

## Welcome to the Second BiZFiT Newsletter!

### BiZFiT Celebrates its First Year in Style

The BiZFiT program achieved many goals over the past year and the BiZFiT team sincerely thanks our partners, Curtin University's Centre for Entrepreneurship, Chamber of Commerce & Industry of WA, the Small Business Centre Network, BiZFiT presenters and everyone who supported our efforts to make the program a major contributor to the resilience of Western Australian small businesses.



Harry Bozin & Scott Bradshaw

The successful and well attended BiZFiT 1st anniversary networking event was held at the beautiful Matilda Bay Restaurant at sunset on the banks of the Swan River on 7th October. Consummate MC, Harry Bozin, maintained a tight schedule while bringing a touch class and humour to proceedings, keeping us all amused as he introduced the Hon Bill Marmion MLA, Minister for Commerce, Jacky Finlayson A/Managing Director, SBDC and our two BiZFiT participant speakers.

Scott Bradshaw, The BBQ Man and Anne Butorac of The Old Bakery on Eighth Gallery & Cafe spoke from their hearts, inspiring everyone with their personal stories about the positive impact participation in the BiZFiT program has had on their businesses, the goals they've achieved through implementing the ideas and tools provided, and their recommendations of BiZFiT to all small businesses.



Happy BiZFiT participants

As the speakers finished, and the networking began, Harry kept everyone moving with his 10 minute "speed networking" technique. From the loud buzz in the room it was obvious the opportunity to network was well and truly utilised as everyone enjoyed the food and wine, and went home very happy with their own little gift-wrapped cupcake adorned with a number one and complete with an inspirational message.

See the photos on Facebook at:  
[www.facebook.com/smallbusinesswa](http://www.facebook.com/smallbusinesswa)

See BiZFiT testimonials at:  
[www.smallbusiness.wa.gov.au/bizfit-testimonials](http://www.smallbusiness.wa.gov.au/bizfit-testimonials)

### Upcoming Events

Do your friends and colleagues a favour and tell them about the BiZFiT Program.

#### BiZFiT Local Business Forums

The format of the 2 hour BiZFiT Local Forums will be transformed in 2011. Stay tuned for news of the new format and schedule.

#### BiZFiT Pulse Checks

A free one-on-one Pulse Check helps you take a closer look at your business. Receive an Action Plan to focus on where and how you can further develop your business.

Send the BiZFiT Team an e-mail at [bizfit@smallbusiness.wa.gov.au](mailto:bizfit@smallbusiness.wa.gov.au) to arrange an appointment.

#### BiZFiT Extend

Two day program covers four topics developing new skills to support daily operations and grow your business.

BiZFiT Extend dates for 2011 are:

- February 3 & 4
- March 10 & 11
- April 7 & 8
- May 5 & 6
- June 16 & 17

New BiZFiT event dates are posted as soon as they are confirmed. For 2011 events regularly revisit the SBDC website at [www.smallbusiness.wa.gov.au/bizfit-building-business-resilience](http://www.smallbusiness.wa.gov.au/bizfit-building-business-resilience)

#### BiZFiT Scholarships

Eligible small business owners are invited to invest in their business skills and complete additional training in business management and operations. These scholarships provide a substantial subsidy towards course fees, offering WA business owners affordable access to specialised business training.

Applications for Scholarships are taken throughout the year. To find out if you qualify, send us an e-mail at [bizfit@smallbusiness.wa.gov.au](mailto:bizfit@smallbusiness.wa.gov.au).

### Interested in learning more?

Visit our **WEBSITE** [www.smallbusiness.wa.gov.au](http://www.smallbusiness.wa.gov.au)  
Send us an **E-MAIL** [bizfit@smallbusiness.wa.gov.au](mailto:bizfit@smallbusiness.wa.gov.au)  
Give us a **CALL** 131 BIZ (131 249)

## BiZFiT Walks the Talk – the BiZFiT Survey

One of the most important lessons taught in BiZFiT Extend's marketing module is.....

**...if you need to know what your clients want.... ask them !!**

So, we're taking our own advice and asking you, our most important client, what we are doing right and what we can improve to fulfil the changing needs of small business owners.



**You will soon receive an electronic survey in your inbox. Please don't just hit "delete".**

We ask for your honest feedback in order to improve our services and provide the most effective program possible. We can only continue helping WA small business owners to grow and build the resilience of their business by listening to the voice of the WA small business sector. And you are the voice !

Please take a few moments of your valuable time to complete the survey. Your responses are vital to the continuing development of the BiZFiT program. Thank you in advance !!

### BiZFiT Statistics

To 30 June 2010 the BiZFiT program is proud to have achieved these milestones:

- Over **1,000** BiZFiT participants
- **21** regional events from Albany to Derby
- **15** metropolitan events
- **114** BiZFiT Pulse Checks
- **88** mentors provided
- **38** BiZFiT Scholarships awarded

If you would like to know more about the BiZFiT program, contact the BiZFiT team at the Small Business Development Corporation on 9220 0222 or email them at [bizfit@smallbusiness.wa.gov.au](mailto:bizfit@smallbusiness.wa.gov.au)

## Systems are a Winner

The first round of BiZFiT Extend programs included four modules covering: Strategic Planning; Financial Competency; HR Systems and Marketing.

As a result of comments on the feedback forms we found that not every small business who attended the BiZFiT Extend Programs employed staff so not everyone needed the focussed Human Resources information provided.

We listened to your comments and changed the HR Systems module to a broader "Systems and Processes" module, covering:

- **Definition of a system**
- **Importance of a system**
- **Types of systems**
- **What makes a good system**
- **How is a system created**

Systems can save time and money, aid quality control and increase productivity. They can allow the business owner to delegate tasks, step back from daily operations, take time out of the business to work on it and to enjoy a well deserved holiday to renew their passion.

Another benefit of having good systems is to be recognised for excellence by winning business awards.

One such business who implemented the lessons learned through the BiZFiT Program is *The Old Bakery on Eighth Gallery & Cafe*, in Maylands operated by Anne Butorac, Kath Lymon and Rosemary Cant. They won the Central Eastern Business Association's *2010 Best Retail Business award*, as mentioned by Anne during her talk at the BiZFiT 1st Anniversary networking event.



Ann Butorac, Rosemary Cant, Kath Lymon

**"An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage."**

**Jack Welch**

Chairman and CEO of General Electric 1981-2001