 to respond to monitoring data;
- compulsory dust and noise management education for employees.

As part of the planning process, Glencore had also assessed and agreed with specific recommendations made by the PAC prior to this final determination.

A Voluntary Planning Agreement (VPA) has been developed in cooperation with Singleton Council and sees funds dedicated to local community improvement projects identified during consultation on the BOP proposal.

The BOP project received appropriate Federal Government approval earlier this year.



REMONDIS®
WORKING FOR THE FUTURE



Bulk Bin Services

Our bulk bins and compactors provide an efficient solution for managing large volumes of waste and recycling.

Having a bulk bin or compactor onsite can help you reduce waste transportation costs and increase waste management efficiencies. Bulk bin collections can be scheduled to suit operational requirements and are also available on request for large one-off volumes of waste and recycling.

We work closely with customers to analyse operational waste streams. Using a comprehensive waste assessment, we can work with you to tailor a total waste management solution for your business.

Thornton & Somersby 02 4921 7600
National Service Line 13 73 73
info@remondis.com.au
remondis.com.au

Bulk bin features

- General, recycling and construction waste bulk bins systems are available
- Capacity for large amounts of waste and recycling
- Range of sizes available 7, 10, 15, 20, 30 cubic metre bins
- Allows safe, easy depositing of waste through walk in doors and large open tops
- Tippler feeder bin options are available to reduce manual handling
- Reduces traffic movement onsite
- Automatic tarping system fitted to vehicles and where required to individual bins.

Bulk bin applications

- For large volumes of commercial, industrial and building wastes
- Ideal for bulky waste, large non-compactable waste and recyclable materials
- Suitable for both recyclable and non-recyclable waste
- Suits businesses with enough space to store the bin onsite



Streamlined tech made easy for mining companies

Adam McDean
BusinessBasics Australia

Paperless processes are a time and money saver for any organisation, but we have found this is especially true in the mining services industry. The mining sector can make significant gains, through small and manageable changes to their processes, choosing the right systems for their business. Smart choices can lead to huge productivity and efficiency gains.

The very nature of the types of businesses associated with mining means there are often a high percentage of staff that are not working in an office environment. In the past, this has meant paper forms for approvals, timesheets and information has been a necessity, as not all staff had access to computers. Smartphones and tablets have changed this and our clients are eager to embrace this change.

A recent example is a mining services client who implemented online timesheets for their workforce (who are predominantly in the field). Their staff are now able to quickly and easily login using their smartphone and enter the hours worked that day, request leave forms, check their sick leave entitlements – everything that used to be done manually and only accessible on paper. The cost to the business to implement was less than \$10,000 and through an effective change management process the transition was seamless. In return they have now saved more than eight hours per week of manual data entry, but more than that they have provided a positive cultural change for staff who feel they have better access to information and a more transparent approval process.

Many companies have now shifted to online entry of work site forms - including inspections, toolbox meetings, reviews and audits. Forms can be completed immediately using an app or simple online forms, eliminating manual paper data entry. This change also means the management team have instant access to live dashboards and project management screens to allow them to easily make informed decisions.

Companies can also be provided with their own custom app or even a full app environment so they have full control of the creation and distribution process, and eliminating the need to call an IT department each time something changes.

The most recent Hunter Region Businesses and Digital Technology survey released by the Hunter Research Foundation has shown that individuals are embracing online channels. Now it is up to Hunter businesses to enable their staff to work like they live – using apps and online systems to make life easier!

For further information contact BusinessBasics on 1300 919 515, email info@businessbasics.com.au or visit www.businessbasics.com.au

Adam McDean is an experienced business founder, auditor and international manager. He is the Managing Director of BusinessBasics Australia and CEO of QMS Certification Services, an internationally recognised third-party certification body specialising in quality, safety, environmental and food safety management standards. Adam has active roles with Hunter Business Chamber, HunterNet and AACB (Association of Accredited Certification Bodies).



AGL has over 175 years' experience serving the energy needs of NSW.

We are working to secure an affordable source of natural gas from NSW for NSW.

