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TABMA is

a member-based industry organisation representing timber and building material merchants, suppliers, frame & truss fabricators, manufacturers, wholesalers, importers and service providers nation-wide.



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LANGS BUILDING SUPPLIES

A company dedicated to change



"We need to work to make sure that people understand how beautiful and environmentally friendly timber is."

Pictured (Left to Right)

David Wuiske - CEO of Langs
Jeff Lang - Joint Managing Director

Standing in front of the Langs Building Supplies Office at Yatala, Brisbane.

In 1976, Langs Buildings Supplies was established by Bob Lang. A builder himself at the time, Bob was determined to create a business that serviced trades people with high-quality product at a competitive price. Today, Langs successes can largely be attributed to the company's ability to remain agile within an ever-changing trade market. "It's really quite simple," says CEO David Wuiske. "We focus on a fairly tight market and are interested only, really, in selling to the builder... the emphasis is on giving trades people and building companies a good offer."

Continuing to expand their offering to add value to the builder, Langs has grown substantially in recent years. Opening a new state-of-the-art operation in Caloundra in 2017, their third outlet is soon to be built at Ipswich. "Our model is whatever we do on one site, we want to be able to do on the other. Our market is SE Queensland, so we don't need many", says Wuiske. "We just want sites that are strategically placed and that can give a full offer".

Langs growth has not been without challenge. Struggling through the turmoil of the GFC, the company was forced to learn the true art of lean manufacturing. Scaling down business until the market returned to normality, Langs has benefited from the lessons learnt during such adversity. Further challenged by the growing prominence of steel, the company recognises the need for greater education and promotion in the industry. "The majority of people will believe what they see in the media," states Wuiske. "We need to work to make sure that people understand how beautiful and environmentally friendly timber is."

The company could not grow without the un-relenting commitment of its owner, Bob Lang. Re-investing money for the acquisition of new equipment and materials, Bob continues to add value to Langs. He and the management team further instil the importance of strong industry relationships and view training as a significant part of the company's culture. ...story continued on Page 2

FROM THE CEO'S DESK

Looking Back, Looking Forward



TABMA has come a long way in the last decade.

In 2008 TABMA operated as TABMA (NSW) Ltd out of small premises in Surry Hills, Sydney with apprentice and trainee placements numbering only 43 while a one person operation was in place in Perth but was not trading economically.

TABMA decided at this time, that to secure our future, we would place greater emphasis on communication with members, and as a business, we would place our major concentration on the placement of apprentices and trainees through our existing Group Training Organisation (GTO).

Following the demise of TDA South Australia in 2010, we decided there was an opportunity to enter the South Australian market, so TABMA SA was established.

Around this time TABMA NSW recreated itself as TABMA (Australia) Ltd.

TABMA Queensland had been established as a separate entity in 2001 and operated independently of TABMA NSW. A working relationship with TABMA Qld was re-established in 2009, and in 2013 TABMA Queensland became a division of TABMA Australia.

During this period consideration was given to establishing a TABMA Registered Training Organisation (RTO) to train our trainees. However, in 2014 the opportunity to acquire FITEC, a south-east Queensland based RTO, became available and in October that year, FITEC became a member of the TABMA Group.

In 2016 it was decided to move into Victoria, and later that year TABMA Victoria was established.

In 2018 our turnover had increased threefold since 2008, and we have over 200 apprentices and trainees placed covering all states plus the ACT.

We introduced a WHS inspection service, a workplace advice line to provide industrial relations advice, and a recruitment division recruiting permanent and part-time staff, while our long-standing division Building Trade Credit Australia continued to offer its service to some of Australia's biggest companies.

In 2018 we also introduced a Customer Relationship Management System (CRM) into our business through Job Ready.

A CRM in simple terms is a system or strategy for managing customer (member) interactions and optimising and systematising relationships.

We have also introduced new accounting systems such as Astute and Xero to modernise the way we formulate our accounts.

While TABMA has come a long way in 10 years, we still have a long way to go.

FITEC now trades as TABMA Training and is expanding its operations into NSW and South Australia while looking to further develop a range of short courses across all sectors of the forest and timber industry.

