

# KEEPING CLEAR OF CONTRACT DISPUTES

**Mark Brennan, Australian Small Business Commissioner**



## Chartered Accountants Business in Focus

**September 2014**

[charteredaccountants.com.au/bif](http://charteredaccountants.com.au/bif)



**CHARTERED ACCOUNTANTS**  
AUSTRALIA • NEW ZEALAND



Welcome to this September 2014 edition.

How watertight are your contracts – with clients, staff, your landlord, anyone you have a business relationship with? Mark Brennan, Australia's inaugural Small Business Commissioner, says the evidence shows that lack of care in setting up contracts and then managing them properly, causes small business owners to get into more trouble than almost anything else. He sets us on the right track in this month's program with some easy-to-follow tips which can help us avoid a lot of pain.

Business and executive Coach, Peter Black, considers the importance of induction and onboarding during the recruitment process. They're critical processes, he says, but they're often rushed, and lack the required attention to detail and follow up, which can negatively impact a new employee.

Also this month, ahead of his interactive workshop throughout October and November on the aged care industry, John Cleary from Blue Chip Consulting shares his insights into the future of residential aged care in Australia. The sector is undergoing immense reform, he tells us, with new entrants primed to take considerable market share unless traditional providers respond to the changes.

On the topic of innovation, Jason Furness, of Manufacturship, says it's within the reach of all of us, no matter how busy we might be just trying to keep things ticking over day by day and week by week.

Tony Gattari takes up the theme of change, outlining five steps we can use to show our employees that they too can be part of the process, to their own benefit as well as for the good of the business, while Michael Jones of Cummings Flavel McCormack looks at the recent changes to the rules on how we're taxed.

And Samuel Gilbert, from IT consultancy Caramel, helps us work out the right time to consider bringing our technology requirements in-house as our businesses expand. Cost and efficiency are the things that will guide your decision.

Enjoy the program!

Nick Schildberger  
Managing Director

**Managing Director**  
Nick Schildberger

**Advertising/Sponsorship**  
Nick Schildberger  
nschildberger@be.com.au

**Production Manager**  
Heather Dawson

**Producer**  
Bob Kearsley

**Technical Producer**  
Peter Letts

**Publisher**  
Business Essentials Media Production Pty Ltd  
ABN 98 006 144 449  
106/12 Cato Street,  
Hawthorn East VIC 3123  
**Phone** 03 9882 8333  
**Fax** 03 9882 8017  
**Web** www.be.com.au

© Copyright 2014 Business Essentials Media Production Pty Ltd ABN 98 006 144 449. Neither Business Essentials Media Production Pty Ltd nor Chartered Accountants Australia and New Zealand, nor sponsors of this program, accept any form of liability, be it contractual, tortious or otherwise, for the contents of this CD or for any consequences arising from its use or any reliance placed upon it.

Chartered Accountants Australia and New Zealand is a trading name for the Institute of Chartered Accountants in Australia (ABN 50 084 642 571) and the New Zealand Institute of Chartered Accountants – see charteredaccountantsanz.com for further information.

# Business in Focus/Tax in Focus Subscription

## Subscription Form

### Personal details

I would like to subscribe to Chartered Accountants Business in Focus and/or Tax in Focus:

Family name		First name				
Company name		Position				
Address						
City		Country	Postcode			
Telephone		Fax				
Email		Member No.				
Age group	18 – 25 <input type="checkbox"/>	26 – 35 <input type="checkbox"/>	36 – 45 <input type="checkbox"/>	46 – 55 <input type="checkbox"/>	56 – 65 <input type="checkbox"/>	>65 <input type="checkbox"/>
Type of business		Number of employees				

## Subscription Pricing

### Product

- ☐ Business in Focus – Online
- ☐ Business in Focus – CD
- ☐ Tax in Focus – Online
- ☐ Tax in Focus – CD
- ☐ Business in Focus + Tax in Focus – Online
- ☐ Business in Focus + Tax in Focus – CD

Australian Prices		Overseas Prices (excl. GST)	
Members	Non-Members	Members	Non-Members
<input type="checkbox"/> \$375	<input type="checkbox"/> \$475	<input type="checkbox"/> \$340	<input type="checkbox"/> \$430
<input type="checkbox"/> \$445	<input type="checkbox"/> \$545	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A
<input type="checkbox"/> \$374	<input type="checkbox"/> \$475	<input type="checkbox"/> \$340	<input type="checkbox"/> \$430
<input type="checkbox"/> \$445	<input type="checkbox"/> \$545	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A
<input type="checkbox"/> \$635	<input type="checkbox"/> \$835	<input type="checkbox"/> \$577	<input type="checkbox"/> \$759
<input type="checkbox"/> \$795	<input type="checkbox"/> \$995	<input type="checkbox"/> N/A	<input type="checkbox"/> N/A

