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# Business Horsham

## Chairpersons Report

Hello everyone,

It's a great time to be in the Wimmera. The highly successful and enduring Wimmera Machinery Field Days are on again. What an important contributor to the local economy and a crucial link for all those involved in the rural sector. The information and technology that is shared ensures all keep up to date with best practices and remain efficient and profitable. This is also a great event to renew old acquaintances and review the past year. All the best to everyone for great week.

As you would be well aware on 23 February 2017, the Fair Work Commission handed down a decision to vary certain penalty rates in some hospitality and retail modern awards. The decision affects penalty rates for working on public holidays and weekends for both permanent and casual employees in these sectors. It also affects the times that penalty rates apply for working late nights or early mornings in the restaurant and fast food awards. These changes do not apply yet. The starting date for these changes will depend on the award that applies and what the change is. The affected awards are:

⇒ **General Retail Industry Award 2010**  
[MA000004] (the Retail Award)

⇒ **Fast Food Industry Award 2010**  
[MA000003] (the Fast Food Award)

⇒ **Restaurant Industry Award 2010**  
[MA000119] (the Restaurant Award)

⇒ **Pharmacy Industry Award 2010**  
[MA000012] (the Pharmacy Award)

⇒ **Hospitality Industry (General) Award 2010**  
[MA000009] (the Hospitality Award).

More information about the decision, including who it affects and how and when it applies, will be available soon. We encourage you to return to the website [www.fairwork.gov.au](http://www.fairwork.gov.au) in the coming days for further information.

It was great to have the Western Bulldogs in the area in February. It is a privilege to have the reigning AFL premiers pay a visit and they gave a thrill to the young and not so young. I was able to meet a couple of the players and I was impressed with their professionalism but more importantly their willingness to interact with the community via schools, local football clubs, aged care facilities, disability services etc. I'm sure even the non Bulldogs supporters wish them well in 2017.

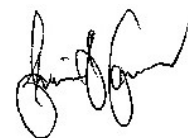
As part of my role in the employment sector I am keen to make sure employers are aware of the services and financial assistance that can be accessed when recruiting new staff. Attractive financial incentives are often linked to skilled applicants and this can be beneficial to the growth and success of your business. I encourage employers to contact their local employment service provider of choice or go to [www.employment.gov.au](http://www.employment.gov.au) for more details.

As we move into autumn enjoy the fine weather and I look forward to seeing you all have a successful 2017

Cheers, Brian



**Brian O'Connor**  
Chairperson



With Tim English



With Dale Morris  
(Just a tad difference in height!)



# Business *From the Office*

The hot topic this month was the announcement of changes to the Sunday and Public Holiday Penalty Rates. For your interest the Business Horsham Executive Committee released a statement which was published as a 'Letter to the Editor' in the Wimmera Mail Times on 1st March. ABC Radio also received the below statement and I was interviewed on behalf of the executive committee in relation to the statement.

In case you did not have the opportunity to read it I have included the statement below. While it is fair to say we are an advocacy group for business we also need to be mindful of the massive gap between the 'haves' and 'have not's' in our society and the committee agree there are many other areas that need to be looked at as stated below.

As well, in this edition of our newsletter, we have introduced a new section 'Sharing good news stories' on page 8. So when you get great feedback we want to know about it. These testimonials will also be shared on our Facebook page from time to time.

*Wendy Mitchell*

27th February, 2017.

The recent announcement made by Fair Work in reference to Penalty Rates is far better coming from the Fair Work Tribunal than from a political party in power which would be viewed as being biased.

Generally speaking this announcement by Fair Work may work against the casual worker in hospitality, retail and pharmacies who work on Sundays and Public Holidays. This may increase the likelihood of more work being made available for permanents.

*A retailer quoted "I'm sure casual employees will now miss out on Sunday hours because it's cheaper to roster on full time or part time workers, there needs to be the same cut for all employees."*

*Another retailer quoted "We will strongly consider opening 7 days a week".*

Society need to embrace change in remuneration, taxation levels and structures. With the current lifestyle where many now eat out on a regular basis along with the demands of the tourist trade, whereby every regional centre is clambering for the tourist dollar, there is an expectation that both hospitality and retail should be open 7 days a week. This is more likely to occur if the cost of employment is reduced marginally.

