

HBR

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This issue includes the annual Manufacturing in the Hunter feature, highlighting the importance and success of the local manufacturing sector.

Much of the manufacturing news in mass media continues to focus on bad news and gives a much more negative impression of Hunter and Australian

manufacturing than reality.

It is true that manufacturing continues to be in a transitional state, with some aspects of manufacturing proving extremely difficult in a highly competitive global marketplace.

The demise of local car manufacturing is an example. On 20 October, Australia's last automotive assembly plant ceased production, marking an end to a long history of Australian built cars.

Unfortunately, the local plants were simply not producing the volume of vehicles to be able to compete against the massive manufacturers overseas.

It is certainly bad news, but Australia still has excellent opportunities in automotive component manufacturing, particularly if we harness our innovation and continue to produce high quality options for global manufacturers.

These big news stories certainly don't give a positive view for manufacturing, but what receives less coverage are the many good news stories of local manufacturers producing quality products and unique solutions to gain new markets both locally and abroad.

The Australian Industry Group Australian Performance of Manufacturing Index continues to produce positive findings, with the October release marking the 13th consecutive month of growth.

Manufacturing is certainly facing an array of challenges, including the increasingly rapid rate of changes in technology and market demands, but we should be proud of what our local manufacturers are achieving and look forward with confidence to continued contribution to the economy from this vitally important sector.

As well as challenges, change also creates opportunities and we need to encourage local manufacturers to harness their ingenuity to continue to take advantage of these opportunities.

We can't be overwhelmed by the negative headlines but continue to celebrate the many success stories that continue to contribute to increased future prosperity for all of us.

Garry Hardie
Editor & Publisher

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Leah Jay wins three major awards

Leah Jay has done the Newcastle region proud in this year's Real Estate Institute Awards for Excellence, bringing home three major awards.

In a first for Leah Jay and for the industry, the local property management specialists took out the award in both residential property management categories. The third award was received by Leah Jay's Systems Support Manager.

No other agency in the state has won both the individual and team awards for property management, making this a historic win for the local company.

"I am so proud of everyone," said principal and founder, Leah Jay. "This is such an honour and it shows the ability and dedication right across our whole team."

Leah Jay also expressed pride in bringing industry-wide

recognition once again to the Newcastle region.

"We're always proud to represent Newcastle at the REINSW Awards, and this has been another feather in the cap for the region," she said.

Leah Jay has a proud and unrivalled history when it comes to major accolades from REINSW. With 19 nominations and seven wins over the past 20 years, the agency has been consistently represented at the Awards for Excellence since Leah Jay herself was honoured with the first Excellence in Property Management award in 1998.

Presented by the peak industry body in NSW, the Awards for Excellence recognise outstanding achievement by individuals, teams and support staff. They are among the industry's most prestigious accolades and are considered the top honour for property managers and real estate agents in NSW.

Cassandra Lantry, Operations Manager, receiving the Residential Property Management Team Award

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Industry collaboration offers futures in STEM

A group of TAFE NSW students are one step closer to jobs of the future thanks to a collaboration between some of the Hunter's most innovative firms.

Recently, 16 young men and women undertook work experience in STEM-related disciplines and graduated from the 2017 STEMship (Science, Technology Engineering and Mathematics Scholarship). The 17 week pre-apprenticeship training program provided students with the skills and expertise that would prepare them for future careers.

STEMship is a collaboration between TAFE NSW, NSW State Government departments of Industry (Training Services NSW) and Premier and Cabinet, and Regional Development Australia (RDA) Hunter. The program is also supported by industry partners, offering participants work-experience placements during the STEMship.

Downer Group's National Apprentice Program Co-ordinator, Shane Snook, said the opportunity to be involved provided employers with the chance to tap into a select group of candidates who are gaining desirable skills and knowledge in vocational education and training (VET).

"Our support of the STEMship is part of our corporate social

responsibility and community engagement, but it is also an opportunity for Downer to give STEMship participants real-life work experience so they can see what it is going to be like embarking on a career with our organisation," he said.

Mr Snook believes this type of training is critical to the future workforce.

"We rely on the VET system, in particular TAFE, across the nation to train our workforce," Mr Snook said. "There is a push for students to be funneled into university, but I see a future where VET will become more prominent, particularly with new technologies like artificial intelligence, augmented and virtual reality.

"In the future a young person will need to have a range of skills sets that are transferable, including soft skills. They will need to be adaptable in a marketplace that is going to be global. It's a pretty exciting time.

"I'm a firm believer that it's the right person for the right job; it doesn't matter whether they have matriculated at year 12 or year 10. The primary things we are looking for are motivation, attitudes, being teachable and working well as part a team."



HBR eating out

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Double accolade for advisory firm

Prosperity Advisers are national finalists in two categories of the 2017 Hillcross Financial Services Awards.

Hamish Landreth, Financial Adviser has been selected as one of three national finalists in the prestigious Hillcross Financial Services award for Adviser of the Year. This significant achievement recognises Hamish's genuine commitment to his clients by making a tangible difference in their lives. Prosperity Wealth Advisers Director, Gary Dean won the award last year.

Prosperity Advisers has also been selected as one of three finalists for Advisory Firm of the Year. The award recognises overall professionalism, operational excellence, superior client service, advice delivery and implementation.

Allan McKeown, CEO and Founder of Prosperity Advisers Group says, "We are very proud to have Hamish as part of the Prosperity team and are delighted that his hard work, knowledge and passion for his clients has been recognised."

"We are also very proud of the collective efforts of our people across our Newcastle, Sydney and Brisbane offices. To be announced as a finalist in the Advisory Firm of the Year is a wonderful recognition for the tremendous effort our team has demonstrated showing ongoing excellence in providing personal financial advice as well as a clear passion for clients."

The winners will be announced at the AMP National Advice Summit in Sydney, 17-19 January 2018.

UON students teach to avatars in classrooms of the future

Just as pilots use flight simulators, University of Newcastle (UON) education students can now road test their teaching skills, building their confidence in a safe, supportive environment, using a simulated classroom.

TeachLive – a simulation teaching tool, uses a live performing actor who role plays a number of student avatars to respond to the lesson delivered by the student teacher.

Head of the UON School of Education, Professor John Fischetti, said the introduction of TeachLive, gives students valuable experience to begin to practice the pedagogical and dispositional, and management skills needed to become effective teachers of diverse learners.

"The combination of real teaching in a simulated environment is an extension of a long-standing practice in education called microteaching," Professor Fischetti said.

"We need more practice in teaching before we get into schools. TeachLive creates these opportunities and provides wonderful learning about teaching inside the safety net of a simulator, just as pilots use these tools in flight school and health professionals undertake in simulation training."

TeachLive is a joint research project of UON, the University of Central Florida and Murdoch University. Data being collected from this year's pilot will help form a long-term research effort tracking participants' teaching trajectory and assessing the impact of the TeachLive experience on that journey.



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Hunter Valley school continues world dominance in STEM

Mount View High School, Cessnock, has again proven why it is one of the state's top ranked Science-Technology-Engineering-Mathematics learning centres by winning an award at the world's largest STEM competition.

At a star studded event in Kuala Lumpur attended by Formula One racing "boss" Chase Carey and representatives from the various Formula One teams, the year 10 and 11 students Liam Whiteley, Daniel Lambkin, Connor Minchinton and Jack Stephenson walked onstage at the 2017 World Finals of the F1inSchools STEM Challenge. They received the Sponsorship and Marketing Award.

Calling themselves Envisity, they collaborated with a school in Tasmania to design and make a miniature 80 km/h F1 car, using space age CAD/CAM and virtual wind tunnel software.

Envisity took on 50 teams from 25 other nations. F1inSchools is a competition involving over nine million students from more than 17,000 schools around the world.

Mount View High School has been a regular representative of NSW at the F1inSchools STEM Challenge National Finals, and this year it earned a place in Team Australia.



Support for 2018 Hunter Investment Prospectus

Closing soon - contact HBR now

Hunter Business Publications is now taking support for the 2018 edition of the Hunter Investment Prospectus.

We hope you will consider joining us in promoting the Hunter Region as a smart business investment & lifestyle choice.

If you would like find out more about helping to promote the Hunter Region and your organisation as well as identifying your organisation as an active supporter of the region, please contact **Gary Hardie on (02) 4925 7760 or garry@HBRmag.com.au**

Have you viewed the 2017 edition of the Hunter Investment Prospectus yet?

Published by Hunter Business Publications in conjunction with RDA- Hunter, this 100 page publication is a leading tool in promoting the Hunter Region as a smart business investment & lifestyle choice.

It is available as a high quality hard copy book, on business card style USBs and on the internet at <http://rdahunter.org.au/hunter-region/hunter-investment-prospectus>

The Hunter Investment Prospectus is a major undertaking and is only possible through the support of organisations that value the promotion of our region. They also have the opportunity to promote their own organisation and identify themselves as an active supporter of our region.

We thank the following supporters of the 2017 Hunter Investment Prospectus:

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AECOM awards engineering scholarship in memory of inspirational Hunter leader

Infrastructure firm AECOM has awarded a \$15,000 scholarship to University of Newcastle student Rachel Dalla in memory of Graham Taylor, an inspirational Hunter leader and mentor who passed away suddenly in 2016.

Rachel, who is in her second year of a Chemical Engineering degree, will receive a payment of \$5,000 each year for three years, as well as a paid work placement at AECOM's Newcastle office from July 2017.

The scholarship was established in memory of Graham who, over a 40 year career, made a significant contribution to the health of communities and protection of the environment through his focus on environmental and pollution controls. He was an exceptional role model and respected mentor at AECOM and legacy businesses HLA Envirosciences and ENSR. Graham was also a passionate Novocastrian. He graduated from the University of Newcastle with an Honours Class II degree in Chemical Engineering in 1974.



Chad Whitburn (AECOM), Sally Ryan (AECOM), recipient Rachel Dalla, Sue Taylor, Antony Taylor.

Williamstown to gain modernised military training systems

The battlefield training of soldiers has been given a major boost with eight new Digital Terminal Control System simulators coming online next year.

On the 18 October Minister for Defence Industry, the Hon Christopher Pyne MP, announced a \$40 million contract with Rockwell Collins Australia to supply the simulators.

Minister Pyne said the contract includes operator and maintenance support and built on the acquisition of three interim systems in March this year, with 80% of the contract value to be spent in Australia.

"This contract will create seven new jobs in Newcastle, Sydney, Perth and Puckapunyal, on top of the four jobs created under the earlier contract," Minister Pyne said.

"The DTCS itself is a state of the art computer-based capability which uses specialised software and hardware equipment to identify enemy targets with greater speed and accuracy."

"These simulators will equip our soldiers with the skills necessary to use the DTCS to coordinate battlefield fire from artillery, mortars, helicopters, naval ships and fighter aircraft."

"It also provides our personnel with the ability to work with multiple Australian and coalition land, air, and sea platforms to engage the enemy."

"The simulators provide an environment which can be difficult to replicate in live training, they provide a realistic, cost effective and safe alternative."

"The purchase of these systems demonstrates our commitment to using Australian defence industry to improve and modernise our training equipment."



Operations Manager, Cassandra Lantry, accepts one of three Awards won by Leah Jay

LEAH JAY TOPS 2017 NSW AWARDS

3 Major Real Estate Institute "Awards of Excellence" the most of any agency in NSW.

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Leah Jay doesn't sell real estate. For 23 years they've focused solely on property management. So, when you want an independent expert appraisal on an investment property, call **Leah Jay**.



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HTG new headquarters and flagship store

2017 is a transformational year for the Hunter Travel Group (HTG), following hot on the heels of a new Cruise Travel Centre & Helloworld Travel store at Green Hills East Maitland in the Hunter Valley and the acquisition of seven Helloworld company owned stores at Bunbury, Canberra, Toorak, Knox, Maroochydore, Eastgardens and Parramatta in September, the group is providing a sneak peek of its new headquarters and flag ship store in this article.



Located at 450 Hunter Street, the new HQ is in the middle of the revitalisation taking place in the Newcastle CBD which includes the installation of a Light Rail System, and the huge citywide developments such as the recent opening of the University of Newcastle's NeW Space City Campus which saw 3,000 Business & Law students swap the bush for the city centre to study in the new \$95 million structure.

Billed as Australia's largest regional bricks and mortar travel agency, the new headquarters is spread across six levels over an area of more than 1500 sqm and features a luxury retail space on the ground floor modelled on a five-star hotel lobby. Gone is the traditional agency atmosphere, with new features such as a bar for the thirsty traveller, plush lounges to contemplate your next

adventure, and private booths to discuss the finer details with a team member about your travel plans in a non-transactional environment.



The upper levels include Business Travel, Groups/Product/Marketing, Administration/Finance/HR/Sales, and a level dedicated to events, and VIP clients. Dubbed "The Explorer Lounge", this level is modelled on a First-Class Airport Lounge and/or Club Level at a luxury hotel and includes a fully equipped kitchen with a huge family dining table to host events and for the local business community to book and utilise as their own private club / lounge.

The Explorer Lounge has already proved incredibly popular with surrounding businesses such as law firms, accountancy firms etc who were looking for a larger luxury space to host events and showcase their products. HTG CEO, Brett Dann, commented "We're providing the space to businesses as part of our overall value proposition, if they utilise our travel services, then they now have access to a luxury lounge that includes a full concierge and catering service. As a road test we've already hosted 3 events to over 200 people last month which has afforded us to tell our story and connect with many clients who were perhaps not aware of our size, depth of service and expertise".

HTG is not afraid to take risks having been the first travel agency group to open a dedicated cruise specialist agency in a Westfield Shopping Centre. Celebrating 10 years this month, Cruise Travel Centre at Westfield Kotara is now one of the groups most productive travel centres.

Mr Dann said: "While not yet at a tipping point, several agency models have been hinting at what's next. We've spent over 18 months refining our plans and have looked at innovations in travel retailing in the USA in particular and we firmly believe that we are delivering the next innovation in travel agency design that we know will resonate well with all age groups, particularly millennials and city centre residents".

Official opening events are being scheduled for November 2017.





Jirsch Sutherland

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Port of Newcastle launches 2017-18 cruise season

On the 7 October the Port of Newcastle officially launched its 2017/18 cruise season with the arrival of the Sun Princess. This coincided with a national travel publication naming Newcastle as one of the world's top emerging cruise destinations.

