"Horrible pain every day"

125,000 sufferers nationwide and 12,000 of them in Greater Western Sydney who need dedicated care

Doctor's caring crusade: 10

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Biviano’s Italian and Seafood restaurant in Dural is the fine dining jewel of The Hills and surrounds. Celebrating 18 years in 2018, Biviano’s continues to exceed expectations with landscaped gardens, private parking, beautiful scenery and surrounds, private dining facilities and an impeccably designed building and interiors.

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Biviano’s is located 44 minutes (M2), from Sydney CBD and 15 minutes from Castle Hill. Taking pride in offering the ultimate dining experience, Biviano’s 2013 relocation signaled the beginning of a new era in a bespoke venue with polished service, elegant tableware and a celebration of food melding the classic with the contemporary.

UPCOMING EVENTS AT BIVIANO’S

Chef’s Selections

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Delight in our selection of Chef’s lunch favourites complimented by a glass of specially selected Jim Barry JB wine.

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How the WEST WON

Last month’s State Budget has been welcomed by the business community of Western Sydney, with the region emerging as the big winner in the NSW Government’s record infrastructure and health spend.

MALL businesses in Western Sydney, as well as the rest of NSW, will benefit hugely from the raising of the payroll tax threshold from $750,000 to $850,000 (and $1M by 2021-22).

And with $95.9M going towards scaling up the Easy to do Business program, small business owners will find themselves faced with less red tape into the future.

With 100,000 free apprenticeships up for grabs and 20 per cent of the workforce on construction sites now to comprise apprentices, some attention. Identified by the Greater Western Sydney Commission as an innovation precinct, the government is looking after the workforce of the future.

This Budget puts in motion our Government’s plan for Western Sydney to grow and well – building for the Western Sydney of tomorrow, while delivering for its people today.

NSW Treasurer Dominic Perrottet said.

Mr Perrottet said the 2018-19 Budget would continue to drive growth, create jobs and enhance opportunity for the more than two million people who call the area home.

Among the budget highlights for Western Sydney:

Health

• Campbelltown Hospital redevelopment, including mental health and paediatric services - $632M.
• Blacktown and Mount Druitt hospitals - $800M.
• Nepean Hospital - $70M.
• Health and Academic Precinct at Blacktown and Mount Druitt hospitals.

Infrastructure

• Sydney Metro Northwest - $2.4B.
• Planning and procurement for Metro West to connect Parramatta to Sydney via Olympic Park - $38M.
• Stage 1 of Parramatta Light Rail - $238M.
• Planning for stage 2 of Parramatta Light Rail - $20M.
• Develop final business case for North South Rail Line to Western Sydney Airport - $35M.

Roads

• Windsor Bridge over the Hawkesbury River, Windsor - $21.5M.
• Upgrade of Jane Street and Mulgoa Road, Penrith - $14M.
• Upgrade of Memorial Avenue from Old Windsor Road to Windsor Road - $2.2M.
• Upgrade of Mudgee Road between Blakie Road and M4 - $10.5M.
• Planning and business case for New Hawkesbury River crossing, Richmond - $7M.

Leisure

• Western Sydney Stadium - $183.7M.
• Relocation of Powerhouse Museum to Parramatta and expand storage at the Museum Discovery Centre - $240M.
• Western Sydney Parklands park improvements - $8.6M.

Emergency services and justice

• Mount Druitt Police Station - $14.5M.
• Police Citizens Youth Club in Hawkesbury.
• Redevelopment of Parramatta Police Station.

“Th is Budget puts in motion our Government’s plan for Western Sydney to grow and well – building for the Western Sydney of tomorrow, while delivering for its people today,” NSW Treasurer Dominic Perrottet said.

“The Western Line is bursting at the seams and is in need of some relief,” Mr Borger said. “The new underground metro connecting the Sydney CBD to Parramatta to Meadow, via Olympic Park, is a vital project that will better connect Western Sydney residents to jobs. ”

The Budget also includes $2.58M to start construction of Parramatta Light Rail Stage 1 and $204M for planning stage two of the project.

“It is good to see funding locked in for stage two of the Parramatta Light Rail as it will link Sydney Olympic Park to Parramatta and fix some of the connectivity and access issues of Olympic Park,” Mr Borger said.

Mr Borger also welcomed the $740M allocated for expanding and upgrading Liverpool Hospital, which he said would see the area transformed into a leading health and innovation precinct.

“Liverpool is the gateway to Sydney’s south west and has massive potential, but it needs some attention. Identified by the Greater Sydney Commission as an innovation precinct, Liverpool will be able to cultivate knowledge jobs and attract workers to the region,” he said.
**REGIONAL ROUND-UP**

**NORTH WEST**

**Frasers pays $7.5M**
FRASERS Property Australia has purchased two hectares of industrial land, on Eastern Creek Drive, from a private landowner, for $7.5 million.

**Companies at the Creek**
COMPANIES at Eastern Creek include SK Steel, Iuchhouse Logistics, Nover, Costas, Best & Less, Kmart, Cassons, QLS Group, Cleanaway, Clifford Hallum, Healthcare, Quattis, OfficeMax, DB Schenker, Koehne & Nagel, ITI, FDM and Fisher & Paykel.

**Sigma pays $110M**
SIGMA Healthcare is investing $110M in a 40,000-square-metre state-of-the-art distribution centre, at Kemps Creek. The centre, the company’s largest, is expected to be operational in the first quarter 2020.

**New private hospital**
BARWON Investment Partners plans to invest $100M in a private hospital, including a cancer treatment centre, at Penrith. The first stage is due for completion in late 2019.

**Covercraft expands operations**
COVERCRAFT Pacific Australia has expanded its operations by leasing, for five years with options a 120-square-metre office and warehouse, at 2/6 Money Close, Rouse Hill, from a private landlord, at a gross annual rental of $166,820.

**SOUTH WEST**

**Bankstown arts praised**
A COMMITTEE for Sydney report on thriving towns centres instanced The Bankstown Arts Centre as a facility which has improved the town centre to attract and retain people throughout the day.

**Bankstown Central**
VICINITY Centres has announced plans for the sale of up to $1B of sub-regional and neighborhood shopping centres. The part of the proceeds will be reinvested into transformative developments, including Bankstown Central.

**CBD commuter numbers**
ABOUT 50,000 workers commute to Parramatta with just under half of them getting there by car. The 10 suburbs providing the largest number of workers in Parramatta were all to the west and north of that jobs hub, according to the ABS. Macquarie and North Sydney each attract a similar number of commuters.

**Logos develops site**
OGISTICS property specialist Logos has been appointed to develop a $35M purpose-built, multi-branded truck facility at its 25-hectare Prestons Logistics Estate, a wholly-owned subsidiary of the Swedish-based Volvo Group. Logos acquired the site in mid-2016.

**CEO resigns after listing**
MICK McMahon, CEO, of chicken processor, Inghams Group, based in North Ryde, is standing down after overseeing the company’s transition over the past four years from private ownership to listing on the Australian Securities Exchange in November 2016.

**Councils queries benefits**
PARRAMATTA Council’s $93,000 annual contribution to the Western Sydney Regional Organisation of Councils is due this month amid concerns over benefits to council in maintaining its membership of the organisation.

**OK for construction**
THE Department of Planning and Environment has approved construction of a twin-track light rail network, approximately 12-kilometre long, with 16 stops, conversion of part of the T6 Carlingford heavy rail corridor and the Sandown Line to dedicated light rail, interchanges with existing rail and/or bus facilities at Westmead, Parramatta CBD and Carlingford.

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**Parramatta Light Rail working with businesses**

Parramatta Light Rail is one of the NSW Government’s major public transport projects, part of a record $80 billion infrastructure program across the state.

The Parramatta Light Rail team is already working closely with local businesses in Greater Parramatta to ensure they have the information and support they need to prepare for construction.

Some of the support provided to local businesses:
- One-on-one support: dedicated place managers were appointed in 2017 to engage directly with businesses along the route to answer questions face-to-face, on phone and email.
- Regular information sessions: an opportunity to engage with the project team, and find out further information.

Engagement so far
The Parramatta Light Rail team has attended over 125 information pop-up sessions and community events, talked to over 15,700 stakeholders, the community and businesses, handed out over 42,000 brochures and delivered more than 695,000 letterbox drops.

**Come meet the team**
The Parramatta Light Rail team will be at the Farmer’s Markets in Centenary Square every month, giving you the chance to find out more about the project.

**About the project**
Stage 1 of the Parramatta Light Rail received State Significant infrastructure planning approval in May 2018 and will connect Westmead to Carlingford via the Parramatta CBD and Camellia with 16 accessible stops over 12 kilometres.

In October 2017, the NSW Government announced the preferred route for Stage 2 of the Parramatta Light Rail which will connect Stage 1 via the Parramatta CBD to Ermington, Melrose Park, Wentworth Point and Sydney Olympic Park.

A Final Business Case for Stage 2 is due to be completed by the end of 2018.

Stage 1 will begin construction this year and is expected to begin services in 2023.

**How to find out more**
The Parramatta Light Rail team will continue to provide a regular flow of information to the business community. You can find the latest news, fact sheets, notifications and newsletter by visiting www.parramattalightrail.nsw.gov.au.
Invitation

The Hills Annual Charity Gala Ball

by Biviano’s

Proudly Supporting Riding for the Disabled Association NSW “Tall Timbers” Centre

Thursday 23rd August 2018
6:00pm for 7:00pm Start
Dress Code: Black and white Ball
$120.00 per person
Tickets: www.trybooking.com/vwsa

A glass of sparkling wine on arrival followed by Canapes at the heartwood Bar and a handcrafted 3-course menu.
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Join us as we work together to raise $25,000 to assist with funding core costs (lost grant) for the RDA Tall Timbers Centre to enable continuation of their therapeutic activities.

“RDA “Tall Timbers” Centre - Box Hill was founded in 1972 and provides therapeutic and recreational horse riding and associated activities for both children and adults with intellectual, physical and acquired disabilities.”

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Pictured: RDA Tall Timbers Centre in action!

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Western Sydney University moves to Orange

Western Sydney University is heading west again – taking its expertise to Orange in the Central West

**RED DWYER**

The university is not deserting Western Sydney but furthering its footprint west of the Blue Mountains following the Budget announcement of the $95.4M Murray-Darling Medical Schools Network in NSW and Victoria.

“This is a fundamental change in the teaching and supply of rural and regional doctors and will transform rural training schools,” said the federal Minister for Health, Greg Hunt.

Western Sydney University and Charles Sturt University will be partners in a medical school based in Orange providing training for 30 students in the Central West as part of the interstate network involving other universities.

“The $95.4M is a critical investment in the future of Australia’s medical workforce ... an important step in addressing the shortage of doctors in our rural and regional communities,” said Professor Andrew Vann, Vice-Chancellor, of Charles Sturt University.

“This partnership will deliver a dedicated JMP [joint medical program] that will extend the footprint of the existing Western Sydney University medical program to regional and rural Australia,” he said.

“It makes sense to partner with Charles Sturt University, an institution looking to pursue the same objectives in rural areas,” said Professor Barney Glover, Vice-Chancellor, of Western Sydney University.

Both universities will collaborate to produce the program for the new medical school.

Solar gardens to be trialled at Blacktown

**RED DWYER**

BLACKTOWN will take part in a study to test the demand for “solar gardens” for consumers unable to put solar panels on their roofs.

“Solar gardens give consumers the benefits of rooftop solar, even if you don’t have a roof available to put it on,” said Ivor Frischknecht, CEO, of the Australian Renewable Energy Agency (ARENA).

Mr Frischknecht said solar gardens could benefit consumers because they are renting, live in apartments or live in low income housing – almost a third of Australians are in this situation.

ARENA would provide $240,000 to the University of Technology Sydney’s Institute for Sustainable Futures, towards a feasibility study which aims to consider both consumer demand and feasibility, and identify barriers to adoption.

The study will be conducted in five locations in three states - three locations are in NSW, at Blacktown, Shoalhaven and Byron Bay.

Blacktown Council is a partner in the project.

Solar gardens would allow consumers to buy or lease PV panels on solar arrays, which could be centralised off-site, and credit the electricity they generate to their home power bill.

“These trials will help renters, and people in apartments and low-income households who are currently missing out on the benefits of rooftop solar to share in the renewable energy boom currently underway in [NSW],” said Don Harwin, NSW Minister for Energy and Utilities.

According to data from the 2017 national Census, there are nine council areas in greater Sydney, alone, where more than half of residents are “locked out” of solar.
Hammons take on BridgeClimb

Climb to the top of the Sydney Harbour Bridge and view a spectacular modern city, then plunge to the floor of a Blue Mountains valley to see an ancient rainforest

RED DWYER

These are the proposed destinations at the ends of “a corridor of iconic visitor experiences.”

That’s the aim of the third generation of a family-run, 73-year-old tourism business operating in the Mountains.

Harry Hammon and his sister, Isobel Ferry, established Scenic World in 1945 by leasing a former coal mine and offering rides down one of the world’s steepest railways to the depths of Jamison Valley and the Jurassic-period rainforest (295-145 million years ago) below Katoomba.

The latest venture of the entrepreneurial family, which has since added three other attractions to its portfolio and spent $97 million on Scenic World in recent decades, is 100 kilometres away – BridgeClimb, along with the 20-year rights to all other tourism activities on the Sydney Harbour Bridge.

NSW Roads and Maritime Services awarded Hammons Holdings Pty Ltd the contract beating 13 “of the highest quality” bids from prominent Australian and international companies, including the current operator BridgeClimb Sydney.

Hammons Holdings is a third-generation, family-owned Australian business with a 73-year proven track record in developing and operating iconic tourism attractions … their experience will ensure value for the taxpayers of NSW and a great experience for visitors to Sydney,” a RMS spokesperson said without disclosing the value of the contract to be operational from October 1.

“Hammons Holdings outlined a strong and clear vision for developing new climb routes, improving accessibility and introducing new technologies for a more interactive and innovative visitor experience.”

David Hammon, a director of Hammons Holdings, said the company plans to use new technology so that people can “experience the history of the bridge and the story of the bridge in new and exciting ways.

“We also see potential to link the Blue Mountains and Sydney Harbour Bridge as tourist destinations, boosting the flow of visitors from one to the other and creating economic opportunities for Western Sydney and the state in the process.”

Plans along “a corridor of iconic visitor experiences” include attracting visitors to the $45 million Sydney Zoo, under construction in Bungarribee Park, Blacktown, in which the company is an investor.