Now with these reduced penalty rates making this a little more affordable for businesses more people may be employed to fill this gap.

Having agreed in principle that Sunday wage rates should be lowered to be in line with Saturday rates.

We should have empathy for those worse off than ourselves. Society needs to ensure an appropriate 'safety net' exists for those lower paid workers.

Sunday was traditionally the day of rest but today it seems to be just another day. Most of us work five of the seven day week and which five that happens to be seems to be coming less and less relevant.

It's disappointing that our young workers/leaders in the community are working on the weekend and they won't get rewarded for effort as much as they used to.

There is an increasing gap between the 'haves' and the 'have nots'; between those who pay taxes and those who do not.

As a society we still have some way to go! We should also focus on other areas in need of change such as multinational corporations that shift Australian profits to lower tax regimes such as Ireland and Singapore.

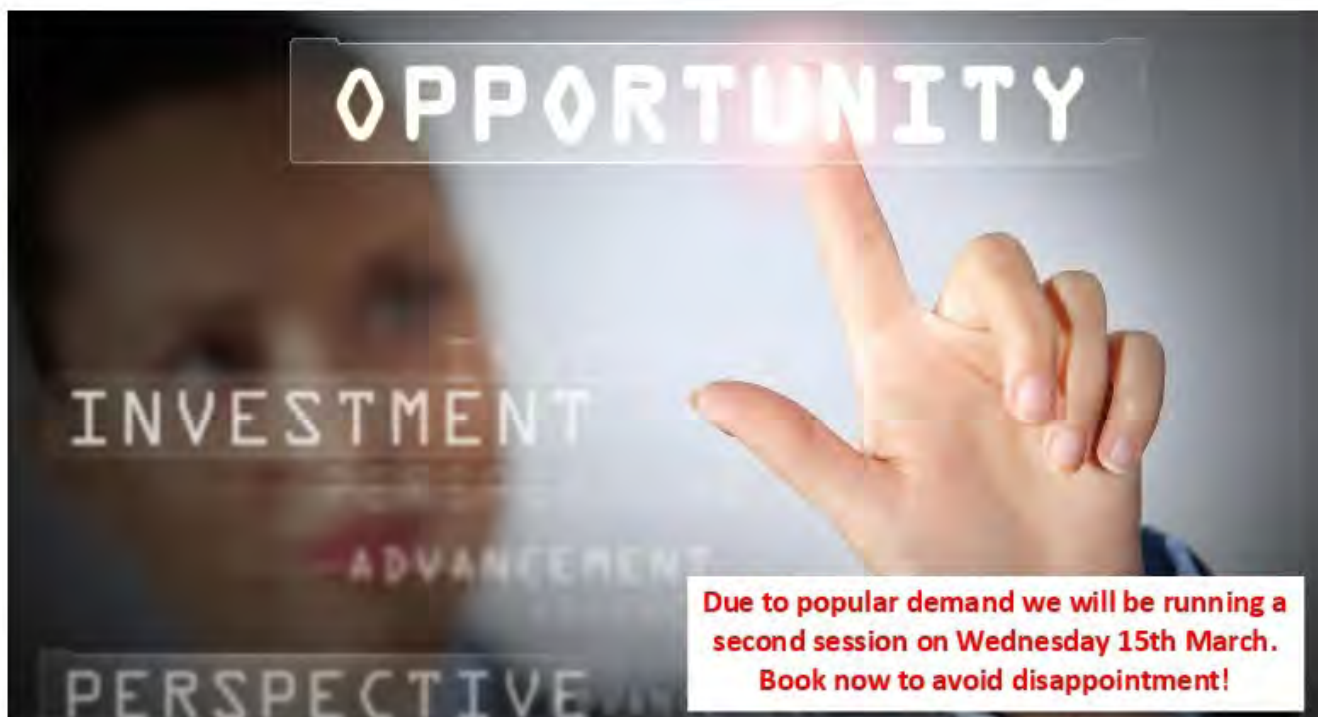
This is a complex issue and may take business a little time to absorb it. The devil is in the detail, it is not across the board slashing as some media have indicated, in fact some rates have not been changed however there have been some reductions and that will definitely have an impact on employment decisions at the individual business level. For example already two of our local cafes have stated that they won't be reducing the rate due to the value they place on their employees.