Escape, the Sun Herald's travel lift-out, placed Newcastle eighth in its list of up-and-coming cruise destinations, thanks to its thriving bar and café scene and cruise terminal development. The publication also named destinations including Iceland, Madagascar and Cuba in the line-up.

Between October 2017 and April 2018, 10 ships and approximately 21,000 passengers will visit Newcastle and the Hunter region. This season the Port will also welcome three maiden visits and a new cruise line to the region, Norwegian Cruise Line.

The Australian Cruise Association estimates that cruise shipping currently delivers \$11 million to the region's economy.

Port of Newcastle CEO, Geoff Crowe, said the Port was thrilled to be welcoming even more visitors to Newcastle this cruise season.

"The cruise season brings a really positive atmosphere to our harbour city. I see many people taking the opportunity to explore Newcastle's city centre on foot, taking in our picturesque harbour and doing some shopping," said Geoff.

"I recommend local tourism businesses refer to the cruise schedule published on the Port of Newcastle website for a full listing of when the cruise ships are visiting, the times and the passenger capacity of each ship so they can prepare accordingly," added Geoff.

The 2017/18 cruise season will be delivered alongside the construction of the \$12.7 million cruise terminal development, which is on track for completion at the end of 2018.

"From early 2018 the Channel Berth will be a hive of activity as construction commences. I look forward to shortly revealing the terminal design and announcing the appointment of the lead construction firm," said Geoff.



Local web support businesses popular with buyers

Stuart McLachlan from Link Newcastle has just completed the sale of a fourth web design/development and hosting business.

"The web support industry is very competitive," said Stuart.

"Websites age very quickly and most sites need constant modernising and this is where the opportunity lies.

"Weblite, is just one of several local web support businesses sold by Link Business. Its business model was based on providing an excellent service with minimal disruption to clients. They also provided longevity with their customers resulting in referrals and recommendations.

"Generally speaking, one of the attractions of these types of businesses is that they can be operated and managed remotely anywhere within Australia.

"I have a database of over 100 buyers from all around the country looking to acquire these businesses as part of their growth strategy."



The authority on selling business

 <p>Electronic Instruments - Niche \$2,750,000</p> <p>Manufacturer and international distributor of industrial instruments for the metals, construction and related industries. Long established business with specialist knowledge in the design and manufacture of niche products, derived from 20 years work.</p> <p>NSW00151 Stuart McLachlan 0404687706</p>	 <p>Water Treatment Systems \$750,000 plus SAV</p> <p>This business is engaged in the water treatment capital market in Australia and the sale of water treatment related products globally. Intellectual property is held within the business through extensive documentation, certified designs and tooling.</p> <p>NSW08050 Stuart McLachlan 0404687706</p>	 <p>Tree Services business \$650,000</p> <p>Est. 20 years. Extensive list of equipment incl. Chipper Truck, Bob Cat Truck, Service Vehicle, Stump Grinder & Trailer & a Positruck with Mulching Head. Ongoing work with Councils, SES & Rural Fire. Quality Assured and Certified for Government Contracts.</p> <p>NSW00518 Stuart McLachlan 0404687706</p>	 <p>Distributor of Cleaning Products \$600,000 plus SAV</p> <p>A unique and profitable business that has excellent potential to grow. 2017 sales of \$2.3 mill. Can be run under management or as an owner operator. Exclusive regional distributor of a number of sought after brands. Also sells machinery and provides after sales service.</p> <p>NSW00442 Stuart McLachlan 0404687706</p>
 <p>Hawks Nest Sports Store - Freehold \$350,000</p> <p>Built originally in 1982 as a chemist. Has front and rear entry/exit with front and rear parking. The building is 210 sqm. Property is zoned commercial and has been built to go up a level. Option to buy stock and continue the current use as a Sports Store.</p> <p>14642 Andreas Dahmen 0433 107831</p>	 <p>Domestic & Commercial Laundry \$320,000</p> <p>This is a spacious, free standing laundry business, with dedicated parking in a high traffic area. Includes a huge equipment mix with as new vending machines, solar hot water and solar energy systems in place. Sales for 2017 were up 10% on the previous year.</p> <p>NSW00514 Andreas Dahmen 0433 107831</p>	 <p>Coffee Club Bateau Bay \$269,000 plus SAV</p> <p>Highly successful Coffee Club Franchise located at a long established shopping centre, in a heavy tourist area of the Central Coast. It is the only food outlet in the centre that serves restaurant quality food. Double digit growth for the past 4 years. T/O ave. \$20k pw.</p> <p>NSW00307 Andreas Dahmen 0433 107831</p>	 <p>Post Office & Newsagency \$250,000 plus SAV</p> <p>Easily run business with a growing revenue stream, from exclusive licensed territories. NO DELIVERY RUN! Trades just 5 and a half days pw. offering a lifestyle not just an income. New lease from date of sale. Nets \$140k p.a. for a working couple.</p> <p>14745 Stuart McLachlan 0404687706</p>
 <p>Cessnock Convenience Store \$220,000 plus SAV</p> <p>Sells dairy, cigarettes, deli, ice cream, flowers, coffee, confectionery, beverages, grocery items, pies. Well located on main thoroughfare. Residence attached with 6kw solar system. Turnover \$14k p.w. Excellent cash business for a couple or family.</p> <p>NSW08130 Andreas Dahmen 0404687706</p>	 <p>5 day pw. Industrial Cafe/Takeaway \$195,000 plus SAV</p> <p>Situated perfectly in a growing industrial precinct close to the centre of Newcastle. Plenty of offices and factories nearby. Main street exposure. Significant corporate catering with room to grow. Very clean, hygienic and well presented. Not a cent to spend!</p> <p>NSW08184 Stuart McLachlan 0404687706</p>	 <p>Workplace Safety Retail \$120,000 plus SAV</p> <p>Exceptional business with quality suppliers and brands. High customer retention rate. Run under management with a full time manager in place. Very diverse customer base. 2017 sales of \$400k, an increase of 10% on the previous year.</p> <p>14184 Andreas Dahmen 0433 107831</p>	 <p>Wholesale Food Business \$77,000 W/I W/O</p> <p>Established in 1995, this unique business is located in Waratah, and supplies food and food components to large clubs and local cafes in Newcastle as well as providers in the Hunter Valley. All recipes are included in the sale, plus full training</p> <p>NSW08090 Stuart McLachlan 0404687706</p>

Contact a member of our local LINK Newcastle Team



Stuart McLachlan | 0404 687 706
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BUILDING BETTER PLACES FOR PEOPLE

Hunter Development Corporation (HDC) is a State Government agency working to stimulate economic growth and create thriving communities in the Hunter.

HDC encourages new investment in homes, businesses and public spaces for the community by undertaking land preparation activities such as remediation, mine subsidence grouting and provision of infrastructure and services.

HDC's area of operation includes the ten local government areas in the Hunter.



HDC AREA OF OPERATION

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**Hunter
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Corporation**



Maximum Opportunity

The Property Council of Australia has publicly released its assessment of the state government's proposal for the rail corridor. A Taskforce had examined the proposal in detail and is now offering their broad support.

Hunter Director, Andrew Fletcher, described the Taskforce as a local industry brains-trust with specialist qualifications and experience in planning, urban design, mine subsidence, commercial leasing, and sustainability.

"Each of these Hunter professionals bring a special level of care and effort to getting these government submissions spot-on."

He said the Taskforce had proven once more, beyond any doubt, that there is no "development-play" on the corridor, and that what's required is a "tourism-play" to encourage further investment and grow new jobs.

"The no-brainer that all urban designers agree upon is to realign Wharf Road with Scott St – establishing a new city edge to the harbour and enough space for a new urban icon." Andrew Fletcher

"Designing the city centre as a world-class tourism destination sat at the very heart of Maximum Opportunity - our signature piece of advice to the NSW Government on Revitalising Newcastle."

"Hopefully, this latest submission can reignite some of that ambitious thinking to leverage all the natural advantages on offer and position Newcastle as Australia's first regional city of the Asia-Pacific."

Fletcher said the "game-changers" were well established and now needed political support to make the tourism-play a reality.

"The no-brainer that all urban designers agree upon is to realign Wharf Road with Scott St – establishing a new city edge to the harbour and enough space for a new urban icon."

The Property Council's submission says the tourism need remains the same as two years ago; for Newcastle to have its own Opera House or Guggenheim or MONA to anchor the city as a destination.

The need remains for the heritage-listed Newcastle Railway Station to be adaptively repurposed as an iconic landmark building stepping down to the waterfront.

Fletcher conceded that a globally competitive tourism attraction for Newcastle could be several years away, but he said, "that ambition needs to be hard-wired into the current planning proposal or it will fall off the government's radar."

"It's time to set our sights higher as a city, and make sure future generations get the maximum opportunity from the plans being made today."

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Considering a co-working space?

*This month we highlight two of the Region's Co-working spaces, **Eighteen04** and **DaSH**. Both spaces are scaling up and moving to new, improved and larger premises.*

Co-working spaces are on the incline in the Hunter. It's important to research and consider what your startup or scale up is looking for. Here's a few things to consider before making your decision.

1. WIFI – A Not Negotiable. Must be reliable, fast and included. Check in with existing residents to find out what they think! Curators can give you information about how the internet is working or you can do your own speed test.

2. The kitchen – Make sure there is one and that it's neat, clean and tidy. Is there enough fridge space? And is there a place to sit or stand and chat? Amazing alliances are formed over shared meals and many-a-problem have been solved during a collidation (the colliding of ideas) in the kitchen.

3. The buzz – Otherwise known as the vibe and usually detectable by the noise level. No-one really goes into a co-

working space for total peace and quiet. That's what offices with closed doors are for. You need to get a sense of excitement when you walk in. Look for diversity of inhabitants, conversations and occasional events held at the space.

4. Call centre – There should be somewhere where you can make a private call, a place you can talk without the whole space hearing what you have to say.

5. Meeting room(s) – Most people will need somewhere to meet clients. Make sure there are enough meeting rooms to service the number of inhabitants. If there's no meeting rooms find out how close the nearest coffee shop is.

6. Location location location. Make sure you are geographically situated to suit your business. Are you near public transport? Is a view important? Where are your clients located?

The doors are open at Eighteen04

Gunilla Burrowes
Eighteen04

The mission of Eighteen04 Inc. is to support early stage start-ups seeking to transform our energy economy, our environment and who are seeking to build smart and sustainable cities.

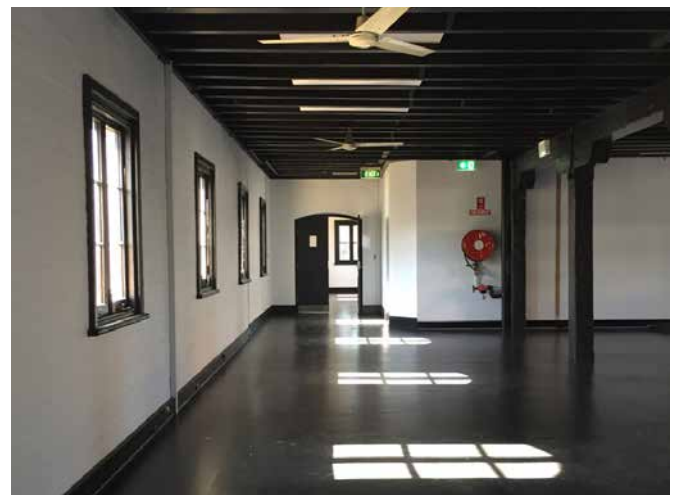
Eighteen04 is again open for business. Two years since our co working start-up took up residence in temporary premises hosted by the CSIRO Energy Centre at Mayfield, we are now operating from the TAFE Hamilton campus on Parry Street in the bustling Newcastle West End. The timing couldn't be better with the opening of the Wickham transport interchange and with the booming growth in the Newcastle and Hunter innovation ecosystem.

The organisation has taken its name from the year that saw Newcastle founded as a key economic port and a tough northern satellite to Sydney. Back then the city's roots were in energy and resources and its grip on the coast made it a gateway to the global economy.

Now in 2017, Eighteen04 is playing a crucial role in the innovation ecosystem of the Hunter. Our focus is on incubating start-ups and scale-ups in the CleanTech and SmartCity space. CleanTech is an exciting space. The generation of employment opportunities will be abundant as the world transitions to a renewable energy future. The Hunter has always been a source of energy for our nation, and our goal at Eighteen04 is to support those start-ups who will lead the way for Australia to claim its share of new global industries.

In the SmartCity space, Newcastle is an ideal "living laboratory." Eighteen04 is working closely with Newcastle City Council and other stakeholders towards a vision of a city that incorporates electrical vehicle charge points, smart energy sharing and public WiFi. The city is adapting and charging into the 21st Century.

Eighteen04 is strongly supportive of start-ups that are innovating both hardware and software. We are not restricted to "internet-only" development of apps and software because we understand the different timelines and challenges of designing, developing, testing and deploying hardware devices. In our co-working space, we have a high-tech maker space where our start-ups can develop and test their products.



Our new home in Newcastle has an inspirational history as being the site of the second oldest brewery in Newcastle. We are excited to be re-invigorating this space as a hub for the businesses that will provide employment for our city of the future.

If you have a business idea in the CleanTech and SmartCity space we would love to welcome you in for a chat.



Gunilla Burrowes is passionate about innovation and diversity. Gunilla is a chair of Eighteen04 Incorporated an incubator for start-ups and scale-ups in the CleanTech and SmartCity space. Gunilla is also an advocate for increasing the profile of engineering and science in our community and is the founder of Gender Matters Pty Ltd which she has established to advise organisations on gender equity.

Business growth hotspot expands

Harry Balding
Dantia Smart Hub

In 1999, the Newcastle Steelworks closed, and 2000 locals lost their jobs.

Between 2013 and 2014, more than 2200 Hunter Valley-based mining jobs were lost.

In 2016, Inghams Cardiff closed and 350 locals lost their jobs.

It's fair to say, the Hunter Valley is pretty familiar with shrinking local workforces and profits. These events are newsworthy, and are (rightfully) covered in great depth by local media. One effect of this extensive coverage though, is a feeling of economic dread, and in some cases, hopelessness.