Our GTO is always updating the trades and courses we offer to young people and is now offering courses outside the timber industry.

We are continually looking at increased ways to assist our members through additional services and benefits. Also, we recently engaged an integrated digital agency to grow our social media presence through online marketing and web development.

At TABMA our motto is "standing still is the same as going backwards" so we are always looking for new opportunities.

Colin Fitzpatrick

LANGS BUILDING SUPPLIES

... continued from Page 1

Their nomination at this years Timber Industry Awards for Host Employer of the Year recognises their continued partnership with TABMA in providing their staff with the necessary tools to grow and learn. Investing strongly in the training of both existing and new staff, Langs seek to promote the diversity of the timber industry – the roles that extend beyond those of the carpenter.

Langs Building Supplies were awarded The Andrew Bone TABMA Member of the Year Award at the National Timber Industry Dinner held in Sydney on October 26. Also performing well at the recent Queensland Timber Industry Awards in Brisbane, Langs won Best Frame and Truss Operation and Most Innovative Operation for the Road Pod.

A game-changer for safety and efficiency, their innovation is expected to pave the way for the rest of the industry. These awards are a great accomplishment for the company and are a testament to the hard work and investment of Bob Lang, joint Managing Director Jeff Lang, CEO David Wuiske, and the greater team at Langs.

CHANGE TO CASUAL EMPLOYMENT

Some employees can request conversion to full-time or part-time work.

A recent decision of the Fair Work Commission (FWC) as part of the 4 yearly review of modern awards will see casual conversion provisions added to modern awards from 1st October 2018.

This decision will impact employers who provide casual employees with regular and systematic hours, as employers may be required to convert their casual employees into permanent roles.

Presently casual employees are not required to receive any commitment from an employer regarding how long they will be employed for, or the days and hours they will work. Casual employees are also not required to commit to all work that is offered to them by an employer.

Employers who make advance commitments and provide regular shift patterns to their casual employees for extended periods of time are risking their ability to maintain a casual workforce.

What this Means for You as an Employer

Effective 1st October 2018, employers will be required to provide all casual employees with a copy of the provisions contained in the relevant Award by 1st January 2019. Casual employees commencing on or after 1st October 2018 will need to receive a copy of the provisions within the first 12 months after their first working day with the employer.

Employers who engage casual employees to perform regular patterns of work on an ongoing basis must consider requests from casual employees to convert their employment status. Employees can make a conversion request after 12 months, and there are limited grounds on which an employer can refuse a request.

"Employers who provide regular shift patterns to casual employees are at risk."

Advice for Employers

Employers who engage casual employees should ensure they consider the following guidelines:

- ▶ Read the provisions in the awards when published on 1st October 2018
- ▶ Ensure all employee requests to convert from casual to part time or full-time employment are made in writing.
- ▶ Respond to employee casual conversion requests in writing within 21 days.
- ▶ Document all instances where:
 - Employees are provided with a copy of the provisions;
 - Regular casual employees elect not to convert;
 - Casual employees request to convert;
 - You respond to casual employee requests to convert.
- ▶ Ensure all casual employees commencing on or after 1st October 2018 are provided with a copy of the provisions within first 12 months employment.
- ▶ Provide all existing casual employees with a copy of the provisions before 1st January 2019.

Ensuring accurate records are maintained strongly assists employers to demonstrate evidence of their compliance with workplace laws.

To further assist employers, we are providing answers to the most frequently asked questions employers have regarding the upcoming changes to casual provisions.

A casual employee doesn't want to move into a permanent role, do they have to do this?

No, casual employees don't have to convert their employment if they don't want to.

I offered a casual employee a permanent role and they refused, can I force them to take the role?

No, employers are not permitted to convert a casual employee to a permanent role without their agreement.

A casual employee has been working full time hours for 12 months, can I reduce their hours to avoid them making a conversion request?

No, employers may be at risk of an adverse action claim if they reduce working hours to avoid their obligations with casual employee conversion requests.



A casual employee has worked with us for 12 months, but only started a regular pattern of hours in the last 3 months. Can they request to convert?