David Hammon’s sister, Anthea, who jointly runs the company and is a director of WSA Co which will build the airport at Badgerys Creek, said the airport would drive the growth of tourism.

Entrepreneur Paul Cave AM, founder and chairman of BridgeClimb, started the business in 1989 and since then some 4 million people from more than 140 countries have climbed the 1331 steps to the top, said it was “the end of a wonderful era.”

BridgeClimb has been a lucrative business with the accounts of Otto Holdings, which controls BridgeClimb, showing it paid $17 million in dividends to its owners in the financial year 2015-16, according to The Sydney Morning Herald.

David and Anthea Hammon.

BridgeClimb in action.
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BRIEFS

Austral leases space

BRICKWORKS Austral Precast has signed a five-year lease on 3980 square metres of office/warehouse space, at 43-49 Cowpastures Road, Wetherill Park, at $115 a square metre net.

Porter Group signs

CONSTRUCTION equipment specialist, Porter Group has signed a new lease on a warehouse facility at 30 Loftus Road, Yennora, spanning more than 3300 square metres. The property, owned by AON ARI Property, underwent a refurbishment and redevelopment in 2017, resulting in close to $2 million of capital expense.

Packing firm leases

DIVERSIPAK Packaging Solutions has leased a 1500-square-metre warehouse, at 339 Woodpack Road, Smithfield, for five years at $115 a square metre, from a private investor.

Leaders unearth prospects for airport

MORE than 250 local and international business leaders had been invited to hear of a range of investment opportunities in the Badgerys Creek Aerotropolis, an integrated economic zone surrounding Western Sydney Airport.

A greenfield site some 10,000 hectares is set to be a hub for aerospace and defence, advanced manufacturing, education and research, and agribusiness.

The NSW Farmers’ Association had advised the government of 10-15 commercial food and agricultural stakeholders but none were invited, according to Ash Salardini, the association’s chief economist.

“That was a big blow – some of these guys are worth turnovers of between $4 to $5M and are ready to invest now,” he said in a Radio 2GB Rural News interview.

“So, the fact they were not invited did not bode well but there will be other opportunities to bring them into the tent.”

The association, which has been working with NSW industry and government stakeholders to promote creation of a high-tech agricultural precinct linked to the airport, seeks to be involved in the precinct’s planning and not to have decisions “imposed” on it.

“I put the onus on the government to provide the right forum to get us all in the room to see what they are planning,”

“A once in a generation opportunity exists to create a massive ‘cutting-edge’ [500-hectare] fresh food precinct … to service both the domestic and overseas markets,” the association said in a report, Think Big Think Fresh: A Fresh Food Precinct for Western Sydney Airport.

The report recommended a $5M investment for a feasibility study to prepare a prospectus on the precinct.

The association has welcomed the subsequent announcement of a feasibility study, according to Mr Salardini in The Land newspaper.

“However, the association implores that governments engage early with food and agricultural stakeholders to plan for the precinct as it will be the farmers and agribusinesses who will deliver on this opportunity,” he said.

The 250-plus business leaders heard Prime Minister, Malcolm Turnbull, and NSW Premier, Gladys Berejiklian, urge investment in the economic zone, at the Aerotropolis Investor Forum, at the William Inglis hotel, at Warrick Farm.

The Western Sydney Investment Attraction Office has been established, in Liverpool, to target investment into the aerotropolis as well as facilitating investment in the Western Sydney.
Simply starving for a CURE

A Western Sydney doctor is leading the push for a treatment and research facility for patients with complex gastric illnesses

ILIANA STILLITANO

SPECIALIST gastroenterologist Vincent Ho said Campbelltown Hospital’s gastroenterology clinic had seen a noticeable surge in patients from across the state with specialised gastrointestinal motility conditions like the more problematic gastroparesis where the stomach muscles stop working properly and has difficulty moving food from the stomach to the small intestine.

In some of the most severe debilitating cases, sufferers are fed through a tube inserted through the abdomen directly into the small intestine to bypass the stomach.

“Currently Campbelltown is the only public facility that caters for patients with specialised gastrointestinal motility conditions in Greater Western Sydney including advanced diagnostic testing. We however receive referrals from beyond Greater Western Sydney including from all over NSW and even paediatric referrals from the Children’s Hospital at Westmead,” Dr Ho said.

Since a similar clinic at Blacktown closed two years ago, Dr Ho said the Campbelltown unit had become “extraordinarily busy” as patients with complex chronic gastrointestinal complaints travelled from well outside the region to Campbelltown to seek specialised care.

While he is yet to turn away a patient, Dr Ho warned: “I am feeling the pressure resourcing wise.”

Now the push is on to open a NSW Centre of Excellence in Gastrointestinal Motility Disorders at Campbelltown Hospital.

The concept has the backing of Campbelltown Council which recently launched its Health and Education Precinct Vision in NSW Parliament saying Campbelltown could become a world leader in community based care including gastro motility.

The centre would act as a multidisciplinary health service with all the necessary professionals under the one roof providing patient care including dieticians, physiotherapists, psychologists and nurses.

Dr Ho estimated the centre would cost $700,000 annually to run – but would save money by sparing many patients from a hospital admission.

“Some patients can spend many weeks or months in hospital. With such a model we can enable more patient services at home with a dedicated nurse monitoring their care,” he said.

Dr Ho said gastrointestinal disorders were difficult to diagnose and challenging to treat.

“Often sufferers are misdiagnosed and often their disease is chronic and requires expert knowledge,” he said.

That few doctors understand the condition is what has compelled many sufferers to travel long distances to Campbelltown which has become renowned as a major centre in NSW for the diagnosis and management of gastrointestinal motility disorders.

“What we have is a special understanding of their needs and we’re very passionate about providing them with the best care. Unfortunately, we don’t have the multidisciplinary team members to deliver that optimal care but we could with a centre of excellence in Western Sydney,” Dr Ho said.

“We know that there are 125,000 gastroparesis sufferers in Australia and about 12,000 of them in Greater Western Sydney who require dedicated care.”

“I got into this field after seeing my first patient with gastroparesis who after having all the tests and treatments still wasn’t getting better. She asked me if I would suffer the nausea and the vomiting forever. All of the evidence said yes, she would be condemned with lifelong chronic symptoms. So I made it my mission to research and find the best possible care because people need hope.”

“You have to give people hope.”

A spokeswoman for the state government affiliated Agency for Clinical Innovation told Access News that NSW Health had received a proposal for a NSW Centre of Excellence in Gastrointestinal Motility Disorders which would be “considered by relevant authorities”.

However, the spokeswoman would not disclose who lodged the proposal, nor who would approve or reject it.

Emily’s story of pain is all too common

AFTER almost 10 years of regular visits to the doctor for debilitating stomach pain, Emily eventually discovered she had gastroparesis.

The chronic condition had plagued her since she was a toddler but her symptoms were downplayed by medics who ignorantly suggested it was a ploy by her to gain sympathy.

After a myriad of exhausting tests, the 22-year-old from Glenmore Park was finally diagnosed with idiopathic gastroparesis after food was found in her stomach in spite of not having eaten for 24 hours.

“I had 23 hospital admissions in 2015. Every day is a constant battle with feeling sick, vomiting, and severe pain, though I have good days and bad days. My good days are equivalent to other people’s awful days. Gastroparesis has affected every part of my life, my job, my study, and my relationships,” she said.

And her story is common amongst gastroparesis sufferers across the state.

“So many doctors and nurses during the last few years have assumed I have an eating disorder or that I’m lying or just couldn’t wrap their heads around the disease. We need awareness, we need funding,” she said.

Emily said a lack of knowledge of gastroparesis among the wider medical profession had forced her to bypass her local hospital at Penrith to seek specialised care at Campbelltown.

“My gastroenterologist was good, though his view was ‘I don’t want to try any other treatments because they either won’t work or may make you worse. You have to learn to live with what you’ve got’, she said.

“One of the hardest things is co-ordinating my care. I see a dietician at Nepean and Dr Ho at Campbelltown.

“Having a Centre of Excellence would mean my doctors could work as a team under the one roof.”

Lend your support

Contact NSW Health Minister Brad Hazzard and tell him why you think a NSW Centre of Excellence in Gastrointestinal Motility Disorders is much needed in Western Sydney. Call, email or write to Minister Hazzard, share your stories and start the conversation today so we can ease the pain of so many sufferers.

Phone 8274 6000, email office@hazzard.minister.nsw.gov.au or address your letter to Health Minister Brad Hazzard GPO Box S414 Sydney NSW 2001

Emily’s story of pain is all too common

“Horrible pain every day”

Emily from Glenmore Park (surname withheld at her family’s request).
Protecting our past as we grow

One of the fastest growing regions in Australia is stepping up its drive to simultaneously protect its past and attract business and industry growth into the future.

RED DWYER

CAMDEN, once far removed from suburban Sydney and now part of the rapidly expanding south-west metropolitan area, has along with other towns in the local government area (LGA), a wealth of interesting historic buildings and sites – a heritage Camden Council wants to protect.

At the same time council seeks to attract investment and create jobs for a population expected to increase from 80,000-plus to almost 230,000 by 2036.

Indicative of the growth of the LGA are figures for building approvals in recent years.

The LGA, predominantly residential, has seen such approvals increase over a five-year period to 2016-17 from 1212 to 2731, up 125 per cent.

Non-residential approvals in the industrial and commercial areas around Camden, Narellan and Smeaton Grange have increased from 90 to 244, up 154 per cent, over the same five year period – 387 approvals have been granted in the financial year to November 2017.

The LGA has a gross regional product (GRP) of $3.5 billion (2016), up by 14.9 per cent on the previous year.

To drive the economic development and commercial appeal of the area, council initiated an independent business group, the Camden Region Economic Taskforce, last year.

“The transformation anticipated for our area within the next 20 years places us in a unique position to develop business opportunities and attract commercial investment,” said Mayor Lara Symkowiak on the establishment of the taskforce.

“It’s important that we apply a strategic approach to economic development to maintain the character of each town centre and offer a diversity of products, services and experiences across the area.

“We are very fortunate to have Ms [Adriana] Care as chairperson of the taskforce [she] is a successful business owner with the proven skills and experience needed to be a passionate advocate for the economic development of our area.”

Ms Care, a past president of Narellan Chamber of Commerce, said at the time of her appointment that the area was in need of a strong business leadership group to actively lobby for business growth and the formalisation of an economic development strategy.

The taskforce has recently advertised for an executive officer.

The taskforce is an independent company run by a board of directors comprising Adriana Care (chairperson), principal solicitor of Coutts Solicitors & Conveyancers and legal practitioner; Peter Sidegeaves, IT manager, Sydney Catholic Schools; Belinda McLean, owner and GM of Human Resources Focus; Peter Campbell, accountant and partner of Kelly Partners; Lara Symkowiak, Mayor of Camden Council; Peter Meadows, owner/operator of McDonald’s Restaurants in South West Sydney, Bruce Hanahan, principal solicitor, Dignam and Hanrahan Solicitors.

Logistics firm leases

BELGIAN-owned logistics and transport group FDM Warehousing, has signed on with Frasers Property’s Eastern Creek Business Park to operate a 24/7, $31 million purpose built 16,200-square-metre warehouse, exceeding a 10,000 cartons-a-day capability and expected to be open in early 2019. Net rental rate of $118 per square metre.

Custom Bus leases

CUSTOM Bus Asset Management has acquired an eight-year lease on a 20,200-square metre industrial facility, at 18-30 Vallance Street, St Marys, at a net annual rental of $105 per square metre.

Site sold for $3.69M

MONDERNDALE Pty Ltd has purchased a 2339-square-metre site, at 27-31 Sir Joseph Banks Street, Bankstown, from a private investor, for $3.65M.

Dalou buys asset

DALOU Pty Ltd has purchased a 2080-square metre industrial property on a 10,000-square metre site, at 171 Orchard Road, Chester Hill, for $2.35M, from Danalir Computer Services.

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Westmead takes shape
Westmead will have the tallest hospital building in Australia as part of the $1B redevelopment project

RED DWYER

The NSW government’s Health Infrastructure project is set to transform the Westmead health, education and research precinct and deliver high-quality healthcare for decades to come. The $460M, 12-storey Central Acute Services Building will be the centrepiece of the project which will include a series of bridge links connecting Westmead Hospital and The Children’s Hospital at Westmead.

The 95,559-square-metre building, expected to open in 2020, includes new operating theatres, surgical suites and state-of-the-art pharmacy and imaging.

“The building [...] will be the tallest hospital building in Australia and will embrace the new trend towards vertical hospital design,” said David Ghanouni, regional managing director, of Multiplex, which won the $1B contract.

“For patients, this will mean faster transfer times, more natural light and better views from their rooms, aiding their experience and recovery.”

The project also includes a $95M refurbishment of The Children’s Hospital and significant refurbishments to the 40-year-old Westmead Hospital - nearly 30 per cent of the existing hospital will be renovated over the next four years.

The Westmead health, education and research precinct includes four hospitals, three medical research institutes, two universities and the largest research-active pathology service.

The precinct supports around 2000 students and 13,000 scientists, clinicians, educators and other professionals and the figures are expected to grow to more than 6000 students and 30,000 staff by 2036.

This diverse group of people will be beneficiaries of a $9.3M state-of-the-art teaching and learning centre, The Westmead Education and Conference Centre, in Westmead Hospital, - it is first major infrastructure collaboration between the University of Sydney; Western Sydney Local Health District, Sydney Children’s Hospitals Network and the $1 billion Westmead Redevelopment project.

“The entire Westmead community including researchers, practitioners, students, patients and the broader community will benefit from this facility,” said Danny O’Connor, CEO, Western Sydney Local Health District.

Also, Multiplex has established the Westmead Connectivity Centre to act as a hub for a number of specialist employment and training groups, an initiative to match job seekers with local employment opportunities.

ARTIST IMPRESSION OF THE REDEVELOPED WESTMEAD.

BRIEFS

Plans for corner STOCKLAND and McDonald’s have entered into an agreement to progress plans for up to 350 apartments and a revamped McDonald’s restaurant, at the prominent intersection of Church Street and Victoria Road, in the Parramatta CBD.

New health facility CONSTRUCTION of a new $30M, four-storey health service facility has been approved in The Quarter, Penrith’s health and education precinct, in Kingswood. The facility includes a private hospital; facilities for specialist health.

Porter Group signs CONSTRUCTION equipment specialist, Porter Group has signed a new lease on a warehouse facility at 30 Loftus Road, Yennora, spanning more than 3300 square metres. The property, owned by AON ARI Property, underwent a refurbishment and redevelopment in 2017, resulting in close to $2 million of capital expense.