For the last 18 months, I've seen first-hand how some locals are addressing this economic quandary, by creating their own businesses and employing other locals too. These enterprising individuals are members of our coworking space in Charlestown, the Dantia Smart Hub, also known as DaSH.

These people are creating employment, generating economic agency and prosperity, and redefining our community's economy.

DaSH's members are either working for themselves, or working for innovative companies who see the benefits in co-locating in a 'hub' and having access to leading edge tech (like 400 Mbps WiFi), great facilities, and a top-notch entrepreneurial Community.

Our members include Look Who's Charging, a financial tech startup who are growing so quickly they can't find enough people to fill their open positions. There's Liftango, who have recently left their corporate jobs to create their own corporate ride-sharing platform, and are having great success nationally (and soon, internationally!). Zimpleweb, who joined us as a Foundation Member in early 2016 have now added so many new employees that we had to expand our business into the vacant Ground Floor premises to accommodate their growth.

As well as these digital titans of the near-future, we have sole-traders from many different industries, freelancers, and fledgling micro-businesses who are going out on their own for the first time.

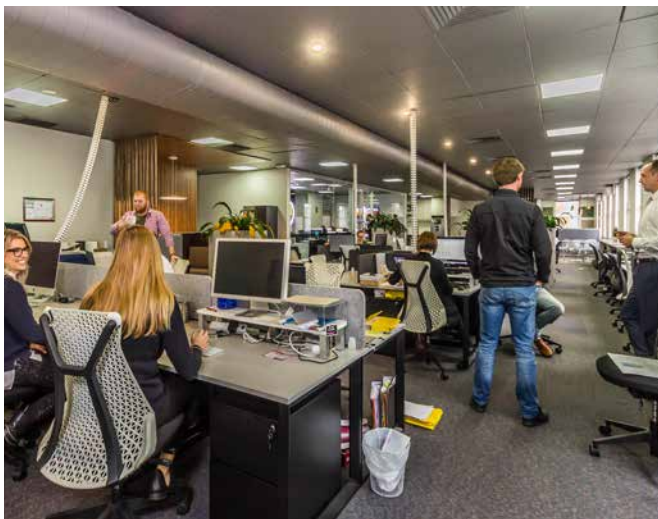
Our members are many and varied, and they're all worth getting to know.

We are very pleased that the growth of our members' businesses has enabled us to grow as a business ourselves. As of August 2017, we have 75+ workspaces across two floors in Charlestown CBD, with a vision of rolling these co working hubs out all around Lake Macquarie.

If you'd like to join our Community and be part of this hotspot for business growth, visit www.dashcowork.com



Harry Balding works with startups and SME's who are working to scale up their operations. He is a Generalist, offering marketing, strategic and business development, and project management as part of his professional services.




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Need a break?

Travel packing tips

Jason Duncan
Hunter Business Review

When it comes to traveling be it a short business trip, a weekend away or long overseas holiday we all have the dreaded thought of 'what do I need to pack and how am I going to fit it all in.'

Here are a few tips and essentials when packing for travel:

1. Make a list

I know this one is pretty obvious but it is surprising how many people don't do it or leave packing till the last minute having to run around getting last minute essentials.

Creating a list ensures that you know you have everything you need and it can also make you think of things you may forget if you leave it till the day before you leave.

It is also a good idea to start your packing process a few days or even weeks before your flight. This way you have time to grab anything you are missing.

2. Do I need to check in luggage?

For flights it is always important to review the check in baggage allowance/fees and carry-on luggage rules. These can vary significantly from airline to airline, so it is best to plan ahead rather than potentially run into a problem at check-in or boarding.

If you're only going on a short domestic business trip or a weekend away you may get away with fitting everything you need in your carry-on. Also remember to allow some space for the return journey if you like to make purchases of souvenirs and other items when on vacation.

3. Keep important items handy

It is important that you keep your important items in your carry-on bag just in case the worst happens and the airline loses your checked baggage. These include your passport, identification, money, credit cards, electronics and other valuables.

It's also a good idea to pack at least one spare set of clothing in your carry-on.



4. Wash your clothes as you travel

A good way to save room and weight in your bag is to plan to do washing while you are travelling. If you are staying in hotels, before leaving on your trip you can check if they have laundry services available and how much they cost.

You can also check if there are laundromats available in the cities you are visiting and plan ahead when you are going to do your washing. If you are staying where there isn't any laundry service or you have to pay an arm and a leg you can always wash your clothes in the sink and hang them up to dry in the bathroom.

5. Power

In this day and age of traveling most people have multiple electronic devices. This is the reason I always travel with a small power board (and appropriate adapter if applicable). This way I am not put out if there is only one power point and I can keep all the electronic devices charging in one place. I usually travel with other people so I don't like to take up multiple power points the others could use.

Another more recent invention is the portable charging pack. This is very handy for when you are travelling around a city far away from your accommodation using your phone as a map, camera or for other information. When flying these must be packed in carry-on luggage and not checked-in luggage.

For further information contact Jason on 4925 7760 or email jason@hbrmag.com.au



Jason Duncan is the Content Manager at the Hunter Business Review and an avid traveller.

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*Conditions apply. A fully refundable deposit of \$250 per person is due within 7 days of booking. The itinerary is based on the 2018 tour and is subject to change. Date of travel subject to change. Please see the 2018 Scenic Hidden Wonders of Europe River Cruising brochure for details. *Exclusive sailing for Escape Travel group, escort and transfers from Newcastle based on minimum passenger numbers. Tour Maps; any map or other route depictions are intended as an indication only and should not be relied upon. Inclusions are subject to change upon the 2019 Scenic Europe River Cruising brochure release. Flyer correct as at 03/10/17 ^12 Months Interest Free finance is provided by Lombard Finance. \$99 application fee applies. All applications are subject to approval. R&G Pearson Pty Ltd Trading as Escape Travel Charlestown, Glendale, Kotara, Mt Hutton and Toronto. ABN 17 083 029 270. ATAS: A11528.

1. In a few words tell us about your current role.

Since early 2017, I have been working with a bunch of incredible people at The Business Centre. Officially my title is Chief Executive Officer but I feel more like a conductor of a Chamber Orchestra: a small, skilled and powerful ensemble of talents and experience. Each day, women and men contact The Business Centre with brilliant ideas and innovative concepts. Our role is to guide them whilst they establish their business models and develop strategic partnerships. We do so by offering mentoring, advisory services, accredited courses and peer to peer learning environments.

2. How have you reached this point in your professional life?

Upon my arrival in Australia in 2000, I became fascinated by the entrepreneurship mentality, the 'give-it-a-go' attitude and the resilience of the Australian business community. When I started my career in Europe in the mid 90s and then moved to Asia, I was cocooned by the large corporations for which I worked at the time. Like most of my peers who graduated from Business School, the career path was almost set in stone from day one. Once in Australia, I realised I was ready to run my own business and join forces with other entrepreneurial people, especially scientists or engineers keen to bring ground-breaking solutions to market.

I went to Business School because I wanted to run a business. In hindsight, I was really naive at the time, as I thought I would climb the corporate ladder and run a corporation. I had no idea how difficult it is to run a business, especially a start-up. The last 15 years, I have learnt so much about what works or does not. Today I am sharing this experience with other entrepreneurs.

3. When you're not at work, where can we find you?

When away from work, well, you won't be able to find me... I live remotely, off-grid, without mobile phone coverage on 200 acres not far from Wollombi. My passion and interests are centred around sustainability and fitting in with our amazing country: "I love a sunburt country,
A land of sweeping plains,
Of ragged mountain ranges,
Of droughts and flooding rains."

Trying to live sustainably and being a respectful custodian of the land on which I live is what I do outside work. As you would imagine, this encompasses: growing vegetables, looking after animals, managing the woodlands and preparing my place for future (warmer) droughts and (heavier) rains.

4. Where do you find inspiration?

Every budding entrepreneur coming to The Business Centre is a source of inspiration. I am constantly reminded of the extraordinary diversity around us. People from all walks of life, aspiring to do good and bringing to market new ideas, contact us for advice. Humbly, we try to help them. My passion for innovation and entrepreneurship is constantly renewed by new collaborations and business opportunities.

5. What advice would you give to someone just starting out in your field?

Starting and running a business is a journey. Nothing happens overnight. Preparing a roadmap and finding the right information is essential. The temptation to do everything by oneself and not looking for support is natural. However, my advice is to meet with peers, learn from others who have been there and share the journey.

6. What's something most people don't know about you?

Although I'm quite short, especially if compared to other athletes, I played basketball at high level. Most recently, I have developed an obsession for cricket even though I had never been exposed to it prior to migrating to Australia. The combination of advanced statistics and on-field tactics – if not sometime sledging – fascinate me.

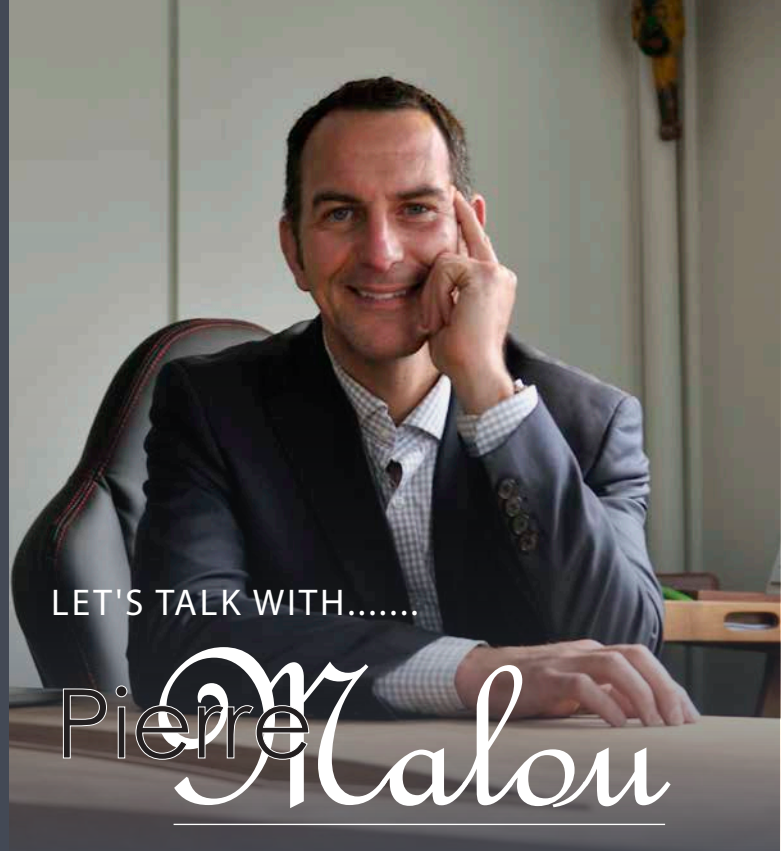


Photo by Perry Duffin

7. How would you like to see the Hunter evolve over the next decade?

This is one of the things I am most passionate about: the Hunter region's future. And I'd like to include here the Upper and Lower Hunter as well as the whole Eastern seaboard corridor north of Sydney – from Gosford to Port Macquarie. Our region is innovative and dynamic. There are a lot of opportunities to collaborate with other entrepreneurs, researchers, social enterprises, and young people to design a smarter region. We need to get ready for an ever-changing world and offer to the next generations a liveable and harmonious place. The Hunter is well placed to find the balance between great quality of life, a smart regional capital, higher education, innovation, investment and jobs creation.

8. What's your favourite Hunter restaurant/café/bar?

Circa 1876 in Pokolbin.

9. Are you reading anything at the moment?

Homo Deus by Yuval Noah Harari. A great sequel to his previous and acclaimed book: Sapiens.

10. Do you have a favourite sport or team?

San Antonio Spurs in the NBA where Patty Mills plays. Patty is the first Torres Strait Islander and Aboriginal player in the NBA. A fantastic player but also an inspirational leader for young Australians.

11. What's the best line from a film you've ever heard?

"Jusqu'ici tout va bien" i.e. So Far, So Good in La Haine a French movie about three young friends and their struggle to live in the outer suburbs of Paris, in the mid 90s.

The story took place just before radical Islamism brainwashed a few France-born men who were in fact third generation of migrants. The French society and the government turned a blind eye on their struggle – so far, so good – and eventually let extremists take control of disillusioned youth instead of creating successful pathways for these young people to study and work. For me it's a constant reminder that many people or companies have a vested interest in maintaining the status quo and if we, citizens and entrepreneurs, do not implement change and create new pathways to success, then very little will change. So far, so good is almost an admission of failure.

The Melbourne Storm approach: a playbook for business

Scott Douglas
SiDCOR Chartered Accountants

I recently attended the NRL Grand Final. I have been to two grand finals, 1999 and 2017, which were both won by the Melbourne Storm. Notwithstanding their salary cap indiscretion, the Melbourne Storm have had amazing success in the modern era of rugby league.

The leadership of their football club in recent years is not only a blueprint for success in sport, but can be equally applied to business. They have responded to the adversity of the salary cap scandal not by falling apart, but by becoming stronger; an attribute any business can learn from during tough times.

Their success starts with a strong work ethic and culture. You'll find Craig Bellamy himself, the Storm coach, in the gym every day at 5.00 am. He is 57 years old but still sets the standard. In a city where rugby league plays poor cousin to AFL, the Storm have used this to only bring them closer both on and off the field.

Recruiting in any sport is critical in putting together a team, but this goes equally for business. The storm recruit players that will fit their culture, and have taken lesser lights from other teams and developed them into superstars.

Their tactics and ability to adapt to change also can't be underestimated. After dominating the 2016 season they lost at the last hurdle, being defeated by the Sharks in the grand final. They decided to adapt their game to become more focused on attack, and in the space of one season became one of the most prolific point scoring teams in history.

The 'Big Three', captain Cameron Smith, fullback Billy Slater and

halfback Cooper Cronk, have been integral to the leadership in the club. One attribute they share is humility, and they never ask anyone else to do something they are not willing to do themselves.

When the Melbourne Storm ran out on to the field I applauded, but many booed. In sport, success doesn't always find friends. I hope they still respect them for what they have achieved and the leadership that has got them there.

For further information contact SiDCOR on 1300 743 267, email scott@sidcor.com.au or visit www.sidcor.com.au



Scott Douglas, the CEO at SiDCOR Chartered Accountants, has over 20 years' experience in accounting and taxation, having begun his career with international accounting firm KPMG. With extensive experience in a variety of industries and with all types of businesses from local entrepreneurs to national organisations, Scott is perfectly suited to provide solutions needed to minimise tax and maximise wealth. Scott has a Bachelor of Commerce from Newcastle University and is a member of the Institute of Chartered Accountants.

