

quote of the month

“In prosperity, our friends know us; in adversity, we know our friends.”

John Churton Collins



this issue

- Industry Leader Challenge P.1
- HR TIP: Effective Managers P.2
- A Win for the Timber Industry P.3
- FREE Waste Seminar P.4
- MSB Lawyers P.5-6

WILL YOU LEAD? OUR CHALLENGE TO YOU!

“The training we can offer these school based kids is endless. We need to stop sitting on our hands & put a trainee on! It’s only then you’ll see the difference your making. JUST DO IT!”

Rgs Mitch O’Mara, Tradeware Building Supplies

“It is hard enough finding staff with timber experience and even harder getting young people into the industry. The best way to get new blood into our industry is by putting on a school based trainee. Get these kids before they hit the open market. TABMA do all the hard work finding the candidates and preparing all the paperwork, all we have to do is give them a job one day a week.”

Rgs Graham Leddy, Versace Timbers

During the TABMA Queensland Board Meeting held in March 2011, we spoke at length about traineeships and apprenticeships, the responsibility of workplaces in industry to secure the knowledge of our future workforce, and how, in a **challenging** market, we can help businesses recognise this need and commit to meeting those responsibilities.

The answer is **SCHOOL BASED!** And why is that?

1. All training fees for SCHOOL BASED trainees and apprentices is funded by the Government. So it’s FREE.
2. The trainee works for ONE DAY per week. The cost to you is about \$130 per week to cover their wages (some pocket money for them) with no payroll responsibilities for your business.
3. By having kids complete a school based traineeship it helps to keep them in school to complete year 12 to improve literacy and numeracy levels, and will hopefully instil a work ethic into the younger generation.
4. TABMA Queensland does the entire process—you just have to commit to wanting to help!

Our goal is to be able to say that TABMA Queensland members are **LEADERS OF INDUSTRY** in providing opportunities for career development and upskilling throughout the timber industry. We want every member to have a trainee and the options are endless (administration, sales, manufacturing, merchandising, warehousing). So our challenge to you—are you willing to prove you have what it takes?

Call Alicia today—
or any of our Directors for their hands on experience of how it works!

Timber & Building

Materials Association (Queensland) Ltd

500 Brunswick Street, PO BOX 532

FORTITUDE VALLEY QLD 4006

P (07) 3254 3166 F (07) 3254 4599

E info-qld@tabma.com.au W www.tabma.com.au

STAFF:

Karen Johnston

Alicia Oelkers Group Training & Recruitment Manager

Jaimie-Lee Ratcliffe

CEO TABMA Queensland

Office Administrator

HR HOT TIP!

EFFECTIVE MANAGERS FOCUS ON STRENGTHS



One of the main reasons people give for leaving their workplace is dissatisfaction with how they were treated by their manager. Those of us in leadership roles therefore need to be careful how we handle our relationships and conversations with team members. When seeking to improve performance, it can be all too easy to offend and demotivate. And then we don't always get the change we are seeking. At the other extreme are team leaders who get so stressed about giving feedback that they simply avoid such conversations altogether, leaving performance problems to continue.

Here are three simple strategies you can easily incorporate into your management style. The first is simply to work at connecting as well as possible with your team members. Touch base with them on a regular basis, speaking to them about their interests and goals for their life, and giving empathy for the challenges of their work. The closer your working relationship, the more open they are to your influence or at least cutting you some slack when you are having a bad day. The more you can align their work interests and personal goals to their work, generally the greater their productivity.

Secondly, seek their opinions on how to better address workplace challenges. This can help them to feel more valued by you, especially when you run with some of their ideas. You can also gain creative solutions which otherwise might have been overlooked. I am often appreciative of the ideas generated by my team members which are far better and more creative than I could ever have come up with myself.

Thirdly, catch team members doing the right thing. Sadly, some managers only speak to their staff when they are concerned about their performance, failing to acknowledge when their performance has been exceptional. Even under-performing team members can often be motivated by noticing those times when their performance has been better.

According to research from the Gallup organisation, the most effective managers focus 80% of their efforts on building on their team members' strengths and focus only 20% of their efforts on performance problems requiring attention. However, few managers have strategies that help them to build on their team members' strengths and capabilities.

Ken Warren BA, M Soc Sc, CSP is an expert on People Management Skills and Human Behaviour. With his engaging, interactive and positive presentations, Ken has shown thousands how to improve team performance, provide great customer service, and enhance staff resiliency. Check out all his FREE resources at www.positivepeoplesolutions.com.au

MEMBERSHIP ANNIVERSARIES

For the month of
MAY, the
following TABMA
Queensland members are celebrating their
membership anniversaries. Thank you for your
fantastic support of the Association!