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CIO study sheds light on cyber security and skills deficiencies

Data has become the lifeblood of modern business but it is also the new currency in security, and the prime focus of criminals and threat actors.

In 2017, one in two businesses was threatened by a ransomware attack, one of the fastest growing types of cyber-crime.

Yet according to the largest IT leadership survey in the world, only 22 percent of CIOs say they are well-prepared for a cyber-attack.

Increasing regulatory focus on data and privacy including the General Data Protection Regulation (GDPR) and changes to the Australia Privacy Act requiring mandatory breach notification have further raised the focus to a business risk top of mind with boards. Although the full impact of this new legislation on Australian organisations is yet to be fully understood.

In highly regulated industries already under pressure to make significant investments in reforming their operations, the additional burden of GDPR and its local derivatives will make it harder still to focus time and energy on innovation.

CIOs have identified that more needs to be done. In fact, compared to last year, almost 23 percent more CIOs are prioritising improvements in cyber security. These smart CIOs are making cyber preparedness a business priority and have identified the need to build cyber resilience and cyber trust into digital program and systems.

One of the defining issues facing organisations looking to manage data privacy and security is a critical technology skills shortage in Australia, particularly when dealing with digital transformation.

Individuals with genuine experience and understanding of what it takes to connect the middle and back office to the digital promise created in the front office, are in high demand, and difficult to find.

There is no one simple answer to Australia’s tech skills shortage. But one crucial area we can address is focusing on meeting the gender balance challenge.

Female IT leadership continues a slow upward trend, this year reaching just 12 percent (up from 10 percent last year) and women represent just one in five on technology teams.

The good news is Australian CIOs see the benefits of having more diverse teams, more aware than their global peers. Forty percent of our CIOs say diversity in the technology team is important to achieving business and technology objectives, compared to 30 percent globally.

Australia and the rest of the world must get better at promoting technology related degrees to women. Technology professionals, and particularly CIOs have a role in doing this.

Technology is exciting, has great diversity in the skills required and is lucrative for those employed in the industry. It should be attracting far more female talent than it is. With 65 percent of CIOs globally saying skills shortages are preventing them from keeping up with the pace of change – it’s time to re-focus our efforts on making the case for more people, and a greater number of females, to study technology. Our future depends on it.

Innovation that WORKS for the customer and the business

Organisations that are integrated across Customer and Operational teams can be positioned to create innovative, leading edge experiences that can be delivered with confidence and set them apart from competitors.

In today’s competitive environment, organisations need to continually innovate new products and services to keep up and delight their customers – leveraging every possible insight to pre-empt their needs.

Companies are always looking to identify a niche which the larger organisations have been unable to, or are not flexible enough to, satisfy,” says Curtis Davies, National Partner in Charge, Operations Advisory, KPMG. “In this era of innovation, if you can’t develop a unique service for your customers that is aligned to what your operational teams can deliver, someone else will.”

“The customer side of an organisation can design the optimal customer experience, but it may be too expensive to be viable. Equally, the operations team may have control over procurement and supply chains, but the metrics they’re judged on may be efficiency and cost – not necessarily reliability or quality.”

When Davies worked at a major airline, he encountered an example of when a silo approach to innovation led to a great customer product, but it had operational challenges that negatively impacted the overall experience.

“One team designed an extremely comfortable and versatile passenger seat; while the engineers designed motors for it to operate fantastically well. However, we didn’t think sufficiently about how to efficiently maintain the seat in the high utilisation environment, which caused some delays when the seats needed ad hoc repairs. We realised that the customer people were thinking about it from a comfort and aesthetic perspective, while the engineering people were focused on building it to be mechanically sophisticated. Instead, we needed an integrated way of thinking to optimise the overall value to both customer and airline.”

“Technology led innovation in fulfilment services. For example, the operations function may have installed robots to perform basic repetitive tasks.”

“Without collaborative leadership you aren’t going to become an aligned organisation that was shared, they could learn that different groups are willing to pay different prices for tiered services, and they could innovate new delivery models to match.”

“With collaborative leadership you need to leverage your operational experts to identify the most efficient manner in which these segments can be clustered and serviced. The effort can add significant financial and brand value.”

Leadership matters

To ensure everyone is equipped to identify innovation opportunities, leaders need to be set up well to collaborate, Davies explains.

“Leadership is so important. People have to be willing to share insights, problems and ideas, and to work together to solve that challenge.”

For example, the operations function may have control over the supply chain, but they may not have access to the metrics of customer segmentation. It that was shared, they could learn that different groups are willing to pay different prices for tiered services, and they could innovate new delivery models to match.

“Without collaborative leadership you aren’t going to become an aligned organisation that provides a clear service to your customers, that is aligned to your production line,” he says.

Embracing technology

Much innovation in customer products will be enabled from new technology, Davies says.

“Technology led innovation in fulfilment and production means that a lot of innovative ideas will come from these operational breakthroughs.”

Harnessing the Internet of Things (IoT), Artificial Intelligence (AI), Robotics and Augmented Reality (AR) could lead to the design of completely unique customer experiences.

“IoT, AI and AR were not created as ‘products’. They were developed through scientists pushing boundaries to solve operational problems. Now they are being translated into new products and experiences in ways the original creators never dreamed,” Davies says.

The KPMG 2017 Global Consumer Executive Top of Mind Survey revealed that many organisations are using these technologies in an attempt to surprise and delight their customers. It found 33 percent had invested in IoT, 33 percent in 3D printing, and 32 percent have installed robots to perform basic repetitive tasks.

Test and learn

If an organisation is working holistically to innovate new products and services, it is possible that the next idea could come from anywhere, in any department. Davies emphasises that it is vital to remember the magic triangle – Desirable, Feasible and Viable – to ensure an innovation aligns to strategy and customer needs and has commercial potential.

“Those who are most successful on innovation production lines and within operational services which can create leading products that wouldn’t otherwise have existed. It’s a case of whether the different parts of the business can be open to each other, to try and test new things,” Davies says.

If you would like to discuss or obtain a copy of the KPMG 2017 Global Consumer Executive Top of Mind Survey please contact David Pring davpring@kpmg.com.au.

ASX Entrepreneur’s Guide: KPMG’s advice for start-ups

FROM how to get an IPO ready to the legal matters to consider when thinking about capital raising, KPMG’s experts share their advice for founders.

The ASX Entrepreneur’s Guide provides Australian founders and start-ups with all the information they require to set them up for success.

As KPMG Enterprise and our dedicated start-up team, High Growth Ventures, work closely with the startup ecosystem, our KPMG experts submitted four chapters to the guide.

1: Fundamentals of Financials

In this chapter, we look at the importance of counting your beans and balancing your books with diligence.

Authors

- Michael Hine, Partner in Charge, Tasmania
- Fleur Telford, Director – Technology Lead
- Kajjal Prasad, Director – Tax & Advisory Services
- Arisidas Semeridis, Associate Director – Digital Assets

2: Setting Sail on Your IPO Journey

This chapter focuses on how to set up your start-up for a successful IPO.

Authors

- Craig Conroy, Head of Equity Capital Markets, Australia

3: Advisors, Due Diligence and the Disclosure Document

Know the information you should include in your disclosure document before you IPO and be compliant with this chapter.

Authors

- David Morris, Partner, KPMG Law
- Hoda Nahous, Director, KPMG Law
- David Tink, Senior Associate, KPMG Law

4: Tax Considerations for Start-ups

In this chapter, we help you to understand the tax consequences of going public and ensure your company is optimised for the transition.

Authors

- Len Nica, Partner, Deal Advisory – Tax
- Robert Ignjatic, Director, Deal Advisory – Tax
- Florence Liang, Senior Consultant, Deal Advisory – Tax

If you would like to discuss the ASX Entrepreneur’s Guide please contact David Pring davpring@kpmg.com.au or to download the chapters or full report please go to www.kpmg.com.au.
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Purchasers of new houses – the new GST collectors

What is happening with GST and supplies of property?

The new GST rules which impose a withholding obligation for purchasers will:

- Apply from 1 July 2018.
- Apply to sales of land with new residential premises or potential residential land.
- Make the purchaser liable to remit GST to the ATO and
- Require the vendor to provide a purchaser with a notice.

This is another compliance obligation to be imposed on vendors and purchasers (for example, in addition to the foreign resident CGT withholding) that will need to be considered and factored into property purchases and settlement.

Why?

Currently, supplies of new residential premises are subject to GST and the obligation is on the vendor to remit GST to the ATO.

However, a number of developers supplying properties were found to have collected GST from purchasers but then proceeded to dissolve their business entities before lodging their Business Activity Statement (BAS) and remitting the GST (so called, “phoenixing”).

The recent changes are intended to address this issue.

There is a school of thought that this is an extreme industry-wide response which is intended to address an outlier issue. Some may say these changes are a ‘heavy handed’ approach which impose an unfair burden on low risk developers. It will be interesting to see whether the Commissioner of Taxation issues special guidance or offers a regime for lower risk entities to be exempt from the GST withholding obligation.

When does it apply?

The new rules commence with effect from 1 July 2018 and will apply to applicable property transactions that are entered into on or after 1 July 2018. Transactions entered into before 1 July 2018 are excluded unless the settlement date occurs after 30 June 2020.

What is excluded?

The purchaser GST withholding and remission obligation applies to new residential premises or potential residential land.

The following are excluded from the new purchaser obligations:

- Supplies of new residential premises that were created through substantial renovations.
- Supplies of Commercial residential premises such as a hotel or a bed and breakfast.
- Supplies that are made to a purchaser who is registered for GST.

- Supplies between members of GST groups or by GST joint venture operators to participants in a GST joint venture and.
- Supplies of leases or licenses that do not constitute a long-term lease.
- That circumstances relating to government affordable housing schemes and development arrangements involving non-monetary consideration may be excluded from these GST changes.

What if there are multiple purchasers?

If a purchase is made as tenants in common, each Purchaser is required to make payment in proportion to their interest in the property.

For example, if Taylor and Harry purchase a property and acquire single title as tenants in common in equal shares, Harry will be required to withhold and pay 50% of the value of the GST payable on the property whilst Taylor will also be required to withhold and pay 50% of the GST payable on the property.

Each have separate obligations to withhold and remit an amount to the ATO.

What does a vendor need to do?

A vendor is required to provide the purchaser with a specific type of notification (relating to GST on the supply) before making the supply. This notification informs the purchaser that they are required to make a GST payment to the ATO and outlines the amount of GST owed. Failure to do so may result in 100 penalty units (which is currently $21,000, or up to 5 times that amount for corporations).

The vendor will be entitled to a credit for the amount of any payment made to the ATO by the purchaser.

Are there any special rules relating supplies made under the margin scheme?

Yes. Generally, the amount of GST to be paid is 1/11th of the contract price of the supply. However, where supplies are made under the margin scheme, a statutory rate will apply. The statutory rate of 7% (or greater amount as determined by the Minister in a legislative instrument, but no more than 9%) must be withheld by the purchaser and paid to the ATO.

Practically, are there any concerns for you as either a vendor or purchaser?

Yes. When considering project financing, regard should be had to the GST attribution rules and timing around BAS reporting. It should be noted that when payments are made in instalments, the GST law may apply so that all GST is payable up front by the purchaser and that payment may be taken out of the existing first instalment amount. Obviously, this will cause issues when the GST payable represents a large amount of the instalment amount. This could cause credit and finance issues for vendors (particularly those who are developers and need to receive certain milestone payments for longer term Projects).

If a purchaser fails to withhold an amount, it will be liable to pay a penalty amount that is equal to the withholding amount.

In doubt, pay anyway?

The intention of the law is that, if in doubt, the purchaser can pay the GST on the supply directly to the ATO and thereafter the vendor can seek to recover the GST from the Commissioner.

Are you concerned?

There are a range of options to ensure that you comply with these changes and, if you are engaged in buying, developing or selling residential properties – it would be wise to consider these changes in light of your circumstances.

Listening to your needs, helping you succeed.
We’re all ears, not all talk.
Enriching disabled with horse power

For more than 40 years, Riding for the Disabled Association (RDA) has been enriching the lives of people with disabilities through horse related activities

COUNTLESS people with intellectual and physical disabilities to the hearing and visually impaired have benefited from the charity’s horse-facilitated therapy programs run out of the Association’s Tall Timbers centre at Box Hill in Sydney’s north west. So imagine the devastation of staff and the centre’s clients when they’d discovered a $50,000 special grant had been cut.

“It has definitely left a hole in our fund-ing,” said RDA NSW Tall Timbers administrator Kerry Souter.

“It costs $1700 to put someone through our program. We cannot suddenly charge each rider the full cost, it wouldn’t be right!” Instead, the centre limits the cost to participants to about 12% of the actual cost of the program, leaving it to fundraise to meet the shortfall.

So staff took great delight in the news that Biviano’s Restaurant Dural had chosen this year to support RDA NSW’s Tall Timbers Centre at its upcoming The Hills Annual Charity Gala Ball by Biviano’s, also supported by Western Sydney Business Access.

Organiser Mag Hosny said he was confident this year’s community fundraiser on August 23 would net $25,000 to help RDA meet the substantial cost of running its mental health and learning programs.

“We at Biviano’s chose to support RDA because it is local but also because what they do for children and adults is really quite special and they need financial support to carry on this excellent community work,” Mr Hosny said.

The Association has come a long way since the first disabled riding class at Tall Timbers in 1972. Since that time, participants have noted numerous benefits associated with the horse riding activities including improved balance and posture, the development of fine and gross motor skills, better decision making, social integration and improved self-esteem.

“We are really excited that Mag understands what we do and we’re so delighted to be supported at this year’s Biviano’s gala ball,” Ms Souter said. “It will really take a load off us because fundraising can be difficult with a limited number of volunteers.”

Tickets for the black and white ball at Biviano’s Restaurant, Dural on Thursday, August 23 are $120 and include a glass of sparkling wine on arrival, canapés, a 3-course menu and live entertainment.

Guests will include Castle Hill MP Ray Williams, Hills Shire mayor Michelle Byrne and NSW Governor David Hurley who is also an RDA NSW patron and RDA ambassadors.

Western Sydney businessman Jim Taggart will MC and oversee the raffle of a $5000 spending spree at Robert Cliff Master Jewelers.

Tickets are available at trybooking.com/VWSA or phone Biviano’s on 9651 2022 or visit bivanionsdural.com for more information.

To learn more about Riding for the Disabled Association’s Tall Timbers centre or to make a donation: www.talltimbers.rdaswa.org.au.
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The many faces of the iconic Carrington.
Feel like royalty at the Palais Royale

The Palais Royale in Katoomba will truly make conference goers feel like royalty. Its old world charm makes a perfect setting for any corporate event, whether it is a one-day event, or a multi-day conference.