Top three IT security professionals companies need right now

Julie Gearie
GWG Partners

The global cyber-attack in May this year, and subsequent security breaches that have followed, are timely reminders of how vulnerable we are. Given this increased activity, IT security once exclusively a problem for the IT team, is now an agenda item for every board and executive team.

As a technology recruiter, I'm seeing a few role types rapidly increase in demand due to the heightened focus on IT security and risk. I've listed my top three below:

1. IT Security Consultants

No surprises here. When it comes to protection of an organisation's digital assets, you need to call in the "big guns". An IT Security Consultant with certifications such as CISSP and ISO270001 is a must. They will lead risk assessments to identify vulnerabilities, contribute to the overall security strategy, develop frameworks and make technology recommendations. These guys are usually employed on a short-term contract, but the best ones ensure that your IT team are enabled to manage day to day security systems and procedures.

2. Change Managers

The best defence against a cyber-attack is a well-educated workforce. It's staggering to think that over 95% of all security issues are the result of human error. We will see Change Managers play a much bigger role in delivering communications plans and training programs to support cyber security initiatives.

3. Data & BI Analysts

Data is the new economy. It's growing at a speed that is beyond our comprehension. Typically, your data is the target when it comes to a cyber-attack. As the new line of defence, a BI/Data

Analyst will not only know how to manipulate and visualise data but they will know how to monitor and analyse for signs of fraudulent activity. Perhaps one of the newest areas of IT security, the demand for data specialists is rapidly growing.

The exponential growth of internet connectivity and an increasing dependence on internet connected systems means business risks for IT related vulnerabilities has never been higher. Regardless of the size of your business, I would strongly suggest you make IT security a priority. Skilled professionals, either on a contract or permanent basis can help you navigate this area and ensure that your business's most valuable assets are protected.

For further information contact GWG Partners on (02) 4905 0130 or email info@gwgpartners.com.au



With more than 15 years' recruitment experience, **Julie Gearie** is one of the most recognised and respected recruiters in the Hunter. As one of the original founders of GWG Partners, Julie started the organisation with a mission to help people do what they love every day. Now as CEO Julie heads the recruitment team working across Newcastle, the Hunter and the Central Coast. Over the past 15 years Julie has developed a diverse and extensive network of talented professionals – the innovators, leaders and thinker's organisations need to build their business.

Resolving your dispute with the Australian Tax Office

Kym Butler
Butlers Business and Law

Frequently, differences in opinion arise between tax payers and the Australian Taxation Office in relation to taxation assessments. If a tax payer receives an income tax assessment they do not agree with, they can object to that assessment using processes outlined in the Taxation Administration Act 1953. Basically, the tax dispute process is as follows:

1. After receiving a notice of assessment, the tax payer lodges an objection within the relevant time period.
2. The ATO reassesses their decision. (internal review)
3. If the ATO rejects the objection, the tax payer can apply to the Administrative Appeals Tribunal (AAT) or the Federal Court for review. (external review)

This process brings 'fresh eyes' to the assessment, as the objection will be considered by someone who was not involved in the original decision. An objection can also include additional facts or arguments that were not provided to the auditor. Common examples include the provision of business stock records, payment records, and records from accounting software. It is best to provide a high quality objection at the first instance to avoid the expensive external review process.

There are some key differences between the Federal Court and AAT jurisdictions. The AAT provides merits review, which means the tribunal can step into the Commissioner's shoes and re-exercise their discretion. On the other hand, at first instance, the Federal Court can only address legal error through judicial review. This is also the case if a decision is appealed from the AAT to the Federal Court. If the external review process is commenced in the Federal Court and the decision is appealed, the court may be able to consider more than questions of law and allow further evidence. Generally, matters involving complicated factual issues or unsettled legal questions are more suited to the Federal Court. The AAT is the preferred jurisdiction if the basis of the appeal concerns factual circumstances and settled law.

Unlike the AAT, the Federal Court allows parties to claim for their legal costs. This can be a significant advantage, but there is also a risk of an adverse costs order being made against the tax payer. Tax payers can avoid reputational damage by applying to the AAT for a confidential hearing. This option is not available in the Federal Court, where all disputes are public. The rules of evidence



do not strictly apply in the AAT, which can be an advantage or a source of uncertainty.

When objecting to an assessment, a tax payer will often seek to defer the recovery of a tax debt until disputed tax and penalty issues are resolved. However, if you don't pay the debt by the due date, the debt amount will still attract interest charges for late payment. This interest continues to accrue during the dispute process, but could be remitted in some circumstances.

Poor management of a tax assessment or dispute can be an extremely costly and stressful experience. It is advised that disputants engage specialist taxation specialists to manage their taxation dispute.

**For further information call (02) 4929 7002,
email contacts@butlers.net.au or visit www.butlers.net.au**



Kym Butler is the founder of Butlers Business and Law. He has decades of experience both as a legal practitioner and chartered accountant. He is an expert in business structuring, asset protection and taxation.

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EDUCARE

Craig Hewat has been appointed General Manager of EDUCARE Specialist Services, a multi-disciplinary medical, health and education service provider for the Hunter Region. Craig has 18 years experience in the health sector in NSW. Specialising in business growth, service delivery innovation and leading organisations through key transition periods, Craig is recognised for his ability to deliver significant growth outcomes through relationships, building sustainable partnerships and developing a strong company culture.



CHANDLER MACLEOD

Michael McCarthy has been appointed to the role of Regional OHS Advisor based at Newcastle. The role will see Michael liaise with local industries who utilise Chandler Macleod for labour solutions, providing support and guidance to improve safety outcomes in the workplace. Previously Michael worked with WesTrac, the Caterpillar machinery dealer for over 12 years as a Plant Mechanic and Health and Safety Advisor, and later at Tomago and Mt Thorley in the mining and construction sectors.



SHAW GIDLEY

Clare Corrigan has recently joined the Shaw Gidley team as the specialist Personal Insolvency Supervisor. Clare is an accredited specialist in providing individual insolvency advice to people and the professionals who represent them. She provides tailored support to those who need assistance navigating the insolvency maze locally and Australia wide.



LINK NEWCASTLE

Andreas Dahmen has commenced as a Business Broker with Link Newcastle based in Charlestown. Andreas comes with a wealth of experience in hospitality, sales, managing and owner operating at all different levels as well as different environments. Most recently, he spent 5 years in the Charlestown Food Court, owner operator of a business called Tasty n Fresh - the only non-franchise food business in the Charlestown food court.

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HIA-CSR Hunter Housing Awards

Over 500 members of the local residential construction industry were on hand when the winners and finalists were announced at the prestigious 2017 HIA-CSR Hunter Housing and Kitchen & Bathroom Awards ceremony on 31 October.

Held before a crowd of local industry leaders and peers from across the Hunter and Central Coast regions, the awards acknowledge the talent of designers, builders, suppliers and manufacturers who plan and construct quality new homes, townhouses, renovations, kitchens, bathrooms and outdoor projects.

Judged by industry professionals, winners were selected in 25 separate categories, with Construct Central Coast taking out the coveted HIA-CSR Hunter Home of the Year Award.

Earlier in the evening the award winning home from the Central Coast also won the Custom Built Home of the Year, Bathroom Project of the Year, as well as a further two awards.

Against strong competition the judges said "on entering the home the waterfront vista is impressive, but the spacious quality layout quickly brings the eyes back to absorb all."

HIA Hunter Executive Director Craig Jennion congratulated Construct Central Coast and all Hunter Award winners and finalists. "HIA members are dedicated to achieving the very best workmanship and standards in every project they undertake. HIA's Awards provide a tremendous opportunity for our members to showcase their projects and highlight building and design excellence," he said.

Fowler Homes was the most awarded picking up seven awards, including the inaugural 'Bathroom in a Display Home' and 'Kitchen in a Display Home' awards, as well as 'Display Home up to \$295,000', 'Display Home \$300,001 - \$325,000', 'Bathroom Project \$20,001 - \$25,000', 'Bathroom Project \$25,001 - \$30,000' and 'Kitchen Project \$35,001 - \$45,000'.



HIA-CSR Hunter Home of the Year 2017 - Construct Central Coast



Other significant winners on the night, included Montgomery Homes for 'Display Home of the Year', Coolwater Constructions for 'Project Home of the Year', CJ Pearce Constructions for 'Renovation/ Addition Project of the Year', Rustic Touch for 'Spec Home of the Year' and Valley Kitchens for 'Kitchen Project of the Year'.

Overall winners in major categories will now represent the HIA Hunter region at the HIA-CSR Australian Housing Awards in 2018 to compete for national titles against winners from other HIA Regions.

HIGH YIELDING

BULKY GOODS

INVESTMENT RETAIL CENTRE

Strong Regional Location – Hunter Valley NSW




Singleton Rose Point Centre – 21 Ryan Avenue

High Yielding Investment Bulky Goods Retail

- Modern multi-tenanted development within the main retail precinct
- 9 tenancies including national brands such as Supercheap Auto, Anytime Fitness, Petbarn and Majestic Cinemas, all secured on current leases
- Singleton - heart of the Hunter Valley, 197km* NW of Sydney and 80km* from Newcastle
- Close to train station and public transport
- Designed to provide easy access with a central car parking area, excellent exposure to each tenancy and good signage opportunities
- Attractive yield and flexible options to improve its value in the longer term
- Land Area: 1.28 ha* with generous on-site parking
- Net Letable Area: 4,011 m²*
- Net Income of \$695,702 per annum* + outgoings + GST

LJ Hooker

Singleton

Allan Cruickshanks 0407 724 930

smusico@ljjhc.com.au

LJ Hooker Commercial

Central Coast

Sal Musico 0412 846 273

smusico@ljjhc.com.au



Newcastle apartment market continues to offer major benefits to buyers

Experienced real estate agent and new recruit to PRDnationwide Newcastle & Lake Macquarie, Steve Macnamara, says Newcastle's booming apartment projects are offering great opportunities for purchasers and investors. Steve Macnamara has joined PRDnationwide with 18 years' experience in real estate, 14 of those years within the Newcastle apartment market. He has clocked up more than \$25,000,000 in settled apartment sales in the last nine months.

Mr Macnamara says Newcastle's apartment market, including off the plan projects, is offering enormous potential benefits to buyers.

"Many people are unaware of the very attractive depreciation benefits available and I have had many investors able to positively gear their apartment purchasers," Mr Macnamara said.

"Off the plan purchases can also be very beneficial to first home buyers because they have additional time to save more to put towards their dream home," he said.

"We have seen some great appreciation in the value of apartments in the past few years in Newcastle."

Director Mark Kentwell says Mr Macnamara's extensive knowledge of the local apartment market applies to off-the-plan sales, ranging from small to major projects with more than 260 apartments, as well as established apartments in Newcastle and its surrounding suburbs.

Mr Kentwell says Mr Macnamara is a welcome addition to PRDnationwide's growing team. He says Mr Macnamara will be working with developers as well as buyers and sellers. "His blended sales experience also means he is also expert at helping people sell their suburban home and transition to an apartment," Mr Kentwell says. One of Mr Macnamara's first projects at PRDnationwide is the Solgleam Court boutique development in Adamstown.

**"...ACHIEVING
STRONG SALES
RATES AND
EXCEPTIONAL
PRICES."**

1-3 Lake Street, Warners Bay



"I would like to thank Mark Kentwell and the team at Newcastle New Projects (a division of PRDnationwide Newcastle & Lake Macquarie) for the great result they delivered to us.

The team successfully sold all townhouses in our project "One Lake", in Lake Macquarie, achieving strong sales rates and exceptional prices. The team acted with professionalism and integrity, and I would have no hesitation in recommending their project marketing services.

Andrew Milliss, ABL Property



Newcastle New Projects offer services including:

- Feasibility advice
- Site procurement
- Design consultation
- Project marketing
- Proven sales strategies

To get the Newcastle New Projects team working on your next development give us a call on 4926 0600 - 24hrs or head to newcastlenewprojects.com

**NEWCASTLE
NEW PROJECTS**



Eight reasons to invest in industrial and commercial property

Steve Dick
Raine & Horne Commercial

It's a commonly held view that industrial and commercial property is the domain of older, wealthier investors.

In many cases, this school of thought is correct. However, it doesn't have to be this way. Industrial and commercial property (I&C), which includes retail, are buildings that someone rents. It's no different to owning a house or flat. However, there are significant advantages to owning commercial real estate. Here are my eight reasons for owning a commercial property.

1. Cash flow

Commercial properties generate a positive cash flow substantially above residential real estate. Cash flow is measured by taking the income (after paying costs such as council and water rates, insurance, land tax, management and maintenance expenses) and dividing it by the purchase price. This measure is known as the yield. Typically yields for residential real estate lie between 2-4% while commercial yields range between 6-10%.

2. The rental increases

Commercial rents are often tied to the Consumer Price Index (CPI) and are increased annually. However, fixed increases can be written into the contract – either as a predetermined rent for each year of the lease or a combination of CPI and a fixed percentage. The wording for this arrangement might read something like: 'CPI or 4% whichever is the higher'. In this manner, your investment growth keeps pace with inflation.

3. The Outgoings

Unlike residential property, the costs of owning a commercial asset such as council rates, water rates, insurance, land tax, management, strata fees, and maintenance, are paid by the tenant – or at least they are when Raine & Horne Commercial negotiates the lease.

4. The lease

A commercial and industrial property lease is a contract where most of the terms are negotiated under standard commercial conditions. Consumer protection legislation binds a residential lease by comparison.

5. The lease term

Commercial leases range from 3-5 years with variations from 12-months to 15 years. An extended commercial contract reflects the fact that moving a business is not like shifting house. Both

moves cost money, but changing business locations can set a business back by as much as 1-5 years of rent. As a consequence, business owners prefer not to move.

6. The fit out

There is any number of features such as the location of your property, its car parking, access, and even the size of the cranes or power supply that could appeal to a tenant. However, other features such as an office space may not. In this situation, the tenant will usually fit out your property at their expense.

7. The make good

Most leases require the tenant to return the premises to the state it was in when they first secured the lease. Some contracts even stipulate that carpets are replaced, and surfaces repainted to ensure the property presents well for the next tenant.