FORSYTH & ROMANO
- 10 Years -

FORSYTH & ROMANO
FRAME & TRUSS
- 6 Years -

BRITTON TIMBERS
- 6 Years -

QUALITY TIMBERS MAREEBA
- 4 Years -

PINEWOOD PRODUCTS
- 3 Years -

WAYNE NORMAN TIMBER & PLY
- 2 Years -

CONGRATULATIONS

LUIS VARNEY

**Completed his Certificate II in Timber
Merchandising
Luis was hosted by Beveridge Timbers**

JOSH O'DONNELL

**Completed his Certificate II in Timber
Manufactured Products
Josh was hosted by Brisbane Crates &
Pallets**

A WIN FOR THE TIMBER INDUSTRY

perseverance pays off winner of energex innovation in sustainability award

On 1 April 2011 Kennedy's Timbers was awarded the 2010 ENERGEX Innovation in Sustainability Award. This award is the pinnacle of the ENERGEX Supplier Quality Awards and demonstrates the importance of sustainability for ENERGEX.

The award was presented to Michael Kennedy by the ENERGEX CEO Mr Terry Effeney.

During the presentation the ENERGEX Group Manager Procurement, Ms Sharyn Scriven, remarked that Kennedy's won the award because of their perseverance, commitment to environmental practices and the development of innovative solutions in helping ENERGEX reduce carbon dioxide emissions.

Those at the breakfast awards ceremony were told how Kennedy's initially approached the government about recycling timber power

poles and then developed a method to remove the contaminated edges and dispose of these to regulated waste.

Kennedy's now recycle old ENERGEX poles and cross arms to sell as recycled timber, a process that has now been extended to shorter length poles, further reducing the amount of waste that would otherwise go to landfill and reducing ENERGEX's carbon dioxide emissions.

This innovative and specialised timber recycling further enhances the strong environmental credentials of increased timber use as opposed to other more carbon intensive materials such as concrete, fibre composites, steel, aluminium and plastics.

Interestingly, the awards presented at the ceremony were crafted from an old ENERGEX power pole!



Energex CEO Mr Terry Effeney (left) presents the 2010 ENERGEX Innovation in Sustainability Award to Kennedy's Timbers General Manager Mr Michael Kennedy

Phone 1300 788 884 www.kennedystimbers.com.au

 **Kennedy's**
Where Quality Timber Does Not Cost OUR Earth®

Production Facility and Timber Showroom 228 Potassium Street Narangba Queensland 4504
Int +61 7 3293 0528 | Fax +61 7 3293 2402 | sales@kennedystimbers.com.au



presents

DON'T GET WASTED

Reduce your exposure to the waste disposal levy



Thursday 2 June

9.00am – 12.15pm

Broncos Leagues Club,
98 Fulcher Road, Red Hill

FREE EVENT
LIMITED SEATS

Queensland's Waste Disposal Levy starts later this year. Are you ready to pay for everything you put in the bin, skip or dump truck?

Sending timber, building and general office waste to landfill will cost an extra \$35 per tonne from 1 December. Don't waste money! Prepare to make landfill the last resort for waste, not the first.

Attend this Timber Queensland event and learn how to develop recycling programs and implement recovery processes that will reduce your exposure to the waste disposal levy.



Attend this event to:

- Understand what the waste levy is and how to avoid paying it
- Find out how to make money from your waste
- Hear about industry initiatives for timber waste
- Determine how to access government grants to implement a recycling program
- Learn how to minimise waste and improve safety on building sites
- Recognise the best way to manage treated timber waste



CLICK HERE TO REGISTER
or visit www.timberqueensland.com.au/events

Co-host

Supported by

Exhibitors



Queensland Government



MSB Lawyers is able to supply professional legal services to you. MSB Lawyers is able to demonstrate its capability to offer unparalleled legal services, primarily in the legal areas of commercial, corporate, debt recovery, commercial litigation and insolvency.

MSB Lawyers commenced business as an incorporated legal practice in Brisbane in 2007 as a commercial firm undertaking commercial, corporate, property, banking and finance, specialist recovery and insolvency legal work. We currently operate branch offices in Sydney, Melbourne, Brisbane and Maroochydore on Queensland's Sunshine Coast. We have grown from 3 full time staff members now to some 32 employees. In order to provide clients with the sort of specialist service only found in a boutique practice, MSB Lawyers is concentrating on core commercial and corporate areas of law in conjunction with commercial litigation, debt recovery and insolvency.

Our Philosophy

The principles on which we operate the firm outlined below. All of MSB Lawyers' and staff are committed to each of these principles.

Quality of Work And Advice

Our commitment to quality is of exceptional importance to us. We have commenced to establish a reputation with the Courts for producing succinct and error-free documentation. Because we use the latest technology and maintain cutting-edge software, the high quality of our work ensures that costs are not wasted on amendments or replacement work.

Reporting and Access

Our commitment is to pro-actively report to you on your files. Updates are provided in a format suitable to you. MSB Lawyers is able to deliver detailed reports electronically.

Speed

Our commitment is to act upon instructions within the same day of receipt. We already have a reputation in the business community for our speed and turn-around times. We have developed a time and file management system which means that we can attend to your instructions quickly and effectively.

