

BUSTER BULLETIN for Businesses

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Helping Business and Non-Profits for 12 years

This year on May 1 we celebrated our 12th anniversary. Yes that's right – we have now been in business for 12 years helping businesses, non-profits and individuals across Australia every day since we commenced. Over this time we have had some stunning successes and our grant and tender writing services have realised massive amounts of funding. Over the last 12 years we have won our clients over \$60million from grants and tenders – an achievement our competitors can only dream about.

Some of the funding and tenders we have won for our clients has included:-

- \$21.7million in funding for an eHealth hospital based project,
- \$4.9million grant to fund disability support accommodation,
- \$600,000 grant for a disability organisation to supply new support services,
- \$460,000 grant to fund a community respite centre,
- over \$400,000 in funding for Golf Clubs across Queensland,
- \$100,000 for Volunteer Coastguards across Australia,
- over \$400,000 in funding for a Sporting Complex,
- \$400,000 grant to fund a Museum display,
- \$361,000 grant to fund a mandarin packing and storage facility,
- \$220,000 grant to fund the expansion of a meat processing facility,
- \$122,000 grant to fund outfitting offices for a community organisation,
- \$80,000 grant to purchase equipment for an abattoir,
- \$50,000 grant to purchase a new bus for a children's day care facility,
- \$13million contract with Woolworths and Coles to produce Supermarket trollies,
- a \$6.4million construction tender,
- \$220,000 in grant funding for the expansion of abattoir,
- a \$110,000 tender for a small electrical firm to upgrade lighting on a Council sporting facility, and
- an \$800,000 tender for a sole trader in the security industry (now that's what we call rapid business expansion!).

While we started as lobbyists and are still highly successful in this field, our grants and tenders now make up the majority of our clients. In these tight economic times where Government and Councils are reducing funding opportunities, businesses and nonprofits really need to find specialists with a great track record to assist them in tapping into much needed funding or winning Government contracts. Stop wasting time and money – contact us now – we can assist you to achieve your goals!



Specialists in:

- *Government and Philanthropic Funding*
- *Tender Writing Services*
- *Government & Private Sector Liaison*
- *Town Planning and Land Resumption Advice*
- *Business & Strategic Planning*
- *Job Application Writing Services*
- *Business Support Services*
- *Sponsorship Proposal and Event Management*

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Current Opportunities for Businesses

We have put together a list of current tenders on offer to show just how diverse the range of opportunities are to expand your business. There are tenders calling for businesses to apply for work in every State and Territory in Australian and in almost every business field you can possibly imagine.

Type of Work	Location	Tender Closing Date
Swimming Pool Refurbishment	Central West NSW	10 July 12
Park Upgrade	Warringah NSW	3 July 12
Refurbishment of 8x2 br units	Inner Sydney	3 July 12
Graffiti Removal	Inner Sydney	26 June 12
Provision of Cleaning Services	Western Australia	2 July 12
Plant Hire Services	Western Australia	3 July 12
Printing of Council Statutory Notices	South East Queensland	2 July 12
Household Hazardous Waste Collection	Queensland	3 July 12
Home Delivery Service	Victoria	22 June 12
Provision of Services to Test RCDs	Queensland	12 July 12
Street Cleaning	Victoria	3 July 12
Supply of Laundry Chemicals and Support	Queensland	5 July 12
Cleaning of Council Buildings	New South Wales	21 June 12
Cleaning Services	NT Government	4 July 12
Fit out of Mobile Police Stations	Nationwide	6 July 12
Heavy Construction Machinery	South Australia	17 July 12
Website & Content Mgt System Development	Canberra	29 June 12
Supply of Materials and Services (Bitumen/Hotmix/Roadbase)	Tasmania	27 June 12
National Relay Service	Nationwide	15 August 12
Lease and Operation of Child Care Centre	Tasmania	4 July 12
Reinstatement of Earthworks	Tasmania	6 July 12
Provision of Security Equipment and Maintenance	Nationwide	2 July 12

Would you like to know if there is a tender advertised that could improve the financial stability of your business? With access to an average 3,000 tender opportunities every day, we are the experts in helping you grow your business!



Introduction - Sue Batten

Professional Consultant with Red Tape Busters

With more than two decades of operational and management experience, Sue Batten has developed a creative feel for how businesses can improve their bottom line, devise and implement robust marketing strategies, advance their stakeholder satisfaction and employ innovative solutions to all facets of business planning, operations and resource management. As an entrepreneur who quickly built her own successful service businesses, Sue has also helped organisations set, implement and achieve results and objectives with the focus on organisation 'flow'.