Each weekend trader will need to take time to see how it does impact on their labour costs.



**BUSINESS HORSHAM Inc.**  
forward vision

# Upcoming Workshops:



## How will the latest superannuation changes affect your retirement?

**For those that missed the first presentation we are running it again!**

Recent legislative changes to superannuation will change many current retirement strategies, you are invited to find out what the affects will be and what opportunities still exist to get money into the tax effective superannuation environment.

Watts Price Accountants will be providing a **free** information session on Wednesday 15 March from 6.00pm to 7.30pm. The main topic will be explaining the recent superannuation legislative changes.

This session is a must attend event for anyone either with a self managed super fund (SMSF) or thinking about their retirement strategies/options in general.

### Topics to be covered in this session:

- Recent Superannuation Changes (incl. case studies)
- How much do I need to retire on?
- Market update from Paul Block (Financial Planner)
- Estate Planning Tips & Traps
- Corporate or Individual Trustee - which is better?
- And other essential superannuation information

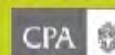
Seating will be limited so secure your seat today by contacting our office on 5382 3001 or email us at [mail@wattsprice.com.au](mailto:mail@wattsprice.com.au).

The details:      Topic: Superannuation Changes  
Date: Wednesday 15 March 2017 from 6.00pm  
Location: Watts Price Accountants office  
Cost: **FREE**  
RSVP: By Tuesday 14 March 2017  
Note: Light refreshments will be provided



**Horsham Office** 11 Wilson Street Horsham Victoria 3400      AON 40 076 591 105  
**Postal Address** PO Box 118 Horsham Victoria 3402  
**Affiliations:** Knights Accounting, 16 Cromie Street Rupanyup Victoria 3388  
P 03 5382 3001 F 03 5381 1357 E [mail@wattsprice.com.au](mailto:mail@wattsprice.com.au) W [www.wattsprice.com.au](http://www.wattsprice.com.au)

Liability limited by a  
scheme approved  
under Professional  
Standards Legislation





# Upcoming Workshops:



# SALES Workshop

'Helping People Buy - The consultative sales process'.

Participants will gain an understanding of:

- Buying motivations
- Sales processes
- Consultative sales processes increasing customers to purchase their products/services
- Building skills around questioning techniques
- Creating customer confidence
- Addressing customer needs
- Features and benefits

Only 3 spots left

**Bookings Essential**

RSVP by close of business, Friday 17th March

Date: Thursday 23rd & 30th March 2017

Time: 9:30am - 1pm, morning tea supplied

Location: Wimmera Business Centre

62 Darlot St, Horsham

Contact: (03) 5381 0300

**Fully Funded by the Wimmera Business Centre  
and Horsham Rural City Council.**



**Wimmera Business Centre**

# Upcoming Workshops:



## EDISC Behavioral Profiling

Have you ever wondered what drives you? Are you curious about why you do what you do (and more importantly why you don't do what you know you should do)

EDISC is the most accurate behavioral profiling tool on the market today.

EDISC provides you with a 20+ page report detailing your strengths, stretches, communication style, what drives your decisions and what's more than that you receive a 2-hour coaching session uncovering how you can use this information to bring out the best in you and the people around you.

TAKING APPOINTMENTS NOW

## Testimonial

My work with Sharron Keating at Epicure Coaching aimed to work through the ever changing environment and challenges of running a hairdressing salon to take our business to the next level.

I was thrilled with Sharron's ability to direct our coaching sessions towards the needs of the business and maintain focus on delivery outcomes on each specific area requiring development.

What I appreciated the most about working with Sharron was her amazing ability to draw out within myself, issues or concerns I had with the business and mutually implement new innovative strategies at times of overwhelming challenges.

During my time spent working with Sharron I have made many positive mindset and physical changes in the way I operate my business and seen great benefits for the Mink Hair team.