The Palais Royale started as two separate cottages built by Mr Spear of Summer Hill in 1896. He had built them for his daughter and named them “Glen Eric” and “Hillside”. The cottages joined together to become Mount St Marys College, a day and boarding school for young ladies. The college was relocated to a purpose-built building at some point before 1912.

Mr and Mrs A. E. Marsh bought the guest-house in 1922 and named it the Palais Royale. Mrs Marsh had a new cream façade added to the building’s exterior.

The Palais Royale flourished in the 1920’s along with the tourism industry in the Blue Mountains. In 2012 the current owners of the Palais Royale, a Sydney family, came to own and fall in love with the Palais Royale.

They are working hard to continue to restore its beauty and glory to keep its heritage for generations to come.

The magnificent ground floor Grand Ballroom serves as an exceptional conference venue for groups of all sizes and comes complete with state-of-the-art facilities and a selection of conference menus that can be tailored to suit all tastes.

Delegates can enjoy sumptuous morning and afternoon tea in the relaxing Royale Lounge, while lunch and dinner are served in Gazelles – the beautiful restaurant on the lower ground floor, where the property’s original restaurant was first installed over 75 years ago.

The ballroom can be configured to meet any requirements and every event has a dedicated conference coordinator works closely with organisers to ensure the event is a success from start to finish.

The conference team can also devise exhilarating team building packages that take in some of the region’s most unique offerings, including an exploration of Jenolan Caves, a visit to the Blue Mountains Cultural Centre, a trip on the Explorer Bus, a chocolate-making experience at Josephson’s Fine Chocolates, a bush-survival course or a day spent abseiling, rock climbing or hiking deep into the mountains.

Classically elegant, all 40 of the guest-rooms are designed to encourage absolute relaxation.

Whether guests are travelling solo or have booked in for a romantic getaway, family reunion or corporate gathering, the Palais Royale has the perfect room for guests’ needs.

Guests are welcomed on arrival into the luxurious Royale Lounge, which features original leadlight windows, fine artwork, a cosy fireplace and a relaxing atmosphere.

There are two additional lounge areas that can be used always, and guests are invited to take advantage of the heated spa and sauna during their stay.

A hearty breakfast is served daily from 7.30am to 9.30am in Gazelles Restaurant, on the lower ground floor.

A hearty breakfast is served daily from 7.30am to 9.30am in Gazelles Restaurant, on the lower ground floor.

For more information, call 02 4784 6300, visit www.palaisroyale.com.au or email functions@palaisroyale.com.au.

Old world charm and elegance.

The early owners of Palais Royale.
Skate into magical Winterlight

One of Sydney’s biggest winter festivals, Winterlight, returns to Parramatta July 6 - 22, transforming the picturesque heritage grounds of Prince Alfred Square into a winter wonderland.

Back for its 8th year, the popular festival will once again feature Sydney’s biggest open-air ice rink – the smoothfm Ice Rink – a dedicated kids’ rink with little ‘kanga helpers’, a 30-metre-long ice slide, giant illuminated ferris wheel, interactive light installation, ice skating performances, carnival rides, free kids activities, live music and a food village and bar.

For the past seven years Winterlight has been a drawcard event for our City, bringing a world of magical winter fun to residents, visitors and workers in the beautiful surrounds of Prince Alfred Square,” City of Parramatta Lord Mayor Andrew Wilson said.

“This year, the festival will present an array of new and exciting features at the 17-day event, commencing with a wonderful opening night that is sure to keep audiences entertained with its show-stopping ice-skating performances and roaming entertainment.”

New to the event this year is a magical light garden with arching canopies and interactive aquabeams that attendees can project into the night sky as well as a spectacular light show frozen inside the ice rink that will illuminate the way for skaters in a colourful and vibrant display.

Perfect for a social lunch under the warm winter sun or a cozy dinner with family and friends, the Winter Village will be home to a range of comforting winter delights from delicious homemade soup and indulgent wood-fired pizza, to fiery Indian curry, German hot dogs and sweet treats from Adora Chocolates and Dutch Poffertjes.

A perfect accompaniment to the meals, Parramatta’s Live and Local musicians will be performing some of the best live music tunes Western Sydney has to offer during the festival’s ‘Village Sessions’.

Theme nights will bring a little something extra to the event on Wednesday nights, with couples and friends skating to live string musicians during Date Night on Wednesday, July 11, followed by a fun-filled Pyjama Party night featuring a silent cinema and everyone’s best pyjamas on Wednesday, July 18.

Event goers will be able to spot some famous faces, with players from the Parramatta Eels and Greater Western Sydney Giants coming along to host meet and greet sessions and sport-filled activations on Monday, July 16 and Wednesday, July 19.

Riverside Theatres will be joining the fun with special screenings of family favourite feature ‘Frozen Sing-a-long’. Tickets can be purchased at www.riversideparramatta.com.au For more information visit www.winterlight.com.au

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NSW tops Australia in export

NSW is leading Australia in services exports, with $35.7B worth of Australian services exported last year.

The latest ABS figures show there is global demand for the state’s expertise in education, telecommunications, computer and information (ICT) services, financial and other professional services.

Minister for Trade and Industry Niall Blair said the growth in service exports highlighted the NSW Government’s success in creating an entrepreneurial business environment.

Mr Blair said NSW has contributed to more than 50 per cent (52.3) of the total Australian growth in services exports, more than all the other states combined.

“In 2017 alone, our service exports grew in value by $3.6B. We have hit our 2020 target for international education exports three years early, surpassing $9B in exports.

“These figures, yet again, demonstrate the strength of the NSW economy and the global demand for our services.

“China remains Australia’s largest market for service exports, with exports to China growing $15.8B. ”

International education exports grew by 20.6 per cent to $11.3B, while ICT exports grew by 11.6 per cent last year to $2.3B. Financial services exports also grew by 5.6 per cent to $3.1B.

The ABS International Trade: Supplementary Information, Calendar Year, 2017 data is available on the ABS website.

Company Directors course in town

THE Australian Institute of Company Directors (AICD) will hold its next Company Directors Course at the Fairmont Resort Blue Mountains in Leura, from Monday July 23 to 27.

The course provides members and non-members with the opportunity to learn the skills and frameworks which are essential for company directors.

The AICD provides professional development and networking opportunities for senior executives and directors, supporting them in confronting the challenges they face as business leaders and board members.

As well as delivering meaningful programs to the director community across business, government and the not-for-profit sector, the AICD aims to positively impact society and the economy through governance education and advocacy.

“Members of the AICD in the Blue Mountains and surrounding areas are highly engaged. We are pleased to be able to offer members and non-members in the western suburbs the opportunity to undertake their Company Directors Course locally and improve their governance and directorship skills,” said Duane Findley, State Manager of New South Wales, AICD.

Held over five consecutive days, the course will prepare directors and aspiring directors for their board roles, covering issues such as compliance, fiduciary duties, issues in contemporary directorship, best practice in governance and risk management, organisational performance and strategy and board effectiveness.

The course includes intensive, interactive sessions which are run by expert facilitators who have extensive real-world director and leadership experience.

The course also provides a unique learning environment with the opportunity for networking with like-minded individuals at different stages of their own board directorship journeys.

Blue Mountains businessman and founder of the Vinnies CEO Winter Sleepout, Bernard Fehon OAM, completed his Company Directors Course in 2016 and found it valuable in allowing him to gain a broader understanding of strategy, corporate governance and leadership.

For information visit: www.aicd.company-directors.com.au and click education.
JASON FILMS HIS WAY TO WORLD SUCCESS USING HIS SMARTPHONE

+ Associate Editor Dallas Sherringham chats with the uniquely talented man at the head of Treehouse Creative, Jason van Genderen

JASON van Genderen has become known world-wide as the man who turned his smartphone into a powerful new form of film making.

In a world captivated by billions of smartphones, it was Jason who saw the potential of capturing that same world on that very same smartphone in a series of short, sharp films that gained international acclaim.

And like so many great Australian success stories, it was a case of just “going out and doing it.” However that success is deceptively simple to the outsider. It is actually the result of many years of hard work and a great love of filmmaking to get to where he is today, as Head of Treehouse Creative, one of the nation’s most innovative multi-media companies.

In recent weeks Jason has won: Best Micro and Short Film, Best Director and Best Editing for the National Film & Sound Archive and the Smithsonian.

Both of these awards are in the category of Pocket Filmmaking, a new movement known as Pocket Filmmaking.

To top it all off he was selected to interview Australia’s Simon Baker who made his directing debut with “Breath” at the Avoca Theatre.

“Breath” was shortlisted for the AWG Awards Winner, Best Documentary Short for the Outsider. It is actually the result of many schoolboy efforts selling pet rocks, it was Jason who saw the potential of smartphones, it was Jason who saw the potential of smartphones, it was Jason who saw the potential of smartphones.

In 2014, I was fortunate enough to be on the program at Tropfest Sydney, Sundance London and even a coveted IF Award. They’ve also been inducted into the Power of Story category at the Film Independent Spirit Awards and the Australian Film Institute.

My pocket films have won major awards at major festivals the world over and started a movement known as Pocket Filmmaking.

DS: That was the three minute film called ‘Mankind is No Island’ shot in Gosford and New York which graphically portrayed homelessness and has now been viewed 1.2 million times on YouTube.

JASON: Yes and since then, my presentations on simplifying the art of storytelling using your smartphone have inspired audiences from Colleges to TEDx events to the Aspen Ideas Festival in 2016.

My pocket films have won major awards at prestigious festivals such as Tropfest NY and Sydney, Sundance London and even a coveted IF Award. They’ve also been inducted into the National Film & Sound Archive and the Smithsonian.

Treehouse Creative has given me 16 years of new wisdoms helping imaging brands like Sony, Nokia, Nikon and Apple Australia tell their stories. In 2014, I was fortunate enough to be recognised at Vivid Sydney for my contribution to the creative arts, using my prize to establish the Pocket Film Academy, a training entity for storytellers brave enough to unleash the broadcast power of their smartphones.

JASON: And what was your lightbulb moment?

DS: In today’s digital world, every business needs to think of its branding in visual terms. The days of coming up with just a name and a fancy logo have now gone. How does Treehouse Creative convince often conservative companies that they need to embrace the new technologies and the amazing opportunities of the internet and social media?

JASON: Change is scary for any business, from a solopreneur to a giant multi-national. I saw this meme the other day that read “Everybody wants to change the world but nobody wants to change.” That kind of sums up the whole ‘me too’ approach… everybody wants the end benefits but sometimes finding the agitator within to instigate that change seems impossible. No one likes putting their hand up to assume the risk. But that’s also our greatest opportunity to learn and grow.

When we push our capacity to its limits, we discover new approaches and pathways which never appeared before. It beautifully mirrors our approach to any kind of creative thinking and messaging.

We’re very upfront with clients, and we’re very clear on not promising end results we can’t predict. But what we do encourage clients to do is challenge their perceptions of their brands… to re-evaluate how their internal stakeholders feel and see themselves. To really look and see how the outside world is looking in on them. If we can encourage a business to be impartial and to allow us to be their audience/consumer advocate, then we establish a beautiful truth. They know we have their best interests at heart, but they also know we’re not afraid to have the difficult discussions around what’s not working well. When we can be THAT frank with a brand, we have real power.

“…the tough stuff is ticked off the list right...

JASON: Well thank you… I’ve not always been the most keen to be ‘out there’ but given the nature of work I do sometimes we can’t help but become the story too. It’s nice sharing experiences and knowledge if it helps or inspires people.

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“All the guys here at Treehouse carry that same sensibility and that’s how we’ve built our brand I guess. We’re only a small team but we’re obsessed with doing good. We really sell our process as opposed to our end product.”

- Jason van Genderen

DS: Yes, I have watched your inspiring YouTube presentations, your excellent short films and read your Treehouse Creative web site plus some news articles about you. This is all great for me, because normally business people aren’t as "out there" in their media exposure as you are.

JASON: Well thank you… I’ve not always been the most keen to be ‘out there’ but given the nature of work I do sometimes we can’t help but become the story too. It’s nice sharing experiences and knowledge if it helps or inspires people.

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- Jason van Genderen

Continued on page 25
away. It really starts with powerful and intentional things. That’s what creates the opportunity.

So to summarise, we like to let our previous work speak for itself and we definitely have a style and flavour to what we do (and there’s many types of projects we’ve walked away from because we think we’re not the best for the client), but what’s important for us to understand is if the client is willing to take the risks needed to allow us to change the game. We do, there’s everything we’re doing in every corner we can to create the best outcome possible. We’re lucky that businesses are aware that a great fit for choice here on the Coast. There’s a number of excellent creative agencies living here that all produce inspiring work. We often get the benefit of the company with the personality of your brand. Everyone’s different, and that’s what creates opportunities for some of us and others. We’re not always going to be someone’s first choice, and that’s actually ok. Once we understood that — we felt more comfortable with this.

**DS:** Making a great video is one thing for companies, but it needs to be seen. How do you recommend companies gain exposure for their corporate video?

**JASON:** Well the first thing I’d suggest is to walk away from that term ‘corporate video’ and try and ask yourself to watch your ‘corporate video’ it’s kinds like saying ‘Hey let’s go to the dentist and pull some teeth just for fun!’ The first step a band needs to do is step outside the expected messaging, the usual stereotype of their industry and be brave enough to stand clear of the pack. Ask yourself what your prime customer wants to know about you... wants to REALLY know about you? If you don’t know that, ask them. Your video story needs to be of real-world value or it won’t get watched, no matter where you put it or how much cash you throw at promoting it. Consumers want to know that you’re on THEIR side... you’re doing this for THEM, not for YOU.

That will then dictate the type of story you make for your video and what type of content it becomes. I wish there was a one-size solution for all ‘videos’ when it comes to promoting your story but that really does depend on both what type of content you’ve made and you made it for.

The days of reaching all people, everywhere are gone. The beauty of today’s online channels is they allow very focused targeting of messages to bespoke audiences, so narrow-casting is the future. Don’t try and be everything to all people, try and be that precise solution to your absolute a-grade client.

The best advice I can offer for working out how to create the very best exposure for your video message is to ensure you lay it down in the footsteps of where your intended audience is likely to walk. What does your desired audience currently watch, read, listen to? What’s of prime interest to them, what times of the day they’re greasing for content and how can you place your message squarely there? And how will you know they’ve seen it? Make sure you reward those that have given the time to watch your story with a payoff, a free tip, a way to save something, an offer to reward them for their attention. People’s time is more precious than ever, so ensure you acknowledge that and reward it.