No, only regular casual employees who have worked a pattern of hours in the preceding 12 month period can request to convert.

What is considered reasonable grounds for refusing an employee request?

Employers can refuse an employee request if it would require significant adjustment to the employee's hours to accommodate the request. Employers can also refuse on reasonable business grounds including knowing or having reasonable foreseeability that the casual employees' hours of work will significantly decrease, or that their position will cease to exist within 12 months.

What if an employee converts to a permanent role and then requests to return to a casual role?

Employees who requested permanent employment that are wanting to revert to casual employment may only do so with the written agreement of the employer.

I have approved a casual employee's request to convert to a permanent role, do I need to issue a new employment contract?

Yes, a new contract should be issued and have an effective date aligning with the employer's next pay cycle.

Employers can read more about the Fair Work Commission decision tabma.com.au/industry-links/

SMARTPHONE ADDICTION

Why it's worrying the typical user touches their phone 2,617 times a day!

By 2030, the World Health Organisation has forecast depression and anxiety will be the number one healthcare burden, costing upwards of US\$1 trillion a year in many countries. Already, studies are revealing a correlation between anxiety, depression and smartphone use — not to mention what smartphones could be doing to our neurochemical balance.

The Urge to Seek Distraction

People call it 'smartphone addiction', but maybe our urge to check our mobiles or screens is also a product of affluenza. How so? Because when humans' basic needs are largely taken care of, the urge to seek distraction is higher, because people get bored!

Technology and mass production of goods and services have widened the 'bored effect', so now most people have toys to play with, and therefore more means to fidget and see what the apes in other packs are up to.

How often do we touch our phones?

An interesting US survey by KDA Engineering, revealed while 60% of people think they touch their phone about 100 times or less each day, in fact, a typical user taps, touches or wipes their phone 2617 times each day!

What are all these people staring at so compulsively? Unsurprisingly, it is texts and phone calls that are a top priority to respond to, ahead of email, messenger, and other social media apps.

It's only been a few years since smartphones came along and already they have insidiously become 'indispensable'. What this constant monitoring does is reinforce anxieties about 'what's going on out there' and the need for affirmation. There are upsides to monitoring what's going on (for example, if there was a bushfire in your vicinity, you'd be wanting to quickly find the nearest exit point). Technology in the context of survival communication can save lives and prevent catastrophes from worsening.

What about the use of smartphones at work?

The study explored smartphone etiquette and found:

- ▶ 70% of people think it's wrong to bring smartphones to meetings, but 53% do it anyway;
- ▶ 80% think it's wrong to check phones during meetings, but 50% surreptitiously do so anyway; and
- ▶ 20% of people check their phone every 20 minutes.

Smartphone etiquette and disrespectful behaviours

It seems smartphone etiquette is eroding our behaviour both at work and socially. Watching a bored team member, or even manager, flipping through messages on a mobile in a meeting is annoying, especially when coupled with non-response to discussions.

Phubbing — a term coined in Australia to describe the habit of snubbing someone in favour of a mobile phone — is a well-documented occurrence. We probably don't even need a University of Kent study to prove when people abruptly cease a face-to-face conversation to stare at their mobile it causes hurt and offence to others.



Mindful smartphone manners and regaining balance

Smartphone addiction is real, but like compulsive eating, we can choose to switch behaviours. It's a question of the importance of exercising conscious good manners and moderation and being mindful how we communicate to each other.

Beyond social norms, there is compelling evidence smartphones drain our brains. For our collective and individual mind-body health, it's vital to switch them off at regular intervals and restore our grey cells with dips into nature, performing more manual tasks (for example, handwriting rather than tapping on a laptop), making time to catch up with friends and focusing on our jobs. Smartphones deserve their name, but in the end, it's smarter and inherently much more sustainable if you do one simple thing: switch it off and put it away for as long as possible.

Here are some challenges to set yourself, which will be beneficial in the short- and long-term.