8. The security

Any guarantee of rent whether residential or commercial is only as good as your tenant. However, with commercial leases, bonds, bank guarantees, and directors guarantees, or a combination of all three, can be used as security. Plus you don't have to go cap in hand to the Rental Bond Board.

It would be remiss to leave you with the impression that owning a commercial property is all smooth sailing. There are the extraordinarily good stories, and there are the bad. But all things considered, if you are looking to invest in a property from \$250,000 upwards, why not investigate the industrial and commercial sectors to see what you can afford?

For further information contact Steve Dick on 0425 302 771, email steve@rhplus.com.au or visit www.rhplus.com.au



Steven Dick has had a varied background with experiences in geotechnical engineering to hospitality and catering. He also represented at NBL Level Basketball. His expertise, experience and analytical skills have seen him involved with a number of companies at board level. He has also attained the highest level of recognition in the LJ Hooker and Raine & Horne Commercial Organisations.

RECENT SALES



Unit 8, 11 McIntosh Drive, Mayfield West
\$430,000 (Sold as a going concern)

Modern industrial investment. 5 year lease with option to 2027, annual net rent of \$29,500 + GST, 3% rent increase annually, modern tilt panel construction.
BUYER: Sydney Investor
SOLD BY: Alan Tonks – Raine & Horne Commercial Newcastle



Unit 3, 27 Annie Street, Wickham

\$650,000 + GST

This popular complex is located just 200m from Hannell Street. Approx 78m² ground floor warehouse & 118m² first floor, ducted air, 3 on-site car parks included.
BUYER: Local Investor
SOLD BY: Jason Morris – Raine & Horne Commercial Newcastle



27 Kalinya Close, Cameron Park

\$4,000,000

Large engineering facility with separate administration office block, two-storey warehouse office and cranes as well as large power supply
BUYER: International company
SOLD BY: Steven Dick – Raine & Horne Commercial Newcastle



363 Hillsborough Road, Warners Bay (Unit 15)

\$3,700,000

State of the art child-care centre with (96) places in the family orientated commercial complex "The Warners Bay Place" with long term lease.
BUYER: Local Investor
SOLD BY: Steven Dick – Raine & Horne Commercial Newcastle



363 Hillsborough Road, Warners Bay (Unit 5)

\$3,780,000

Brand-new child-care centre at "The Warners Bay Place" with long (10) year + (10) year lease
BUYER: Local Investor
SOLD BY: Steven Dick – Raine & Horne Commercial Newcastle

Let HBR know
about your recent
commercial sales
info@hbrmag.com.au



CESSNOCK

FOR SALE
Auction**IMPRESSIVE FREEHOLD INVESTMENT**

Starr Partners are pleased to present for sale by public auction 16-20 Allandale Road Cessnock.

This prime commercial complex is split into 3 shops with 2 of the 3 currently leased to nationally recognised fast food provider Oporto and Advanced School of Beauty Therapy.

Located only 5 minutes from the iconic Hunter Valley vineyards and 2.5 hours from Sydney this opportunity is a must for any astute investor.

Property Details

- 10 x 5 x 5 year lease to Oporto
- 1 x 2 year lease to AHFB Pty Ltd
- Prime corner location & exposure
- Car parking for 35 vehicles
- Plenty of passing traffic

For further information please call - **Brendan Sarroff: 0400 986 779**

CESSNOCK

FOR SALE
Expressions of Interest**DEVELOPMENT OPPORTUNITY (STCA)**

Starr Partners are pleased to present 9 Church Street, Cessnock for sale by Expressions of Interest.

This property is being sold with vacant possession and is an opportunity to occupy, invest or develop.

Only moments from the CBD and a short walk from transport, the location is key to the future of this site with potential to capitalise on the development of but not limited to; Boarding Houses, Mixed Use Residential, Child Care Facilities, Hotel/Motels (STCA).

Features Include:

- Large warehouse and rear yard
- 2 separate office areas/tenancies
- Residential Flat
- Storage Shed
- Land Zoning: B4 Mixed Use

For further information please contact - **Brendan Sarroff: 0400 986 779**

MAITLAND

FOR LEASE
Price on Application**PRIME CORNER LOCATION**

Starr Partners are pleased to present for lease 1/12 Ken Tubman Drive Maitland Great opportunity to secure this A grade office facility located in the center of Maitland's CBD within a boutique complex with other tenants such as Job link plus. Ideal for a large business or government organisation.

Features include:

- Modern reception area
- Multiple meeting rooms
- Conference room
- Full amenities
- Fit out included
- Allocated customer parking
- Rear staff parking
- Floor area 787m²

For further information please call - **Brendan Sarroff: 0400 986 779**

P: 4933 6299 W: starrpartners.com.au

Raine & Horne Commercial

Phone: (02) 4915 3000
Web: www.rhplus.com.au
Email: kim@rhplus.com.au

FOR LEASE

CARRINGTON

**10 DARVALL STREET, CARRINGTON**

Well-located warehouse with extensive office fitout. Drive through warehouse, open plan work area with boardroom, M/F amenities.

Price: \$100,000pa + OGs + GST

ALAN TONKS 0425 302 770

FOR SALE

WICKHAM

**1/27 ANNIE STREET, WICKHAM**

Strata unit that is split into two suites is currently 100% leased. Returning approx. \$43,500 per annum and includes 4 car parks.

Price: \$750,000 (Sold as a going concern)

JASON MORRIS 0425 302 778

FOR LEASE OR SALE

MAITLAND

**SUITE 1/500 HIGH STREET MAITLAND**

Modern offices of an exceptionally high quality and immaculate presentation. Features included private and open plan offices, ducted air conditioning and data cabling plus 7 allocated car spaces.

Sale: \$925,000 + GST Lease: \$75,000pa + OGs + GST

PAUL TILDEN 0425 302 772

FOR LEASE

TOMAGO

**1 MARTIN DRIVE TOMAGO**

This basic neat and tidy warehouse has plenty to offer including large access doors, office, lunch-room and amenities all located in the 24/7 industrial park of Tomago.

Lease: \$46,800pa + OGs + GST

STEVE DICK 0425 302 771

FOR LEASE

HEATHERBRAE

**2364 PACIFIC HIGHWAY HEATHERBRAE**

Large showroom with prominent highway exposure and plenty of shopfront car parking.

Price: \$90,000pa + OGs + GST

STEVE COX 0425 302 773

FOR LEASE

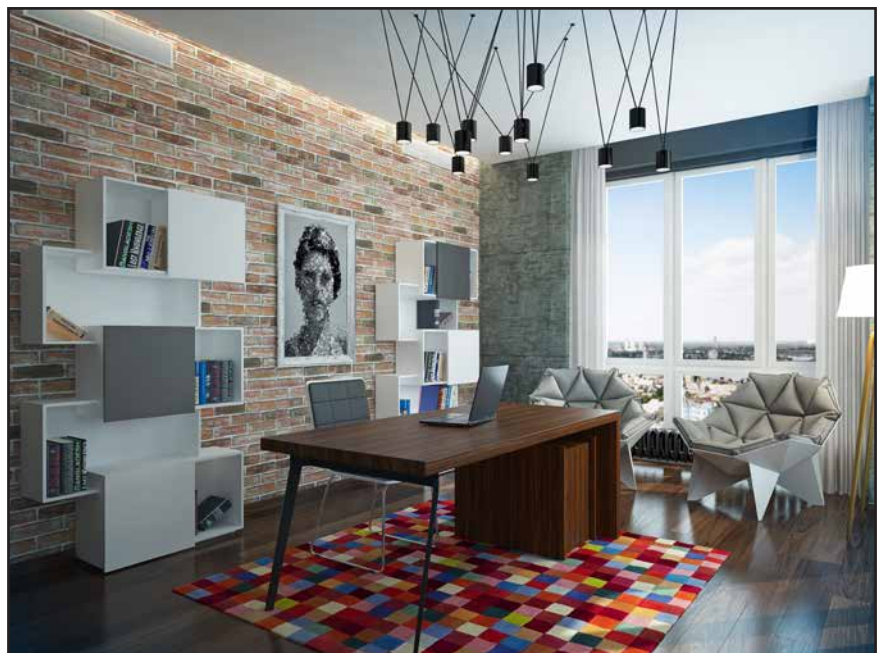
KOTARA

**2 PRINCETON AVENUE, KOTARA**

A1 258m² (approx) ground floor office suite featuring (5) undercover car parks, ducted air conditioning, alarm systems, main road location. Inspect to appreciate.

Lease: \$58,200pa + OGs + GST

MATT NELSON 0425 302 776



Technology reshaping the modern workplace

John Waples
Advanced Communications Australia

Companies have been evolving faster than ever with recent technology advances coupled with the NBN, enabling a true remote workforce.

As recent as 10 years ago, the concept of a remote employee meant merely being in contact via email and a mobile phone. Technology bottlenecks prevented true real-time communication like video conferencing unless you had access to expensive internet technologies and complicated equipment.

These days, with the availability of the NBN and high speed 4G networks, most areas have access to an inexpensive, much higher speed internet connection that allow even small businesses access to features and remote abilities that were only dreamed of a short time ago.

Large companies like Telstra and NEC have already been using remote access features for some time now giving staff the ability to work outside the office but staying fully connected to the resources they need to do their jobs. This functionality was, traditionally, only available to larger businesses but now even small businesses and startups can use the new, faster internet technologies to trade at a level that puts them right alongside their larger competition.

Using network technologies such as a VPN (virtual private network), an employee can set up a workplace at any location and have completely secure access to their desk phone, voicemails, email, company network resources and video conferencing. They can make and receive calls as though they were sitting in their corporate headquarters and incoming calls can be transferred to them seamlessly with all of the features available to their office telephone system.

We have also seen a rise in companies setting up "virtual windows" using permanent video conferencing between offices in different states (or even countries) that enable visibility and communication as though they were in the same building.

What Does the Future Hold?

With the growing shift toward remote working, will the traditional "office job" become extinct? We don't believe so but the notion of "work" as a place you go to is quickly becoming obsolete. We see the "digital office" as the future of work, and as we see business technologies such as unified communications and mobile apps continue to evolve, the physical office will become less about where work happens and more about where workers occasionally gather.

Collaboration used to happen in board rooms with whiteboards and bagels. Today, it's on documents being edited by multiple people at different locations all over the world at the same time. It's sharing screen data and chatting over video.

Office culture is changing – are you ready for it?

If you'd like any further information please contact John Waples from Advanced Communications Australia on (02) 4983 0066, email sales@advcom.com.au or visit www.advcom.com.au



Mars not the limit for Hunter Valley business

Local Hunter Valley homegrown tech business, Obelisk Systems continues to reach new heights in education delivery.

Obelisk Systems is a STEM (science, technology, engineering and mathematics) education company. It specialises in delivering industry relevant skills to Australian school students through its StarLAB platform; a wireless coding and sensor device that allows students to work together to solve coding challenges and perform scientific investigations.

Director of Engineering at Obelisk, Luke Hackworth says the StarLAB platform allows teachers with varying skill levels to teach STEM in the classroom from year 5 onwards.

"It's a fun and exciting way of capturing student interest while teaching them the skills they need for a successful career in the 21st century," he said. "Since its launch, the StarLAB platform has been adopted by more than 50 schools and homes across Australia with students learning about coding, science, and robotics."

Obelisk Systems was one of nine successful recipients of a Grow with nbn grant made possible through the partnership between Australian Information Industry Association and nbn that recognised the outstanding use of broadband connectivity in education. Luke Hackworth says the grant enabled the team at Obelisk Systems to focus on developing new educational content and activities, expand the team and reach out to a wider variety of schools and organisations enabling the business to expand.

"It also helped us develop our remote connection technology," he said.

That technology is at the core of the ME Program Mars rover challenge, a national competition that will allow StarLAB students to test their coding and robotics skills in a recreated Mars environment.

"Obelisk is currently developing the software that will allow students to remotely connect to and participate in this challenge, using the abilities of high-speed internet to remove the tyranny of distance for remote schools."



2017 NEWi Award winners announced

Leading innovators, creatives and technologies that are transforming our regional economy gathered at Foghorn Brewhouse in Newcastle for the 2017 NEWi Awards for Digital Creativity on September 28.

Fifteen award winners were chosen from more than 100 entries across 15 digital and creative categories and reflect the fantastic talent in regional Australia.

The winners of the 2017 NEWi Awards were:

- **Best Smart City/Green Tech Solution of the Year:** *Evergen*
- **Best Tech Startup of the Year:** *Scrubit*
- **Best International Tech Startup of the Year:** *Camplify*
- **Best Tech Startup of the Year:** *Camplify*
- **Best Tech Startup [Pre-Revenue] of the Year:** *Prefcard*
- **Best Mobile Application of the Year:** *Scrubit*
- **Best Tourism Solution of the Year:** *Camplify*
- **Best Educational Solution of the Year:** *Obelisk Systems*
- **Best Cloud Solution of the Year:** *Swimpro*
- **Best Online Video [Corporate Branding] of the Year:** *Firekites: Closing Forever Sky by Headjam*
- **Best Online Video [Community Awareness/ Documentary] of the Year:** *Top 5 Reasons Against Gay Marriage by Gmr Media*
- **Best Government Solution of the Year:** *Social Pinpoint*
- **Best Digital Agency of the Year:** *Out Of The Square*
- **Best Website of the Year:** *Sidcor By Ronnoco*
- **The Joe Award:** *Nathaniel Bavinton*



OAS Technology group Newcastle office upgrade

OAS Technology Group and their Minder Secure Cloud Services have moved into their new Newcastle offices after 12 years at Broadmeadow.

The new state of the art offices were designed by SHAC Architecture and built in conjunction with Taylorbuilt Constructions and AdBuilt.

"As a technology business we were very conscious of the changing landscape of how people work and interact with staff and clients in the workspace. So we visited leading worldwide IT groups like CISCO and Microsoft to see the results of leading edge office space innovation. Hot desks, shared common areas and quiet work spaces were common across the offices we visited. So we sat down with SHAC and we have the result here now after 30 months of planning" said Tony Price, OAS Director.

"We have essentially installed a working showroom. All the products and services we provide to our clients are showcased in the new work space".