**DS:** What equipment are you using now? I noticed in an interview you mentioned that you film one of your projects plus a small steady cam.

**JASON:** Yes we’ve very well and truly bucked the trend of the first few years where we flew to Australia to throw away our high end DSLR video kits and down-size to smartphone technology. We’ve embraced the power of this technology and we’re in the process of transitioning to 100% (iPad Pro) to run all other areas of our production and business. Our clients say we’re crazy and foolish, but I’ve seen the future path of this technology and I trust it enough to know what it’s capable of.

I’ve also had the benefit of showing my films on huge screens all around the world and the audience is always blown away by the clarity that a shot of 25mm or 16mm can bring. You can film a bad story on any camera, regardless of cost. But the opposite applies too. Eyconic can embrace camera miniaturisation for all the right reasons; for the distinct increase in filmmaking productivity that it provides, for its incredible intimacy as a cinema camera, the video production and broadcast space, it’s narrow-casting is the future. Don’t try and be everything to all people, try and be that precise solution to your absolute a-grade client.

**DS:** Have you tried to pitch a movie in Hollywood? How did you fare and what will you do different next time? I guess you have to find the ‘Jaws in Space’ moment you often quote, referring to the famous word pitch for Jurassic Park.

**JASON:** I have, and the most impressive discovery about that whole process is realising how disappointingly that is for any storyteller thinking that’s the way to get their work made. Making it in Hollywood takes the perfect storm of opportunities aligning. You need to be represented by a stellar agent. That agent needs to be someone the studios already know and use. Those studios then need to have a reason why they want you to pitch. And then you walk in the room for a 15 minute tap dance filled with uncertainty.

Don’t get me wrong, I have friends who have absolutely done that successfully and loved the ride. But for the great many amazing writers, actors, directors, producers out there with brilliant ideas to be realised... the Hollywood system will destroy their souls. Unless you’re willing to move there and work a project for a number of years under your own steam, the phone will stop ringing as soon as you head back to Australia.

We’ve even been head hunted by the Weinstein Brothers in NYC before. They called wanting a meeting with myself and my talented collaborator Shane Emmett. We jumped on a plane to New York, feet on the ground as they say and waited a week for the urpentine phone calls (to set up a date and time) to be returned. Zilch! We left without even receiving a meeting slot. That’s the reality of chasing those scale dreams and it can destroy you if you let it. But if you look at it and learn why it doesn’t work for everyone, then it gives you a unique insight to create another way through – and that’s way more exciting for everyone.

**DS:** If you could make just one movie, what would it be about?

**JASON:** My work is always documentary based, so I’m very much affected by narratives that intersect with my own life and how I experience the world around me.

My current short film (‘The Missing Things’) was filmed on iPhone and is a 3.5 minute journey into caring for my mum who has Alzheimer’s.

It’s been doing very well in a number of festivals and is still touring throughout 2018. They joy I get from that is connecting with so many people globally. The journey they’ve been on, you’ve perfectly captured what life is like for our family. Thank you. If that little film can help cast some light on the effects of dementia on families and raise awareness about its effects, that’s plenty for me. I’d love to look at creating a longer-form story following a number of dementia journeys, rather than focus on capturing the sadness, it turn around to capture the love and beauty that fragile state creates too.

When your 85-year-old mother reaches out for your hand as support before crossing the road, it takes you from being her child to her protector. This happens millions of times everyday throughout the world; wouldn’t that be a beautiful legacy to watch?

**DS:** With this in mind, what is your favourite movie?

**JASON:** I hate picking favourites, because I love so many different films for different reasons. The first film I ever saw in a cinema was E.T. That made a stand-out impression on me because for that entire screening I was convinced that cinema screen had teleported me into a world that I could not ever have predicted that?

It was made by three friends with a borrowed handheld in 30 days... and it’s amazing. It inspired me that storytelling is possible on any budget and with any dream.

**DS:** What was it like meeting Si-on Baker? Do you have a chance of working with him in future?

**JASON:** You know I actually met him in the men’s bathroom at the Avoca Beach Theatre, right! His publishing almost had a coronary! Simon was just a beautiful soul, down-to-earth and generous with his time and talent. I made a joke on stage that I would give him my card. But you know what the real opportunity is here? It’s that wonderful magic of serendipity. I know our paths will likely cross again and if everything is aligned then that opportunity may well arise. And it’s also all about the timing. I was blessed with Billy Field the singer. When I re-married he played at our wedding. Last year I even discovered he’s got a local video series. Could I ever have predicted that? But I’m not on a smartphone. I’d love to see the day when I can stop hoping and imagining... not for a second. That’s the secret here. If you keep believing something’s possible, it always will be.
To be inspired by lifelong learning

In 2017, Hills Grammar celebrated 35 years of proudly educating students on its impressive 22-hectare site in Kenthurst in north western Sydney

The school also embarked on an ambitious agenda of reflection, sparking the school’s vision: extraordinary education, extraordinary individuals.

“We rediscovered, and are proud, that Hills Grammar is distinctive within the independent school sector, and into the future, we offer an alternative to many older and established independent schools,” principal Michael Smith said.

“Students are inspired and prepared for the multiple pathways they will travel beyond our gates and each nurtured by teachers who awaken passions and inspire the pursuit of learning.”

The independent, co-educational school caters for young children aged 3 to 5 years through its Early Childhood Education Centre, through to junior students from kindergarten through to Year 6 and seniors in years 7 to 12.

Resilient students

“The school is as diverse and as broad as the students who attend,” Mr Smith said of the students who are nurtured to become “confident, resilient and responsible individuals”.

The academic journey is different for each year group, however all the students are linked by the same “guided inquiry” teaching principles that encourage students to be active, ask questions and debate.

“Teaching based on guided inquiry builds a culture of thinking and creativity and uncovers the deeper purpose of learning.

“We believe the Hills Grammar approach strengthens each phase of learning, taps into the natural curiosity of students and makes them partners in, and increasingly responsible for, their learning and the quality of outcomes,” Mr Smith said.

“Hills Grammar has historically been a small school, and this remains a priority into the future because it allows us to create an environment whereby each child’s potential for greatness is identified and fostered.

“We will however make additional places available from 2019 in most year groups and, in particular Year 11 which would allow students who want to be challenged, extended and inspired in their learning to join the school for their final two years.

Small school feel

“We welcome enquiry from anyone who is interested in discovering the possibilities of a Hills Grammar education.”

Increasing student numbers gradually would ensure the school did not grow too big or lose its “culture and small school feel” but remain large enough to ensure “academic rigour, healthy competition, diversity and challenge”, Mr Smith said.

“That it has operated as an independent, co-educational school since its foundation in 1982 is what sets Hills Grammar apart from other schools that are either older, larger, religious or single sex schools.

“We were intentionally co-educational from foundation as it allows boys and girls to learn in accord with their natural styles but also benefit from working alongside others who learn differently, ensuring well rounded learners and people are created,” Mr Smith said.

Hills Grammar is also proudly diverse and inclusive, comprising students from a wide range of abilities, backgrounds, strengths and interests.

“Our focus is on ensuring our graduates leave school appreciating and excited by the possibilities of education and lifelong learning and that they are able to adapt, adjust and contribute to an ever changing world,” Mr Smith said.

Principal tours of Hills Grammar are held monthly. To find out more about the tours and the school, visit www.hillsgrammar.nsw.edu.au or phone 9654 2111.
Additional places available from 2019

Discover the possibilities of a Hills Grammar education. Visit the School on one of our regular Principal’s Tours.
Visit our website for details or contact enquiries@hillsgrammar.nsw.edu.au

Independent
Pre-K to Year 12
Co-educational
Contemporary
No religious instruction

Find out more at hillsgrammar.nsw.edu.au/tours

A two week celebration of Art, Literature, Creative & Spoken Arts, Dance and Music, hosted by Hills Grammar.
Friday 17 August - Saturday 1 September 2018
Bookings for featured performances and workshops on sale now. All Welcome.

artsbeat.myhills.net.au  hfartsbeat
NBC Sports Club has come a long way since its humble beginnings as a modest bowling club

WHILE the club has since grown in both size and membership, what has remained unchanged over time is its notable commitment to the community it serves.

“We have such a melting pot of ethnic communities on our doorstep and what we have done is diversify ourselves over time to be able to offer something for everyone,” said club Vice President Trevor Oldfield.

“It has been a huge challenge to achieve that but to be able to serve the community is something we’re passionate about.

“Whether it’s opening our doors to mums with prams who come to enjoy a coffee during the week or families with children through our new Kids Backyard venue, shows for the elderly or supporting local schools or sporting groups – we’re committed to our community and offering them a destination where they can come and be entertained.”

And that invitation has been extended to the region’s business community. The club recently hosted Greater Blacktown Business Chamber’s largest Business After 5 event which saw a record 240 local business people connect and network in the club’s auditorium.

“The Business After 5 event really showcased the club’s facilities,” Mr Oldfield said. “Our auditorium comfortably seats 160 people or up to 200 people theatre style.

All-purpose venue

“We have an experienced team that can help local businesses host any work event from a seminar or function and we can cater for team building exercises with our fun barefoot bowls venue.

“We have ample parking, sound and audio systems and a range of quality food and drinks packages – and best of all, when a business chooses our club, it’s one local business supporting another local business.”

The club’s lounge and gaming areas were recently renovated and already the Kids Backyard – a play area featuring a jumping castle, playground and play equipment in view of an enclosed dining area for mum and dad – has been a hit.

And there are more big plans in the works, Mr Oldfield said.

“We’re looking at introducing a themed restaurant and revamp our menu so that we can offer an even larger range of cultural foods,” he said.

Record attendance

Mr Oldfield, who is also president of the Greater Blacktown Business Chamber, described the recent Business After 5 event as “a very exciting night. We had a fifty percent increase on our previous highest Business After 5 attendance, but more importantly than that, it was a night of valuable networking and local businesses connecting with other local businesses. That is what being part of a local Chamber is about.”

On the night, Epping MP Damien Tudehope relayed a message from Premier Gladys Berejiklian who said Western Sydney was the nation’s third largest economy and a powerhouse that was growing faster than the rest of Sydney.

That growth is a reality not lost on NBC Sports Club, Mr Oldfield said.

“It has always been important to us to reinvest in the club and expand our facilities to meet the needs of our own growing community and that also includes the local business community,” he said.

NBC Sports Club on Windsor Road at Northmead is conveniently located close to the Parramatta CBD. Phone 9630 2875 to arrange a function or event or visit www.nbcsportsclub.com.au for more information.
NBC Sports Club is your one stop venue for lawn bowls, golf, fishing, cards, junior sport, entertainment and community involvement. We’re big enough to provide spaces that will accommodate your special event but small enough to ensure you still feel part of our family community. We pride ourselves in providing exceptional customer service so come along and enjoy the wonderful food catered by Maze Group and see for yourself the way our people look after you with an extensive range of beverage and club services.

**Functions for all Occasions!**

The Windsor Room is the perfect place for your special occasion. NBC Sports Club and our catering specialists, Maze Group provide a unique venue for your special event or function including:

- Off street parking.
- A wide selection of menus.
- The Auditorium (seating up to 200 people).
- Our beautiful garden setting.
- Alcohol at club prices.
- We cater for all functions.

Our Windsor Room is one of the area’s best function venues with capacity to host up to 200 guests and featuring stage, portable dance floor, lighting and audio technology and equipment and first class modern catering and event management from our in-house team at Maze Group.

Maze Group’s Event Management team will assist you in planning every aspect of your function, from assisting in menu planning, audio visual equipment and other facilities.

The Maze Group team will work closely with you to cater for your specific needs and consult with you on every facet of your event so everything runs smoothly.

We can cater for your corporate events including Barefoot Bowls Parties, Seminars, Conferences, Product Launches, Christmas Parties, Corporate Lunches and much more.

**Barefoot Bowls**

Barefoot bowls is simply a matter of kicking off your shoes and enjoying a day on the green. It doesn’t matter if you’ve never played before, we can show you the ropes before you roll!

With 3 large greens, recently renovated clubhouse and one of Sydney’s best catering companies in-house, NBC Sports Club has undergone a youthful transformation and welcomed a new a emerging trend.

It’s social and fun and accommodates all sporting abilities. It’s a fun day for birthdays, Christmas parties, hen’s or buck’s parties, corporate events or simply a get together with some friends. Smaller sized bowls for children are available, so if they can hold it, they can bowl it.
Record crowd hears Castle story

In June Blacktown Business Chamber (GBBC) delivered its biggest ever Business After 5 event

JESSICA COLUSSO

Sponsored by the Castle Group the location for the event was NBC Sports Club and with a record breaking 240 plus attendees it was great to have the support of such a quality venue.

The night started with Damien Tudehope, Member for Epping, sharing a message for the Chamber and guests on behalf of the New South Wales Premier Gladys Berejiklian.

In her message, the Premier noted that Western Sydney is the nation’s third largest economy and Western Sydney is a powerhouse of our state and nation, growing faster than the rest of Sydney. Western Sydney is vital to the future prosperity of New South Wales.

GBBC President Trevor Oldfield said: “This has been a very exciting night. We’ve had a 50% percent increase on our previous highest Business After 5 attendance, but more importantly than that, it has been a night of valuable networking and local businesses connecting with other local businesses. That is what being part of a local Chamber is about.”

Castle Group founders and Directors Ritchie Perera and Keren Moodley gave an insightful address to the room where they shared the story of how their business started and why they bought it back home to Western Sydney.

They showcased some of their other businesses, giving their employees a chance to share information about their role in those businesses and inviting Chamber members and guests to connect with them.

Chamber Patron and former Premier of New South Wales, Nathan Rees also addressed the room and commented on the high calibre of businesses attending.

In his closing address to room, Mr Oldfield shared details of the newly formed Western Sydney Chamber Alliance (WSCA), a group consisting of representatives from several local business Chambers in Western Sydney with the mission to be a consolidated voice for business of the region.

The WSCA will be the independent representative body for business in Western Sydney and will seek to provide support for the good of the region by representing those businesses in the areas of infrastructure and development, technology, growth and political representation.

The next Greater Blacktown Business Chamber Business After 5 event will be held on July 19 at the Blacktown Art Gallery and is sponsored by BNI.