We currently supply gas to 85,300 homes and 2,387 businesses in the Hunter Region.

We are investing more than \$1 billion of new gas extraction and storage infrastructure at the Newcastle Gas Storage Facility, Gloucester Gas Project and Hunter Gas Project.

Our recent acquisition of Macquarie Generation – NSW's largest electricity generator – makes AGL a key business partner for the Hunter Region and the state.

AGL is working with businesses in the Hunter Region to create new energy solutions for today and tomorrow. Visit agl.com.au.



AGL's \$310 million Newcastle Gas Storage Facility at Tomago.



Dust suppressant solution requiring no water

Australian dust management company Reynolds Soil Technologies (RST) has launched a new dust solution, Zero, which requires no water and doesn't evaporate or freeze.

It requires no water for application, has a cumulative effect with maintenance applications, requires no ongoing watering program, and cures immediately – all while having no odour, no slipperiness and no effect to application equipment or the environment.

RST operations and technical director David Handel said the Zero product's formulation is the latest chemical innovation developed through RST's ongoing research and development programs.

"The Zero product's crystal clear, free flowing, odourless chemistry has been formulated to meet the highest standards of environmental regulations globally," Mr Handel said.

"It has penetrating and aggregating properties that allow the Zero solution to permeate into the individual fine particles, weighing them down so they are unable to be blown away as dust.

"The Zero product's unique formula creates a long term, re-workable solution that doesn't evaporate or freeze."

The Zero solution is simply sprayed directly onto the treatment area for ease of application.

Designed to last, the longevity of the Zero solution can reach 18 months when heavier dosage rates are applied.

Maintenance reapplications only require 30% of the original application dosage rate.



24/7 TESTING

We provide:

- ◆ Drug testing
(INCLUDING SYNTHETIC ON REQUEST)
- ◆ Alcohol testing
- ◆ Audiometric testing



At your site or you can utilise our premises.

Call us today on 1300 HAYDEN

4 2 9 3 3 6

**THINNER
MARGINS
DEMAND
SMARTER
SYSTEMS**

PROCESS DRIVEN PROFITS

- Infrastructure & capital rationalisation
- Act as a third party to engage with fixed or mobile plant original equipment manufacturers
- Mining fleet optimisation
- Mobile plant life cycle cost modeling to optimise operational costs
- Mobile plant third party compliance assessments including MDG 15 requirements
- Qualified mechanical & electrical engineer support as required by nsw mining legislation

Upper Hunter Mining Dialogue Workshop

The need to continue investing in the economic development of the Upper Hunter region was one of the leading issues discussed at the recent Upper Hunter Mining Dialogue Workshop.

The Upper Hunter Mining Dialogue was established in 2010 to encourage deeper conversations about how local miners and the community can work better together.

More than 70 people from industry, government, business and the community attended a day-long workshop in Muswellbrook in December to assess the progress of the Dialogue over the past twelve months, to share their feedback and plan the strategy for 2015.

Participants heard from state government representatives at the Environment Protection Authority, Division of Resources and Energy and Department of Planning and Environment about mine compliance requirements and mining policy developments.

The group developed a number of ideas for dealing with air quality issues, rehabilitation and the future use of mined land, social impacts and improving both government and community relations and communication. This builds upon the efforts already underway in these areas, such as the Housing Study, Weather Forecasting Project and Hunter River Water Quality Assessment.

The day was a success, with attendees praising the effectiveness of the Dialogue to date.

"I was quite surprised at how much work had been achieved and the real difference [the Dialogue] was making. Hearing from some of the Government Departments clarified the processes, and the research and changes they are doing is encouraging. I think we had a really successful "think tank" in the afternoon session and I really look forward to bringing some of those ideas along with the solid work already achieved," said Gill Eason from the Singleton Chamber of Commerce and Industry.

One of those key issues was an overwhelming determination to continue to develop the Upper Hunter economy so it can remain strong through the commodity cycles of the resource sector.

"It reflects the concern in the community about recent job losses in the local mining industry and is a strong recognition of the sector's importance to the local economy," said Stephen Galilee, CEO of the NSW Minerals Council.

