



# Take the Lead

## President's Report

Hello again and welcome to our new members. Well, this term has again been a busy term for the association and has just flown by.

Preparations are well on the way for our conference in August and the conference committee have been working extremely hard. A huge thank you to Kerri Wright, Christine Porter Glenys Brown, Liz Radcliff, Linda Woodward, Vera Herman and Suzanne Geddes. This fantastic group have put in a huge effort to make this conference one of the best the association has seen.

It was with great sadness that SBMAQ said goodbye to one of our long standing management committee members. Leona Keyes our Vice President, who has been involved in the association since it's inception and has been a driving force behind the development of the association, resigned from the committee recently. Leona will continue her involvement with the association but not as a committee member. We thank Leona for all her hard work and dedication and we wish her the very best.

Kerri Wright has kindly agreed to become our new Vice President and she also brings to the position dedication and knowledge and we all know that Kerri is a great asset to SBMAQ.

At our last management committee meeting, our guests were Norm Hart – President Qld Association of State School Principals, Ian Ferguson – President Qld Secondary Principals' Association and Chez Hargreaves - Association of Special Education Administrators Qld. We discussed how we, as an association could move forward to push for change in regard to our workload and classification. We were reassured by all three associations that they were in support of us and where ever possible they too are highlighting our workload issues.

We are also very lucky to have representation from our management committee involved in QASSP finance committee. We are working with QASSP to highlight the need for an increase in funding for school grants.

As we have discussed previously, the school grant hasn't kept up with CPI. We also presented them with a copy of the additional duties list and a copy of our wellness survey report.

As a result of the management

committee meeting with the Principals' Associations, I have been extended an invitation to address the Primary Association to discuss our additional duties list and the wellness survey and formally present these documents on the 18th July. I will report back to members after the meeting.

Linda Cooper from the Learning Place took the management committee through a virtual tour of the Blackboard Community. We have now developed a School Business Managers' Community, which will be a fantastic resource for all members. This will be a place where information will be available to members at any time. You will be able to access agendas, minutes, the constitution, professional development handouts etc. All documents and information relating to our association will be stored on this site.

There has been a flood of membership applications in recent weeks and I have received many enquiries from BSMs wanting to become members. Please continue to speak to your colleagues who are not members and encourage them to join. There is strength, influence and leverage in numbers. If we wish to reach our goals of our association we need to be strong and active. We look forward to an increased involvement from all members.

Our next general meeting will be held on the 23rd July 2008. I have been invited to chair the meeting from Miles State High School with the Darling Downs Branch. This is a great opportunity for me and I am looking forward to it. It will give me a chance to meet the members from Darling Downs and I thank the Darling Downs Branch for their warm invitation.

Please make sure you look out for locations so that you can attend the next general meeting. Guest speakers will be announced closer to the date. These meetings are a great way to keep informed of new procedures and policies within the role of the Business Service Manager and it is also a great outlet to network with friends and colleagues.

Warm Regards  
**Sharon Abbott**  
**President**

## SBMAQ/AAGSA 2008 Conference

For the very first time the SBMAQ State Conference will merge with Australian Administrators' of Government School Association Conference. The Conference will be on 13, 14 and 15 August at Mantra on Salt at Kingscliffe. The combined Conference will provide an excellent opportunity for delegates to network with colleagues from other states.

Another first – the Conference Committee had to close off the registrations as the venue can only hold 230 delegates. The Committee has been truly overwhelmed with the level of support. There will be over 105 “first timers” attending the Conference this year.

The diversity of the workshops has proved to be very popular with the delegates. The workshops include:

- *Ethical Standards Investigation Training*

- *Work Shadowing*
- *Conflict Resolution – Negotiation*
- *Recruitment and Selection*
- *Development of a Checklist for the Induction of New Staff*
- *Developing Performance Framework*
- *Running Effective Meetings*
- *Workplace Reforms*
- *Conflict Resolution*

We have been very fortunate in attracting \$65,000 in sponsorship. The sponsorship money is used for the following:

- *subsidising registration costs*
- *funding guest speakers*
- *team building exercises*
- *all entertainment, venue and equipment hire*

There will a number of top class speakers presenting over the duration of the Conference, such as:

- *Hayley Lewis*
- *Sandy Ogier*
- *Dr Phil Jauncey*
- *and the Pirate Team from Fame*

### *Corporation*

We are also extremely grateful to Departmental staff for their presentations including: David Lavell, Tracey Flint, Sharon Taylor, Andrea Doyle, Tanya Aaskov, Susanne Bremner and Brendan Smith.

