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**Haycroft Workplace Solutions**  
Australia's foremost workplace experts

**WORKPLACE BUZZ**

SEPTEMBER, 2008

## Vale L. John Reddy unsung labour market reformer

My former and recently retired business partner and one of my best friends passed away on Sunday 17th from just sheer exhaustion I suspect. He had been in near constant pain for at least 10 or more years as result of a back condition that had him in a wheelchair for the last three or four years. Norm Provin once said to me "those Reddy boys don't know pain". He said it in the context that they know it alright, but they just don't let you know about it.



**LOCAL LEGEND: John Reddy.**

The article that appeared in the [Sunshine Coast Daily](#) covers his sporting achievements, but there was certainly more to him than sporting achievements but those sporting achievements are worth noting. They shine a light on the personality of a genuinely modest leader.

In all he either coached or captain coached or captained teams which won 13 grand finals. Two of the greatest sporting coaches in Australia that we are all familiar with, Wayne Bennett and Leigh Matthews have barely done half of what John achieved in that respect. No it wasn't at the top level, but it's no easier to win a premiership at the lower levels than at the top. He just had something magic in the way he communicated with people that they would just want to do what he wanted them to do.

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The last time I saw him at the inaugural first Friday of the Month lunch club a couple of weeks ago we were talking to him about that and how he actually achieved that extraordinary feat. Does anybody in the world have or ever had a better record at coaching team sports more successfully? If he actually knew what it was he had done that was so super special he wasn't letting on or more probably didn't really know. If he did know, which I doubt, it's gone to the grave with him anyway.

John was someone who it could truly be said he never met a man (or woman) he didn't like. That is a pretty good start to establishing relationships. He never put anybody down, although let me tell you there were plenty of people who he subsequently concluded weren't worth liking that much after getting to know them a lot better through dealing with them. He just used to say, "Oh well. Plenty of more good people out there. Let's just find some nice ones and deal with them."

On the other hand of course I never met anybody who ever knew him that didn't like him. Of course I think that was the real secret to his success on the football field and in life. No one who ever had dealings with him or knew him well would not have crawled over broken glass to help him or try and do what they thought he might have wanted them to do.

In our business of supplying labour to businesses we developed a unique selling proposition in that because we only paid people on flat rates (no penalty rates or overtime loadings) we were able to supply labour at lower rates than the businesses could do by employing the workers themselves. Ironically provided we could convince our clients to give the workers longer shifts with greater continuity of work over time, then this system was decidedly in the best interests of the workers. Experts simply can't understand this but workers generally can if it's explained to them.

You see it's generally not immediately apparent to the workers but John had a way of it explaining it to them such that they would always be happy "to give it a go". Having said that I don't think I ever heard him ever explain it in a logical or coherent way. It was usually along the lines "don't worry, this is the best way to do it" or something similar, and I never ever heard anyone ever question him about what was by any standards a radically different way of employing people. People just knew he was sincere and could be trusted absolutely. Of course he would no more have let them down or misrepresented a situation than have flown to the moon and everyone who knew him or had dealings with him knew it.

As a result of him our business grew from strength to strength. As the director of the company which pioneered this form of genuine labour market reform, and the architect of the actual mechanisms of it's utilization, he deserves pride of place in Australia's history in this field. He would have scoffed at the suggestion of course. Labour Market reform in Australia has not had a history of visionary change or even evolution. Workchoices was a legislative



### **Haycroft Workplace Solutions**

#### **Caloundra Office**

38E Grigor St  
Caloundra Qld 4551  
Tel: 07 5491 9800  
Fax: 07 5491 7915

#### **Brisbane Office**

634 Main St  
Kangaroo Point Qld 4169  
Tel: 07 3891 7788  
Fax: 07 3891 7733

attempt to achieve for all workers what John Reddy had shown they were ready for and would willingly accept if they were treated like adults and had it honestly explained to them. However experts got involved and the workers were treated like fools and simply lied to. It was monumentally stuffed up in its implementation. To his credit John, long retired at that point, just shook his head and sighed. "Oh they'll learn one day I suppose."

His work is still unfinished in this respect but John never worried much about those big pictures. "We'll just do our little bit and if we do it well others can follow us". Unfortunately I can't be at the funeral. I'm in Bali and it looks like I would have to crawl over broken glass to get back in time for the funeral. Reddy would have laughed at my predicament. "Don't be stupid Graeme, (he always called me that, Graeme not stupid, although he had plenty of cause over the years to have called me stupid) I'll be dead and won't even know whether you are there or not."

