

November 2006



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WELCOME

Welcome to the first newsletter of the Services NICS. We are looking forward to providing you all with information about what the Services NICS are working towards and offer the opportunity to find out what RICAs are working on related to services.

As an introduction we would like to introduce you to the Services NICS team. The Services NICS is a consortium managed by the Australian Chamber of Commerce and Industry. It comprises of the Australian Hotels Association, Australian Retail Association, National Retail Association and Restaurant and Catering Australia.

AHA

The AHA is represented in each state and territory of Australia and caters for the representative needs of 8000 Small to Medium Enterprises (SMEs) within the Hospitality and Tourism sector. Of the AHA's 8000 members, a representation of accommodation hotels and pub-style hotels comprise the membership throughout Australia.

NRA

The NRA is an industry organisation that provides professional services to the retail and wider service industry throughout Australia. Our aim is to ensure that businesses within the service sector, whatever their size, have access to specialised knowledge and industry-specific expertise in order to grow and prosper.

ARA

The ARA offers advice, information, and services to members and small business on issues including industrial relations, human resources, tenancy and leasing, training and development, IT, taxation, loss prevention, industry statistics, government lobbying, policy development, business mentoring and consultancy. Clients of the ARA are diverse, representing retailers from all segments.

R&CA

R&CA is a federation of State Associations working together on matters of common interest. The Association(s) together have a turnover of \$12.5 million and a staffing structure of 35 people. R&CA represents the nation's 28,900 restaurant, café and catering businesses. In 2004 these business turned over \$11.8 Billion and employed 249,000 people.

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INDUSTRY STAR

Laura Groves is a retail career pathway success story. Laura has a clear and definite passion for retail and has worked in the industry since 1992. Like many young people, Laura started her career by combining casual work in retail businesses with her secondary education. She completed Certificate III in Retail Operations, combining on-the-job learning with structured training through the Australian Retailers Association; kick starting her retail career.

Laura says that learning in the workplace was a real strength of her training, and that her employer, Bakers Delight provided on the job training and mentoring support. The Australian Retailers Association provided structured, support, learning materials and ensured that her training was customised and relevant to Bakers Delight policies and procedures.

In 1999, she opened her first Bakers Delight store in Lygon Street Carlton, (she was about to celebrate her 21st birthday), whilst completing her Bachelor of Education with First Class Honours in 2000. Also in 2000, Laura and her business partner relocated and purchased their own business, Bakers Delight Chirnside Park.

Laura's hard work has not gone unnoticed as she received the Australian Retailers Association, Young Retailers of the Year for Small Business Award in 2002.

As an employer Laura believes that all owners of small to medium businesses should seriously consider taking on retail trainees.

Laura says, "Typically you get young vibrant applicants who you can train up to suit your business and your specific needs. You can negotiate with your training provider and customise their training to what you need within your business. Graduates from traineeships tend to push up into management positions quickly and easily."



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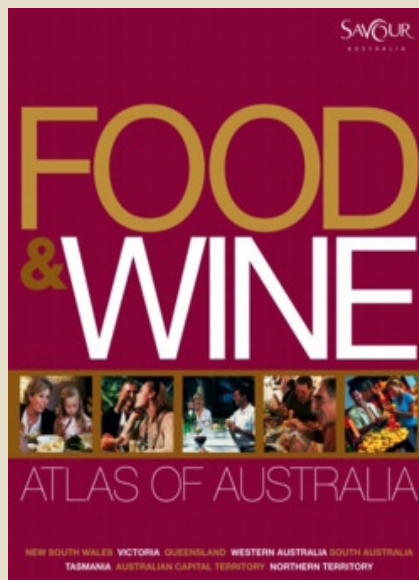


SERVICE WORX COMPETITION

With everyone doing such great work in each corner of Australia under the CAA initiative, we would like to hear some of the stories from the field with a specific Service industry focus. In doing so, we will reward one lucky person out there with a "Savour Australia" food and wine guide from Restaurant and Catering Australia.

All you have to do is forward a short story or explanation of what you have achieved locally related to the Services industry.

The winning entrant will have their story published in Service Worx and receive a copy of "Savour Australia". So get thinking about how you can brag about your achievements and be in the running for this great prize.



SERVICE WORX FACTS

May Quarter 2006

Total employed Full-time and Part-time All of Australia Division 571 Accommodation	89,500
Total employed Full-time and Part-time All of Australia Division 572 Pubs,taverns and Bars	89,900
Total employed Full-time and Part-time All of Australia Division 573 Cafes and Restaurants	196,400
Total employed Full-time and Part-time All of Australia Division 574 Clubs (Hospitality)	52,400

Source: ABS