**Kerri Wright**  
**Conference Coordinator**



**The Conference Committee hard at work preparing for the conference**

## Business Services Managers Blackboard Community

As we have discussed at the last general meeting, the association has been looking into developing a Learning Place community.

We have now developed this community and would encourage all members to take the opportunity to join.

What does the Business Services Manager Blackboard Community offer:

- *Information about what the association offers members*
- *A link to our website*
- *Relevant documents e.g. Constitution, additional duties list, discussion list protocols, calendar, minutes and agendas etc*
- *Access to relevant PD information e.g. PD handouts, powerpoints etc*
- *Access to membership forms*
- *Access to all newsletters*
- *The opportunity to host chat forums and blogs with other members or specialist guests*
- *Access to all conference registration forms and programs*

We also have the opportunity to use “Virtual Office”. This will give the association access to state of the art technology to improve the way we host general meetings. We have the opportunity to encourage presenters to bring along powerpoints/handouts. We then use the laptop computer and log into the virtual office, as do the other participants around the state, and as the presenter shows the powerpoint everyone throughout the state will see the powerpoint simultaneously as if you were in the room with the presenter. This means that people in remote areas who don't have access to a meeting, can log on and hear and see the meeting. We can also record presentations and put them up on the Learning Place site at a later date.

If you haven't taken the time to register for the Learning Place Community, please do so. This will be a valuable resource for all members and will continue to grow as time goes on.

To register please go to

Link for EQ employees to join the Learning Place:

<http://education.qld.gov.au/lpas/public/user/RequestToJoinLP.aspx?UserType=EQE>

Link for Learning Place members to join your community space:

<http://education.qld.gov.au/lpas/public/community/ViewCommunity.aspx?CommunityId=2903>

This link will take you to a register page where you select the register button and enter your LP logon details to register - success here will register you as a participant in the community, you will receive an email confirming this. Our learning place manager, Ian Stoker will then authorise you to become a member and then you'll be free to log on when ever you wish. Go in and check it out!



# Workload Management Tool

The final draft of the Workload Management Tool has been sent to the University of Qld for collating in preparation for distribution. It is hoped that it will be released in the first few weeks of term 3.

This has been a mammoth task for all involved. As you are all aware our position is a complex and multifaceted position and it has been extremely difficult to quantify our role in a survey.

The survey is extremely detailed and will take time to complete but it is imperative that we all complete it. This will be our only chance to gather qualitative data pertaining to our huge workload. If we don't obtain a high return rate, it will make it extremely difficult to raise the issue of workload in schools again in the future.

A list of documents that are required to complete the survey

will be included in the instructions. A huge thank you to all involved in developing the survey. So many people have given their advice and opinions over the years and we thank everyone who has given their time to develop it.

It cannot be stressed enough the importance of gathering the data regarding our workload, so it is now up to us to ensure we all take the time to complete it!

# Schools Officer—Personal Protective Equipment

The recent grant for the purchase of Sun Smart Clothing for Schools Officers has raised questions about other personal protective equipment schools are supposed to supply for their Schools Officers.

The Schools Officer Folder, which should be in your school if your Schools Officer has attended the Blue Card training specifies the types of PPE School's Officers must have as a minimum, these include:

- Hearing Protection
- Respiratory Protection
- Foot Protection
- Hand Protection
- Eye & Face Protection

Other items that should be supplied include:

- Raincoat (if expected to work outside in inclement weather)
- Sunscreen
- Broad brim hat

Further information about PPE for Schools Officer's can be found at the following links:

<http://education.qld.gov.au/health/pdfs/healthsafety/sunsmart-clothes-factsheet.pdf>

<http://education.qld.gov.au/health/safety/healthsafety/schools-officers-fold.html>

<http://education.qld.gov.au/health/pdfs/healthsafety/2-3-e-m-ppe.pdf>

# Stress Buster

Today, in the west, we spend more hours at work than at any other time in recent history. In a market driven economy we are under more demands to achieve targets than in the past. Dealing with all the pressures of work, and balancing them with the demands of home and family has led to a crisis in the workplace, workplace stress.

