



essen+ials

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We judge our success by your success!!

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workplus
development+training

Introduction

At Work Plus Development + Training we are all about creating success for every business and individual that we come into contact with. We believe that our values driven approach to achieving our mission is second to none, and that the relationships we form with our business clients and individuals will see us achieving where others cannot.

“Through a real commitment to values, provide services and products that will contribute to the success of both business and individuals as well as the ongoing success of **Work Plus!** and those within it”

Owners and managers of a small business generally have significant skills within their industry, but inevitably spend most of their time juggling the day-to-day tasks that are business requirements, and invariably spend little time working on the future growth of their business. The objectives and reasons for initially going into business often become clouded and the ability to focus on the primary objective wanes.

essen+ials establishes that focus by relieving the business owner or manager of those background, day-to-day tasks that are often performed outside of hours when an opportunity exists (after hours while eating dinner sound familiar!!!)



Work Plus essen+ials

Work Plus essen+ials is a product designed to put you, the business owner or manager, back in the driver's seat. The specific content of this product is ultimately up to you; you get to choose the area that you need assistance in, the jobs that you wish you didn't have to do, etc.

The need for such a service has been identified after feedback and discussions with employers just like you. This is an opportunity for you, the small business owner to gain relief from the jobs that you struggle to find time to do.

These may include:

- **That time consuming bookkeeping**
- **Your time consuming Human Resources requirements:**
 - Policy & Procedure Manuals
 - New Employee Handbooks
 - OH&S Policies
 - Business Checklists, Best Practices Etc.
 - Payroll
 - New Employee Induction
 - Job Role Regulatory Requirements
- **A Mystery Shopper program**
- **Fun and exciting Team Building sessions**
- **Crucial areas of training & upskilling**
 - Customer Service
 - Food Safety
 - Leadership & Management
 - Traineeships & Apprenticeships
- **Quality Business Development Consultancy**
- **One-on-One 'Business Coach' Program**

A small business owner's responsibility includes many of those jobs listed on the previous page and any of these can cause a multitude of problems if not maintained in an orderly, organised and systematic manner. Of course there are also the areas that Government or Council regulations require your business to be compliant with and at the end of the day; enhance the stability and overall future success of your business goals. One outcome of utilising **essen+ials** is that you can free up some of your precious time to do the things you enjoy about your business (or even outside it!).

Bookkeeping

Work Plus can facilitate the completion of your small business book work in a flexible, efficient manner to suit your needs and requirements. Timeframes of reporting and submission can be set to meet your needs.

Human Resources

The team at Work Plus have had extensive experience in developing and implementing resources that are crucial for small businesses and the employees within. These resources or tools can be used to obtain and maintain



greater internal control over productivity, policy and procedure, team dynamics, staff performance, regulatory requirements (OH&S, Hygiene, and Security etc.). Services behind the frontline of your business also include **Payroll** and **Recruitment** assistance.

The business tools development component of the program enables you to access the expertise of the Work Plus team in developing tools that you need in order to make your management of the business easier, these may include:

- Budgets & financial reports
- Recruitment and selection forms
- Food safety and other checklists
- Daily cash balancing sheets
- Rosters

Mystery Shopper Program

In almost all businesses, having a true measure of the quality of customer service is difficult. The Mystery Shopper program enables you to have regular feedback from an actual customer or customers on exactly how your service standards are perceived and being carried out.

Work Plus develops a specific set of criteria for your business using your standards and expectations and then has a “mystery” person visit your business as a customer and report back. The program is a great way to motivate employees and provide real and effective feedback.

Team Building Sessions

An effective team doesn't just happen. Work Plus can develop a team building session or program to meet the exact needs of your business. From recreational outdoor sessions and fun games to structured psychometric testing and team oriented activities. In your workplace or at an off-site venue... whatever it takes to make it work for you.

Qualifications based training & upskilling

As a registered training organisation, Work Plus Development + Training can offer a range of nationally recognised training to you and/or your team of employees. Training can be tailored to your needs and may even be subsidised by Commonwealth incentives or State government funding.

Business Development Consultancy

Consultations involve an expert in your specific industry visiting your workplace and helping out with specific industry needs. An example might be constructing a merchandising plan for your retail outlet or a food safety plan or menu for your hospitality outlet. The benefits of a professional industry expert in your business are numerous and great.

Business Coach Program

The Business Coach Program re-establishes **YOUR** sense of control over aspects of your small business that you wish to manage but need mentoring, coaching and support to enable it to happen. We focus on using practical systems and processes with you, specifically designed for owners/ managers who have decided to look to the future and adopt a 'steer more - paddle less' approach to their business.



Setting it all up

Our Work Plus representative will visit you in your workplace. Starting with a blank page, they will identify the areas of your business that you feel you need assistance with. We identify these areas by **listening** to you, not pushing and prodding you into products and services you don't need, that in most cases cause even more time robbing activities.

From listening to you, we will put together a proposal outlining the services we can offer you based on **your needs**; how these will be created, implemented and followed up on to achieve your goals. The proposal will also outline appropriate charges and costing breakdown.

In essence we follow the following path:

evaluate

We listen to what you tell us and if needed assist you in identifying business areas that cause you unnecessary grief.

create

Creating the systems/tools that will enable the objectives and needs of the business to be met and exceeded. This may include establishing timelines, reporting requirements, creating processes, manuals, forms and checklists etc.

implement

The most crucial step is the implementation of the 'systems'. Ensuring Work Plus is providing exactly what has been requested and that all parties are happy with outcomes.

follow-up

Following up to ensure the work and systems conducted are continuing to be completed and used effectively. This could involve systematic auditing and may involve making adjustments to some of the resources where necessary.



Work Plus essen+ials – Enrolment Form

Personal Details

Surname: Mr / Mrs / Ms / Miss

Given Names: Sex: Male Female

Street Address:

Postcode:

This should be your normal place of residence

Postal Address:

Postcode:

Home Phone Number:

Mobile Phone Number:

Email Address:

Date of Birth: Country of Birth:

Business Details

Legal Name of business:

Trading Name of Business:

ABN:

Business Address:

Post Code:

Business Phone Number: Business Fax Number:

Website Address:

Name of Business Owner or Senior Manager:

Principal Activity of Business:

Total Number of Employees in Business:



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