For more information contact President Trevor Oldfield trevoroldfield@greaterbbc.org.au or Board Member Jessica Colusso jessica.colussoinfo@greaterbbc.org.au

VISIT US www.wsba.com.au
PRINCIPLES OF C-MAC CO-OPERATIVES

1. Voluntary and Open Membership
C-MAC Industries (Aust) Co-operative Ltd is open to all who are willing to accept the responsibilities of membership without discrimination.

2. Democratic Member Control
C-MAC Industries (Aust) Co-operative is a democratic organisation controlled by our members, who actively participate in the setting of C-MAC policies and decision-making. C-MAC members have equal voting rights (one member, one vote).

3. Member Economic Participation
C-MAC members contribute equally to the funds of the co-operative and control the allocation of surplus C-MAC funds.

4. Autonomy and Independence
C-MAC Industries Co-operative is a independent organisation controlled by members. Any agreements entered into with other organisations must ensure democratic control by members and C-MAC Industries (Aust) Co-operative independence.

5. Education, Training and Information
C-MAC Industries (Aust) Co-operative provides education and training for members, elected representatives, managers, and employees so they can contribute effectively to the development of the C-MAC Co-operative. C-MAC informs the public about the nature and benefits of co-operation.

6. Co-operation Among Co-operatives
Co-operatives serve their members most effectively and strengthen the co-operative movement by working together.

7. Concern for Community
C-MAC Co-operative works for the sustainable development of our community through policies approved by C-MAC members.

Model for Success
C-MAC is a success story in the development of Australian Co-operatives. To explore how the Co-operative model might work for your business contact Frank Webb for a confidential conversation.
M: 0413 826 634
E: frank.webb@businessclarity.com.au
Blacktown blood challenge saves lives

BLACKTOWN City Mayor Stephen Bali MP is calling on residents to roll up their sleeves and donate blood as part of the annual Red Cross Red25 Council Blood Challenge.

The Council’s Blood Challenge is run by the Australian Red Cross Blood Service and encourages staff and residents from local council areas to donate blood between July and September each year.

Blood donations from NSW councils throughout this period are tallied against each other and the council with the most blood donations wins the challenge.

“Last year Blacktown City Council was acknowledged for gaining the newest blood donors amongst all councils, with 87 people donating. This year our goal is to aim for 100 donors,” Mayor Bali said.

“This is the third year Blacktown Council has participated in the challenge to help secure 25 per cent of Australia’s blood supply needs.”

“I encourage and challenge everyone who is able to do their bit. Donating blood doesn’t take long and you could save three lives in the process.

So come on everybody: roll up your sleeves, help us win this worthy challenge, and help save lives.”

The challenge is open to anyone who lives or works in Blacktown City, they simply need to ask for their donation to go towards Blacktown City Council’s tally when they arrive for their appointment.

The mobile blood donor van will be a regular visitor at Blacktown, Rosehill, Minchinbury, Plumpton and Marsden Park from now through to September.

For more information on van locations and dates visit: www.donateblood.com.au/donate

Blacktown serves up fresh produce

IT’S time to grab your baskets and buy fresh produce at Blacktown’s inaugural Fresh Food Fair.

Blacktown City Mayor Stephen Bali MP said the Village Green in Blacktown will be transformed into a farmer’s wonderland.

“The Fresh Food Fair will be your one stop destination for everything fresh,” Mayor Bali said.

“There will be an abundance of freshly-grown produce: local eggs, homemade items, local honey, plants, flowers, preserves, herbs and spices, jams and chutneys, and many more amazing stalls.

Bring along the family to enjoy a bacon and egg roll, helping support our local Lions and Rotary Clubs.

“Kids will be equally entertained with live performances from local talent, free face painting, and a petting zoo which includes rabbits, ducks, chooks, a calf and a pony.”

Visitors who purchase from the local Lions and Rotary Club stall, have the chance to win one of three $50 vouchers to spend at participating stalls.

The markets will be a monthly occurrence at the Village Green, 62 Flashercombe Rd, Blacktown. The Fair will run on the first Sunday of every month from 9am to noon.

Stall holders who would like to be part of the Fair can apply online at www.blacktown.nsw.gov.au

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H & H Limousines is a locally owned business ready to help create your ever lasting memories.

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an amazing Holden stretch limousine seating 10

and a Chrysler 300C stretch limousine seating 8

ready to spoil you on your special occasion.

Each car has a friendly and courteous driver.

Kids West is always raising money for various projects and pieces of much needed medical equipment for the Children’s Hospitals of Sydney & NSW.

If you would like to know more about what projects we are currently supporting or would like to organise an event to support Kids West please go to our website at www.kidswest.org.au
Passion to help still strong after 18 years

After 18 years of assisting small businesses with their bookkeeping, Malisa Clarence from MBooks still has the passion to help.

Malisa has gone from a sole trader, sitting at her desk doing a bank reconciliation and filling in paper BAS returns to a completely online business offering up to date figures to help businesses make decisions.

“I started bookkeeping when GST arrived in 2000 as I quickly realised that small businesses were going to need a lot of help,” Malisa said.

“Fast forward 18 years and I still love helping small businesses. The bookkeeping industry has been transforming over the last couple of years and so too has my business.

The burden of compliance has increased significantly on small businesses and MBooks helps businesses navigate through this making sure they are compliant on all aspects of GST, Payroll and other reporting that needs to be done for their industry.

“My passion is to help business owners understand their business. How often do you hear business owners say they don’t understand their P&L,” she said.

“Or they’ve gotten to the end of the month and the P&L says they’ve made a profit but there is no money in the bank. We unravel that mystery for small business owners, so they know how to read their reports and have a finger on the pulse of the financial situation of their business.

Malisa says in her experience the three most common bookkeeping issues she sees include:

- Cash flow. Not understanding the flow of cash in their business leaving them short when it comes time to pay bills, tax or super.
- Debtors. Not keeping a handle on their debtors so that they have money owed to them 60 - 90 days.
- Compliance. Keeping on top of all the obligations of a small business – BAS, IAS, single touch payroll, TPAR, superannuation and payment summaries.

On the back of the above:

- Keep debtors to 30 days – 60 days maximum. Implement different systems for making getting paid easier!
- Run a cash flow document that gives businesses an indication of what money is coming in and out of their account, so they feel less out of control with their bills.

Hire a bookkeeper!

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Community, respect and humility: Reflections of CEO Lyall Gorman

For businessman Lyall Gorman, success comes in various guises

AND it's not limited to the playing field despite Gorman's role as CEO of the Manly Sea Eagles or past glory as former boss of the Cronulla Sharks and chief executive of the Central Coast Mariners or in helping to set up the victorious Western Sydney Wanderers.

In fact, Gorman's sporting prowess has also been matched in the boardroom where he has enjoyed an accomplished career in business that has spanned more than 30 years in both the private and public sector.

Speaking on the eve of the Western Sydney Small Business Expo where he will deliver a keynote speech, Gorman shared the entrepreneurial wisdom that has driven him on and away from the footy field – and it starts with the legendary Mark Twain quote: "The two most important days in your life are the day you are born and the day you find out why".

Gorman said the inspirational quote set the tone for his career in sport and in business.

"You can apply it to life or in business but one of the most powerful tools that is a fundamental starting point of business is clarity of purpose," he said.

Continued on page 35

"The community really owned the Wanderers." - Lyall Gorman.
“And also you should have a core set of values and behavioural principles that should never be for sale.”

For Gorman, those values include “integrity, trust and respect,” some of which were tested several years ago when he was tasked with heading up the A-League’s then newest club, the Western Sydney Wanderers.

Gorman asked one crucial thing of Tony Popovic as the star player turned coach went about assembling a squad for the club’s inaugural season.

“First I asked him what sort of person the player was and then I asked him can he play football,” Gorman said.

“I believe people are your greatest asset and you have to have a culture that nurtures people and that allows every individual to be the best they can be. When you create that environment, an organisation will evolve to be the best it can be. The same can be applied in sport.”

While Gorman says “doing what is right has always been the driving principle for me when making decisions”, so too is his golden rule of following the three C’s – “communication, collaboration and connectivity”.

That is why he was quick to consult fans during the making of the Wanderers, believing the public’s support was crucial in starting the club.

“The community really owned (the club). We couldn’t come in like knights in shining armour asking them to love us. We had to engage them as part of our journey rather than tell them what the journey was going to be,” he said.

So where did Gorman learn such humility?

Oddly it started decades ago when he was known as Mr Gorman the teacher at Binda Public School, a 24-student primary school in a small village north of Crookwell in the state’s south west.

“A population of 140, one pub and one local store - that’s where I learnt the power of community,” he said.

“You learn to understand the importance of influence and humility and the opportunity to make a difference. That’s a really empowering thing.

“Some people are driven by ego and glory but I’ve been blessed in being driven by legacy and making a difference.

“I often say to organisations that if you work together you can create something very special. That’s why I won’t sit at the head of a table, because if it is about me, we’re in big trouble.”

Gorman left the classroom for an advocacy and management role – still in the education sector – but before long sport came knocking and he was asked to help to develop the Central Coast Mariners club from scratch.

These days Gorman can also be found on the speaking circuit, mentoring business leaders.

He will address the Western Sydney Small Business Expo, sharing the lessons he has learnt in business, market potential and growth strategies.

Western Sydney Business Access is a support partner of the Western Sydney Small Business Expo which will be held at Rosehill Gardens, August 8, 9am-4pm. Details and tickets: www.wssbe.com.au
DOZENS of volunteers are helping to unlock local history by transcribing historical handwritten Council minutes dating back to the very first meeting in 1862. City of Parramatta Council is the first local government organisation in the world to use DigVol, an online crowdsourcing platform to help volunteers digitise archives and data.

“Thanks to our dedicated volunteers working at their home computers around the country, the Parra DigVol project will make all of that remarkable Parramatta history accessible online to the general public,” Lord Mayor Cr Andrew Wilson said.

“In the City’s archives there are nearly 13,000 pages of handwritten notes which detail Council meetings over 83 years up to and including the Second World War.”

“These minutes, some written over 150 years ago, provide a fascinating insight into the issues of the time and the lives of Parramatta residents at key moments in local, national and global modern history.”

Of the 12,848 pages of Council meeting minutes spanning 1862 to 1945 – stored in books and carefully preserved at the City of Parramatta Heritage and Visitor Information Centre – more than 2,000 pages have already been transcribed by more than 70 volunteers. The minutes reveal the contentious election of Parramatta’s first mayor in 1862, resolutions to plant Council gardens with vegetables to feed the needy during World War II, and applications to build air raid shelters in local stores.

Using the DigVol portal, approved volunteers anywhere in the world can read the handwritten minutes and type them before the transcriptions go through a verification process. The DigVol portal was developed in 2011 by the Australian Museum in collaboration with the Atlas of Living Australia and is used by institutions around the world, including Harvard University, the Natural History Museum in London, the Smithsonian, and the Royal Botanic Gardens, Kew.

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How Deborah saved dad’s life

Western Sydney Business Access has teamed up with the Michael Hughes Foundation to raise community awareness about sudden cardiac arrest, CPR and defibrillation. This month we speak to one woman who acted as a first responder and saved her father’s life

DEBORAH Teague knows CPR can save lives. She used it to help bring her father back when he collapsed in her home of sudden cardiac arrest.

Now the tight knit father and daughter are urging others to learn the lifesaving technique.

“I wasn’t going to let him die on me, that’s for sure,” said Deborah through tears, the details of that night in March last year still raw more than a year later.

That afternoon, Neville had popped over to his daughter’s south-east Sydney unit to walk her dog. He was cooking dinner when she arrived home and in the few minutes it took Deborah to race upstairs to change, Neville began to feel unwell.

“He had blacked out and collapsed on me,” she said. “I knew straight away something was very wrong. I got him flat on the floor and reached for my phone and rang triple zero.”

By coincidence, Deborah had completed a CPR refresher course just two weeks earlier and immediately sprang into action.

“Very quickly it came back to me,” she said.

Deborah was on the phone to emergency services the entire almost 10 minutes it took for an ambulance to arrive, relentlessly administering vital chest compressions and mouth-to-mouth resuscitation.

Her concentration was broken only when paramedics took over but it took a staggering 54 minutes before they were able to get Neville’s heart beating again just as they arrived at St Vincent’s Hospital.

“In the emergency department I heard them call for transport to ICU and I just knew it was for dad and at that point I thought ‘He’s going to be ok’.

Undoubtedly, without CPR and Deborah’s rapid response, Neville would have died.

“Can only imagine how distressing it must have been to see me like that,” he said.

Odds against him

Neville now knows the odds were stacked against him. Only nine per cent of people who suffer a sudden cardiac arrest outside of hospital survive. And without CPR, the statistics are even worse – with no intervention, a person in cardiac arrest will suffer brain damage within four minutes. After eight minutes, there is little chance of survival.

“I was saved because Deborah was there,” he said. “She had done CPR training, the ambulance was not too far away and I was in reasonable distance from the hospital. I’m a really lucky bloke.”

While CPR is vital to survival, the harsh reality is that intervention can also be challenging.

“The first 30 compressions were hard. It doesn’t feel nice because you’re pushing hard on bone and you can hear the crunching but it’s necessary to get the blood flowing,” Deborah said.

“And after a while your back hurts but you must push through. It’s not pretty to see and it’s confronting but by talking about it, I hope others will see it is normal and they will be less scared.

“The important thing is to call triple zero and start CPR. If you haven’t done it before, NSW Ambulance will talk you through it.”

It’s hard to imagine how the pair, who would talk several times a day on the phone, could be any closer but Neville’s near death did just that.

“We are extraordinarily close,” Deborah said.

Neville, who now has an implanted cardioverter defibrillator that monitors his heart rhythm, has joined the Michael Hughes Foundation as a director, helping to spread the organisation’s mission of turning bystanders into first responders.

“Every second counts and everything you can do can help to save a life. Don’t be afraid, have a go,” he said. “CPR does save lives. I’m living proof.”

The Michael Hughes Foundation hosts free monthly community training sessions throughout Parramatta. The course explains everything you need to know about sudden cardiac arrest, how to save a life by doing CPR and using a defibrillator. To register visit www.mhf.life.

Western Sydney Business Access has teamed up with the Michael Hughes Foundation to raise community awareness about sudden cardiac arrest, CPR and defibrillation.

This month we speak to one woman who acted as a first responder and saved her father’s life.

Deborah Teague and her father Neville.

IS YOUR BUSINESS KEEPING UP WITH WESTERN SYDNEY’S GROWTH?

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Door to success opens INWARDS

How many people do you know that wake up and consciously create their future?

We have around 60,000 – 70,000 thoughts per day where around 90% of those thoughts are the same thoughts we had the day before.