Stress Buster is a program that screened on ABC 1 during April 2008. In Stress Buster, we learnt from Dr Niki Ellis what causes stress at work and what effect it has on individuals and organisations. "Occupational stress is when people are put under more pressure than they can cope with. We now know what causes stress and we can do a lot to change things, in fact we must."

The 11 key workplace stressors that affect you are:

- Job security—How secure do you feel in your job?
- Workload—is your workload too much, too little, about right?
- Control—Do you feel you have control over how much you work?
- Scheduling—How flexible are the hours you work? Can you balance your work and home life?
- Job Content—Is the work stimulating
- Social Environment—Do you have too little, too much or just the right contact with people in doing your job?
- Physical environment—How is the job physically?
- Relationships—supportive relationships with co-workers, supervisors and clients can have a positive effect on health, but conflict and unacceptable behaviour at work can lead to poor health. How are your relationships at work?
- Role definition and feedback—do you have a clear understanding of what is expected of you. Do you get praise if you do something well? Are you advised if you need to improve on something?
- Change management—do you feel you have a say on how things are run here?
- Opportunity for learning and development—Are you learning on this job? How will this job help your longer term career?

For more information please visit:

[www.abc.net.au/tv/stressbuster/general/about.html](http://www.abc.net.au/tv/stressbuster/general/about.html)

## Greetings from Capricornia

The second meeting of the year was well attended at all areas within the Capricornia Branch. Ideas for PD and the State Conference were items on the agenda. Capricornia will be clearly identified at the conference with **Bandana's**, purchased from the Qld Cancer Council. The branch will be subsidising travel to the value of \$50 for all conference attendees. Capricornia currently has a membership of 50.

Gladstone is co-ordinating a conference for Business Services Managers, AO2's & AAEP's for 21<sup>ST</sup> & 22<sup>ND</sup> September. This conference may extend to the Capricornia Branch if numbers are needed. This initiative is separate from the Capricornia Branch but congratulations must go to the organisers! They are

providing a service that is clearly a need in that district.

*Well Done Gladstone!*

Mackay, Rockhampton, Emerald and Gladstone will now drive their own PD agenda on the days that the general meetings are held each term. At the last meeting Mackay division had presentations by Nicola Edmonds, One School Co-ordinator for Mackay Whitsunday Region. Bruce Innes & Cheryl Haupt the Senior Finance Officers attended with a presentation on CommBiz. Deb Green the Senior Manager of Human Resources also gave an update on HR issues within the district.

It is rewarding to see our Branch come together and

networking on a regular basis. Capricornia would like to acknowledge the efforts of Marie Cameron at Rio Tinto (Hail Creek) for the provision of a meeting room, for all our meetings in 2008 at no cost.

**Thank you Rio Tinto!**

**Roseann Creagh  
President**



*Leona Keyes, Sharon Dunns & Jan Phillips at Mackay PD 14 May 2008*

## Greetings from Darling Downs

**"How to have that difficult conversation"** – was the title of our Professional Development that we had at our last meeting on 14<sup>th</sup> March. In the afternoon after our local branch meeting we worked through the processes with Lesley Dalyell and Roslyn Peake, who are our Toowoomba and Downs Employee Advisors. We divided into four groups of about four and the room was really buzzing with good topics and meaningful discussion. It was a great team building exercise and we worked very hard. Out of this session came an understanding for many of us that we all, at times have the same issues, just different places, different people. Our committee is continuing to organise a fantastic professional development day with Mr Body Language, Allan

Pease on the 14<sup>th</sup> July. Allan will be presenting a number of topics including *"How to be a People Magnetic"*. Lesley and Roslyn will once again do another session with the audience to further explore the topics Allan will be talking about and look at how we can apply what we have learnt to our workplace.

We have also started organising our next branch meeting venue. A bus from Toowoomba will travel out early on the 23<sup>rd</sup> July to Miles State High School where we will have the meeting with some of our country colleagues. These BSMs usually travel a few hours to come to our meetings, so we decided it is about time we returned the favour. We have Shane Wright from Central Office of Strategic Information & Technologies to present a session on Identity

Management for Schools and the changes around the SMS data standards. We will open the session to AO2's as well. Also, we hope to have Sean O'Grady from the QPSU come to the meeting. Lots of things are happening up here on the Downs! We continue to be a very active branch.