Robynne Bryan - Mink Hair

## Upcoming Events Lunch & Learn Webinar

Thursday 16th March 1 pm  
Disruptive Leadership

Are you fed up with constantly telling your team what to do? Are they always coming to you with problems and questions? Disruptive Leadership unveils the gap between a team that "gets by" and a team that truly thrives.

## Contact

Sharron Keating

0408 144 758

sharron@epicurecoaching.com.au

www.epicurecoaching.com.au





# Upcoming

*Events: Is your business ready for 6000 visitors?*



## NITRO CIRCUS LIVE

### IS YOUR BUSINESS READY?



**MORE THAN**

**6,000**

**PEOPLE ARE EXPECTED IN HORSHAM ON EASTER SUNDAY**

**WILL YOUR BUSINESS BE OPEN?**

*If so, please advise the Horsham and Grampians Visitor Information Centre by email at [tourism@hrcc.vic.gov.au](mailto:tourism@hrcc.vic.gov.au)*

Nitro Circus Live is a spectacular visual event, coming to Horsham on Easter Sunday, 16 April 2017.

#### INFORMATION SESSION

Council is holding an information session to help businesses prepare for this event.

**DATE:**

Tuesday 21 March 2017

**TIME:**

3pm

**VENUE:**

Wimmera Business Centre  
Darlot St, Horsham

**RSVP:**

By Friday 17 March 2017 to  
Chris McClure via the details below.

For more information, contact:

Chris McClure

Coordinator Tourism and Events

**PH:** 0428 357 220

**E:** [chris.mcclure@hrcc.vic.gov.au](mailto:chris.mcclure@hrcc.vic.gov.au)

If you are unable to attend this information session but would like to be informed, please provide us with your email address via the details above.

# Upcoming Events: *Your Invited*



invites you to join us as we celebrate our

## SHOWROOM *Viewing Invitation*


EXPLORE THE SCHIER POSSIBILITIES

ADDRESS 47 HAMILTON RD, HORSHAM, VICTORIA

CONTACT [barrie@schier.com.au](mailto:barrie@schier.com.au) or 0457 042 401

PROUDLY SUPPORTED BY

**Laminex**  
Inspire your space

 **LINCOLN**  
ENTRY

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# Upcoming *Business Horsham Events:*

## **SPEED NETWORKING**



## **MAY**

Speed Networking has been one of our most successful events in the past, so this year we have decided it's time to bring it back.

Further details will be advised when it's all finalized but we are flagging this one for an event in May.

The subject topic to share will be; one positive idea or practice used in your business or organisation to deal with staff that is working for you.



## **JUNE**

Member Dinners are an opportunity for our members to get together in a relaxed format to network and share lovely food.

Although the main intention of these dinners is for networking purposes we also may provide a speaker on a particular or relevant topic for about 15 minutes.

Alternatively we may host a short presentation from a successful business to share their journey in business.

Details will be provided as they are finalized.

## **DRINKS AFTER DARK ...** an open invitation to business owners and staff to an informal gathering



## **Monthly**

Drinks after Dark is an ongoing opportunity for members and non members alike, including new comers to Horsham, to mix and meet in a relaxed environment at one of our member hotels in Horsham.

If you would like to invite someone along that you know in business please do so. Dates/locations below.

**7th April - Royal / 5th May - White Hart / 2nd June - Commercial / 7th July - Bull & Mouth  
4th Aug - Exchange / 1st Sept - Royal / 6th Oct - White Hart / 3rd Nov - Commercial**



# Upcoming

## *Business Horsham Major Event:*

### September

We are super excited to bring our next **Major Motivational Speaker** to Horsham.  
At this stage we are planning for a date in September.

Glenn was recommended to us by member Lisa Cosson (Planet Feel Good) who also recommended our speaker last June, Paul Taylor, who was a resounding success, so we have every faith that Glenn will be just as dynamic and going by his website too he has a lot to offer.

Glenn will do a business presentation, a community presentation and two student presentations as we aim to make the best of our opportunities of sharing those we invest in bringing to Horsham.