"We will now consider ways that we can work together through the Dialogue to support the development of a strong and diverse Upper Hunter economy."

New sand mine proposed for Bobs Farm

A new sand mine is being proposed at Bobs Farm that would produce 750,000 tonnes of sand per annum for 15 years.

The owner of the Bobs Farm Sand Mine project, Ammos Resource Limited, has appointed consultant company Tattersall Lander to handling the approvals process.

An environmental impact statement is expected to be submitted to the Department of Planning in early 2015.



Ultimate filtration - better solutions for mining



On-board Filter Technology filtration system fitted to Hitachi shovel.

Filter Technology onboard filtration systems: Proven protection against the elements.

Filter Technology Filter systems eliminate contamination particles from fuel, oil, hydraulic and gear fluids, especially those particles in the 2 – 20 micron range, which do the most damage.

Certified tests prove that Filter Technology Onboard Filtration units significantly reduce the total particle count in oil samples, as well as iron and copper contamination levels.

Component and oil life are dramatically extended. Unplanned downtime is drastically reduced and costs of oils and filters are slashed, because they last much longer.

Filter Technology Onboard Filtration systems are already operating successfully in coal and mineral mining operations in New South Wales, Queensland, Western Australia and globally.

Find out more now!

Product range includes onboard, fixed plant and mobile trolley units, configured for fuel, oil, hydraulic and gear fluids.



For more information, visit www.filtertechnology.com.au

Filter Technology Australia

Office: 44 Bonville Avenue, Thornton NSW 2322 • Postal: PO Box 101 Beresfield NSW 2322
Tel: +61 2 4966 1833 • Fax: +61 2 4966 1933 • Toll Free Australia: 1800 626 899

Email: info@filtertechnology.com.au • Web: www.filtertechnology.com.au



NSW Mining Industry & Suppliers Awards

The NSW Mining Industry & Suppliers Awards dinner was held at Parliament House on 20 November, with Hunter-based companies again taking out prizes.

Premier Mike Baird delivered a welcome address to attendees, vowing that his Government will do more to support the 40,000 hardworking miners and their families in NSW.

Minister for Energy and Resources Anthony Roberts delivered the dinner keynote address, registering the NSW Government's appreciation for the hard work of the state's miners, and acknowledging the essential service being provided by the NSW mining industry during tough times.

The third annual NSW Mining Suppliers Awards, presented by Minister Roberts, recognised excellence and innovation in companies and individuals across five categories:

- **Small Business Achievement** - Novecom Pty Ltd
- **Outstanding Supplier** - Quarry Mining
- **Mining Operation of the Year** - Glencore Bulga Underground Operation
- **Young Achiever** - Richard Gelson, Production Manager, Springvale Colliery, Centennial Coal
- **Outstanding Contribution to Mining** - Ian Cribb, Chief Operating Officer, Glencore

The Awards form part of the 2014 NSW Mining Industry & Suppliers Conference, being held at NSW Parliament House, bringing together industry professionals, CEOs, service providers and government representatives.

The Conference follows the release of new economic data showing that 22 major NSW mining companies are spending a total of \$13.6 billion annually on goods, services, community contributions and wages across the state.

"Mining in NSW cannot happen without the 8,200 businesses that supply the minerals industry – from legal and accounting services, to equipment and machinery manufacturers, labour hire, transport, engineering and construction," NSW Minerals Council CEO Stephen Galilee said today.

"These partnerships are integral to the success of our industry and the economic contribution that our industry is able to make to the state's economy."

"These businesses have demonstrated the value that they provide to our mining operations and I congratulate them. Major suppliers like Quarry Mining and small businesses like Novecom are great examples of mining supplier businesses making an important contribution to our industry and our state," Mr Galilee said.