It will be a big event which Reddy would have loved. He was not nearly as modest in those circumstances as he made out you know. I'll be having a few rums at the time and I'll be thinking as I'm sure most of the attendees will be too, that from time to time we all feel the need to be reminded of the characteristics in life that are truly important. John Reddy has set us a wonderful example and if we were all half as good as him in our dealings with our fellow man (and women) the world would be a better place. Yes it might be nice to be important, but John Reddy not only knew, but actively practiced in every day of his life, that it's more important to be nice. What a man. We worked together in one form or another for over 25 years. How lucky I was to have had him as both a colleague and as a friend.

Vale L John Reddy

## **Common Law Contracts - Real Estate**

Common Law contracts are now available for Commission Only Real Estate Sales People through Haycroft Workplace Solutions and will shortly be available through ADL as well.

These contracts are for real estate agencies that are unable/not eligible to put employees on an ITEA.

As it is a requirement under the Real Estate Agents (commission only) pay scale that commission only employees must have a common law contract in place, we have created this document for your benefit.

For more details please [email](#) us or contact us on 1300 766 380 for more details.

## New Consultant

Haycroft Workplace Solutions is excited to share the news that we have a new consultant joining us who is based in our Kangaroo Point office.

His name is John Stegman and he has over 20 years recruitment experience across all sectors, blue collar, white collar and government. He is willing to assist in whatever way possible including short term recruitment. He can handle remote recruiting due to an extensive network of contacts he has built up over the years.

If you would like to contact John please call him on 0401 531 929 or [email](#) us now.

## Managing the skills shortage

The Gold Coast Business News has reported in their August 2008 edition (Volume 5 #7) that recruit, retain and train are three key solutions to addressing the skills shortage in the tourism industry according to Elizabeth Roberts, head of school of hotel, resort and tourism management at Bond University.

Roberts identified various challenges to tourism at a recent Women in Tourism breakfast, stating that the tourism industry remains conservative.

"In general the tourism industry has a reputation for being unpredictable as well as seasonal," says Roberts.

She says a growing trend has demonstrated that Australians are opting to leave Australia for a tourist market that is more mature and well developed.

"Traditionally skilled executives tend to leave Australia for better salaries and better opportunities overseas," says Roberts.

This has resulted in a large skills gap within the tourism industry that requires urgent addressing, especially on the Gold Coast which is an attractive tourist destination.

The skills shortage can be combined through the use of non-traditional recruitment sources such as students, people with disabilities, indigenous groups, and seniors. "We have a large population of seniors that we aren't using efficiently. A lot of them want to get back into the workforce, at least part-time. International students also make good seasonal employees as they are allowed to work up to 20 hours and are often multi lingual, a preferred skills for the industry," says Roberts.

Roberts also advocates the use of training programs to further employees' skills. Government and industry supported initiatives often provide a cost effective and very efficient training method. "Australia offers such great training incentives, through the government and various other means. The tourism industry needs to take advantage of these," she says.

## Workcover - Travel Claims

Claims during travel to and from work are a growing area of workers compensation. In fact over the last seven months, we have had a number of these claims.

Workcover Queensland has a curious extension of their cover for workers, workers covered under the policy are covered whilst at work, but they are also covered whilst travelling to and from work. Travelling is defined as: 'the worker is on their normal route to or from work'. Therefore a vehicle accident 2km from the worksite but 50 minutes after the person had clocked off for the night will be put under the microscope by the Workcover assessors.

In my experience, Workcover investigate the validity of these claims with considerable zeal, more so than if the incident occurred on site.

In another claim, the worker slipped over whilst leaving the business to go home, five minutes after clocking off. I lodged the claim, as there was no doubt of the injury even if the worker was not engaged in a work activity but simply heading to their vehicle.

The Assessor from Workcover told me that the claim was on the premises and therefore a normal claim. I asked the Assessor to check both the legislation and with their supervisor, as a review would be requested. About an hour later, I was informed the claim would be accepted as a travel claim after all and therefore not impact on the premium.

In a vehicle accident it is usually easy to verify the validity of the claim as there are often Police/ambulance reports that are time-stamped. This makes assessing a 'travel' claim easy for the Workcover authority and very little investigation is required. The claim is accepted and the rehabilitation process starts. From a business point of view, the employer is up for the excess on the claim which is now \$690, but the cost of the claim does not impact on the premiums of the Workcover policy holder.

Rehabilitation coordination services can also be contracted out on a claim - by - claim basis. For more details [email](#) us or contact us

on 1300 766 380.

## **Profile: Meet the Team - Anita Kendray**

Anita is the office fitness freak and social butterfly! She loves people and being around people.



Anita is one of our Payroll Officers, taking care of Payroll and associated duties. She handles payroll for a number of our clients both large and small and is now involved in the financial side of the business too.

When Anita isn't hard at work you will most likely find her sweating it out at her gym, reading or gardening at home.