In the meantime, as planning is underway, check out Glenn's website

clear & relevant  
take home messages for  
corporate organisations  
small business  
educational institutions  
government departments  
keynotes  
workshops  
whole conference learning  
awarded at the highest industry  
& professional level including  
NSAA CSP  
keynote speaker of the year  
educator of the year  
nevin awardee



27 years professional speaker  
28 countries  
8 distinguished professional speaking awards  
12 years radio broadcasting  
2 major television series  
3 books  
54 recorded songs  
171 cities  
1250+ clients  
3000+ presentations

Laugh & Learn with  
**GLENN CAPELLI**  
BETTER SMARTER WISER

#### Topics under consideration

**5 Alive** - Working Smarter in a Crazy World

**Leadership 123** - Building culture, Character and Group Genius

**The Community Playground** - Effective Conversations for Better Relationships

**FLOW** - Creating sustainable High Performance Workplaces

**HOPS Higher Order Presentation Skills** - Brilliant Design and development Ideas to make you a better communicator

**Quad Squad** - Powerful, Proactive & Prominent Ideas from 4 frontline Thinkers

# Members

## *New Members - Welcome*



Your Local Representative  
**Craig Jackson**

Hello other Business Horsham Members,

I'm excited to be back in Horsham/Wimmera (always said it was the best place I lived and worked). I lived in Horsham in the 1980's, working as a Clerk of Courts and also coaching the great Murtoa F.C.

I have come back and opened up the Rent 4 Keeps Franchise (and also back involved as Chairman of Selectors at the Minyip / Murtoa F.C.).

Over the last 4 years I owned and operated the Rent 4 Keeps Franchise in Darwin and before that was in Ballarat for many years owning and operating the four Bakers Delight Franchises in Ballarat (opened the first one in 1994).

When the opportunity come up to purchase the Horsham R4K Franchise, I jumped at the chance and opened the business in February 2017. And thanks to Wendy, one of the first things I did when I arrived in Horsham was join up with Business Horsham predominantly for the networking opportunities.

A bit of a background about this great R4K Franchise and my business:-

**R4K started in October 2011 and now boast 106 operating territories across Australia where we operate in every state and territory with R4K being the envy of the rental industry.**

### Some key R4K achievements to-date include:

- 1. R4K now operate in every Australian state and territory with the exception of the ACT.**
- 2. R4K has 106 operating territories across Australia.**
- 3. R4K had 2,800 active agreements in December 2012 compared to 37,000 in January, 2017.**
- 4. Since inception R4K has written over 106,000 agreements.**
- 5. We have assisted over 46,000 people by renting goods they may otherwise never have been able to get; we bring joy to these people's lives. We really are a community service.**
- 6. R4K employs over 300 Australians and the number is growing.**
- 8. Our R4K brand, image and service are respected, liked and appreciated across Australia.**
- 9. Our R4K CRM remains the envy of the Sales force world's client base.**
- 10. We have a happy and supportive franchise network.**
- 11. R4K's marketing strategy remains modern, effective and dynamic.**

- 12. Compliance is something the entire R4K community continues to take very seriously.**
- 13. Our R4K branded give away items reward customers and create strong brand recognition.**
- 14. The R4K structure is successful with R4K (Aust) Pty Ltd, the Master Franchiser Company working exceptionally well with the State Master Franchisees and their teams in each state. The significant efforts of all these people nationally and their respective teams who keep true to the R4K operating and ethical values is the most significant reason for the growth of the R4K brand and the biggest reason for the consistency of the R4K principals and service across Australia.**
- 15. Our franchisees continue to grow as business people as do their staff.**
- 16. Our company field and office staff continues to develop and embrace the new and varied challenges of a growing business with personal determination and commitment.**
- 17. R4K continues to punch well above its weight being respected by all competitors.**
- 18. It seems that everyone enjoys being part of R4K and our customers really enjoy working with the R4K community as evidenced by the incredibly positive comments we see every day on the R4K Facebook page.**

Rent4keeps is a great option for you to get the latest furniture, garden or farm products, household appliances, or technology products today.

Anything from furniture rentals, to household appliance rentals, is simple and easy to get today with rent4keeps.

