

Dear

Here is the **May** edition of the Small Business Centre Vasse Newsletter, this month we look at:

1. **How to improve your cash flow.**
2. **BizSmart 2009.**
3. **Get free tickets to 'franchising & business opportunities expo 2009'.**
4. **Work Safe 2009 forums**
5. **Customer complaints**
6. **New free mediation service**
7. **2009 service excellence awards**
8. **\$200 training vouchers available now.**
9. **Tax aspects of incorporating your business**
10. **RAPS training council road show**
11. **Best of the web.**

All the best

Gary Jenkins

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How to improve your cash flow

Register now to attend our next workshop on Wednesday May 20 as we review the basic techniques on cash-flow budgeting and other important factors that affect your business future!

This two hour workshop will assist you with:

- The essential tools for cash flow management
- The cash flow cycle
- The difference between profits and cash –why you can have one and not the other!
- Developing a cash flow budget
- Monitoring cash flow

- Identifying key problem areas (common ratios)
- Tips for getting cash in from debtor

There are two workshops, one in Margaret River from noon until 2pm and then in Busselton from 5.30pm to 7.30pm.

[Click here](#) to learn more.

BizSmart 2009

We are pleased to announce that BizSmart will be back for 2009 on Friday August 7, so put it in your diary today.

Once again we will be presenting a full day of business improvement seminars, great networking, a fantastic expo, glorious food and lots of fun.

Plus the chance to win cash.

Registration this year will be just \$149 (inc GST).

If you're interested in being a part of BizSmart 2009 and you're interested in saving money on tickets, then [click here](#) to put your name down on our **Special Offer** register.

The special offer we are planning will only be available to past BizSmart delegates and to people on the register.

By putting your name on the register, you are not registering for BizSmart nor will you be committing to part with any money, you're simply registering your interest in receiving the special offer which is coming soon.

Don't miss BizSmart 2009.

Score a free ticket to the 'franchising & business opportunities expo 2009' in Perth on May 23/24.

We have a limited number of free tickets to the above expo to give away on a first in - first served basis.

To learn more about the expo visit www.franchisingexpo.com.au

To score yourself a free ticket call into 25 Queen Street Busselton or email Leah on admin@sbcvasse.asn.au or if you're in Margaret River area, call Michael Brown on 0411047412.

Work Safe 2009 Forums

Work Safe is conducting a free seminar in **Bunbury** on 26 May 2009 at Lord Forrest Hotel designed to help you make your workplace safer.

The program includes speakers with a wide range of experience and varied backgrounds who will present some interesting topics.

For more information about the Bunbury Work Safe 2009 Forums contact the organisers:

Department of Commerce - WorkSafe Division

Tel: (08) 9327 8608

Fax: (08) 9321 6658

Email: promotions@commerce.wa.gov.au

Customer Complaints

People usually think that customer complaints are a bad thing.

This is **Wrong** according to Mr Quinn, founder of the Superquinn chain of supermarkets in Dublin Ireland.

[Click here](#) to find out why.

Mediation Service

Don't let workplace disputes ruin your business.

A free, confidential and easily accessible mediation service is now available to all business operators and their employees in Western Australia.

[Click here](#) to download the brochure.

2009 Service Excellence Awards

The 2009 Service Excellence Awards will enable your organisation to strive towards the highest standards of service, gain public recognition for your achievements and celebrate the success of your team.

Entry is open to public and private companies, local government, public sector agencies, as well as not for profit organisations.

For more information visit website www.cscwa.org.au or email csc@casm.com.au.

\$200 Training Vouchers - Available Now

You can get up to \$200 to assist you with training in your business.

As a guide, the training you wish to do has to be transportable to any other business to be eligible for a voucher, it cannot be training for an operational matter specific to your industry.

For example, it may be a legal requirement for a business to have a Chemical Certificate to operate, however if the owner trained in this skill and then went and ran a newsagency, this is clearly not a transferable skill.

Visit www.sbcvasse.com and click on the link to apply online.

Or email Leah - admin@sbcvasse.asn.au for an application form.

Tax aspects of incorporating your business

The ATO has some very useful information to help you decide whether to incorporate and to understand the tax implications of that decision.

The material is limited to tax and superannuation issues arising purely as a consequence of incorporating a business.

Ongoing issues are dealt with via links to existing Tax Office products and information.

Click on the ATO Logo below to learn more.



RAPS Training Council Road Show

The Retail and Personal Services Training Council (RAPS) will be holding a forum in Busselton on Tuesday May 19th at Abbey Beach Resort from 6pm to 8pm.

RAPS represents the following industry sectors:

- > Beauty
- > Community Pharmacy
- > Fast Food
- > Floristry
- > Funeral Services
- > Hairdressing
- > Retail

Information provided to RAPS is essential in advising the State Government and key industry stakeholders on issues which may impact on future decisions within related industry.

[Click here](#) for more information.

Best of the Web

- Apprenticeships: www.newapprenticeships.gov.au
 - Ausindustry: www.ausindustry.gov.au
 - Austrade: www.austrade.gov.au
 - Australian Bureau of Statistics: www.abs.gov.au
 - Australian Business Register: www.abr.gov.au
 - Australian Competition and Consumer Commission: www.accc.gov.au
 - Australian Copyright Council: www.copyright.org.au
 - Australian Customs Service: www.customs.gov.au
 - Australian Institute of Export: www.aiex.com.au
 - Australian Quarantine: www.aqis.gov.au
 - Australian Securities and Investments Commission: www.asic.gov.au
 - Australian Taxation Office: www.ato.gov.au
 - Business Entry Point: www.business.gov.au
 - Business Migration: www.immi.gov.au
 - Business Name Registrations: www.docep.wa.gov.au
 - Business News, Opinions and Analysis: www.businessspectator.com.au
 - Busselton Chamber of Commerce and Industry: www.busseltonchamber.com.au
 - Centrelink: www.centrelink.gov.au
 - Department of Agriculture WA: www.agric.wa.gov.au
 - Department of Education and Training: www.det.wa.gov.au
 - Department of Foreign Affairs and Trade: www.dfat.gov.au
 - Department of Industry and Resources: www.doir.wa.gov.au
 - Domain Names Registry: www.ausregistry.com.au
 - Dunsborough Chamber of Commerce and Industry: www.dycci.org.au
 - Economic Analysis: www.dailyreckoning.com.au
 - Margaret River Chamber of Commerce and Industry: www.margaretrivercci.asn.au
 - Small Business Development Corporation: www.sbdc.com.au
 - Standards Australia: www.standards.com.au
 - TAFE: www.tiwa.com.au
 - Trade Marks Database: www.ipaustralia.gov.au
 - Workcover: www.workcover.wa.gov.au
 - Worksafe: www.safetyline.wa.gov.au
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