## Payment options

Please find enclosed cheque made payable to  
Business Essentials Media Production Pty Ltd for  
\$

OR I wish to pay by  
☐ Amex      ☐ Mastercard      ☐ Visa

Cardholder's name

Card number  
\_ \_ \_ \_ | \_ \_ \_ \_ | \_ \_ \_ \_ | \_ \_ \_ \_ |

Expiry \_ \_ | \_ \_

Signature

☐ To unsubscribe from further communication relating to  
Training & Development products tick here.

Chartered Accountants Australia and New Zealand respects the privacy of individuals and acknowledges that the information you provide on this form is protected by the Privacy Amendment (Private Sector) Act 2000. The information collected by the Institute is used for the purpose of processing your registration and providing you information (via email and/or mail) on upcoming events, specific products and services provided by or associated with the Institute. To access a full copy of our policy visit:  
[charteredaccountants.com.au/privacy\\_policy](http://charteredaccountants.com.au/privacy_policy)

**Free Post**  
Send this form, accompanied by a cheque to:  
Business Essentials Media Production Pty Ltd  
Reply Paid 579  
Hawthorn East, VIC, 3123  
Australia

<b>Free Fax</b> 1800 656 351	<b>Free Call</b> 1800 039 098
---------------------------------	----------------------------------

**Please Note:** Upon payment this notice becomes a tax invoice.  
Please retain a copy for your records.

Business Essentials Media Production Pty Ltd ABN 98 006 144 449  
106/12 Cato Street Hawthorn East VIC 3123 Australia

Chartered Accountants Australia and New Zealand is a trading name for the Institute of Chartered Accountants in Australia (ABN 50 084 642 571) and the New Zealand Institute of Chartered Accountants – see [charteredaccountantsanz.com](http://charteredaccountantsanz.com) for further information.



# Information

For more information about the topics discussed on this program, please contact the relevant organisations listed below.

## **KEEPING CLEAR OF CONTRACT DISPUTES**

Mark Brennan, Australian Small Business Commissioner  
T: 1300 650 460  
[www.asbc.gov.au](http://www.asbc.gov.au)

## **THE IMPORTANCE OF INDUCTION AND ONBOARDING**

Peter Black, Peter Black Coaching  
M: 0419 510 955  
[peter.black@peterblackcoaching.com](mailto:peter.black@peterblackcoaching.com)  
[www.peterblackcoaching.com](http://www.peterblackcoaching.com)

## **THE ECONOMY & SHARES**

Elio D'Amato, Lincoln Stock Doctor  
T: 1300 676 333 or 03 9854 9444  
[www.lincolnindicators.com.au](http://www.lincolnindicators.com.au)

## **STRATEGIC POSITIONING IN RESIDENTIAL AGED CARE**

John Cleary, Blue Chip Consulting Group  
M: 0411 522 521  
[ceo@bluechipconsultinggroup.com.au](mailto:ceo@bluechipconsultinggroup.com.au)  
[www.bluechipconsultinggroup.com.au](http://www.bluechipconsultinggroup.com.au)

## **INNOVATION – WE CAN ALL ACHIEVE IT**

Jason Furness, manufacturship  
T: 0488 337 666 / 1300 226 121  
[Jason@manufacturship.com](mailto:Jason@manufacturship.com)  
[www.manufacturship.com](http://www.manufacturship.com)

## **5 STEPS TO CHANGING STAFF ATTITUDES**

Tony Gattari, Achievers Group  
T: 0410 538 521  
[tony@achieversgroup.com.au](mailto:tony@achieversgroup.com.au)  
[www.achieversgroup.com.au](http://www.achieversgroup.com.au)

## **TAX UPDATE**

Michael Jones, Cummings Flavel McCormack  
T: 03 9252 0800  
[enquiries@cfmc.com.au](mailto:enquiries@cfmc.com.au)  
[www.cfmc.com.au](http://www.cfmc.com.au)

## **WHEN TO EMPLOY YOUR OWN IT STAFF**

Samuel Gilbert, Caramel  
T: 1300 559 100  
[sgilbert@caramel.com.au](mailto:sgilbert@caramel.com.au)  
[www.caramel.com.au](http://www.caramel.com.au)