During her career, Sue has worked with many clients, drawing from the technology, medical, insurance, not-for-profit and small business sectors. Her diverse exposure to a range of different business segments assists her goal to bring continuous improvement, innovation and organisation excellence to her clients.

Sue has a Certificate IV Training, Education and Assessment, Certificate IV Frontline Management, Diploma Project Management, is a Registered First Aid Officer and is currently a member of the Graduate Program at A.I.M. Sue is an active member of North Chamber of Commerce, Valley Chamber of Commerce, Recruitment and Consulting Services Association of Australia, A.I.M and a committee member for several body corporates. Sue brings a great deal of business acumen and enthusiasm to her task of providing contracted grant and tender writing services to our clients.

Sue currently is working for our clients preparing grant submissions and is heavily involved in preparing tenders for businesses across Australia.

Fun Buster Language Facts

* According to a research project at Cambridge University, it doesn't matter what order the letters in a word are, the only important thing is that the first and last letter be in the right place. This is because the human mind does not read every letter by itself, but the word as a whole!

* "WAS IT A CAR OR A CAT I SAW..." "WASITACARORACATISAW"

Is the only English sentence which even if we read in reverse; it'll give the same sentence.

* 'Go', is the shortest complete sentence in the English language.



Reasons Why Grants and Tenders Are Unsuccessful

There are many reasons why grant submissions and tender responses prove to be unsuccessful. While Government agencies at times make decisions which have us scratching our heads there are a number of issues which you can address to give your grant/tender the best chance of success.

Here are a few things to consider:-

- **Submission deadline not met** - almost every grant and tender deadline specifically states 'No late applications will be accepted.'
- **Prescribed guidelines for proposal not followed exactly** - you should refer to the guidelines to assist you to focus on each and every answer you provide.
- **The proposed was not innovative or was predictable and uninspiring** - each grant application or tender proposal could be one of thousands, it needs to stand out.
- **Submission format requirements were not followed exactly ie page/word limits, attachments, bounds/unbound, font type and size etc** - a panel that reviews applications are looking for specific information, to be able to compare apples with apples, so it's important you follow exactly the format requested.
- **Questions/Criteria not completely responded to** - take the opportunity to respond completely, you only get one chance to convince the panel that your project is worth supporting or your business is capable of carrying out the work offered in a tender.
- **Response not authorized/signed by appropriate officer as required by guidelines** - this is probably the most straight forward requirement but you would be surprised how many grants and tenders are lodged with sign off by the incorrect officer or even completely unsigned!
- **The proposal was not absolutely clear and complete in describing one or more elements of the offer** - remember you only get one chance, explain things wholly and concisely.
- **The proposed submission/response appeared to be beyond the capacity of the organisation in terms of training, experience and available resources** - panels will be looking for ability, demonstrate that your organisation or business is up for the challenge, the panel should be left in no doubt that the only thing that is missing is their approval to give you the funds or send the business your way!
- **The budget/cost was unrealistic in terms of estimated requirements, or the amount of funds available** - always match capacity, capability and requirements to dollars.
- **The cost of the proposal appeared to be greater than any possible benefit to the community of the agency advertising the grant/tender** - remain realistic in what you are offering/seeking.
- **The quality of writing was poor - ambiguous objectives, sweeping claims, convoluted reasoning, excessive repetition, unreasonable length** - when in doubt seek professional assistance, remember its one opportunity to impress!

Importance of Feedback

Obtaining feedback from agencies after submitting a tender or a grant submission really is vital. Most organisations and businesses don't get feedback if they are unsuccessful let alone if they are successful. We believe you should always receive feedback, especially if you are unsuccessful but even if you are successful. In our view it is vital to obtain feedback no matter what to ensure that any future tenders/grants are spot on and that any deficiencies are improved.

If you are unsuccessful, while you should take note of feedback carefully and critically analyse the feedback and assess if the feedback really is relevant based on your response..... beware! Agencies obviously have to give reasons why you were unsuccessful and to validate their selections so while you accept the feedback graciously remember that at times especially Government and Council agencies will try to fob you off and their feedback really might be a load of waffle! Assess the feedback thoroughly and without fear or favour but

Swamped with Disability Employment Service Tenders

The next round of Disability Employment Tenders don't open for another month and yet we are already swamped with requests for assistance from DES providers. Currently we have been engaged by clients from every State in Australia and given the opening of the tender is still weeks away we will no doubt be flooded with more requests for assistance over the next few weeks.

