



*Hello and thank you for continuing to read RossNews and your positive feedback. You may notice that this edition has a refined look and updated logo as we implement our One-Company strategy that is designed to emphasise the co-ordinated nature of our broad array of Consulting, Recruitment and Human Capital Solutions.*

*In the next few weeks you'll start seeing some exciting and innovative new Ross advertising designed to raise our brand profile and stimulate candidate flow, ensuring we continue to deliver the optimal selection of great people to our clients. Watch this space!*

*Julia Ross*

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If you require any further information on the articles in this issue, please email the Marketing Department, [marketing@rosshumandirections.com](mailto:marketing@rosshumandirections.com)

## → economic update

by Chris McFadden, CFO

Business confidence and December quarter expectations for business conditions have been significantly lowered following the recent Reserve Bank of Australia (RBA) rate rises. This notable softening in confidence has been developing since March 2006 and may well provide the RBA with some comfort, with a slowing domestic economy seeing some longer-term hope of an easing in the current inflationary pressures, which will remain in the near term.

As previously, there continues a marked difference in business conditions across markets and states. Cyclical sectors such as retail and manufacturing are understandably weaker following the rate rises, whilst resources remain buoyant, as do the associated states (WA and QLD). Labour

demand is patchy, with demand strong in construction, mining, property and business services, but with weakening trends in retail, wholesale, manufacturing, recreational and personal services.

Growth forecasts are down with expectations for GDP to remain below trend at 2.5% in 2006/7 (previously 2.75%). The view on core inflation is basically unchanged, peaking at around 3.25% in late 2006, but anticipated to move back within target by mid 2007 as recent RBA policy tightening initiatives bite. Weakening domestic demand should see employment growth slow (est. 1.75% p.a.) and also the unemployment rate drift higher (est. 5.25%). In this environment, the likelihood of a further rate rise appears less likely.

## → legal briefs

by Greg Coolahan, Commercial & Legal Director and Michele Jones, IR Manager

### Question:

**How important are Occupational Health & Safety site inspections when using temporary employees?**

### Answer:

A recent legal case has highlighted the need for clients to work with their labour hire provider to ensure that the working environment of temporary employees is safe and occupational risks minimised. In this case, the labour hire company was not fined by Workcover because they had adequately inspected the site and analysed the risks of the tasks to be performed. A few simple procedures, such as an induction checklist and a follow up site inspection, can save the client a lot of money if there is a workplace safety incident. The OHS division of Ross Human Directions has recently completed a comprehensive review of its procedures with clients and its staff training and is rolling out an upgraded inspection system.

We have found that a cooperative and integrated approach between clients and labour hire providers will ensure the health and safety of our temporary employees and that any risks are minimised for our clients.

For further information on this issue, please contact Michele Jones. Her email address is [michele.jones@rosshumandirections.com](mailto:michele.jones@rosshumandirections.com)

*The information discussed here is a general explanation of the law, and is not intended to serve as legal advice. Readers requiring specific legal advice regarding a particular situation should consult an appropriately qualified lawyer.*

## → training tips

by Mary Strain,  
National Training Manager

### Writing the Script - Conclusion

Once you have written out your introduction, you can plan the end of your presentation. The three rules for the introduction also apply to the conclusion:

- it should be written out in full (so that you can end dynamically and not fade out as if you were not sure how or when to stop);
- it should take 5 to 15 percent of the speaking time allowed, and
- it should be directed at the lowest-level group in the audience.

When you conclude your presentation, you will go through the following three steps.

- **Summarise the presentation**  
Use your main points and some of your support material, but DO NOT add any new material. You will have finished the body of your presentation by stating your points and supporting them, and the conclusion should be a summary of that body, not an addition to it.
- **Remotivate the Audience**  
A few hard facts that apply personally to the audience and their daily lives will give them more reasons to be glad they heard you.
- **Write out a concise closing statement.**  
Your remotivation device may be a concise closing statement, but if it is not, you should develop one. It should be compact and pointed enough to be remembered when the rest of the presentation has been forgotten. It should be a one-statement summary of the presentation that applies to the specific audience.

Source: "Delivering Effective training sessions" McArdel, Geri

Has life really changed in the past few years? Balancing our lives and fitting everything in remains demanding. We are being called upon to be better individuals with better homes; better educate and equip our children and develop better relationships with our partners. All at the same time! Many of us also have daily commitments to our company, families and fellow staff.