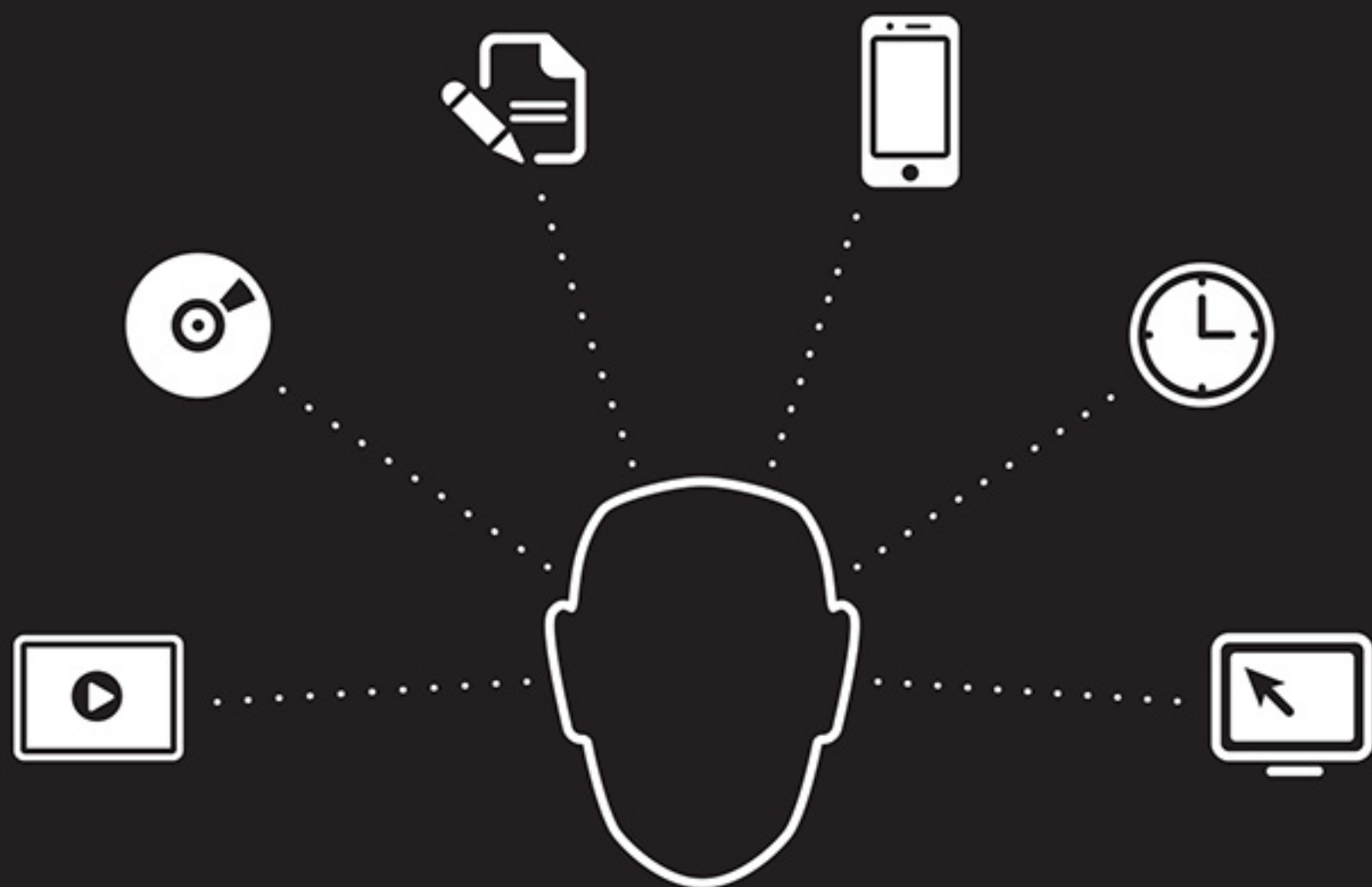
# Hear and now



Keep abreast of the latest development in business and tax in your car, at your desk, or even on the bus!

Your annual subscription will consist of monthly audio updates either on hot topics in business or the latest tax news.

You can choose to have your subscription delivered each month on CD or online. The online version has an optional MP3 download capability enabling you to keep up-to-date via your iPOD®, compatible mobile phone, PDA or any other MP3 device.



# Flex**ible** learning solutions

The finance and accounting landscape is constantly changing and our **eLearning** portfolio makes staying ahead easy. The availability of a wide variety of online training options and topics allows you to complete your CPE hours with the flexibility you need.

To find out more about the flexible **eLearning** options visit  
[charteredaccountants.com.au/elearning](http://charteredaccountants.com.au/elearning)