Kari Armitage of Quarry Mining collecting the award for Outstanding Supplier

EATING OUT

**NOT EATING HERE
IS A BIG
MISSED S  EAK!**

HOST YOUR CORPORATE LUNCH OR DINNER AT
ONE OF THE TOP PUB RESTAURANTS IN THE STATE*


THE BURWOOD INN

ASK US ABOUT OUR DEGUSTATION MENU FOR SPECIAL OCCASIONS
Call 02 4963 5000

*AS RATED BY THE 2014 SYDNEY MORNING HERALD PUB FOOD GUIDE
WWW.THEBURWOOD.COM.AU

 *"Country style resort
and restaurant a
stones throw from
Lake Macquarie"*



- Quackers Restaurant
- Get Away to Ducks Crossing Seclusion
- Functions Weddings Parties Country Style

Ducks Crossing on Burton
50 Burton Rd Eleebana NSW 2282
P: 02 4947 3825 E: gaynor@duckscrossing.com.au
F: 02 4948 7848 W: www.duckscrossing.com.au

 **Fine Mediterranean
dining in Newcastle**

Open seven days
Dinner - Monday to
Saturday
Lunch - Thursday to
Sunday
Christmas
and groups
available



2/1 King Street, Newcastle NSW 2300
P: (02) 4929 3333 E: eat@rustica.com.au
W: www.rustica.com.au


**THE
HOP FACTORY
NEWCASTLE**

**CRAFT BEER
FINE FOOD
GOOD TIMES**

The Hop Factory is Newcastle's
ultimate craft beer dining
experience, offering both a
craft beer restaurant & function
facilities on Newcastle's most
famous eat street - Darby Street.



102 Darby Street Cooks Hill NSW 2300
P: 02 4929 4854 E: office@thehopfactory.com.au
www.thehopfactory.com.au

**PROMOTE YOUR
BUSINESS HERE**



For further details
call (02) 4925 7760 or email
info@HBRmag.com.au

 *The Remington*

**Business
Lunches or
Corporate
Functions**



29-32 Maitland Street, Muswellbrook
P: (02) 6541 5858
E: reception@theremington.com.au
www.theremington.com.au


**SHUCK'D
- OYSTER BAR -**

**The Perfect Location For The Freshest
Seafood Or A Relaxed Drink**

Vegetarian and non-seafood menu options also available



14 Pacific St, NEWCASTLE NSW 2300
P: (02) 4023 5265
E: contact@shuckdbar.com
W: www.shuckdbar.com

Come enjoy a hearty meal and
a couple of
Steins of fantastic Bavarian Bier!


DASHUNDHAUS

Charlestown's Bier Hall
At The Landmark Pacific Hwy Charlestown NSW 2290

Trading hours
Monday- Thursday: 5 pm - late
Friday, Saturday and Sunday: 12 pm - late

Call 02 4023 2770 to inquire today or Book Online at
www.dashundhaus.com.au

**Taste of the
Upper Hunter**





 
**HOLLYDENE
ESTATE WINES**

VINES RESTAURANT & HOLLYDENE ESTATE CELLAR DOOR
3483 GOLDEN HIGHWAY JERRYS PLAINS NSW 02 6576 4007
www.vinesathollydene.com

BORRELLI-QUIRK NEWCASTLE REAL ESTATE NEWCASTLE - HUNTER TOURISM & ACCOMMODATION

- Leading suppliers of quality, fully furnished and self contained accommodation for short or long stays in and around Newcastle.
- Beachfront, harbourfront, suburbs, 1 to 4 bedroom apartments and homes. Cleaning service available.
- A cost effective, more flexible and comfortable alternative for visitors and business colleagues.
- A phone call or email is all it takes to match your requirements promptly.

P: 49615566 E: joanne@bqnre.com.au
W: bqnre.com.au 1/91 Hannell Street, Wickham @ NCYC



SCORPION INTERNATIONAL A Division of POWERHOUSE LOGISTICS

Your global FREIGHT FORWARDER in the Hunter Newcastle office provides direct and immediate support for all your international freight needs:

- IATA Air - Seafreight - Imports - Exports
- Storage - Project Cargo - Customs Clearance and transport services.
- Online track and trace
- Supply chain management
- International Trade support



Please call for individualised cost analysis, comparison rates and service options on: 4962 1234 www.scorpioninternational.com. www.phl.net.au

ADAMSTOWN CLEANING SERVICE



Celebrating 20 years service to the Newcastle area

Unit 7, 7 Revelation Close Tighes Hill NSW 2297
Ph: (02) 49610145 Email: john@adamstowncleaning.com.au

CREST FINANCIAL SERVICES

Superannuation, Investment Advice, Retirement Planning, Insurance and Risk Protection.