Comprehensive Legal Knowledge

Our commitment is to have a comprehensive knowledge of both the legal and practical aspects of the legal work in which we specialise. This plays a major part in allowing us to maintain our commitment to meet the principles of quality, speed and value for money. Our staff are constantly updated on changes in the law and all staff are required to attend continuing legal education programs to ensure that their knowledge is current.

Value for Money

Our commitment is that before we take a step or provide advice to you, we assess the cost and likely resulting benefit. This means that you receive practical advices, which include the anticipated costs of implementing advice provided to you. We are more than happy to provide quotations on legal fees.

Ensuring a High Quality, Cost-Effective Service

(a) Achievement and maintenance of service levels

> Firm's philosophy

Our staff undertake constant quality control reviews to ensure maintenance of standards.

> Timeliness

In the short time we have been established, we have gained a reputation for speed of our turn-around time. Our internal bring-up system ensures that instructions to proceed are pro-actively sought and the depth and quality of staff ensures that all matters are progressed at the first available opportunity to ensure the best possible outcome for you.

> Response times

Our philosophy is to deal with all instructions on the basis of a 24 hour response time. For example, commercial litigation instructions will be actioned on the same day that they are received and we aim to achieve actioning within one hour of receipt.

> Accessibility to staff

All our staff have personal email addresses. Our lawyers have mobile telephones which are with them at all times. It is the firm's policy that the lawyers should be available to clients 24 hours a day.

> Pro-active approach to resolving issues

It is the practice of MSB Lawyers to be result orientated and not be dictated to by process.

> Risk identification and assessment



MSB | Lawyers

The risk ramifications for MSB Lawyers' clients in industry terms are that any amendments to legislation or recent, relevant court determinations are likely to impact upon them. Any of those types of things affecting our clients will be brought to the attention of our clients by way of regular updates. In turn, we are continually mindful of bringing to the attention of your staff any decisions or any legislative changes, which may bring (or have brought) about a risk to your operations.

(b) Cost estimates

Unlike a number of our competitors, MSB Lawyers will quote on the legal work that you want done. Our knowledge of the specialist areas in which we practice means that an accurate assessment of the cost of performing the work can be made promptly before the work is commenced.

(c) Ensuring quality of work

Our commitment to quality assurance is the five principles which are the basis of our firm's philosophy. All work is settled and signed-off by our partner and senior lawyers. We have an extensive precedent base and "Hot Docs" document creation system which means that quality documentation is produced. We utilize the bring-up system and with our supervisory structure, deadlines are always met and quality is never compromised. MSB Lawyers ensures that the best and most highly qualified person in our team is always selected to handle your instructions.

Cost-effective handling of your files

The application of the MSB methodology means that the right person with the right level of experience in our firm handles your work. We use junior lawyers, paralegals and support staff in order to lessen the cost to our clients however, all work undertaken for you is settled by a senior lawyer.

Technology support and management systems

MSB Lawyers use advanced information management systems in order to achieve leadership in the boutique legal market. Our investment in cutting edge technology enhances the efficiencies of our activities, our data security systems and our reporting capabilities, and signifies the commitment to providing our clients with state-of-the-art solutions.

Our systems allow clients to conduct a large portion of their transactions with MSB Lawyers over the internet and we are developing systems to provide easy electronic access by our clients to the firm.

We utilise the uniform systemized document creation program "Hot Docs" for most of our volume-related work. This allows for volume handling of files on a systematic basis consistently producing quality documents with the minimum of fuss.

Mark Smith
Lawyer / Director
MSB Lawyers (Qld)

Direct: 0413 439 793
Facsimile: 07 3839 7314
Postal: PO Box 291 | Paddington | QLD | 4064
Address: Ground Floor | 80 Petrie Terrace | Brisbane | 4000

SOMETHING TO BRIGHTEN UP YOUR DAY...

Scottish couple decided to go to Spain to thaw out during a particularly icy winter. They planned to stay at the same hotel where they spent their honeymoon 20 years earlier. Because of hectic schedules, it was difficult to coordinate their travel schedules. So, the husband left Glasgow and flew to Barcelona on Thursday, with his wife flying down the following day. The husband checked into the hotel. There was a computer in his room, so he decided to send an email to his wife. However, he accidentally left out one letter in her email address, and without realizing his error, sent the email.

Meanwhile, somewhere in Blackpool, a widow had just returned home from her husband's funeral. He was a minister who died following a heart attack.

The widow decided to check her email expecting messages from relatives and friends. After reading the first message, she screamed and fainted. The widow's son rushed into the room, found his mother on the floor, and saw the computer screen which read:

To: My Loving Wife
Subject: I've Arrived
Date: October 16, 2008

I know you're surprised to hear from me. They have computers here now and you are allowed to send emails to your loved ones.

I've just arrived and have been checked in. I see that everything has been prepared for your arrival tomorrow. Looking forward to seeing you then! Hope your journey is as uneventful as mine was.

P.S. F***ing hot down here!

