

From the SEC Crew Please read below to find out about new and ongoing government programs and resources available to small business. *Liz*

What's On at the SEC

March

Sat **"Awareness Through Movement"**
Feldenkrais Method classes
 Every Saturday at 11am. Contact Jodi 0421 318 904

8 **Winning Business Online – Keeping Customers Coming Back & Spending More - 1-3pm**
 Winning Business Online - **Promote yourself to world markets – 1-3pm**

April

Winning Business Online - **Selling Online Made easy – 1-3pm**

18 **AussieHost**
 1 day customer service workshop.

Phone 6452 5392 or email info@snowybec.com.au to book or for more information.

Winning Business Online



is a series of workshops designed to help small businesses use the internet to increase sales, reduce costs and simplify operations

Cooma Workshop 6 - Keeping Customers Coming Back and Spending More

Tuesday 8 Mar 2011 1pm to 4pm \$25

Customer loyalty is an important part of any business whether it is big business or small business. This workshop explains how to identify your target markets and customer trends, collect customer data and understand how to communicate with your clients and use email marketing more effectively to ensure your customers keep coming back for more. Phone **6452 5392** or email info@snowybec.com.au to book or for more information.

Jindabyne Workshops Capital Region BEC will be presenting workshops in Jindabyne. For information contact Kris on 0427 668 781, email sba@crbec.com.au or visit www.crbec.com.au.

Free on line tutorials are also available at www.winningbusinessonline.com.au if you can't attend workshops.

Applications open for new Quality Tourism Project Funding Applications are now open for the 2011 round of *TQUAL Grants*. This program actively encourages additional private sector investment in the development of Australia's tourism industry products, services and experiences and will fund tourism projects that nurture quality tourism experiences and support Australia's marketing campaigns. Applicants must provide at least dollar for dollar matching cash equivalent to the amount of grant funding.

Tourism Quality Project funding of between \$15,000 and \$100,000 (plus GST) is available for smaller scale projects to support collaborative community tourism industry development projects, particularly those which stimulate private sector investment.

Closing date: 5pm Friday 15 April 2011. For further information and a list of previously funded projects visit <http://www.ret.gov.au/tourism>.

Pick up your free copies of My Business and NETT magazines at the Snowy Enterprise Centre, 38 Bombala St. Cooma

DID YOU KNOW?

- **Switching** to compact fluorescent or high efficiency luminaire lighting can cut electricity use for lighting by up to 75%
- **Replacing** air conditioners that are more than 10 years old, can reduce energy costs for heating and cooling by up to 40%
- **Fixing** leaks in compressed air systems can cut electricity use for the machine by up to 50%

Energy Efficiency for Small Business Program

This NSW government program is available to businesses that use less than \$20,000 in electricity a year. The program offers:

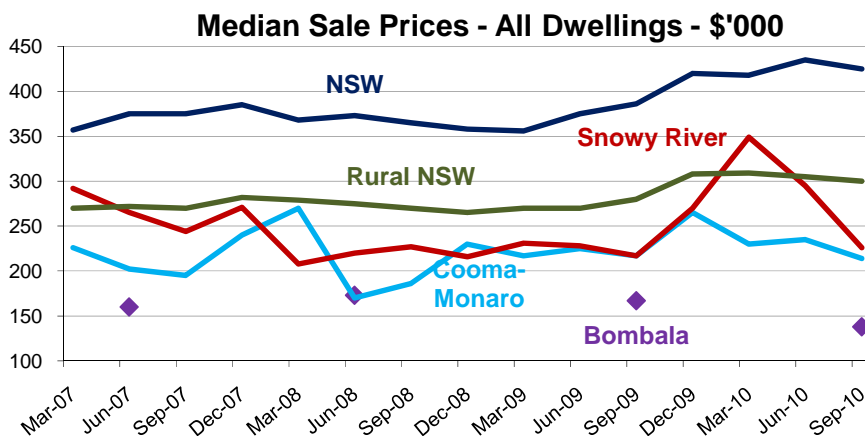
- subsidised energy assessment and a tailored energy action plan for \$75¹ or \$150²
- 50% off cost of installing energy efficient measures (up to \$2,000¹ or \$5,000²)
- up to four hours free co-ordination assistance to install energy saving improvements