**Linda Robinson  
President**



**A bus from Toowoomba will travel out early on the 23<sup>rd</sup> July to Miles State High**

## Greetings from the Far North

Attendance at the latest network meeting was at least twice as large as normal as Administration Officers and non financial Business Services Managers were invited to see the vital role that our network takes on. All were very impressed and hopefully will take something valuable back to their own schools and also support us in our various activities. Many enjoyed the networking aspect and realised that they were not alone in the numerous problems that they

*“Many enjoyed the networking aspect and realised that they were not alone”*

encounter. We also had the One School District Liaison Officer give a presentation and the District Senior Finance Officer took us through the process for the new CommBiz rollout. Another initiative is to hold our meetings at a different school every meeting as it gives anyone interested the opportunity to observe how another school's office runs. Both the office staff and the people observing share and exchange invaluable

knowledge with each other. We are looking forward to the next meeting and already have a few ideas in the pipeline to chase up.

**Alistair Ingram  
President**



## Greetings from the Gold Coast

At the Term 2 breakfast meeting held on 4 June, 65 Gold Coast Business Services Managers gathered at the Colonial Golf Club for a Professional Development Session from Andrew Taylor from APT Learning Solutions on "Developing the Leader Within" and DISC (Dominance, Influence, Steadiness and Compliance) profiling, a four quadrant behavioural model that examines the performance of individuals in their environment or within a specific situation. DISC looks at behavioral styles and behavioral preferences. In addition, Andrew outlined the importance of building a strong framework for effective leadership and that without that solid foundation, the strength of the relationships are compromised. Andrew was on the Gold Coast to work with Gold Coast Principals, deputies and HODS for two days and kindly gave up some time to spend with Business Services

Managers. We were also fortunate to have Judi Stevens and Larelle Frauenfelder from the South Coast Regional Office join us for breakfast. Currently Judi is in the process of developing an HR school visit checklist to assist new BSMs. This checklist is modelled on the current finance school visit check sheet used by the Regional Finance team when they visit schools each year. The response to the program has been positive, as assistance with HR has been overlooked in the past. Gold Coast BSMs are being encouraged to meet in cluster groups (based on Principals cluster groups) at least once per month. At present, 25% of the BSM positions on the Coast are acting; therefore, as a region, we are making every effort to support our new BSMs. The cluster meetings have proven to be very successful for this. There has been an outstanding

response from the Gold Coast with 38 Business Services Managers attending the State conference: the highest number ever. Already plans are underway to make the most of further developing the network on the Coast by fostering a team spirit at the conference. We are all looking forward to joining Business Services Managers from around the State for this event.

**Lisa Thomas  
President**



**South Coast Regional Office  
joined us for Breakfast**

## Greetings from Metropolitan

**Workplace Health and Safety and Finance were the topics discussed at the Term 2 meeting. We had our highest attendance with 85 Business Services Managers.**

Guest speakers included Phil Cooper, Senior Project Officer, Organisational Health Unit and David Hoppner, WH&S Regional Consultant who spoke about Anaphylactic Training, Lift Pod (trial portable personal lift), Sunsafe Clothing Grant, and Accident Investigation administrative procedures and reporting. David Greenwald, Moreton Regional Finance Manager, gave a presentation on Budget Adjustments and our final speaker for the day was Paul Peacock from the Commonwealth Bank who gave a presentation on COMMBIZ.

**Glenys Brown  
President**

*"37 principals from Band 7-11 attended a two day induction "Leaders of Learning" workshop in Central Office"*

**Role of the School Business Services Manager – Shann Stephen - Kenmore SHS**

37 principals from Band 7-11 attended a two day induction "Leaders of Learning" workshop in Central Office 15<sup>th</sup>-16<sup>th</sup> May.

On Friday 16<sup>th</sup> May, I presented a session on the Role of the Business Services Manager. This session gave me an opportunity to present the diversity of the role and the types of partnerships that can/do exist between the Principal and the Business Services Manager.

**Included topics:** Finance, HR, Facilities, General Administration and P.D., and some hot tips for the Principals to use, when

reviewing financial reports.

I highly recommended to Principals that continued Professional Development of

their Business Services Manager

enhances the capabilities of their staff and improved service delivery.