- ▶ Switch off your phone a couple of hours before you go to sleep (smartphones interfere with our bodies' circadian rhythms, causing sleep deprivation and potentially impacting mental health).
- ▶ Leave your mobile in your bag or locker when attending movies, concerts, meetings and seminars. (And don't take them to the loo — it's distasteful hearing people's phone conversations from the next stall!)
- ▶ Try a digital break on public transport. Read a book or newspaper, or take in the scenery while you travel.
- ▶ Go for walks and swims or exercise on a regular basis — digital detoxing is an excellent practice.
- ▶ Consider turning off notifications if possible or using flight mode for a period of time.

Source: smartcompany.com.au, Eve Ash
Tuesday October 9th 2018

MEMBER ANNIVERSARIES

Member Name	State	Years	Member Name	State	Years
Belway Constructions Pty Ltd	(NSW)	1	DMK Forest Products Pty Ltd (Burleigh Heads)	(QLD)	8
CQ Building Supplies	(QLD)	1	Lumara Timber Sales Pty Ltd	(NSW)	8
Gowan Lea Timbers	(QLD)	1	Redland Bay Roof Trusses	(QLD)	8
Kustom Joinery Manufacturers	(SA)	1	Austbrokers Premier Pty Ltd	(QLD)	9
Simon Home Timber & Hardware	(QLD)	1	Hamilton Sawmills Pty Ltd	(WA)	9
Superior Timber Supplies	(SA)	1	Mr Kwila Outdoor Furniture	(QLD)	9
WP Projects Pty Ltd	(NSW)	1	WA Timber Door & Window	(WA)	9
Colonial Restoration Supplies	(QLD)	2	Heyden Frame & Truss	(NSW)	10
Dahlsens Building Centres Pty Ltd	(VIC)	2	T-Pac Lumber Pty Ltd	(QLD)	10
Dindas Australia Pty Ltd (Clayton Sth)	(VIC)	2	Window & Door Industry Council Inc.	(NSW)	10
Gunnensen Pty Ltd (Derrimut)	(VIC)	2	NHS	(NSW)	11
H2 Custom Joinery Pty Ltd	(NSW)	2	Kosny Corporation	(QLD)	12
Hurford Hardwood Kempsey	(NSW)	2	Stockwells Joinery Pty Ltd	(NSW)	12
JAG Timber PTY LTD	(SA)	2	Wesbeam Pty Ltd (Brendale)	(QLD)	12
Meyer Timber Pty Ltd (Dandenong)	(VIC)	2	Midcoast Timber Centres (Kirrawee)	(NSW)	13
Simmonds Lumber Pty Ltd (Dandenong South)	(VIC)	2	Nash Timbers	(NSW)	13
Storaenso Aust Pty Ltd	(VIC)	2	South West Timber Sales Pty Ltd	(NSW)	13
Williams Group Australia Pty Ltd	(QLD)	2	Timber Development Association	(NSW)	13
A Wood Shed	(QLD)	3	Austim	(WA)	14
Bondi Junction Timber & Hardware	(NSW)	3	Lindsay Meyers Pty Ltd	(QLD)	14
Doyles Holdings (QLD) Pty Ltd	(QLD)	3	Mathews Timber Pty Ltd	(NSW)	14
Gold Coast Doorland	(QLD)	3	Gow-Gates Financial Services Pty Ltd	(NSW)	15
High Country Truss & Frames	(NSW)	3	Meyer Timber Pty Ltd (St Marys)	(NSW)	15
Kennedys Timbers	(QLD)	3	Newcastle Timber Trading Company Pty Ltd	(NSW)	15
McKay Timber	(TAS)	3	Boonah Lattice	(QLD)	17
Abbey Timber	(NSW)	4	Bretts Timber and Hardware (Windsor)	(QLD)	17
Carrolls Wholesale Timber	(NSW)	4	Dindas Australia Pty Ltd (Tingalpa)	(QLD)	17
Kincumber Mitre 10	(NSW)	4	Gill & Co Pty Ltd (Cleveland)	(QLD)	17
Pinewood Products	(QLD)	4	Simmonds Lumber Pty Ltd (Banyo)	(QLD)	17
Cass Brothers	(NSW)	5	Thora Wholesale Timbers Pty Ltd	(QLD)	17
DCC	(WA)	5	Timbeck Architectural (Burpengary)	(QLD)	17