For more information or to register for the program see www.environment.nsw.gov.au/sustainbus/smallbusenergy.htm

¹ electricity bills less than \$5,000 pa ² electricity bills less than \$20,000 pa

House prices taking a "breather"

ANZ Bank economics research expects Australian house prices to take a breather in 2011 after a solid run-up during 2009. A number of key influences including rising mortgage rates, lapse of first home owners boost, tighter foreign investment rules and stronger currency have softened conditions. Further price weakness is expected over 2011 as the prospect of additional rate rises weigh on both affordability and investor sentiment. However ANZ economists do not believe that national house prices are overdue for a major correction, and expect tighter rental markets to establish the preconditions for price recovery by 2013. Rural house price rises in NSW reveal a slower rate of growth.



Sources: ANZ Economics & Global Market Research, Housing Snapshot January 2011, NSW Department of Housing – Quarterly Median Sale Prices for Local Government Areas. Data is not available when the number of sales is low

News from Government

Moving to modern awards – personal carers leave

Under the National Employment Standard, all private sector employees in NSW are entitled to 10 days personal/carer's (sick leave), beginning in 2010. Employers might need to make an adjustment to this entitlement for 2010, and start accruing personal/carer's leave on the new basis for 2011. Personal/carer's leave covers both sick leave and carer's leave and accrues according to the number of ordinary hours worked. Personal/carer's leave can be carried over from one year to the next. An employee can take paid personal/carer's leave:

- if they can't work because of their own personal illness or injury
- to provide care or support to a member of their immediate family or household because of an illness, injury or emergency.

An employee must be paid for any personal/carer's leave taken at their base rate of pay for the ordinary hours they would have worked. Employee's who have taken personal/carer's leave also need to be able to provide evidence, such as a medical certificate on request. For more information visit www.fairwork.gov.au.

Independent Contractor Free Guidebooks

Australian Bureau of Statistics has estimated there were one million independent contractors in Australia in 2009, or 10% of workers. To help them the Federal Government has released a new free publication "*Independent Contractors: contracts made simple*" and updated "*Independent contractors: the essential handbook*". The new publication helps contractors save time and money by getting the contract right at the start of the business relationship, preventing disputes down the track and making contracts that work for their business. Hard copies of both publications are available at the SEC, or can be downloaded from www.business.gov.au/contractors.

SNOWY ENTERPRISE CENTRE

For feedback, contributions and suggestions or to unsubscribe contact:

38 Bombala St, Cooma

Ph: 6452 5392 Fax: 6452 5393

Email: info@snowybec.com.au

Web: www.snowybec.com.au

➤ Training and meeting rooms for hire

The Snowy Enterprise Centre, centrally located in 38 Bombala Street Cooma, has an attractive training room and a smaller meeting room available for hire.

➤ Offices

An office is available for daily and short-term rent.

➤ Virtual accommodation

Use the Snowy Enterprise Centre as your business base for reception and message services and have access to the meeting room for client appointments.

➤ Business Incubator Program

This program is for businesses who are still becoming established and profitable. They pay lower rental and receive access to business counselling and support services.

➤ Business administration services

- MYOB or Phoenix data entry
- Registered BAS Agent
- Typing, editing and assembly of business documents
- Photocopying and binding
- Secretariat and administrative services for organisations

SEC Tenants:

- PRA – Mental Health
- Family Relationship Centre
- SGPN – Mental Health/ Counselling
- Catholic Care – Rural Counselling
- Alpine Therapy Centre
- CRS - Commonwealth Rehabilitation Service
- Debbie Thomas – Partnership Broker
- Total Wellbeing Chiropractic Clinic
- Sport Business Consulting