If you're located in or nearby Horsham, give me a call to talk through your options. I will offer you helpful and insightful advice on the different rental products that are available and the simple process of getting them delivered to your door.

If you need to rent a new laptop, phone, fridge, TV, furniture or any other household appliance, please contact me on:

**Mobile: 0478 933 327**



# Members

*New Members - Welcome*



## **“Ask Me Anything” – A new addition to the Western Victorian Telstra Business Centres.**

Cameron and Amanda Evans are excited to be the new owners of the Western Victorian Telstra Business Centres plus a new start up business called AMA ICT, (Ask Me Anything - Information Communication Technology). Cameron and Amanda are the previous co-owners of the Telstra Business Centres and also several Telstra Stores with Gary and Sharon Howden. Combined, they have over 20 years' experience in business and retail operations.

“We have enjoyed the last 8 years of business partnership with Gary and Sharon. Having them mentor us and build a strong understanding of telecommunications and business ownership has been a great experience.” Cameron said.

Cameron and Amanda are particularly excited to also be starting their new business to operate in conjunction with the Western Victoria Telstra Business Centres. AMA ICT along with the Telstra Business Centres at Warrambool and Horsham will service the entire Wimmera and South West Victoria. AMA ICT will provide a range of innovative Information and Communications Technology (ICT) solutions for businesses. Being at the forefront of technology and having the fantastic resources of Telstra at their disposal, AMA ICT and the Telstra Business Centre are the perfect partners for your business.

“We have a very good understanding of the challenges of integrating ICT solutions into the successful running of your business. AMA ICT offers day to day ICT Support, managed services, hardware and software sourcing, as well as project and professional services.” Cameron said.

AMA ICT understands that it can be frustrating at times dealing with your IT and telecommunication issues. Their vision is to be the region's leading provider of business telecommunication and ICT solutions across Western Victoria.

“As business owners, we know your desire to spend time on growing your business, therefore we have invested heavily in a strong ICT team to help you achieve exactly that.

“Understanding the latest technology available can be very daunting. But there are amazing products and services out there that can add serious value and efficiency to the complete range of businesses including sole traders, farmers and companies of any size. We work closely with all our customers to build the best solution specifically for them, working with the full range of providers and networks.”

Call down and see the AMA ICT and Telstra Business Centre Horsham teams at 330 Roberts Avenue or call 1300 AMA ICT (26 24 28) to discuss how they can unlock your business potential.

**Unlock your business potential**



# Member Spotlight

Congratulations to these businesses



**O'CONNORS**  
FARM MACHINERY

**CASE IH**  
AGRICULTURE

In February Case IH held their Dealer Awards at Uluru. We congratulate O'Connor's Horsham on the two awards they received. Well done to the whole Team.



**Case IH Dealer of the Year (three or more branches)**  
**Case IH Parts and Service Dealer of the Year**



Equip Physiotherapy & Pilates celebrated the opening of the new location at 18 McLachlan Street. Shannyn is pictured above with her team (co-owner Ash Hawker was absent).



*Congratulations Equip Physio on your business expansion and beautiful new location.*



# Member Spotlight

*Sharing Good News Stories*



Tamika Wilson and Callan Cameron celebrated with family and friends at Horsham Golf Club after their marriage ceremony.

*"We had our wedding here Saturday and honestly it was the best decision we made to have it at the Golf Club. The staff were so helpful and caring. The food, thanks to the chefs, was amazing. Everyone loved it all. The price for what we had was fantastic. I'd suggest the Horsham Golf Club is the place to have a wedding. Thanks to all the staff and everyone for making our day and the planning so easy for us. We love you for it."*

Callan Cameron



*"Thank you to Rowena & Glenn Doyle at Sylvania Park, we cannot thank you enough for our wedding day 11/02/2017. The day was beautiful, you went over & above to make our wedding comfortable & relaxing, the food was exceptional and as host you created a very relaxing atmosphere for all. We loved your preparedness to facilitate all our request. You went above & beyond what we had hoped. Sincerely thank you. "*

Andrew & Karen Taylor.

