



Take the Lead

President's Report

Well, what a whirlwind start to the year. It's hard to believe Term 1 is almost over and the holidays are just around the corner.

I'd like to take this opportunity to welcome new members to our association. I encourage everyone to take advantage of the great networking and friendships that have grown over the past 9 years.

The Management Committee attended 2 planning days on the 2nd & 3rd March 2008. Thank you to all on the management committee who gave up their Sunday with their families to attend.

A big thank you to Christine Mayer for organising the meeting room, accommodation and catering for the 2 days. It was very much appreciated.

Over the 2 days we were able to discuss various issues:

We talked about the goals for our association for 2008 and beyond:

Our goals or our issues have been the same for many years now. We would like to see a:

reduction in our workload,

our classifications reviewed to reflect the position we hold,

and to ensure that school grants are reflected by the CPI.

We spoke about improving organisation of our general meetings, advertising locations earlier, effective guest speakers, limiting guest speakers to 1 per meeting to ensure general business is discussed. We also discussed the possibility of arranging our guest speaker to have access to our discussion list for a period of 2 weeks to answer any questions that our members might have.

We decided to try and lift SBMAQ's profile and communication to include the broader community. We discussed ways to increase membership including a welcome letter for new members or a glossy information pack.

We developed 5 sub committees, which include:

HR, PR/IT, PD, Facilities and Finance.

These sub-committees will be utilised to deal with any issues that arise through the management committee.

The sub-committees will also be asked to help in regards to issues that arise on the discussion list. Members of the sub-committees will be asked to attend meetings on SBMAQ's behalf relating to the topics of their sub-committees.

Ian Stoker has been working on our official website, which has recently gone live. Check it out at www.sbmaq.com.au. Thanks so much for the huge effort Ian! During the planning days we discussed the content of the website. All branches will have their own page, and all membership forms and conference registration forms will be available for members to download.

We have developed a SBMAQ logo. This is to be used by all branches on their letterhead, minutes etc. The logo will include each branches name underneath. We have also decided on our mission statement for SBMAQ which is "Lead and Develop Business Services in Qld State Schools."

We discussed the possibility of holding a meeting with the Branch Presidents and myself once a year. This year the conference looks to be the best venue for this meeting. We also discussed the possibility of the President attending various branches throughout the year and holding the teleconference at their venues.

To keep momentum going within the Management Committee, we decided to hold monthly teleconference meetings throughout the year. We will still have face to face meetings each term also.

We reviewed our constitution and have recommended various changes. These changes will be released before the next meeting and will be discussed and a ballot will be taken to approve the changes at this meeting.

I hope you enjoy the first instalment of our newsletter. This publication will be distributed each term to keep you up to date with the happenings within our Association.

Wishing everyone a safe and relaxing holiday and a smooth transition into Term 2.

Warm Regards

Sharon Abbott

President

Workload Management Tool Update

The Qld Public Sector Union in conjunction with SBMAQ, Education Queensland and the University of Qld have been developing the Workload Management Tool since February 2005. We can now report that the tool is almost complete. We are hoping it will be released in early term 2.

As we all know, the position of Business Services Manager is a complex and extremely demanding role in schools. As a result of trying to quantify our role, developing the survey has not been a quick process, although the final product is a very comprehensive survey. The SBMAQ and the QPSU will provide tools and information to make completing the survey as

simple as possible, but completion will take time.

As reported previously, we have been in consultation with the Director-General and if we are ever to achieve change to the allocative model and address the issues with our workloads we need to have comprehensive data made available to Education Queensland. In other words, all Business Services Managers need to complete the survey. I can't stress enough the importance of collecting this data.

The association would like to take this opportunity to thank the many people over the years who have contributed in the preparation and development of the Workload Management Tool. In particular, we would like to

thank Angela Spina, Christine Mayer, and Linda Woodward. They have worked tirelessly and have negotiated to ensure we have the most inclusive and wide ranging survey, which we believe, once completed, will give us comprehensive data to provide the compelling evidence necessary to pursue our workload issues.

Please remember, once you receive the survey, take the time to fill it out. This is our only chance to gather the information needed to negotiate for change!