M & B Building Products	(WA)	5	TLB Timber Pty Ltd	(QLD)	17
Timber Queensland Ltd	(QLD)	5	Versace Timbers Pty Ltd (Virginia)	(QLD)	17
Timber Truss Northside	(QLD)	5	Woodhouse Timber Company Pty Ltd (Darra)	(QLD)	17
Westview Frames & Trusses (NSW) Pty Ltd	(NSW)	5	Big River Group Pty Ltd (Meadowbrook)	(QLD)	19
Astleys Plumbing & Hardware	(NSW)	6	Blacktown Building Supplies Pty Ltd	(NSW)	19
Fleetwood Timbers Pty Ltd	(NSW)	6	Clarke & Walker (Hornsby)	(NSW)	19
Gem Frame & Truss Pty Ltd	(NSW)	6	Hardware & General Supplies Ltd (Dural)	(NSW)	19
Jeays Hardware Pty Ltd ATF	(QLD)	6	Programmed Timber Supplies	(NSW)	19
MCM Frame & Truss Pty Ltd	(NSW)	6	MiTek Australia Ltd (Riverwood)	(NSW)	20
Ozbuild Materials Pty Ltd	(QLD)	6	B & J McNamara Pty Limited	(NSW)	21
Ridgewood Timber Pty Ltd	(SA)	6	Walker Bros Gosford	(NSW)	21
Royal Plywood Pty Ltd	(NSW)	6	South Pacific Roof Truss	(NSW)	22
Wilson Timbers Pty Ltd	(QLD)	6	Hardware & General Supplies Ltd (Brookvale)	(NSW)	23
Allmat Pty Ltd	(SA)	7	Heritage Profile & Moulding Pty Ltd	(NSW)	24
Bone Timber Industries	(SA)	7	L M Hayter & Sons Pty Ltd	(NSW)	24
Goodwood Timber & Hardware	(SA)	7	Harper Timber	(NSW)	30
Macarthur Frames & Trusses Pty Ltd	(NSW)	7	Belmont Timber Co Pty Ltd	(NSW)	35
Natbuild	(QLD)	7	Rallis Timber Pty Ltd	(NSW)	36
Processed Forest Products	(NSW)	7	Warringah Timbers Pty Ltd	(NSW)	38
Ultraflex Panelling	(NSW)	7	Crescent Timber & Hardware Pty Ltd	(NSW)	41
Dark-Red Frames & Trusses Pty Ltd	(NSW)	8	Prospect Frame & Truss Pty Ltd	(NSW)	55
DMK Forest Products Pty Ltd (Banyo)	(QLD)	8	Canterbury Timber & Building Supplies Mitre 10	(NSW)	77

TRADE INSURANCE

Since 2014 NCI has partnered with TABMA to deliver an exclusive Trade Credit Insurance offering to members through the TABMA Trade Credit Insurance Program.

The TABMA Trade Credit Insurance Program offers protection against bad debts, where you have your debtors insured against the risk of insolvency or protracted default.

This program offers a number of benefits to its members including:

- ▶ Attractive premium rates;
- ▶ 30 days cover on works conducted on bespoke items prior to delivery*

- ▶ Unique low shared excess for members claiming on the same buyer;
- ▶ Premium spend is reduced with balances below \$5,000 excluded;
- ▶ 100% reimbursement of collection and legal costs, up to \$10,000*

*subject to terms and conditions

As well as Trade Credit Insurance, NCI can also assist with a variety of credit risk management solutions including:

- ▶ Debtor alerts through NCI Radar;
- ▶ PPSR;
- ▶ Credit opinions and adverse check reports;

- ▶ NCI Credential, to assist with uploading your credit application form and terms and conditions into an online format;
- ▶ Debtor financing;
- ▶ Surety & Bonds

For a full list of program features or to understand how NCI can assist with your credit risk management needs going forward please contact NCI's dedicated TABMA specialists.

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