My presentation team also included Tony Lequerica – Regional Finance Manager (Northern Region) who unfortunately died in a car accident shortly afterwards upon his return to Townsville and Jeff Munce – Principal Warrigal Road State School.

Both gentlemen recognised the highly regarded role of the Business Services Manager in schools.

**Feedback:** Supported the importance of valuing the Business Services Managers in schools, the scope of the role and the professional knowledge and support we provide.



## Greetings from the North

Since our last report, our Branch has had two sadness'. The first was the loss of our friend and colleague, Wendy Towner. Wendy was the Business Manager at Aitkenvale State School in Townsville and worked for the Department since 1987. Wendy leaves behind a husband and two beautiful boys. We will sadly miss our friend who had a real joy and zest for life.

Our second loss was our dear colleague and friend, Tony Lequerica. Tony worked in Cairns, Townsville and Brisbane. He came to Townsville as an Auditor but later became a Senior Finance Officer and then Finance Manager for the Northern

Region. He was our Association Auditor and electoral officer for many years. Tony will be missed for his friendly and thoughtful nature which he displayed to every school in the District. We will truly miss them both.

On a happier note we recently enjoyed our Term 2 Function which was dinner at Masala Indian Restaurant (see photo). We had 12 members present and it was very noisy but full of excitement.

We have a number of plans in place for professional development and you will hear more about these in the future. Everyone at the moment is very excited to be attending the forthcoming

SBMAQ Conference and we have 17 members attending which is excellent for our small branch.

**Eva Foster  
President**



**Dinner at Masala Indian  
Restaurant**

## Greetings from the Sunshine Coast

The Sunshine Coast Business Services Managers network training day was held on Monday 21st April at the Narangba Valley Tavern.

We had a full house. The agenda kicked off with Dianne Winthrop and I presenting a workshop that focussed on the SBMAQ and its agenda and we spent a lengthy period looking at additional duties within schools. We came up with a long list to consider.

At a brief meeting on the training day Christine Norman from Tullawong State High School was nominated and elected unopposed as our new President for the Branch.

The agenda also included a workshop on Identity Management where Shane Wright walked us through the benefits of IDM and the SCIDS intranet sight. I have since

registered on the sight together with 2 key office staff and we now regularly use the site to verify parts of our SIMS data.

Leanne Downs, HR Team Leader, from Sunshine Coast DO presented on Interview Processes and advised us that schools determine support staff selection procedures that there are no mandated tools. We then discussed as a group various short-listing, interview and other selection tools for support staff and their appropriateness with different employee groups.

Chris Brandt, Corporate Communication and Marketing, then presented on school market and touched on branding. His main message on marketing was to determine a few key items of note for your school and get *all* staff talking up those items when asked

about or discussing the school with your broader school community or anyone outside your school.

A big thankyou goes to Di Winthrop who in the absence of a President took the reigns and organised the day. Well done Di!

Disappointingly Christine Norman, with great regret, tendered her resignation last Monday 23<sup>rd</sup> June. She said she spent a lot of time pondering the decision before finally making it. This leaves us to again seek a new leader for the Sunshine Coast Branch.

We are looking forward to the State conference. At last count 36 are going from the Sunny Coast Branch.

**Denis Orr**  
**Sunshine Coast Branch Rep**

## Greetings from Wide Bay

'How to Deal with Angry and Demanding People' was presented by Ken Warren at our branch meeting 14<sup>th</sup> May. Ken is a Workplace Relationship Specialist who helps managers build strong and productive teams. It is always an unknown when you use new presenters but from the reaction of the group on the day, Ken's session was very well accepted and enjoyed.

Comments from two Business Services Managers:

*"Great info I can use now! I feel*

*a load lift in how I will handle my staff issues"*

*"Ken's presence and delivery was welcoming and engaging, unlike some presentations where you wish you were somewhere else!"*

Ken is Sunshine Coast based and can be contacted through 0406402800 or through [www.positivepeoplesolutions.com.au](http://www.positivepeoplesolutions.com.au).

**Suzanne Geddes**  
**President**



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

**BEMIR WILL BE ONE OF THE TOPICS AT OUR NEXT  
GENERAL MEETING HELD ON THE 23RD JULY.  
LOCATIONS WILL BE ADVISED SHORTLY.**

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

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

**23th July 2008**

**Venues to be advised**