(02) 4929 2552

Newcastle - East Maitland - Nelson Bay



FINANCIAL SERVICES

"Working together for your future"
www.crestfs.com.au

TONY CANT REAL ESTATE

Our expertise is helping commercial clients achieve their property goals. We are experienced, versatile, professional, innovative and community minded. Catering for all your real estate needs our extensive commercial team encapsulates honesty, quality service & results in every transaction.

Contact our award winning team today.

Phone: (02) 4933 6299

Email: property@tonycant.com.au

Web: www.tonycant.com.au



LAKE GROUP STRATA Strata & Community Title Managers

- Over 30 years managing property
- Pre-purchase reports
- Set-up & establishment service
- Consultancy Service
- Servicing Newcastle, Lake Macquarie, Hunter Valley & Myall Lakes www.lakegroupstrata.com



Phone: 02 4942 3305

BURKE & MEAD LAWYERS

The **Burke & Mead** Commercial and Workplace Team provides the full range of services to small, medium and large organisations, including:

- Commercial & Property transactions
- Dispute resolution
- HR & Workplace services



**Get in Touch: 1300 292 700 E: office@burkemeadlawyers.com.au
W: www.burkemeadlawyers.com.au Or Like us on Facebook**

THE MOBILE SHREDDING COMPANY

- Security bins and one-off shredding
- Totally secure in-truck on-site shredding
- NAID AAA Certified
- Locally owned and operated
- Servicing Newcastle, Hunter Valley, Port Stephens & Central Coast



Phone: 4957 9903 www.mobileshredding.com.au

"SECURE DESTRUCTION - GUARANTEED"



HBR

Hunter Business Review

For more business information visit:
www.HBRmag.com.au

A couple was celebrating their diamond wedding anniversary. Their domestic tranquillity had long been the talk of the town. A local newspaper reporter was inquiring as to the secret of their long and happy marriage.

"Well, it dates back to our honeymoon," explained the man.

"We visited the Grand Canyon and took a trip down to the bottom of the canyon by pack mule. We hadn't gone too far when my wife's mule stumbled. My wife quietly said, 'That's once.'

"We proceeded a little further and the mule stumbled again. Once more my wife quietly said, 'That's twice.' We hadn't gone a half-mile when the mule stumbled the third time. My wife quietly removed a revolver from her pocket and shot the mule dead.

"I started to protest over her treatment of the mule when she looked at me and quietly said, 'That's once.'"

Airman Jones was assigned to the induction centre, where he advised new recruits about their government benefits, especially their optional additional insurance.

It wasn't long before Captain Smith noticed that Airman Jones was having a staggeringly high success-rate, selling insurance to nearly 100% of the recruits he advised.

Rather than ask about this, the Captain stood in the back of the room and listened to Jones' sales pitch.

Jones explained the basics of the optional insurance to the new recruits, and then said "If you have this additional insurance and go into battle and are killed, the government has to pay \$500,000 to your beneficiaries. If you don't and you go into battle and get killed, the government only has to pay a maximum of \$6000.

Now," he concluded, "which group do you think they are going to send into battle first?"

The Mafia was looking for a new man to make weekly collections from all the private businesses that they were "protecting."

Feeling the heat from the police force, they decide to use a deaf and dumb person for this job. If he were to get caught, he wouldn't be able to communicate to the police what he was doing.

On his first week, the collector picks up over \$200,000. He gets greedy, decides to keep the money and stashes it in a safe place.

The Mafia soon realises that their collection is late, and sends some of their hoods after the deaf and dumb collector. The hoods find the collector and ask him where the money is. The deaf and dumb collector can't communicate with them, so the Mafia drags the guy to an interpreter.

The Mafia hood says to the interpreter, "Ask him where da money is."