**It's very clear we have some amazing venues for weddings right here in Horsham. These testimonials demonstrate there is no need to go out of town for your wedding. Well done to both of these amazing establishments for their care and support to these couples.**



*"We are 100% happy with Richard's (Goudie) advice. He rings us for any little thing that happens and we cannot speak highly enough of him. We trust him wholeheartedly couldn't wish for a better adviser."*

Lorraine

**This testimonial I was sent to Clark Rubbers Head office and passed onto Graham at the Horsham store.**



*"I would like to put forward Graham & his staff at Horsham branch for a Customer Service Accolade. I have previously had bad experiences with all other branches of Clarke Rubber such as Mildura & a few branches in Adelaide. I cannot praise the staff enough especially Graham for his consistent communication & rapid response to all my queries either by email or telephone. He is a delight to deal with & if you have his work ethic & Customer Service as your model for all other Franchisees to adhere to then you would improve business to no end.*

*When the supplier (Driclad) forgot to deliver some parts for our pool & our builder had to stop working on the pool we contacted Graham on a Sunday to which he immediately emailed the supplier who subsequently apologized & we had them delivered by Tuesday. Even our builder was extremely impressed with the service & now will be recommending Horsham Clarke Rubber to his clients. Please pass on our gratitude for all the help & assistance from start to finish."*

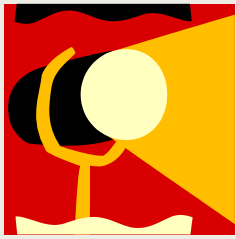
Kerry Dutton-Ashcroft & Ian Ashcroft

**Well done to these businesses for their outstanding service. There is no better testimonial than one which is a recommendation to be a 'model' for an entire franchise.**



Paul Lewis from Wimmera Outdoors had a family in the store who told him that Rockin Robins had the best burgers between Adelaide an Melbourne, they stated *"believe me we have tried them all but these are easily the best. We always stop here for a burger."*

**Testament that one good experience by a visitor can lead to additional sales in Horsham given they also visited Wimmera Outdoors. Lets give all our visitors a reason to stop right here.**



# Member Spotlight



Longerenong College has seen a boost in enrolments, recording its largest intake of first and second year students in more than 15 years.

College Business Development officer Donna Winfield said *"It's exciting and great for the community. The boost in enrolments reflected the strong reputation that the college has and a great interest in agriculture."*



## Wimmera Builders in the spotlight.

Member Craig Klemm owner of Buildpro Wimmera featured in a Dulux video.

Craig instigated the time lapse video and launched the acting careers of several Wimmera handymen.

The video promotes a relatively new product Exsulite which is a thermal cladding product available at Buildpro. The video helps people understand the process behind the rendering of a new build.

Here's a link to a testimonial <https://youtu.be/BI5or9Ib3QY>



With the BENDIGO BANK  
Changing lives, strengthening communities.

Don't forget the Volunteering recognition awards.

Nominations close on March 15 so if you know of someone who deserves this accolade please nominate them.

Nomination forms are available at [www.centreforeparticipation.org.au](http://www.centreforeparticipation.org.au)

Member Bendigo Bank is the major sponsor - changing lives, strengthening communities.



Don't forget Annie will be on at the Horsham Town Hall from May 12-21. Check out the Town Hall website for bookings.

Also if you are interested in being a sponsor of this production or Horsham Arts Council contact Jan Morris on 0419 726 378





# What's NEW



New Cheeky Fox menu out now!

Try one of their new choices of pancakes with their own salted caramel sauce, salted pistachios, pretzels and ice cream, they don't just look great, they are delicious.

Also selection of fresh squeezed fruit juice now back

The full menu is available at <http://cheekyfox.com.au/menu/>



## Introducing: Amy Hodge, Functions Co-ordinator, Horsham Golf Club.

Amy joined the team eight months ago from a background in hospitality, including the position as Functions Assistant at McCracken Country Club in Victor Harbour, South Australia.

Amy is the go-to person for you to arrange your function at Horsham Golf Club. Amy can help you arrange that family celebration, the after work get together, corporate functions, conferences, community group meetings, weddings. IT equipment is available on site.