So, if the same thoughts will lead us to the same choices, which in turn creates the same behaviour, and the same behaviour leads us to the same dull and repetitious experiences, then by unconscious choice, we are building, designing and reliving uninspired lives devoid of creativity and zest.

Doesn’t life and our customers deserve a better version of ourselves?

Our body chemistry, physiology, neuro-circuitry, hormones and our genetic expression will undoubtedly equate to how we think, act and feel.

So, if our personality creates our personal reality, then our self-identity is held captive to what we think, how we react and how we feel. For instance, if a negative thought enters our prefrontal cortex, the faculty of the mind and reasoning has a choice to make; will I be held captive to my emotions and respond with the primitive part of the brain the cerebellum, or will I keep my harmony and respond from the higher faculty of the mind, the prefrontal cortex with compassion.

So, the same previous response is now hardened and contemplated to elicit a different response that can find common ground rather than a battle ground. This is what business leaders do.

Success and harmony is afforded in plenitude to people that acquire this level of consciousness and reasoning.

It’s impossible to create a new personal reality under the directive of past memorized responses.

We literally must make a conscious choice to become a new version of ourselves.

When the same brain cells fire the same way, creating the same patterns every day, this is best depicted in the movie Groundhog Day, where Bill Murray relived the same day repeatedly.

The only difference is, our lives have different characters and different scenes but the same guaranteed outcomes.

The antidote to this vacuum is information and knowledge. Holidays, sport and alcohol can for a short time replicate this on a shallow level, but once the experience is over, by default, we revert to our old learned behaviours.

Every time we learn something new, it allows us to make new connections in our brain. Learning is forging new synaptic connections. Remembering is maintaining and sustaining those new connections. So, when our businesses go through trials, we remember and emote the same passion and feelings that reminds us of why we started our companies in the first place and gives us the resolve to persevere to conquer our obstacles.

New thoughts lead to new choices.

New choices lead to new behaviours.

New behaviours lead to new experiences.

New experiences lead to new feelings and emotions.

Our environment is what we make of it. We must model dignified behaviour by opening the door INWARDS to better understand ourselves.

By doing this, we are better equipped to show compassion and apply wisdom to remedy situations that appear before us. We remind people of their inherent abilities, by modelling, the best version of what they could be. Oh, it just so happens, we sell products and services.

Author Kahlil Gibran eloquently put it: “Work is love made visible.”

David Amaneddine is the CEO of AAA City Removalist and a Mind, Body, Medicine Kinesiologist.

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ABN 65609790829
This year the NSW Government delivers another spectacular budget for Parramatta

GEOFF LEE

THE 2018-19 NSW Budget once again highlights the NSW Government’s firm commitment to the residents and businesses of Western Sydney, with more than $1B worth of investment in Parramatta alone.

The Budget includes record investment in our schools, hospitals, transport, in addition to arts and culture. It will also deliver more resources with an increase in police, teachers, doctors, nurses and paramedics.

The highlight for Parramatta is undoubtedly the $3B investment for the Sydney Metro West. The mostly underground metro railway is a game changer – it will deliver an easy fast link between Parramatta CBD and Sydney CBD, with turn up and go services and a journey time of around 20 minutes.

Accessibility and connectivity are vital components of any world class city and this year, the budget commits $258M for Stage 1 of the Parramatta Light Rail (PLR), which connects Westmead, Parramatta CBD and Rydalmere and replaces the dysfunctional heavy rail Carlingford line.

Work is already underway on the remediation of the future light rail Stabling and Maintenance site at Camellia, with planning for Stage 1 being approved. Construction is on track to start later this year, which means commuters will be enjoying frequent turn up and go services from 2023.

A further $20M has been committed in this year’s budget for planning of Stage 2. This connects Erington, Melrose Park, Went-dalmere and replaces the dysfunctional heavy rail Carlingford line.

A Final Business Case for Stage 2 is expected to be completed in 2018, with details on timings to follow.

Light Rail will be transformative for our area, connecting residents to major employment, education and health precincts. This project will transform the way we move around the city, with a capacity to transport around 9,000 people per hour and a catchment area of around 130,000 people. Such a combination of greater capacity and frequency will serve as a catalyst for greater economic activity.

This budget also delivers $183.7M for completion of the Western Sydney Stadium, which is on track to open in the first half of 2019. The Stadium is going to be a major contributor to our local economy generating around $100M a year and creating up to 900 ongoing local jobs.

Arts and culture also features in this budget with $240M to move the Powerhouse Museum to Parramatta. This will be the first time in Sydney’s history, a world-class cultural institution is moving to Western Sydney.

When complete, it will anchor a new arts and cultural precinct that extends to the new Riverside Theatres and will attract over one million visitors to our city every year.

The Budget continues to fund the billion dollar redevelopment of Wentmead Hospital - the biggest health infrastructure in NSW. Work is also progressing on construction of the new state-of-the-art Central Acute Services building with a $188.5 million investment. The health precinct is not only benefiting directly from this investment but will also benefit enormously from the new Light Rail and Metro West connections.

Schools in Parramatta also benefit from this year’s budget. The 2018-19 NSW Budget delivers $131.7 million on the new flagship vertical schools in the heart of the Parramatta CBD, while Rosehill Public School receives $9.8M towards a major upgrade.

The newly opened O’Connell Street Public School, which recently won the National Trust Heritage Award for Adaptive Re-use, receives $3.2M, while funds have also been committed to plan and develop the best solution for Carlingford West Public School and Cumberland High School.

Parramatta is also benefiting from the NSW Government’s commitment to decentralise jobs. I recently visited the newly completed Education Headquarters in Parramatta, which is now home to around 550 staff. By 2020, it will accommodate more than 1800 education staff.

This year’s budget allocates $12.8M on construction of the Parramatta Square development which will be home to another 4,000 NSW government jobs. Construction on this project started last year and is on track for completion in 2019.

Other projects for Parramatta include: $30M for a new Parramatta Police Station; $2.9M for the Harris Park Station upgrade including lifts, lighting and CCTV due for completion late in 2018; and $9M for the Rydalmere and Parramatta Ferry Wharf upgrades; $1.16M towards the Escarpment Boardwalk.

This is a great budget for Parramatta, Western Sydney and NSW. The delivery of a projected $3.9B surplus for 2018-19 and surpluses over the next four years sees this Government progress an unprecedented infrastructure agenda in Parramatta and across NSW.

I am proud to say that this is a budget that delivers for Parramatta and the region.

#GeoffDelivers

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The future of driverless cars

It’s good start but we still trail the world

COMMEN BY WAYNE PEARSON

A new $10m fund dedicated to expanding trials of driverless vehicles was announced as part of the recent NSW Budget. The Government says the allocation is designed to ensure NSW keeps up with the moving pace of technology.

In 2017 legislation was passed to allow trials of connected and automated vehicles in NSW. The first trial under the legislation is underway with a driverless Smart Shuttle at Olympic Park.

The fund includes $2.5m per year over four years and will be administered by Transport for NSW’s Smart Innovation Centre who will identify projects and partnerships.

It’s great to see the NSW State government committing some resources to the development of driverless cars in NSW, but Australia still trails many of the developed countries in its regulatory framework for the development and proliferation of alternate fuelled and autonomous vehicles.

The more immediate challenge facing the industry is the integration of alternate fuelled vehicles into mainstream society and the required infrastructure to support this change of technology.

Globally the car manufacturers are committing billions of dollars into the development of EV’s and the battery technology that’s supports this. Many countries, particularly in Europe, are passing legislation banning the sale of emission creating vehicles from sale in their countries from 2025 onwards.

At this stage it’s taking a bet each way and has left the roll out of EV’s to market forces, so has held back from legislating them into existence, as other countries have done.

The government knows that once it legislates a course of action it will need to back this up with a robust infrastructure plan to support the new technology.

Although autonomous technology is clearly being developed, it’s widely considered to be the second phase of the journey and requires the wide adoption of EV’s and the infrastructure aligned with this to support its platform.

Initially autonomous vehicles will most likely be commercial in nature. It’s anticipated that a national autonomous truck network will be more likely to be developed as a precursor to the wider adoption of autonomous vehicles.

This is because a dedicated autonomous intermodal road network could be developed, segregating the autonomous trucks from the driven traffic.

Once the autonomous truck reaches the node, the product can then be moved by smaller commercial vehicles that are not autonomous.

A mass autonomous network where the road is shared between autonomous and driven vehicles will one day exist, but the challenge is creating the intelligence within the autonomous vehicle to predict human behaviour on the road.

That said, we must start somewhere and it’s good to see the government including this on their agenda.

Wayne Pearson is National Leader KPMG Motor Industry Services.
Reusing coffee cups a sweet deal

Cafes across Western Sydney are doing their bit to curb coffee cup litter

ILIANA STILLITANO

The trend toward reusable coffee cups is on the rise with cafes sweetening the deal by offering discounts to encourage the practice.

Bringing your own cup could save coffee lovers 50 cents at some cafes but it also helps protect the environment, according to environmental group Planet Ark. It estimated about 60,000 kilograms of plastic waste from coffee cups was directed to landfill each year in Australia, where it could take about 50 years to break down.

While the plastic membrane made the paper cups waterproof, they are not recyclable or biodegradable. So waste-conscious coffee consumers are taking a stand by investing in reusable, bring-your-own coffee cups. And a new cafe culture is thriving as a result.

A growing number of cafes are joining the Responsible Cafes movement, an organisation that encourages restaurants and coffee shops to discount the cost of hot drinks for customers who bring their own reusable cup.

In Parramatta alone, 18 businesses have become Responsible Café members, joining about 3600 cafes across the country.

“The movement is a win-win for everybody. Coffee drinkers save money, our local cafes cut down on disposable cups, and as a city we generate less waste which is better for our environment,” Lord Mayor Andrew Wilson said.

Coffe lover John Cafferatta has gone one step further. The owner of Darcy Street Project in the heart of Parramatta has been offering discounts to consumers who bring their own cup since he opened the social enterprise café in 2015.

But now he’s looking to convert Darcy Street into a disposable cup and plastic lid free café by encouraging the community to donate reusable mugs. And he wants other cafes to follow his lead.

“People default to what the norm is but you can become an example and show others what is possible. We’re walking the walk, not just talking about it and hopefully that will inspire future cafe business owners to rethink their practices,” Mr Cafferatta said.

A former TAFE educator, Mr Cafferatta trains Indigenous people, refugees, the homeless and mature aged workers to become baristas and has helped 1000 students gain employment. His café also has a pay-it-forward system where customers pay for an extra coffee for someone who can’t afford it.

“It’s a nice way to have different types of groups in the community come together without any stigma,” he said. “The cool thing about social enterprise is that it creates a nice point of difference to your competitors.”

The concept is working so well that Mr Cafferatta will soon open a similar café in Sydney’s Pitt Street Mall.

Jamaica Blue, which has more than 100 cafes across Australia, also rewards patrons who bring their own cup in store with a 50 cent discount per cup. The cafes also sell its own brand of KeepCups which are made from a recyclable thermoplastic.

Find your nearest Responsible Café at www.responsiblecafes.org

Darcy Street Project is in the City Centre Carpark, Parramatta. To donate or find out more: www.darcystproject.com.au

Darcy St customer, Maria Valenzela.
MEET two of the leads from Legally Blonde the Musical, Mikayla Williams and Joshua Keane

What was the first musical you ever saw?
Joshua: Grease at my sisters’ high school. Mikayla: My Grandma would always take me to musicals when I was young. I think the first musical I saw was Disney on Ice. I remember going to Beauty and the Beast and I still have the program.

Name your top 3 favourite musicals
J: The Phantom of the Opera, The Last Five Years and Les Misérables
M: The Color Purple, In the Heights and Next to Normal.

Which character from a musical would you most like to have as your best friend?
J: Oh it would have to be Genie from Aladdin right? Friend Like Mekind of sells it!
M: Pocahontas

What Broadway number do you dream of performing?
J: I would absolutely love to do Lily’s Eyes from The Secret Garden.
M: Watch What Happens from Newsies

What was your OMG on stage moment?
J: So there was one moment in Packemin’s production of The Phantom of the Opera when I played Raoul, where the noose got caught in the fly lines and didn’t lower. So rather than spending the finale being strangled, I had to pretend I got impaled by the Phantom’s organ and was slowly bleeding out.... I don’t know how that was received, haha!
M: The first time I got to fly. It was in Packemin’s production of Wicked. My first entrance I got to float down in a bubble and see the cast and the audience. It always felt so magical!

What’s your favourite breed of dog? Why?
J: Rather appropriately, I’d have to say Chihuahuas because my family have always had Chihuahuas.
M: French bulldog because they are so cheeky and funny, their faces are so cute. I also love Staffys!

Who do you play in Legally Blonde? Tell us about your character
J: So I play Warner, Elle’s ex-boyfriend, who she follows to Harvard in an attempt to win him back. Warner... I’m trying to word this tactfully… is a bit of a douche. He’s very into himself and cares far more about his image than about anyone around him. I can’t give too much more away for fear of spoilers, but suffice it to say, Warner is not likely to be your favourite character. But hopefully you like my portrayal.
M: Elle Woods. Elle is President of her Sorority Delta Nu and she has a love for fashion. Elle is outgoing and bubbly, she has a huge heart and is 100% confident in who she is. Elle is intelligent, loyal, honest and often misunderstood. As the musical progresses we see a shift in Elle and what is important to her.

What’s your favourite scene in the show Legally Blonde?
J: My favourite scene would have to be Blood in the Water, Callahan’s first lecture to the students. Rodney Dobson’s portrayal as Callahan is the perfect blend of scary, cocky and hilarious. Very entertaining!
M: I really like Scary Mary because Elle is completely oblivious to what is about to happen and for an audience member it is hilarious and heart breaking at the same time.

Tell us in 30 words or less what the show about?
J: The show is about a young girl unlocking her true potential and proving to the world that kindness and sincerity take you further than backstabbing and arrogance.
M: The show is about determination, love and fashion. It is about not judging a book by its cover.

What do you love about working with Packemin Productions?
J: What I love about Packemin is how they consistently deliver professional productions but always manage to stay humble and genuine. It’s a very special company.
M: They are always so much fun, the cast and creatives are always great to work with and learn from.

Catch Mikayla and Joshua in Legally Blonde the Musical at Riverside Theatres from July 27 to August 11.
Visit: www.riversideparramatta.com.au
Moving customers from online to in-store

The world’s biggest online retailer, Amazon, is starting to move offline and you should too

ANNIKA SCOTT

While more and more consumers are shopping online now, the majority of retail purchases are still made in traditional stores.