The Minder Secure Cloud Services product suite including offsite hosted infrastructure and Commercial Ethernet over NBN Internet services has provided unprecedented growth for the business. "Our offering in the cloud hosted and communications space is quiet unique. Two years ago we invested heavily in world class cloud hosted and communication solutions, delivering them to our existing and growing client base", said Director, Craig Browning.

OAS, started Minder Cloud Services in June 2015 and have users accessing the service from all over Australia and internationally. "Minder has provided our existing small to medium business clients the opportunity to go cloud using a local provider, however, larger corporate clients have also jumped on-board to take advantage of the locally delivered technology" said Craig Browning.

OAS currently has offices in Newcastle, Sydney and Muswellbrook to support the Minder Secure Cloud Services product 24/7.

Have you got your head in the Cloud?

powered by  **OAS**
THE TECHNOLOGY GROUP

Call 1300 Minder
www.mindercloud.com.au

Which platforms are the best for B2B social media marketing?

Jeff Anderson

Arrow Strategic Communications

A recent report by The Incite Group revealed that a massive 84.9% of the working age population is present on LinkedIn. Meanwhile, 7 out of 10 Australians (of all age groups) use Facebook every month (SocialMediaNews.com.au).

Those are pretty impressive stats. But businesses still need to make the choice. Which tools represent tangible value to your business, and a good use of your team's time? Here is our guide to the top B2B social media platforms.

LinkedIn

As per the statistics above, this is the go-to platform for business-to-business marketing. If you are selling to other businesses, you will be expected to be on LinkedIn. You can target your advertising by industry and by role very easily with reasonable pay per click rates of \$4 - \$12.

Facebook

Facebook is the social media powerhouse that eclipses all others. Simply posting regularly to Facebook is great for your SEO. Video content auto-plays, which works very well, and often generates the most interaction. Cost per click tends to fall into the \$1.50 to \$5 range. Do bear in mind that Facebook commenting is much less controlled/formal than LinkedIn.

Google+

Google values social media activity on its own platform, which can influence your search engine rankings. We suggest you duplicate your posts from LinkedIn and Facebook, it will take your team an extra minute.

Google My Business

Not strictly a social media platform, but very important for online visibility. This is the centralised place to manage your business listings to appear in search results. Recently Google added the ability to post content in GMB, so we anticipate this tool will become more social, and more important over time.

YouTube

YouTube is great for sharing product demonstrations and promotional videos. If you embed them into your webpages, it is likely to improve your SEO too. Display ads are often very cost-effective, with costs per click as low as \$0.10, and up to around \$3.50 each.

Twitter

Use Twitter if what you are saying is brief, and newsworthy right now. Attendance at an industry gathering is a great time to leverage Twitter. It can also be useful for sharing branded content such as podcasts and blogs; and these tweets can be boosted with a few advertising dollars.

Instagram

If you can say it visually; Instagram-it. Instagram attracts a high proportion of 18-35-year-old users though there has been a significant increase in the Instagram accounts created for 35-45-year-olds in the last 6 months. If you want to advertise, you can set up one campaign in Facebook, and deploy the ads through both platforms automatically.

Pinterest

If you produce a particularly good-looking version of that thing you do, then Pinterest might be for you, particularly with the new 'Tried it' feature. Pinterest is significantly more popular amongst women. It looks to be here to stay, but has been losing market share over the last year.

SlideShare

SlideShare is where you demonstrate your expertise through (self-explanatory) guides, infographics and white papers. Owned by LinkedIn, it achieves good search engine rankings for your content.

For more information contact Arrow Strategic Communications on (02) 8091 3834 or visit the arrowcomms.com



Jeff Anderson is a marketing consultant with global experience leading sales and marketing operations. He is a keen scholar of marketing best practice, particularly digital marketing effectiveness and search engine optimisation.



Hunter businesses urged to migrate 'Special Services' ahead of disconnections

nbn is urging businesses in the Hunter region to prepare to migrate their 'Special Services' to the nbn broadband access network ahead of the first disconnection from November 2018.

'Special Services' are a set of business telecommunication products delivered on copper, aside from your standard landline phone or internet services. These include, but are not limited to, Ethernet Lite, Frame Relay, Megalink, DDS Fastway, ISDN, Wholesale Business DSL, ATM, Wholesale ATM, Wholesale Transmission, Data Access Radial, and Customnet.

For a full list of Special Services that may be disconnected, please visit the Affected Special Services page on the nbn website www.nbnco.com.au/connect-business/special-services.html

For most businesses, switching these services over is not an automatic process - if your 'Special Services' are affected you'll need to arrange new services before your disconnection date or risk losing access to your critical services. Make sure you're prepared with plenty of time to get your new systems up and running.

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businesses to achieve
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+ Website Development

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Manufacturing vital for our future prosperity

Manufacturing has a long history of being a major contributor to the Hunter and Australian economies and will continue to play a vital role for our future prosperity.

Many businesses, members of the community and even politicians do not appreciate just how important a healthy manufacturing sector is. The truth is that manufacturing provides far more economic contribution to the Hunter and Australia than most people realise.

Consider these points:

- **Direct employment** – manufacturing is the second largest employer in the Hunter.
- **Training** – modern manufacturing is a high skills area and a major trainer of employees

- **Multiplier factor** – manufacturing has one of the highest multiplier factors of any sector, estimated to be in the range of 3 to 5, meaning that the indirect benefits are huge
- **Balance of trade** – the export of locally manufactured goods and allied services, as well as replacement of imports, makes major contributions to a healthier balance of trade for Australia
- **Innovation** – the modern manufacturing sector is a major source of innovation. It also supports the development of new product concepts from other sectors of the economy.
- **Support of other sectors** – other sectors owe much of their strength to manufacturers and their expertise.

Locally manufactured clothing designs

mother + joey began as two mothers, Peta Purcell and Rowena Campbell seeing a future in family fashion, which had purpose for themselves, their families and many more generations to come.

Their style is timeless, and concept is unique – being Australia's first fashion label dedicated to twinning for mothers, sons, daughters (aka joeys) and soon dads.

Hand-crafted in Australia, designed in their Hunter Valley workshop, they are proudly part of the minority who are making clothes onshore, supporting the 'slow fashion' movement and keeping the traditional skills of pattern designing, dressmaking and high-quality tailoring alive.

The past year the creators have found themselves growing their creative circle of local production partners who include a local woodworker in Morpeth, leather artisans in Maitland, and a team of tailors in Sydney whose skills are impeccable.

"The concept always starts with us mocking up designs in our sewing workshop, and we start making things ourselves – until we looked for help and found the skills and expertise in our production team could not be matched," said co-founder Peta.

"We now financially support experts in pattern designing, pattern grading and the professional tailoring industry and love the idea of our label employing people in a now very limited industry in Australia. Our labels and care instructions, buttons and fabric are sourced in Sydney.

"It makes the production process much easier being so close to the suppliers. We can whip down to Sydney and back in the same day to oversee and direct the project, and be home to our families with our stock."

Beep Bicycle Bells opens Canadian warehouse for North American market

Beep Bicycle Bells is a small, independent accessory company proudly based in Newcastle. They combine their expert knowledge of cycling with a love of art and good design. They are passionate about designing efficient, unique bicycle accessories and with their hand-painted Beep Bicycle Bells they offer a high level of care only received by products with this handcrafted element.

Since its conception, Beep has spread throughout the Australian and New Zealand consumer market, as well as receiving the Hunter Manufacturing Award for Marketing Excellence. Recently the team at Beep incorporated Beep Canada to supply the North American Market.

Beep says they received many B2B and B2C requests from the US and Canada asking when they were going to sell to North America so the most efficient way to supply them was to set up a Canadian warehouse and ship in large volumes. All the hand painted production will remain here as it's an Australian brand.

They also collaborate with Australian artists, like Newcastle artist Trevor Dickinson, and have created fundraising bells for Camp Quality and Optus for the Tour de Cure.



Advancing Australian manufacturers

A new industry-led report into Australia's manufacturing sector has highlighted the opportunity for all firms to move towards advanced manufacturing by adopting more sophisticated business models and production techniques.

Acting Minister for Industry, Innovation and Science, Senator the Hon Michaelia Cash, welcomed the report, Advanced manufacturing: a new definition for a new era, released 23 October by the Advanced Manufacturing Growth Centre, part of the Australian Government's Industry Growth Centres initiative.

"Manufacturing has played a major role in contributing to Australia's stellar economic performance over the past 25 years," Minister Cash said.

"However in order for Australian manufacturing to continue to succeed domestically and globally, it must evolve and diversify."

"Today's report emphasises that the continued growth of the sector is dependent upon manufacturers innovating, moving up the value chain and embracing production efficiencies in order to develop new products and serve new markets."

"Every single manufacturer has the potential to be advanced. I encourage all Australian manufacturers to examine their business models and look at where they can emulate the practices of globally successful firms."

The next chapter of Australian manufacturing revolves around a sector based on smart people, smart production, quality customer service and the continual search for products that add high value.

"We're already moving in this direction, and the Government is committed to maintaining the momentum," Minister Cash said.

The Turnbull Government recently announced the \$47.5 million Advanced Manufacturing Growth Fund, which is designed to support investment in advanced manufacturing projects in Victoria and South Australia as part of the \$100 million Advanced Manufacturing Fund, announced in the 2017-18 Budget.

Other measures include the Entrepreneurs' Program and the Research and Development Tax Incentive, which enables

individual companies to invest in research and development, and provide advice and assistance to develop and commercialise new ideas and products.

The Advanced Manufacturing Growth Centre is part of the Government's Industry Growth Centres initiative, which is designed to improve the productivity, competitiveness and innovative capacity of industry sectors of strategic priority in the Australian economy.

The report, Advanced manufacturing: a new definition for a new era, is available at www.amgc.org.au/advanced-manufacturing-new-definition

Duratrax showcases innovative products

Duratrax International recently participated in the NSW Mining Health, Safety, Environmental and Community Conference, Hunter Valley. Considered the biggest event for the NSW mining industry each year, the event shares leading practice and celebrates excellence and innovation.

As an exhibitor, Duratrax International showcased their significant point of difference within the industry with their staple product the Suspended Dump Body as centre stage. Offering numerous features including reduced carry back and abrasion resistance, higher productivity, noise reduction of 10 dB, 40% reduced loading impact noise, little to no maintenance and up to 30,000 hour operation (5 years). Together with this, it provides OH&S benefits such as driver and truck shock impact reduction of 50%.

Moolarben Coal, located 45 km north-east of Mudgee, was a excellent example of the benefits of Duratrax's products. Moolarben sent its employees into the community at night to assess noise impacts. Following that investigation they came up with the key source of concern with banging and crashing noises which was the first pass loading activities. At this point Moolarben Coal Mine were complying easily with the conditions but due to



the community feedback thought of addressing these concerns.

The company teamed up with Komatsu and Duratrax to implement a solution for its 220 tonne truck fleet that would help to reduce noise impacts. Duratrax provided Moolarben with a specific design body which reduced loading noise while still maintaining truck efficiency. Unlike regular truck bodies, Duratrax's suspended dump body is designed to reduce loading noise, with all trucks fitted with non-standard sound attenuated kits provided by Komatsu.

Not only did the new bodies reduce loading noises by up to 10 dB, but it was found that payloads were also increased. The bodies are able to carry 20-27 metric tonnes more than the mine was producing before, reduced vibration jarring for the operator and reduced spillages.

The initial Suspended Dump Body trial successfully delivered a notable measurable benefit of noise reduction during loading of adverse hard rock materials and with the success of the first trial the company invested into four new SBDs to fit the fleet of Komatsu haul trucks.

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J&S Engineering gains ISO 9001 certification

J&S Engineering and Maintenance in Rutherford is a manufacturing and re-manufacturing centre for mining and heavy engineering that has always had a strict focus on quality. To highlight this, the company decided to gain independent recognition of existing systems, processes and procedures that have underpinned 30 years of manufacturing and re-manufacturing.

While documenting quality processes around new manufactured products is not arduous it becomes much more difficult in the re-manufacturing world. Re-living large damaged components has many challenges due to variation in both components and damage mechanisms, creating a quality platform to support this service demonstrates robust processes and business management.

J&S Engineering has gained certification to ISO 9001 Quality Standards through QMS quality certification body. This project began mid 2017 with final verification completed in October 2017. J&S Engineering General Manager, Mr Greg Searles attributed the success of this certification as a function of existing sound manufacturing processes and committed staff, "We simply had to finalise documentation of existing operating procedures and instigate robust communicate strategies to better support employees and customers". Mr Searles also recognised the support of all employees during the process, "to achieve this outcome without impacting production and delivery was realised through efforts of all employees, and in particular the WHS Officer, Ian Armstrong.

J&S Engineering is optimistic that independent quality certification will open up new opportunities in other industrial sectors.

Maintaining optimum cabin conditions in dusty environments

Many Hunter workers are subjected to harsh remote work places and to find themselves in charge of heavy equipment operating in dusty environments with all manner of airborne pollution present. Plagued with these contaminants, mining and civil construction companies deal with these issues 24 hours a day, 7 days a week.

When fabricating their control cabins, machinery manufacturers and OE body builders understand the vital importance of keeping airborne diseases such as Black Lung and the like at bay. It's a significant OH&S requirement to provide quality sealed, pressurised and temperature controlled cabins creating a safe dust free environment for operators where clean fresh air is paramount.

The machines need a sufficient air conditioning system incorporating an effective filtration unit to not only pressurise the operator cabin but to also provide the operator with cool clean air. It's these filtration units which are the true hero's in this story, not only protecting the operators but also the air conditioning system components from the harmful damaging dust and particulate debris which would otherwise amount to costly downtime of both operators and/or machines.

A Cabin Pressure Monitoring System can keep these filtration systems performing at their best. The Hummingbird Electronics Panel Mount Cabin Pressure Monitor provides a visual display to operators providing a readout of the performance status of their cabin filters. These systems will indicate when positive pressure in the cabin is too low or too high. Having low pressure in the cabin will not provide sufficient protection from dust and other harmful particles entering the cabin. Allowing the pressure to reach excessive levels can also result in operator fatigue and/or headaches.