2008 Conference

Well, preparations are well under way for the SBMAQ 2008 Conference. This year we have the opportunity to combine our conference with the Association of Australian Government School Administrators (AAGSA) conference. This will mean we should have access to more sponsorship as well as national speakers.

Previously our conferences have been held during the Winter vacation period but due to an overwhelming vote by our members we are trialing holding our conference on the 13th, 14th and 15th August. We are unsure of the response that we will receive from everyone, so as soon as the registration forms are released I would encourage you to register as soon as possible to avoid disappointment.

The theme for this year's conference will be Leadership

skills and Human Resource Management skills. Our proposed program will include Team Building Skills, Mental Health First Aid Training, Mentoring and Succession Planning, Ethical Standards Investigation Training, HR Panel to discuss Recruitment and Selection and other HR questions, Conflict Resolution, Workplace Reforms, Superannuation and Salary Packaging etc. This gives you an idea of the packed program we have in store for the 3 days.

It doesn't stop there either, our program for each night will also be jam packed with entertainment and the opportunity to network with other Business Services Managers. For the early

Our conference dinner will be themed "Casino Royal". Come dressed in your "glam gear!"

arrivals on the Tuesday night, we are having a "Gilligan's Island" theme. On the Wednesday night it's "Pirates of the Caribbean" and our conference dinner will be themed "Casino Royal". Come dressed in your "glam gear!"

So again, once the registration forms are released it is imperative that you register to avoid disappointment.



People At Work Survey

A selection of schools in the South Coast and North Coast regions are participating in the People at Work Project. The survey is aimed at identifying psychosocial risk factors in schools such as bullying, harassment, workload, job demands etc.

The data from the survey will be reported back to Central Office and the regions participating in the survey. The Department is aware that there are many Business Services Managers who are under a great deal of stress, but as an occupational group we don't use a great deal of sick leave or lodge WorkCover claims for stress related injuries and illnesses. This survey will

collect data around stress levels in schools to help substantiate our claims that we are stressed.

Participation in the survey is voluntary and it will take approximately 30 minutes to complete.

It is vital that all Business Services Managers in schools participating in the project complete the survey. The Department hears all the time that we have issues around workload, job demands, excessive hours etc, but this survey will give us cold hard data around these issues.

If your school is chosen to participate in this survey please take the time to fill it

out. We need to take every opportunity to highlight how demanding the role of Business Services Manager is. This gives us another forum to raise these issues.

"The survey is aimed at identifying psychosocial risk factors in schools such as bullying, harassment, workload, job demands etc."

Discussion List

Our SBMAQ discussion list has been established so that school Business Services Managers across our state can network, be updated with the latest information and request assistance and advice from their colleagues on relevant topics.

The services are provided for the use of employees of the Department to aid officers in their duties and hence the discussion list is limited to employees of the Department.

The content of the discussion list has been provided by the Department as a means to improve communication between Business Services Managers. The list has items covering many issues including aspects of performance of suppliers and specific information about operational issues of the Department.

The discussion list is for active employees of DETA. All members of the discussion list must use an official DETA email address to

restrict access active employees of DETA. If you are on extended leave for more than 1 term your access to the discussion list may be suspended until you return.

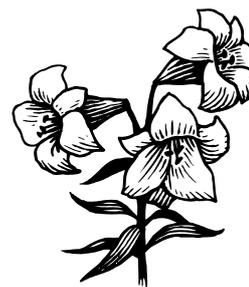
Remember, the privacy of an email message cannot be guaranteed. Be aware that an email message could be forwarded, printed or permanently stored by anyone. You might misdirect your email message, even when you are careful. Do not put something in an email message that you would not want to be read by everybody. If you receive a message which is intended for someone else, let the sender know. The deletion of an email message does not remove the backed-up copy.

Remember to respect the privacy of students and their families. Do not use any identifying data about students on the discussion list.

Email cannot show the subtleties of your voice or body language. You might think your message

says something one way, but it may be perceived differently by the person receiving the email. Avoid attempts at irony or sarcasm. If you receive a message that upsets you – do not respond immediately – avoid "flaming" (sending back an angry or rude message). Remember that typing in capital letters is equivalent to shouting at someone.