Disability Employment Services (DES) commenced on 1 March 2010, replacing the previous Disability Employment Network and Vocational Rehabilitation Services. There are two separate programs within DES. These are:

- Disability Management Service (DES-DMS) – for job seekers with disability, injury or health condition who require the assistance of a disability employment service but are not expected to need long-term support in the workplace, and
- Employment Support Service (DES-ESS) – for job seekers with permanent disability and with an assessed need for more long-term, regular support in the workplace.

The Department of Education, Employment and Workplace Relations (DEEWR) is undertaking a competitive tender process to appoint suitable Providers for the Disability Employment Services – Employment Support Service 2013–2015. These engagements to supply are highly sought after and a comprehensive tender response will be required for success. Our expertise in the disability field gives us a unique edge on our competitors so if you need assistance with these tenders, please contact us urgently to avoid being disappointed.

Corporate Governance

Corporate governance is often thought about in the context of publically listed companies. However, it is just as important for privately held, small to medium sized businesses as well as non profit organisations that they adhere to good corporate governance policies and practices.

As an organisation grows and stakeholders increase, good corporate governance will become even more important as there are many people with a vested interest in the organisation.

The principle of good corporate governance is ***ensuring that control mechanisms are in place to run the organisation with care and diligence, transparency and accountability while acting ethically at all times.***

In a small business, the business owner is often responsible for ensuring that good corporate governance is in place. In larger firms, the company secretary or a specialist in the field will be dedicated to the task. In a non profit organisation the President or Secretary is generally left with the task. If they key people responsible for good governance and for steering the ship become overwhelmed with some of the corporate governance responsibilities and in day to day operations, this duty can sometimes be outsourced, or combined with another role within the organisation or even worse – forgotten altogether!

To ensure good corporate governance, organisations should develop as a starting point:

- well developed organisational/company policies, procedures and processes;
- a risk management policy;
- a strategic/business plan outlining goals and objectives;
- transparent performance reporting mechanism; and
- a well developed employee management system.

Boards of directors can help to ensure that a firm has good corporate governance. Small business owners might consider putting an advisory board together to help with issues related to running the business. Non profit organisations should seek the direction and input of the Committee to assist in this vital task.

Here are a few things to consider when setting up your governance structure:

Creating and delegating authority

When making important decisions, it's important to have the right person making them. Simply by setting up and communicating clear lines of authority, you can guide your employees/volunteers to recognise the decisions that they can and cannot make on their own.

Developing clear policies and procedures

Written policies and procedures are essential for creating planned organisational outcomes. These are particularly helpful in communicating clear steps to achieving a goal. The best policies are clear, concise, and easy to understand. They should also reflect your brand, compliment your organisational goals and objectives as well as your risk management plans.

Creating formal policies and procedures allows you and your team to make better decisions. They also add legitimacy to a decision. Having an agreed process will allow you to guide behaviours and reduce risk within your organisation while also setting out clear lines of responsibility.

Once created, make your policies and procedures available to all staff/volunteers. Constantly revisit these documents to ensure they're up to date, particularly as your organisational environment changes.

Managing employees and ensuring accountability

With policies and procedures in place, everyone can be more accountable and comfortable about the decisions they make. Accountability is important and can involve rewarding or disciplining staff/volunteers. Your established policies and procedures can also help when providing constructive feedback and ensuring that better decisions are made in the future.

With a good governance structure, your employees/volunteers become enabled to take on more responsibility. Leaders of the organisation can then focus more on other core management activities that can help make your organisation a success.

New look website

In the current days of technological advances, all business needs a reliable website. An on-line presence is the core driver in most businesses. At Red Tape Busters, we have just commissioned our new website designed to provide as much information as possible and are wrapped with the results! If you are interested in using our services or just want to know what more about what we do and how many other non-profit organisations and businesses we have helped in so many ways our website has all of the information you need. Whether its funding you are seeking or any number of services for businesses, we can help you!

Your stories

Is there an article you would like to see included in next month's newsletter? We receive many requests to cover specific topics in our newsletters - you can leave your request at www.redtapebusters.com

Advice in this newsletter is general in nature, individuals and organisations should obtain specific advice dependent on their circumstances before making any decisions.