The Hummingbird Panel Mount Cabin Pressure Monitor measures the pressure in the cabin and compares it with the atmospheric pressure outside. When the pressure inside the cabin falls below a pre-set value deemed to be unsafe allowing dust and other contaminants to enter, the display turns orange to alert the



operator of unsafe operating conditions. After a user configurable number of seconds (that can be changed to allow the operator time to open the door to enter or exit the vehicle) of the pressure being too low or high, the display will turn red, a warning is shown and if optioned an external alarm is also triggered.

The HMPS3000KIT provides convenient adjustment of the 'units of measure' and 'thresholds' configured via the compact touch screen. This touch screen must be accessed within 10 seconds of power-up, after which time this touch screen feature is disabled. The touch screen also features such adjustments as screen brightness, output trigger configuration and the implementation of a password to limit unauthorised access.

The included precision sensor allows pressure to be measured to a resolution of 0.1mm H₂O. This measured pressure is also temperature compensated within the device to allow its operation over a wide range of environmental temperatures. Featuring an extremely high sensor burst pressure of 5000 Pa means that if a cabin door is slammed it will not affect the sensor.

Push on fittings are supplied to allow for quick installation of the tube outside. A spare bulkhead push-on fitting is also provided to enable a sealed entry through the cabin firewall or similar if required. The included filter enables clean continuous sensing of the outside atmospheric air pressure through to the internal sensor.

Product design generates unique intellectual property

Small manufacturers can ensure long-term success by generating unique intellectual property. Unique IP increases the value of their products and the value of their businesses.

Design Anthology recently won the Excellence in Innovation award at the Hunter Manufacturing Awards for their work on Interceptor's Alpha Single Surf Ski. One of the reasons they were recognised was because they helped Interceptor generate new, unique IP.

Interceptor originally approached Design Anthology to improve their surf ski production speed. Design Anthology analysed the existing product and manufacturing procedures and found many ways to improve the design. The key innovation introduced was the Adjustable Footwell. The completely redesigned seat and footwell improves the paddler's ability to transfer strength to the paddle. Surf ski athletes were involved during the development of the new design, testing the foot well in mock-ups and then on the water in prototyped vessels. They reported that they felt stronger in the seat and that the new design was more comfortable. Not only did Design Anthology reduce manufacturing costs by 72%, but also helped Interceptor generate unique IP. Interceptor are now positioned as a clear innovator in the market with a more customer-centric value-proposition.



@HBRmag

2017 Future Leaders Program

HunterNet's Future Leaders Program for 2017 concluded on 3 November with Team Watagan being announced as the winning team at the annual gala dinner attended by 180 members of the Hunter business community.

This year, the Future Leaders Program involved four multi-disciplinary teams of young professionals who considered how Newcastle can leverage off the huge investment in transport, the rejuvenation of the city foreshore, a revitalised central business district, an upsized University, and a \$6.5 billion investment by the NSW Government to make it the new 'boom city'. The teams worked in a competitive environment using the skills they attained throughout the program where 12 Leadership topics were delivered by leading academics and business leaders from the region and nationally.

The teams were assigned mentors that are senior leaders in their own right who guided the teams in the development of their integrated transport solution, which involved producing a 20 page report and delivering a 30 minute presentation. This year's mentors included: Mal Coble, General Manager, The University of Newcastle Research Association (TUNRA); Jacqueline Bess, Business Relationship Manager, Mine Wealth and Wellbeing; Gavin Foster, General Manager of Service, Downer Group; and Gunilla Burrowes, Chair, Eighteen04

The program encouraged each of the teams to think outside the box when researching and scoping their plan to lead this transition. This included presenting a detailed analysis of how each team would contribute to attracting investment, jobs and opportunities for its citizens and communities.

The judging panel consisted of experienced and credentialed leaders such as: Dr Peter Cock, Chief Executive Officer, Newcastle Airport; Kerry Walker, Principal Consultant, Safetyworks; Ian

Hedle, Managing Director Hedweld Group; Prof Veena Sahajwalla, Director, Centre for Sustainable Materials Research & Technology (SMaRT@UNSW); and Tony Cade, CEO, HunterNet.

The members of the winning team, Team Watagan, included Alis Strickland, Perfrom HR; Trish Heagney, NAB; Tim Browne, Umwelt; David Wheatley, ARTC; Petr Klima, Bohemia Simulations; and Ryan Fox, Yancoal. The team was mentored by Mal Coble, General Manager, Tunra.

The CEO of HunterNet and Program Judge, Tony Cade said "We received four practical and innovative submissions, the Team Watagan submission provided the most holistic solution that was seen as the one most able to be implemented that could lead and drive the future development and prosperity of our great city."



Winning Team, Team Watagan: Tim Browne, Ryan Fox, Trish Heagney, Hon Scot MacDonald, Mal Coble (Team Mentor), Tony Cade (HunterNet CEO), Alis Strickland, David Wheatley, Petr Klima and Steve Tolley (HunterNet)

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2017 HUNTER MANUFACTURING AWARDS

It was a great Aussie atmosphere displaying iconic Australian landmarks, people and things when hundreds of manufacturers, supporters and dignitaries gathered at the 2017 Hunter Manufacturing Awards at Wests City (NEX) to celebrate excellence in manufacturing for the 13th year.

Representing the Premier of New South Wales, Scot Macdonald, Parliamentary Secretary for the Hunter and Central coast, officially opened the event.

HMA chairman, Steven Smith acknowledged and thanked Downer for its 10th year of major sponsorship of the prestigious awards' event and praised them for their support of the region's manufacturing sector.

He also expressed his pleasure with regards to the amount of new companies seeking to be recognised through the HMA. He congratulated all the finalists, and commented that "2017 manufacturing continues to be a hard gig. The challenges just keep coming at us – from different directions and in unexpected ways - as many of you here tonight are more than aware. However, the applicants for Hunter Manufacturing Awards continue to demonstrate a resilience, and an ability, to overcome those challenges by innovating and adapting their businesses in their own unique ways."

The Board of HMA continues to utilise some funds toward a scholarship for potential or existing TAFE students who are planning or are currently undertaking a course which is directly related to the manufacturing industry.

The scholarships are open to any student who is undertaking a course directly related to manufacturing, is committed to a career in the manufacturing industry, shows a passion for engineering and manufacturing.

The value of the scholarship is \$5,000 per year to be distributed to up to five students. The scholarship is for 1 year only, but recipients are eligible to receive scholarships in consecutive years, subject to continuing to meet selection criteria.



2017 Finalists

Ali Jane Travel Accessories and Design
Airpak Sheetmetal
Ampcontrol Group
Austube Mills
Bae Systems
Beep Bicycle Bells
Brain Industries
Bridon Bekaert
Classic Blinds & Shutters
Custom Fluidpower
Design Anthology
Downer Engineering
DSI Underground
Foghorn Brewhouse
Hedweld
HMS Group
Hummingbird Electronics
Hunter Valley Pallets
Hunternet Group Training Company

Liberty Onesteel - REMS Workshop
Liberty Onesteel - Wire Mill
Liberty Onesteel - Rod Mill
McLanahan Corporation
MIGAS
Moly-Cop
Mortels Sheepskin
Mother & Joey
Norris Industries
Quarry Mining
Rapid Spray
Robotic Systems
Signature Floats
Steber international
TAFE NSW
Valley Longwall International
Varley Group
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HMPS3000KIT
Panel Mount Cabin
Pressure Monitors

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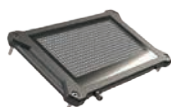
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HMSM2200BKIT
Silent Horn Systems

The Hummingbird Silent Horn - Elite Systems for diggers and trucks, is a replacement for noisy machinery horns on site. When the horn is activated a buzzer is displayed on the colour screen along with the load identification number.



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Manufacturer of the Year

Sponsored by Downer Rail

2017 Major Sponsor, Downer Rail, awarded the prestigious award of Manufacturer of the Year to Varley Group.

Comments from the judges:

The Varley Group, with its origins as a small plumbing and boiler making business servicing the industrial maintenance and ship repair markets in 1886, has continued to re-invent itself throughout its 130 years of operation, successfully adapting to an ever-changing world. This journey sees the company's home still firmly rooted in the Hunter, but with operations also now established in other key locations in Australia, as well as the US and Indonesia.

This expansion into new markets has been accompanied by the transformation of its capability into a diversified business, servicing clients in the fields of rail, defence, aerospace, marine, power, telescopic towers and electric vehicles.

The outstanding success achieved by the Varley Group has been built on courageous and visionary leadership, a highly skilled and engaged workforce of over 500 people, and strong investment in innovation and business improvement.

The company understands the importance of the passion and skills of its workers in its longevity and regularly recognises outstanding contributors as well as providing for the ongoing upgrading of their skills.

Varley's support for the community in which it operates is extensive, from helping to build the next generation of professionals with a summer internship program and the employment of apprentices to a diverse sponsorship program, that helps organisations such as

the Westpac Rescue Helicopter, Lifeline and the Royal Institute for the Deaf and Blind carry out their vital work. The Varley leadership team is also very active in helping to shape the future of manufacturing in the Hunter through active participation in industry forums such as HunterNet, Ai Group, Hunter Business Chamber and Engineers Australia.

The Varley Group continue to demonstrate that manufacturing can play a strong role in the Hunter economy for many years to come and are a worthy winner of the MOTY for 2017.

Comments from the winner:

"We are absolutely delighted and incredibly proud to be named Manufacturer of the Year for 2017. This is a fitting testament to our exceptionally skilled and experienced team who always deliver the highest quality products and services."

"The Hunter has always been an epicentre of manufacturing excellence and remains so today. Thus, for Varley to be acknowledged as the best of the best is a real honour."

"We wish to sincerely thank the judges and Board of the Hunter Manufacturing Awards and major sponsors Downer for this recognition. The HMAs are a magnificent celebration of our region's manufacturing excellence; we are thrilled and honoured to be part of the event each year." Dean Wiggins, Varley

“ We hope our successes on local, national and international stages can bring more projects, employment and recognition to the Hunter and help to perpetuate the region’s status as one of Australia’s premier manufacturing and engineering hubs. ”



Scholarships help manufacturing leaders of tomorrow

Five TAFE NSW students each received a \$1000 scholarship at the 2017 Hunter Manufacturing Awards to help them reach their ambitions as future leaders in manufacturing.

The HMA Board TAFE Scholarships are awarded to future stars of the industry and provide financial assistance to those who display "distinguished talent and an unwavering determination to succeed".

The 2017 recipients were **Michael Cotton, Jordan Evans, Mitchel Schembri, Michael Stothard** and **Scott Thompson**.

Scott Thompson, who is currently studying a Certificate III in Electronics and Communications at TAFE NSW Newcastle, said his fascination with manufacturing started during his automotive apprenticeship at BMW Newcastle, where he was first exposed to advanced motoring technology.

"I remember being completely amazed by the technology used in the performance cars. That was the moment I realised I wanted to work with electronics," Mr Thompson said.

Aside from a keen interest in manufacturing, Mr Thompson is also an avid surfer and during a light-bulb moment, he decided to combine his two hobbies and build his own drone to view the surf from a bird's eye perspective.

Mr Thompson said his early days of drone experimentation were far from smooth sailing.

"When I first started to build drones, I had never even seen one in real life. I had many crashes, including an infamous one involving a \$1500 drone I built, fully loaded with cameras and equipment that ended up at the bottom of the ocean," Mr Thompson said.

He developed practical skills and knowledge during his TAFE NSW learning experience that helped him refine his drone-building technique. Two of his biggest achievements include building a 3D printer large enough to print full-scale drones, and a robust stunt drone designed for what he called "aggressive flying".

He said the assistance of the scholarship would not only support him financially but also give him a competitive edge in the job market.

"The scholarship means the world to me. The money will be a huge help in paying my course fees and it will assist in setting me apart when applying for jobs," Mr Thompson said.

Electronic Trades teacher at TAFE NSW Newcastle, Peter Jansen, said the HMA Board TAFE Scholarship would support Scott in achieving his career goals.

"Scott is highly dedicated to his studies and is always looking to increase his knowledge. The scholarship will assist him to extend his capabilities in electronics and progress in a rewarding career," Mr Jansen said.

Since the first donation in 2009, the HMA Board has provided more than \$80,000, with 45 scholarships awarded to TAFE NSW students passionate about their studies and future careers in the manufacturing industry.


The Varley logo, a stylized white 'V' on a blue background, is positioned to the left of the word 'VARLEY' in large, bold, white capital letters. Below 'VARLEY' is the tagline 'EXCELLENCE SINCE 1886' in smaller white capital letters. The entire text is centered on a blue rectangular background. Above the blue background is a horizontal strip of various industrial and manufacturing images. Below the blue background is another horizontal strip of images, including a Varley truck, a Varley boat, and a Varley truck. The text 'PROUD WINNERS AT THE 2017 HUNTER MANUFACTURING AWARDS' is centered above the blue background. Below the blue background, the text 'EXCELLENCE IN MANUFACTURING PROCESS' is centered, followed by '- & -' and then 'MANUFACTURER OF THE YEAR'. At the bottom of the blue background, the text 'WE SINCERELY THANK ALL EMPLOYEES, CUSTOMERS AND SUPPLIERS FOR CONTRIBUTING TO OUR ONGOING SUCCESS' is centered.

VARLEY
EXCELLENCE SINCE 1886

PROUD WINNERS AT THE 2017 HUNTER MANUFACTURING AWARDS

EXCELLENCE IN MANUFACTURING PROCESS
- & -
MANUFACTURER OF THE YEAR

WE SINCERELY THANK ALL EMPLOYEES, CUSTOMERS AND SUPPLIERS FOR CONTRIBUTING TO OUR ONGOING SUCCESS

**2016
Manufacturer
of the Year:
12 months on**

*From our humble beginnings in the Waste and Transport Manufacturing Industries in 2004, **R&R Murphy Pty Ltd's** journey to HMA Manufacturer of the Year in 2016 has been one of growth, learning and constant improvement.*

Within a couple of years of starting up we built a good reputation in the mining sector, this included a number of blue chip companies, the likes of Orica, Caterpillar, Centennial Coal and Sandvik. In 2011 it became apparent, we were too dependent on the mining sector and that we needed to diversify and look to different markets and industries that we could add value to with our resources and skill set. This was to ensure our longer term sustainability and growth. Industries we believed we could make a contribution to included defence, architecture, the food industry, vehicle manufacturing and maintenance. In assessing these, to us, new industries, I realised for R&R Murphy to have any chance in these markets we needed to have a clear strategy and some significant internal improvements to be able to compete. Part of the strategy was developing our vision and mapping this out in a five year business plan.