More information regarding discussion list protocols are available in the discussion list guidelines which will be distributed through the list shortly.



School's Officer Qualifications - PSP30604 & PSP41904

Are you aware that your schools officer can undertake a Certificate III or IV in Government (School Support Services) at no cost to the school if they meet the Existing Worker Traineeship Criteria?

Criteria include:

- permanent, or long term temp (>12 months)

- does not hold a qualification at a higher or same level and that qualification was gained less than 7 years ago
- Australian citizen
- Works a minimum of 15 hours per week.

These qualifications are being promoted as part of the Public

Service Training Package.

For further information please call Carmel Davy from Strategies for Training and Employment Management on 0400 799 995 or email:

davsystem@bigpond.net.au

Greetings from Capricornia

The Capricornia Branch of SBMAQ held the first meeting for 2008 on 12 March with 22 people in attendance.

Capricornia Branch is looking at options for professional development for the various areas within the branch. Geographically this can prove to be very difficult to arrange for all people to attend a one day PD.

Discussion was held for a proposed conference in 2009. The branch is also considering a branch shirt for the upcoming conference in August. With the executive committee, Sharon Duns, Jo Richardson & Sam Briggs I am confident providing the needs

"Capricornia Branch is looking at options for professional development for the various areas within the branch."

of Capricornia Branch in 2008.

Roseann Creagh
President

Greetings from Darling Downs

We have a branch membership of 31. We are a small but very active group of Business Services Managers.

Last year we organised our Inaugural Conference for this branch out at the Bunya Mountains. It was entitled "Country Learning and Laughter", a great two day agenda filled with information and fun. Our intention was to be inclusive of the Administration Officers and AAEPs in small schools to ensure they had access to some quality professional development.

We plan to continue to have

future bi-annual conferences after receiving very positive feedback from our delegates.

This year we will hold our regular one day seminar on the July 14th Pupil Free Day and as usual invite all non-teaching staff.

The program will consist of two sessions with Allan Pease – known worldwide as "Mr Body Language" and a session with two Employee Advisors from our district.

We are looking forward to another very worthwhile day with our colleagues and sponsors.

Linda Robson

President



Mr Body Language – Allan Pease will be at our PD session on the 14th July.

Greetings from the Far North

The first meeting of the year was well attended by current members and the networking aspect of ideas and experiences was very beneficial.

One of our goals is to increase membership so that more people are able to share in these benefits.

Another aspect of the meeting was to continue the professional links that our association has with various members of DETA. The

speakers that came out from the District Office were very helpful and understanding of our needs within schools. This further enhanced our relationship and our ability to negotiate and resolve current and future issues.

We are looking forward to each and every network meeting this year as we believe that SBMAQ has a very positive impact on our work.



Alistair Ingram
President

Greetings from the Gold Coast

The Gold Coast Branch held their quarterly breakfast meeting on Wednesday 19 March at the Colonial Golf Club. The meeting was attended by 56 Business Services Managers who were treated to a free breakfast sponsored by Document Solutions, who gave the group a brief overview of new copier products by Konica.

The format of the Gold Coast meetings in most cases includes a session of professional

development and this meeting was no exception. The Executive Principal of Varsity College, Jeff Davis, took the attendees through a workshop on identifying workload

issues. The session was highly interactive and provided everyone with work tools that could be used in a variety of situations. Gold Coast Business

"The session was highly interactive and provided everyone with work tools that could be used in a variety of situations."

Services Managers have requested that Jeff returns to the next meeting to take them through the next phase of the exercise in how to deal with the workload issues.

Lisa Thomas
President

Greetings from Metropolitan

The Metropolitan meeting on the 12th of March had in excess of 60 Business Services Managers in attendance, this included 4 existing Business Services Managers that have never attended a branch or SBMAQ meeting before and several people new to the role of Business Services Manager.

It was lovely to see new people attending our meetings so if you have never been to a meeting before please come along to our next meeting on the 14th of May.

At our last meeting we had two guest speakers: Gail Stevens, Corporate Services Officer, Greater Brisbane Region who spoke about the Recruitment and Selection process for

Non-Teaching staff in schools. Gail also took questions about Recruitment and Selection from the floor.