However, the traditional customer journey is changing, and businesses need to change with it. Whether you sell a service or a product, you must understand that consumers are increasingly turning to online sources to find the right business for their needs.

Which is why businesses need to focus on growing their online presence to achieve more in-store customers. If your business does not have a website and social media presence, you are missing out on reaching many potential customers. But it’s not enough to just have a website or Facebook page.

Businesses also need to ensure they have the right messaging, content and copy to get the leads into stores.

Shoppers are going online to research businesses before eventually going in-store to purchase. However, while this is extending the length of the customer journey, it means that customers are almost always ready to purchase when they finally get in-store.

And search engine advertisements are making it easier for consumers to find exactly what they are looking for.

Search Engine Optimisation

A search engine is the first place consumers turn to find information about a product or service they wish to purchase. Your business should have a strong search engine presence to increase the likelihood of potential customers finding you. All businesses should have an SEO strategy.

By selecting keywords based on your target audience and your locality, consumers will be able to easily find your business and know exactly where your store is located. All businesses should claim their Google ‘My Business’ page to ensure your business is on the map and easy to find.

Mobile Experience is Key

According to Google, 76 percent of all ‘near me’ searches on mobile devices drive consumers in stores. Consumers are turning to their mobile devices more and more to find businesses in their area.

If your website does not offer a mobile friendly experience, you will lose customers. The goal of your website should be to drive customers in-store, and a good mobile experience is the best way to do that.

Focus on the experience

Once consumers are in your store, don’t take them back to a traditional, boring shop front. You need to give them an experience that they will remember because today’s consumers are increasingly interested in experiences over objects.

Having a strong digital presence is just the first step to growing your customers. Keep customers coming back with an exciting in-store experience that differentiates your business from your competitors. It is easier to individualise your store with different wallpapers, decor and layouts.

Consumers are getting harder and harder to reach. With so many businesses out there, you must wow your customers online and offline to grow your business and achieve customer loyalty.

Annika Scott is an expert copywriter at Digital Presence. Visit www.digitalpresence.com.au

-figure-
Review of smart phones at school

The NSW Government has responded to parent concerns on the use of smartphones in schools, by establishing Australia’s first comprehensive review on the issue. 

Education Minister Rob Stokes has ordered the review into the use of technological devices in schools. The review will be led by child psychologist Dr Michael Carr-Gregg.

“While smartphones connect us to the world in ways never imagined just a decade ago, they raise issues that previous generations have not had to deal with,” Mr Stokes said.

“In the classroom and in the playground, smartphones provide opportunities for students and parents to stay connected, but can also create other problems.

“From screen time, to cyberbullying and social media, smartphones have generated concerns for parents, teachers and students. Schools need to have better rules in place around phones.”

“The review will investigate the risks versus rewards of mobile phone usage inside the school gates.

“Every school I visit has anecdotal examples about the perils or positives surrounding the use of smartphones and other devices in schools. Principals are adopting a range of approaches to managing their use, and we want to ensure we provide the best possible advice to help them support their students and parents,” Mr Stokes said.

“The review will examine the impact of the use of devices in schools on students of different ages in terms of educational outcomes and child development, as well as their potential benefits when used as part of contemporary teaching practice, particularly for students in the latter years of high school.

“Other issues for consideration will include social media age restrictions, student online safety, examining the prevalence of cyberbullying on school grounds, restricting these of mobile phones at primary schools and the importance of students being contactable while travelling to and from school.

“The review will be informed by consultation with parents, students, teachers and principals. Specialist advice will also be sought from local and international experts in the fields of child development, cyberbullying, teaching practice and technology.”

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Childhood shyness: when is it normal and when is it cause for concern?

**HEIDI GAZELLE**

When parents observe shyness in their child, they may wonder if it is normal or cause for concern. For instance, in social situations, the child may cling to their parent, be hesitant to speak, reluctant to interact with others, and play alone when in groups more often than other children their age.

Shyness is of more concern if it is persistent rather than temporary. Some children are "slow to warm up" or engage with others, but do engage well after initial hesitancy. Also, some children grow out of shyness during primary school. However, other children demonstrate persistent shyness over time.

Shyness with other children is of more concern than shyness with adults. It is common for children to be wary of adults, particularly men, but less common for children to be wary of children around their own age.

Shyness is of concern if it results in playing alone when in groups of children. When children engage in interaction with peers they learn skills that serve as a foundation for normal development, such as how to understand other people's feelings and perspectives, take turns in play and conversation, negotiate a mutually enjoyable joint activity, reciprocate friendly overtures and express their point of view in a way that is acceptable to others.

Children who engage in very little social interaction in comparison to children their age are missing out on these important, cumulative learning experiences. As a result, their social cognition, social skills and sense of self may be less mature than those of other children their age.

Shyness and making friends

Shyness with familiar social partners is of more concern than shyness with strangers. It is of particular concern if children are shy with other children their own age they see regularly, such as childcare or school classmates.

Shyness with familiar classmates suggests children may be worried about how other kids treat them, or whether they will be liked and accepted.

Shyness is of more concern if a child is poorly treated by other children than if a shy child is well treated by other children. Shy children are more likely than other children to be excluded and victimised by kids their own age and to have trouble making friends.

Being excluded and victimised are damag- ing to children's emotional health and sense of self, especially when these conditions persist over time.

Hiding behind a parent is pretty normal, but usually kids warm up to strangers fairly quickly.

Although shyness tends to be equally prevalent in boys and girls, shy boys sometimes encounter more difficulties with friends than shy girls. This is probably because shyness is a violation of norms for males to be bold and self-assertive. However, it is important to keep in mind both shy boys and girls can encounter peer exclusion and victimisation.

**What you can do**

Children need help from adults to stop exclusion and victimisation by other children. When parents become aware their child is being excluded or victimised by other children at childcare or school, they should contact the childcare centre or school to advocate on their child's behalf.

Shyness is of concern if it interferes with your child's or family's routines or activities, or if your child often appears miserable or complains of being lonely. For instance, if shyness prevents your child from attending other children's birthday parties or school, or prevents your family from visiting friends, then you should consider seeking help from a child psychologist.

Online programs to help children and parents cope with child shyness and anxiety are starting to become available and provide convenient help for a lower cost (Brave Online, Cool Kids Online).

Parents can also do many things themselves to help their shy child. They can arrange play dates and help the child join a group extracurricular activity. Parents can also talk to children about their friendships and act as a sympathetic source of encouragement and constructive ideas.

If a child is upset about a problem with a friend, parents can encourage the child to try to resolve the problem in a way that preserves the friendship, instead of ending the friendship, as well as encourage the child to develop other friendships.

Heidi Gazelle is Associate professor, Florida State University. This article was first published at www.thecornerstone.com.au
Your website’s terms and conditions

Privacy and legal obligations are both very important in terms of protecting a business owner’s interests

KATHERINE HAWES

FOR one, it ensures that you place a disclaimer on the limit and coverage of your liability in case something goes wrong. Second, it allows you to fully dictate what you are as a company and what you do. Finally, it is the first legal defense that you have in terms of lawsuits.

With the recent GDPR developments, a lot of business owners are now asking this one question: What should my website’s terms and conditions say so I can stay protected for a long time?

The answer is not in just one thing. Your terms and conditions should reflect much more than just what is dictated. It should be flexible and ever changing. It should always adapt to the governing law and whatever law has jurisdiction over the business.

For full protection, it must include and say the following items:

- Who is covered by the Terms and Conditions of Use? Your website’s Terms and Conditions should provide who is actually covered by it. In Australian law, this would include the users, customers, and the subscribers of the website.
- It should cover your customers because it offers protection of the business in case of liability and in case problems should arise.
- It should also cover your visitors, users, and subscribers to protect you from any person who would try to copy the content of your website. Plagiarism is a very serious matter.
- Your terms and conditions should show a governing law. A governing law is the general law that would cover the business and in case there is a problem with the product or service you offer. Generally, the governing law is the place of registration of the business. It is advisable to only apply other laws, including international law, when the business has already grown to scale.
- You should also provide whatever is required by law. For Australian businesses, the Australian Consumer Law should provide that the following items must be in the terms and conditions:
  - A statement that you comply and follow the Australian Consumer Law;
  - A statement on how the company is going to deal with product defects and when it would need to do a refund, some repair, or when replacement becomes necessary;
  - A statement explaining information about your guarantee; and
  - Other details that are necessary to be placed on your terms and conditions are the following:
    - For those who are selling a product, it is important to provide details of the products, the expected delivery times, the terms of payment, and the kinds of payment that the company would accept.
    - A cancellation policy should also be provided.
    - If the company offers a subscription, the terms and conditions of such subscription should be included here.
    - The privacy of your clients is also important as well as other legalities should be in this document, they are the following:
      - Notification that you are using data collection policies compliant with the requirements of your country and compliant with the requirements of international law when it comes to data privacy.
      - A warning on plagiarism and liability for copying.
      - All other Terms that are required of you.
    - Now that you know the items that should be included in your company’s Terms and Conditions, it is important to always be updated with all of the latest requirements of your government and governing law. Your Terms and Conditions should be the most flexible part of your website just so you can protect yourself with any kind of liability.

Katherine Hawes is principal at www.digitalagelawyers.com

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New laws for off-the-plan purchases

NSW home buyers purchasing residential properties off-the-plan will benefit from stronger protections under new laws set to be introduced to Parliament in the second half of the year.

Minister for Finance, Services and Property Victor Dominello announced the proposed changes to the Conveyancing Act that affect disclosures, cooling off periods, holding of deposits and sunset clauses. "Purchasing a property is one of the most significant financial investments an individual or couple will make in their lifetime. These reforms are a big win for buyers and will provide them with greater confidence and certainty," Mr Dominello said.

The reforms include:
• Buyers being provided with a copy of the proposed plan, proposed by-laws and a schedule of finishes before contracts are signed;
• Vendors providing a copy of the final plan (and notice of changes) at least 21 days before the buyer can be compelled to settle;
• Allowing buyers to terminate the contract or claim compensation if they are materially impacted by changes made from what was disclosed;
• Widening existing legislation to clarify that the Supreme Court can award damages where the vendor terminates under a sunset clause; and
• Extending the cooling off period to 10 business days with any deposit to be held in a controlled account.

The number of off-the-plan sales has increased from just over 2,000 in 2006/07 to nearly 30,000 in the last financial year. They now account for about 12 per cent of all residential property sales in NSW. The reforms follow a public consultation. For more information visit www.registrargeneral.nsw.gov.au.

Mixed use centre for CBD

STOCKLAND and McDonald’s Australia propose to develop a mixed-use centre on a prominent corner in the Parramatta CBD.

Stockland, Australia’s largest residential developer and McDonald’s have entered into an agreement to progress plans for up to 350 apartments and a revamped McDonald’s restaurant including a two-level seating area. The proposed project is on the north west corner of Church Street and Victoria Road, with views over Prince Alfred Square, directly opposite a future Parramatta light rail stop and 300 metres from the popular “eat-street” precinct.

The apartments would have outlooks south across Prince Alfred Park, Parramatta River and to the Parramatta CBD skyline, east towards the Sydney CBD and west to the Blue Mountains across Parramatta Park and Western Sydney Stadium which is currently under construction.

“This is one of the first mixed use developments where McDonald’s has been integral to the design from the outset, allowing us to create a truly innovative and modern experience that we’re confident our customers will love,” said Josh Ramister, McDonald’s senior development director.

Progression of this proposed project plan is subject to rezoning and planning approvals.
“We really understand you have to continue to invest in your product.” – David Hammon, director of Hammons Holdings Pty Ltd, which has invested $97M in the past 20 years on Scenic World in the Blue Mountains. The company has won the 20-year contract on the Sydney Harbour Bridge climb.

“There’s an opportunity for a big private hospital to be placed in Liverpool right alongside the public hospital,”– David Borger, Western Sydney director, of the Sydney Business Chamber, on the $740 million Liverpool Health and Academic Precinct announced in the State Budget.

“We achieved what we did because we were ambitious. We dreamt big dreams but then worked incredibly hard to make that happen.” – Sir Frank Lowy, on selling the Westfields international arm for $33B to French property giant Unibail-Rodamco.

“That was a big blow – some of these guys are worth turnovers of between $4 to 5 million and are ready to invest now.” – Ash Salardini, chief economist, of the NSW Farmers’ Association, on agribusiness representatives not invited to a government-sponsored Badgerys Creek Aerotropolis Investor Forum.

“Cities with universities are blessed and Liverpool is going from having no physical campus to having two universities.” – David Borger, Western Sydney director, of the Sydney Business Chamber, said of the city on the cusp of change.

“We should want to be part of the aerotropolis. We need to be involved in the conversation, and if we leave WSROC we’ll be cutting off our nose to spite our face.” – Donna Davis, councillor, Parramatta City Council, on a discussion on council’s ongoing participation in the Western Regional Organisation of Councils.

“Penrith has already established itself as a natural choice for world-class events and we’d welcome the opportunity to further enhance and grow Penrith’s visitor economy. Tourism injected $257.9M into the local economy in the 2015/16.” – Cr John Thain, Mayor of Penrith, on the NSW government’s proposal to bring a new cultural festival to Western Sydney from next year.

“This is the Aerospace Effect. Many investors are watching what is happening across the area with a great deal of interest. We believe this signals the beginning of an upward trend.” – Cr Wendy Waller, mayor of Liverpool, on the demand for commercial property in the local government area.

“Phillip Street is undergoing huge changes and will soon be home to more than 4500 new residents … CBD residents, workers and visitors have told us they want more outdoor dining, cafes, shade and seating along Phillip Street, and council has listened.” – Cr Andrew Wilson, Lord Mayor of Parramatta, on the $4.3M first stage of construction between Church and Smith Streets.

“Members of the AICD in the Blue Mountains and surrounding areas are highly engaged. We are pleased to be able to offer members and non-members in the western suburbs the opportunity to undertake their Company Directors Course locally and improve their governance and directorship skills.” – Duane Findley, State Manager of New South Wales, AICD.

“While smartphones connect us to the world in ways never imagined just a decade ago, they raise issues that previous generations have not had to deal with.” – Education Minister Rob Stokes.

“That was a big blow – some of these guys are worth turnovers of between $4 to 5M and are ready to invest now. So, the fact they were not invited did not bode well but there will be other opportunities to bring them into the tent.” – NSW Farmers’ Association Ash Salardini, the association’s chief economist.

“The transformation anticipated for our area within the next 20 years places us in a unique position to develop business opportunities and attract commercial investment.” – Camden Mayor Lara Symkowski.


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