The outcome of the planning exercise highlighted areas and standards required for these industries we wanted to penetrate. This led to the implementation of ISO Triple Accreditation in Safety, Quality and Environment, Lean Methodology 5S, good management systems, up skilling staff members, significant investment in new equipment and upgrades to our facility and I am very proud to say that this was completed in only four years of the five year plan. This enabled R&R Murphy to bring on board new clients in all the industries that we had targeted over the four years while implementing the changes.

In 2016 I had one of the proudest moments in my life, beginning in May when we won a National Manufacturer Award and in October when we were voted HMA Manufacturer of the Year. Looking back over the five year journey, I believe this to be the pinnacle of all the hard work that the marvellous group of people that I am fortunate, and very privileged to lead and work with achieved.

What a difference winning this award has made to R&R Murphy, it has added to our credibility in the manufacturing industry in our region and certainly delivered many new opportunities as a result. It has also energised my team, who share the same passion and vision, to continually improve and we have set the bar even higher for the next five years.

My hope is that our journey might inspire other companies to follow in our footsteps and invest in themselves, for the future of manufacturing and for the next generation in Australia.

On a final note I would like to say what a privilege and honour it has been to be 2016 HMA Manufacturer of the Year, and I would like to congratulate the Varley Group for their great achievement in winning this year's award.

Rod Murphy
Managing Director
R&R Murphy



Rod Murphy, Emma Carr & John Rudland





**2016
MANUFACTURER
OF THE YEAR**



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HMA Board Award

Sponsored by Helloworld Business Travel Newcastle and HMA

The HMA Board Award was presented to HMS Group.

HMS Group has shown great improvement over the past few years and is a strong manufacturer in the Hunter region.

They have demonstrated a consistent commitment to their customers, their suppliers and the environment. The judges could only congratulate HMS for the significant improvements in their product range and a strong drive to expand the company through the pursuit of export markets.

The judges felt their product range has a huge future in many industries and they are well placed to succeed in these new markets.

The Judges are confident when they say we shall be seeing a lot more of HMS in the future.

HMA Board Award winners also won a trip to an international destination to attend a Trade Fair, Event or other activity that will serve to benefit their company. The trip is sponsored by Helloworld Business Travel Newcastle and HMA.



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As proud sponsors of HMA, we'd like to take this opportunity to say congratulations to all the winners and finalists of the 2017 Hunter Manufacturing Awards!

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Rising Star Award

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Jessica Cole from DSI Underground was the winner of the 2017 Rising Star Award. Jessica is a dynamic, inspirational young leader, destined to be a bright light showing the way to others in the Hunter's manufacturing industry for many years to come.

Her passion to make a difference shines through in all that she does, from her dedication to her ongoing professional development, to insights that smash through traditional role boundaries and her ability to take a team of people on a journey to transform the business. Jessica's achievements at DSI have already seen her invited to share her learnings on a national stage and given the responsibility of taking her knowledge and skills to DSI sites in other parts of the world. Her enthusiasm is extremely infectious. She is a sponge for knowledge with a sharp analytical mind.

Jessica has complemented her outstanding work in transforming business systems with a passion for the wellbeing of her work colleagues dedicating her efforts to a range of important initiatives, particularly in the mental health sphere.

Highly commended was awarded to Daniel Hodges, from Moly-Cop.



Apprentice of the Year - Manufacturing

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Apprentice of the Year – Manufacturing was awarded to **Jake Barry** who is employed by Downer Engineering.

Jake completed his Electrical apprenticeship with Origin Energy Eraring Services and gained his qualification with TAFE NSW.

Jake demonstrated outstanding dedication and commitment during his apprenticeship. This is best demonstrated when he designed a new system by himself to retro fit a fluid coupling control unit, a redesign of the solar and battery supply of the meteorological station and designed and installed an environmental monitoring and control system which tests the water in a run off catchment for pH.

Jake changed his employment to the Downer Group and was chosen to represent the workforce at the Downer Executive Manager Safety Conference in Sydney. Jake has already completed an Advanced Diploma of Electrical Engineering at TAFE NSW and is currently enrolled to study the Certificate 4 in Electrical Instrumentation. In the 8 months since Jake has completed his apprenticeship he has been awarded NSW TAFE Apprentice of the Year for the Hunter and Central Coast, was a finalist in the Hunter Region Apprentice and Trainee Awards and as a result was nominated to represent the Hunter Region in the Excellence in Trade Skills Award at the State Training Awards in Sydney.

Highly commended was Damon Keeping who is employed by HunterNet Group Training and hosted by Austube Mills.



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Excellence in Innovation was won by **Design Anthology** for their work on the Alpha Surf Ski.

The judges said Design Anthology's submission was one of the best applications ever submitted for the innovation category.

They commented that it was a very well thought out application showing how innovation can provide a competitive advantage for both manufacturing processes and consumer benefit

Highly commended was awarded to Cobond for their fire retardant and anti-static (FRAS) conveyor belt repair kit.



Export of Manufactured Goods Award was awarded to **McLanahan** whose product offering and strategy for export to China focused on increasing their presence in the agricultural equipment market. This resulted in increasing export sales in the agricultural and non-agricultural markets. They have clearly highlighted their key objectives and goals, utilising many activities around customising the message for the China market, China website development, implementing a social media strategy, attending exhibitions and conferences, obtaining market research intelligence, and seeking external advice. They have a clear goal of having staff in-market and will be opening their Shanghai office later this year. Connections with Austrade, Australia China Business Council, and the Australian Chamber of Commerce are also smart connections.

Highly commended was Steber International.



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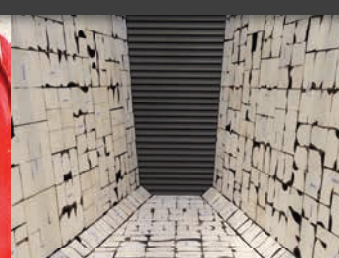
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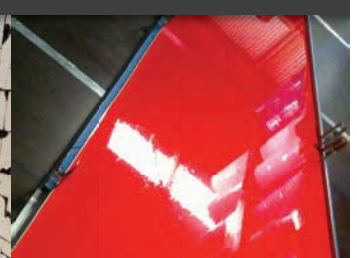
Conveyor Belt Repair



Polyurethane Coatings



Ceramic Wear Liners



Polyurethane Castings

Excellence in Technology

Sponsored by Strata Worldwide (Aust.)

The Technology Award was awarded to **Airpak Sheetmetal**.

Airpak sheetmetal has invested in several advanced machinery to improve their productivity in a declining sheetmetal fabrication industry.

Instead of scaling down, Airpak decided to upscale production. The idea came from their analysis that the current process on manual airduct cutting and shaping is very tedious process and often dangerous.

They embarked on initial technology investment in 2007 on a plasma cutter and TDF machine which proved to be beneficial on output and safety; and followed on with further systematic technology investment.

Their technology acquisition has allowed Airpak Sheetmetal to bid on much larger projects and resulted in annualised growth of 16% over the period of 2012-2017. The company has also more than doubled its workforce from 6 (in 2007) to 23 people (in 2017).

Custom Fluidpower were highly commended for their **Shuttle Carmanifold**.



Excellence in Product Design

Sponsored by University of Newcastle

Excellence in Product Design award was awarded to **Ampcontrol Group – VoiceCom Phone**

The judges said that what separates great product design from good product design is simplicity.

Ampcontrol and Tiller Design have stripped down the new VoiceCom phone to its key elements and as a result it's certainly more than a sum of its parts; achieving this level of simplicity is no easy task.

Ampcontrol have shown an in-depth understanding of the user's broader requirements. The unit is intuitive to use, includes a host of well-designed features, such as safety overrides, and does not lose sight of the considerations for use in the harsh environment of underground mining.

Ampcontrol have packaged their capable electronic technology with careful consideration to the human interface, and achieved this whilst simultaneously reducing manufacturing cost. The new VoiceCom phone is now 80% lighter than its predecessor and other equivalent phones on the market, and interfaces easily to the current network infrastructure.

Highly commended was **Valley Longwall International** for their **Star Roll**.



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Excellence in Marketing

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Excellence in Marketing was awarded to **Beep Bicycle Bells**.

Often small companies and start-ups need to be extremely innovative and clear in their marketing in order to succeed given their lack of resources and budgets.

That is certainly the case for Beep who targeted their end users, potential marketing partners and media outlets incredibly effectively.

Their use of PR and social media has been masterful for such a small team. The resulting exposure, growth and return on marketing investment has been outstanding, launching a small local company onto the world stage.

Highly commended was awarded to Design Anthology



Excellence in Safety

Sponsored by R&R Murphy

The Excellence in Safety was awarded to **Moly-Cop** for their crane safety video and open days.

A great initiative that has involved not only the workforce but also their families.

Moly-Cop is utilising behavioural considerations by making the employees aware that their actions at work can have a long lasting effect on their families.

It also allows the families to experience what their loved-ones actually do in the workplace. They can then also influence their partners or parents to "BE SAFE" whilst working. Everyone wins.

Highly commended was awarded to Bridon Bekaert for their laser lighting warning system for forklift





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Excellence in Manufacturing Process

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Varley Group was awarded Excellence in Manufacturing Process. When Varley were invited to take over a much larger proportion of the NSW Ambulance upgrade project, they took up the challenge knowing the expanded workscope represented a very large step change in output and complexity.

Varley had to put their profit on the line to deliver but they did not hesitate to make the required investment. It is Varley this year that has proudly demonstrated that the "can do" spirit of the Region's Manufacturing is alive and well.

Backed by an excellent submission it was very easy to see that the accolades they have received locally and nationally were well deserved.

Highly commended was awarded to BAE Systems and DSI Underground



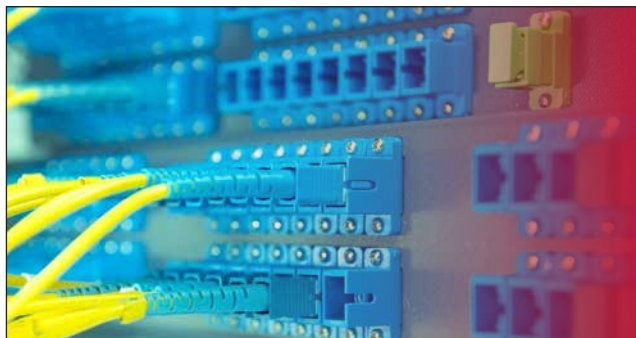
Excellence in People & Skills Development

Sponsored by
Bridon Bekaert

BAE Systems came away with the Excellence in People and Skills Development Award.

BAE Systems has been a sponsor of the ME program since its inception. Through this program the teaching of Science, Technology, Engineering and Mathematics (usually referred to as STEM) in schools is given context, relevance and status as well as a clearly defined career path into the aerospace industry. Participants are given opportunities to undertake meaningful work experience to help prepare them for a world of work.

The positive exposure of STEM subjects and STEM based careers helps attract a wider range of young people to the industry, ensuring a skilled manufacturing workforce for BAE Systems and the whole region.



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Environmental Excellence was awarded to **Norris Industries**. The applicant has identified a range of environmental aspects associated with their manufacturing operation over which they have influence.

It is commendable that they have sought assistance through membership of and participation in industry programs such as the NSW Sustainability Advantage Program.

Continuous improvement in efforts to reduce their manufacturing environmental footprint is evident, together with flow on of benefits to their customers.



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One day a man hears that a distant uncle passed away. He's a little sad, but only a little, for they barely knew each other. Then, a few days later, a package arrives. It contains his inheritance from the estate: A violin and a painting. He has no idea what to do with them. After pondering the matter, he takes them to an appraiser.

Not too long later the appraiser calls him: "I've finished my analysis, and I've got some good news. There's no doubt at all that what you have is a genuine Van Gogh and a genuine Stradivarius."

The man is ecstatic: "I can sell these for millions!" The appraiser says "Well, you can sell them, and they'll fetch some money for their novelty value, but not millions. You see, the truth is, Stradivarius wasn't much of a painter... and Van Gogh made lousy violins."



An elderly couple had dinner at another couple's house, and after eating, the wives left the table and went into the kitchen.

The two gentlemen were talking, and one said "Last night we went out to a new restaurant and it was really great. . . I would recommend it very highly."

The other man said, "What is the name of the restaurant?"

The first man thought and thought and finally said, "What is the name of that flower you give to someone you love? You know... The one that's red and has thorns."

"Do you mean a rose?"

"Yes, that's the one," replied the man. He then turned towards the kitchen and yelled, "Rose, what's the name of that restaurant we went to last night?"



A guy and his wife were cleaning out the attic one day when he came across a ticket from the local shoe repair shop. The date stamped on the ticket showed that it was over 11 years old. They both laughed and tried to remember which of them might have forgotten to pick up a pair of shoes over a decade ago.

"Do you think the shoes will still be at the shop?" the man asked.

"Not very likely," his wife said.

"It's worth a try," he said, pocketing the ticket. He went downstairs,

hopped in the car and drove to the shoe shop. With a straight face, he handed the ticket to the man behind the counter.



With a face just as straight, the man said, "Just a minute. I'll have to look for these."

He disappeared into a dark corner at the back of the shop. Two minutes later, the man called out, "Here they are!"

"No kidding," the customer called back. "That's terrific! Who would have thought they'd still be here after all this time?"

The man came back to the counter, empty handed. "They'll be ready on Thursday," he said calmly.



Bob had this problem of getting up late in the morning and was always late for work. After a few weeks of this, his boss was mad and threatened to fire him if he didn't do something about it.

So Bob went to his doctor, who gave him a pill and told him to take it before he went to bed. He got a great night's sleep and actually beat the alarm in the morning. After a leisurely breakfast, he cheerfully drove to work.

"Boss," he said, "The pill my doctor subscribed me actually worked!"

"That's all fine," said the boss, "But where were you yesterday?"

A customer sent an order to a distributor for a large amount of goods.

The distributor noticed that the previous bill hadn't been paid, so he asked his collections manager to leave a voicemail for them saying, "We can't ship your new order until you pay for the last one."

The next day the collections manager received a phone message, "Please cancel the order. We can't wait that long."

QUOTE OF THE MONTH

"Continuous improvement is better than delayed perfection."

- Mark Twain

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