An important key to time management and effectiveness is to simplify one's priorities. Many of those who successfully balance these daily life activities believe in decisive and effective actions based around a set of values. Their values are largely based around the three key relationships areas in their lives at home; at work and socially.

Rather than be overwhelmed about increasing demands in their lives, they run the relationship value proposition over the demand and make a first level decision based on their own values. Fitting more into the day can be assisted by keeping things simple where possible and being passionate about what you do take time on, as well as taking care of yourself, keeping fit and providing energy into these areas of your life that represent your own values.

## → recruitment market update - part 3

In previous editions of RossNews, we've discussed some of the common models under which organisations might choose to structure their supply of recruitment services such as Master Vendor or Managing Agent. In this edition, we review a very common supply model used by medium-large sized enterprises, called a Supplier Panel.

Often, a supplier panel is established of three or more different recruitment providers who typically offer the client additional services and reduced pricing in recognition of the higher volumes of business that derive from exclusive access to a particular organisation's recruitment requirements. A critical aspect to the effective functioning of a Panel is the compliance to the arrangement within its own business that the client organisation achieves. If high levels of non-compliance occur, the organisation loses the benefits of lower prices, superior services and improved consistency in recruitment outcomes that Panels offer.

Our Technology Consulting division is developing a software toolkit that aids Procurement/Purchasing personnel, Panel Administrators and Sourcing Managers in the effective management of Supplier Panels. It's called PART (Panel Administration and Reporting Toolkit).

Panels are an attractive option for many organisations because:

- greater supplier accountability is usually achieved;
- the strengthened relationship between client and supplier leads to recruitment outcomes of a more consistent, higher standard;
- organisational cost efficiencies derive from managing a smaller supplier base, and
- price reduction benefits often accrue.

Like all business agreements, supplier panels for any type of services need to be managed to ensure optimal outcomes. PART supports best practice panel management procedures and ensures that Supplier Panels (of any services, not just recruitment) deliver on their promise. Its benefits include:

- easy upload of data from legacy systems;
- easily accessible supplier capability profiles;
- multiple panel management;
- web or intranet based;
- complies with ACSI 33 security standards;
- comprehensive online help;
- supplier performance measurement against;
- key Performance Indicators;
- real time customised reporting;
- fully configurable and easily customised;
- cost savings and efficiency improvements;
- greater supplier accountability;
- complete record of supplier panel activity;
- more informed procurement;
- full records of the purchasing lifecycle, and
- consistent procurement practices across panels.

PART is purpose-built to provide a means for Panel Managers to:

- create the request for service or supply;
- select the panelist or panelists and invite them to respond to the requirement;
- send the request by your chosen means and record who has been advised of the requirement;
- record the details of all quotes received from panelists, the procurement decision and the supporting reasoning, and
- record details of supplier performance and measure it against KPIs.

If you are interested in learning more about the PART system, please contact Steve Hosking in our Canberra office on +61 2 6268 9777 or [steve.hosking@rosslogic.com](mailto:steve.hosking@rosslogic.com)

## → spotlight on chris mcfadden



I joined Ross Human Directions in May 2005 as Chief Financial Officer and Company Secretary.

With a background in various multi-faceted financial roles I came to Ross to provide strategic financial advice and direction and to make the move into a well-recognised ASX listed organisation. My most recent previous role as CFO Asia Pacific/Company Secretary/Finance, IT, Logistics and Administration Director for the Nuance Group (trading in Australia as Downtown Duty Free), preceded by roles with a number of other significant retail/distribution organisations sets me well to achieve this objective.

Immediately prior to joining Ross, my role with The Nuance Group was hugely involved with all business development activities throughout Asia Pacific and through my leadership role in the Global Tender Steering Committee, throughout much of the globe. This involved airport tenders, acquisitions, divestments, new store developments and multi-million dollar negotiations with numerous external organisations.

Much has been achieved in the last year by the Finance team at Ross, including the stabilising of the back office function of the company. I thank my committed colleagues in the Ross Finance team for all of their excellent efforts over this period. I look forward to further improving service levels throughout the finance team and continuing to introduce solutions which add value to the business and our clients.