The interpreter signs, "Where's the money?"

The dumb man signs back, "I don't know what you're talking about."

The interpreter tells the hood, "He says he doesn't know what you're talking about."

The hood pulls out a .38 and places it in the ear of the dumb collector.

"Now ask him where the money is!" The interpreter signs,

"Where is the money? The deaf man signs back,

"The money is in the third tree stump in the park round the corner!"

The interpreter says to the hood, "He says he still doesn't know what you're talking about, and doesn't think you have the balls to pull the trigger."

QUOTE OF THE MONTH

"Everyone is a genius. But if you judge a fish by its ability to climb a tree, it will spend its whole life believing it is stupid."

- Albert Einstein

AUSTRALIAN
NATIONAL
PRINT AWARDS
Gold Medal
Winners
2013

WANT TO STAND OUT FROM THE CROWD ? The Hunter Region's Premier Print Group.

Extensive range of services:

Design

Award winning offset and digital printing

Online customised print management portal

Multi-channel marketing

Warehousing and distribution

Kitting and packing

QR Codes

Transactional Mail

Direct Mail

Digital Asset Management



NSW PRINT
INDUSTRY
CRAFTSMANSHIP
AWARDS
Gold and Bronze
Medal Winners
2012

NCP Printing now with Print National



NCP is a division of the Bright Print Group of Companies
8-10 Frank Street Wetherill Park NSW 2164 Australia | www.brightprintgroup.com.au

NCP Printing Newcastle

14 Channel Rd, Steel River Industrial Park
Mayfield West NSW 2304

02 4926 1300

E: sales@ncp.com.au

www.ncpprinting.com.au



Arthur J. Gallagher, the 'locally grown' global has arrived

We have expanded our presence across Australia through the acquisition of OAMPS Insurance Brokers.

We're bringing you global capability, but we're keeping our local focus

Same faces - locally

Your broker will remain your broker. The service you expect will continue but be backed-up by greater, smarter companywide capabilities.

Local experts in your area

We still have 25 branches across Australia so you can deal with us right here in your town.

More to offer - locally

Our strengthened relationships with insurance companies in Australia, New Zealand and

globally will help us to negotiate better deals and more coverage options; ultimately delivering even better value for money to you.

As your 'locally grown' global broker Arthur J. Gallagher undertakes just three missions:

- We commit to understand your business inside out
- We partner with insurers who value that understanding
- We help you understand what we are doing, so you can clearly judge the value for yourself

Imagine that? A risk manager who is prepared to be judged on terms you can understand. To learn more call your local broker or visit **www.ajg.com.au**



OUT OF SPACE... BUT NEED MORE 'BUMS ON SEATS'?

est.
69



Efficient use of space is the key to increased productivity, enhanced staff morale and RESULTS!

Accent Office Interiors specialise in customisation of your office workstations and desking, ensuring that you get the result you want... from your space and your team...

We personally get into your situation, look at your requirements and maximise your existing space to make it work better for you

Whether you are looking for 5 workstations to be reconfigured or an entire floorplate of workstations and furniture, we have the experience, expertise and product range to create a solution that works for you!

Call today on 1800 044 044 for one of our friendly reps to come out, look at your needs and provide the solution.

Contact Accent Office Interiors today.

1800 044 044

www.theaccentgroup.com.au

 **ACCENT GROUP**
Integrated Furniture Solutions



BRISBANE
NEWCASTLE
SYDNEY
MELBOURNE
ADELAIDE
PERTH

Agents for   

RETHINKING WORKSPACE SYNERGY EXPERIENCE : EST 1969 FLEXIBILITY VALUE ENGINEERED EXCELLENCE STORAGE SYSTEMS OPENNESS
SERVICE QUALITY ISO 9001:2008 CONSISTENCY INNOVATION RESPECT QUALITY BY DESIGN INTEGRITY CUSTOMISED WORKSPACE
ERGONOMICS SOLUTIONS CONTINUOUS IMPROVEMENT ENVIRONMENTAL ISO 14001 COMMUNICATION PRODUCT DESIGN TEAMWORK