Horsham Golf Club can cater for groups of all sizes – from small groups to groups of up to 250. Amy will help you to select a package to suit your budget and a menu prepared by our experienced catering staff.

Amy can be contacted during business hours on 5382 1652 or 0428 821 652  
Amy recently assisted two young couples to organise their special day at Horsham Golf Club.

OLD THINKING	NEW THINKING
EMPLOYEES ARE BIGGEST RISK	EMPLOYEES ARE BIGGEST ASSET
TOP-DOWN COMMUNICATION	OPEN COMMUNICATION
SKILL OVER BEHAVIOR	BEHAVIOR OVER SKILL
MANAGE TIME	EMPOWER RESULTS
RIGID WORKING SCHEDULE	FLEXIBLE WORKING SCHEDULE
AT YOUR DESK	MOBILE
WORK FOR THE WEEKEND	DO SOMETHING YOU LOVE
CORPORATE JARGON	GENUINE HONESTY
DOUBLE STANDARD	ONE STANDARD
FEAR OF FAILURE	FAIL OFTEN AND FAST
ENRICH SHAREHOLDERS	ENRICH LIVES

Here's something NEW!

## A NEW WAY OF THINKING

Out with the old and in with  
the New.

Shared by Scott Grambau  
from ACE Radio





*What's  
NEW*



**NEW Showroom Opening  
Invitation - see page 6**

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Here's the **NEW Big Boy** at Horsham Concrete.



That means - **More Concrete & More Efficiency!**



Old Peppertree Nursery host the  
Horsham Urban Landcare  
produce swap market  
and the next one is on  
**Sunday March 19 from 11.30 to 12.**



Telstra Store Horsham

# Got **nbn**<sup>™</sup> questions Horsham? We have the answers.

The Telstra Store Horsham team is here to help with all things nbn.

nbn is in selected areas surrounding Horsham and we are here to help. Our nbn experts can answer your questions and take care of all the technical stuff. So pop in for a chat today.

Call your local nbn expert team on 53824654 today.

## Telstra Store Horsham

🏠 68 Firebrace Street, Horsham

☎ 5382 4654

📍 Corner Roberts Avenue



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# Magic is 1000GB + Foxtel from Telstra for \$99/mth.

**\$99** /mth for 24 months. Min cost \$2,565

## HOTTEST ENTERTAINMENT BUNDLE ON NBN<sup>™</sup>

- 1000GB/mth home data
- Foxtel from Telstra Entertainment Package
- \$0 IQ2 (valued at \$75) for new Foxtel customers
- Telstra Air<sup>®</sup> compatible Gateway modem for new Telstra Home Broadband customers



## PLUS VALUE EXTRAS

- Choose your gift and redeem 3 months free of either Sports HD Package or Drama and Movies Package
- Free Telstra Air until 27, March 2018



## Telstra Store Horsham

🏠 68 Firebrace Street, Horsham

☎ 03 5382 4654

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THINGS YOU NEED TO KNOW: Min cost includes an \$89 activation fee for new Telstra Home Phone or Broadband customers and a \$100 Foxtel from Telstra standard install fee. **Service Availability:** nbn<sup>™</sup> and Foxtel from Telstra services not available to all areas or homes and require a suitable TV Standard Installation. Our standard installation includes self-installation of Telstra's gateway, minimum eligibility criteria apply. Extra charges may apply for non-standard or professional install of Foxtel, Telstra or nbn co equipment and for premises in new developments. **Foxtel from Telstra:** You will receive SMS instructions on how to redeem your 3 months free Sports HD or Drama and Movies Package. Offer expires after 30 days if not redeemed. After 3 months normal charges apply unless you change packages earlier. **Telstra Air:** Free Telstra Air until your home data allowance expires. Compatible gateway and broadband service required. Foxtel marks are used under licence by Foxtel Management Pty Ltd. All rights reserved. nbn<sup>™</sup>, nbn co and other nbn<sup>™</sup> logos and brands are trade marks of nbn co limited and used under licence. The spectrum device and <sup>™</sup> are trade marks and <sup>®</sup> are registered trade marks of Telstra Corporation Limited, ABN 33 051 775 556.

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