Shane Wright – A/Snr Business Analyst – Identity Management, also presented. As a substantive Business Services Manager, Shane was able not only to share with us why we need our SMS data to be accurate, but also knew just how much work there is as a Business Services Manager.

Upcoming PD – 60 Metropolitan Business Services Managers will attend the Developing Performance Framework workshop on the 23rd of May.

PD from last year – the following photo was taken at a Team Building activity during a

Branch Meeting. This team building activity was challenging, informative & fun.

Glenys Brown
President



Team Building activity during a Branch Meeting.

Greetings from the North

The Northern Branch is responsible for members from Ayr/Home Hill, Townsville, Ingham, Charters Towers and out to Mount Isa. We are a reasonably small branch but have been active over the last two years running two successful conferences:

2006 Workplace Health & Safety Conference - One Day - Safety & Schools - It's our Priority. We had approximately 200 registrations and this was a great opportunity to raise our profile within EQ.

2007 Support Staff Conference One Day. International Conference Speaker - Bruce Sullivan addressed the

conference on Inspiring Action, How to Work with People who are not like you and Building Better Business Relationships. 232 registered for the conference and we had a variety of attendees from Schools Officers, Teacher Aides, Cleaners, Administration Officers and Business Services Managers. The feedback from attendees was all very complementary and appreciative. Each participant received a Show Bag and we had a variety of items donated as raffle prizes.

Each year our Branch tries to visit one location outside of Townsville for the general meetings and last year we visited Charters Towers. We are yet to make a decision for 2008. Our average attendance is

10-16. We have a good social network which meets each term and it is always great to get together and share stories and problems.

It was great to see so many new Business Managers at the last meeting and their excitement at the prospect of attending the SBMAQ 2008 conference. Some have even booked their airfares to take advantage of the cheaper flights. It is inspiring to see the new Business Managers enjoying their positions and the more experienced people encouraging and supporting them.

Eva Foster

President

Greetings from the Sunshine Coast

The 2007 Sunshine Coast Regional conference was held on 27 and 28 July at the Ramada, Caloundra. The conference was well attended by Business Services Managers from across the Sunshine Coast Region, as well as staff from the district and regional office. The agenda included the entertaining and inspiring keynote speaker Robyn Moore, delegates got tied in knots during the team building "Treasure Hunt" conducted by Corporate Fame Agency, and

spent the evening "unmasking" themselves at the masquerade ball. From all reports delegates and sponsors thoroughly enjoyed their experience and will be back for more at the next conference in 2009.

The next Sunshine Coast Business Services Managers network training day is planned for Monday 21st April at the Narangba Valley Tavern. The agenda includes workshops on Identity Management, Interview

Panels and School Marketing.

Election of a new president will be conducted at the meeting, due to the recent resignation of the previous president. Any enquiries regarding the training day should be directed to Dianne Winthrop, Narangba Valley State School, 3491 1110.

Dianne Winthrop

Sunshine Coast Branch

Greetings from Wide Bay

At our branch meetings, we continue to provide Professional Development for Business Services Managers in the Wide Bay area.

At the last meeting we covered topics such as IT – the importance of SMS data accuracy as we move across to MOE, One School Information and PD for Business Services Managers.

Also a very informative session with the Recruitment & Selection Directive, changes, advertising, HR website and promoting the

support materials available to schools.

Term 2, 14 May meeting, we have organised some enjoyable professional development as well as further develop the skills of the Business Services Managers in our region in responding well to angry and demanding staff and parents.

A big thank you to Vera who has relocated to Brisbane. We all wish her well and we certainly miss her humour and entertainment at our meetings.



Brolga Theatre on the Mary River, Maryborough venue for our meetings

Suzanne Geddes

President



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***Lead and Develop
Business Services in
Queensland Schools***

SBMAQ WEBSITE HAS GONE LIVE!

The associations website went live recently and is available at www.sbmaq.com.au

While the site is a "work in process", in some areas, the management committee would like you to take a tour and let us know what you think!

**Important Date
to Remember
Next General Meeting
Date:**

14th May 2008

Venues to be advised

Our SBMAQ Management Committee

