

# Summer Newsletter

Dear all,

Welcome to our latest edition of the University of Ballarat Technology Park (UBTP) Newsletter.

A significant percentage of this Newsletter is devoted to highlighting some of the commercial tenants of the University of Ballarat Technology Park. We are enormously proud of these and other Park enterprises, for the important contribution they make to regional employment, industry innovation and economic development.

If you require any additional information in relation to any of these stories, then please email me at [m.vallance@ballarat.edu.au](mailto:m.vallance@ballarat.edu.au) or telephone 03 5327 9711.

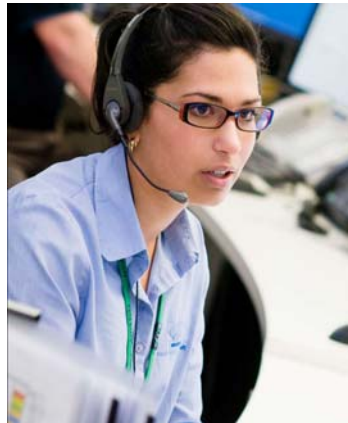
Mal Vallance  
Director, Technology Park

## Emergency Services Telecommunication Authority

The Emergency Services Telecommunication Authority (ESTA) was established in the Technology Park in 2003, with 12 staff working from the IBM Data Centre. Over the past eight years the ESTA operations have grown and evolved to the point where 160 plus staff are employed in a high tech, purpose built facility. It is anticipated that ESTA employment will increase to 250 by mid to late 2012.

ESTA Ballarat receive emergency (000) calls for the following Emergency Services:

- Country Fire Authority
- Victoria Police
- Ambulance Victoria; and
- 132 500 calls for the Victoria State Emergency Service



ESTA Ballarat is a 24 hour, 7 day a week operation that processes in excess of two million emergency and non emergency calls per year. The local Ballarat operations provide call taking and dispatch services for all parts of Victoria and some areas of southern NSW.

In addition, the centre provides important emergency calltaking for ESTA's metropolitan centres. All staff employed by ESTA are involved in a comprehensive induction training program. In fact,

ESTA is a Registered Training Organisation and offers a range of accredited training options to its workforce.

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## Ballarat Health Services – SWEP Project

### Newbiz Solutions and Optus IT Challenge

It is pleasing to announce that Newbiz Solutions was one of nine finalists in its national Ultimate IT Challenge Competition. Newbiz Solutions is a new, dynamic IT enterprise located at the Greenhill Enterprise Centre. The Optus sponsored competition was open to Australian businesses of any size to recognise and reward innovation and teamwork in overcoming IT challenges at work.

Paul Brick, Director of Newbiz Solutions, said that he was “thrilled and delighted” to have made it to the final nine, given that it is a national competition. “We are only a young IT enterprise and it is really pleasing that we are being recognised for the progress we are making” he added.

Well done Newbiz Solutions!

The State-wide Equipment Program (SWEP) is a new Statewide program which commenced operation in December 2010. It replaces the existing 26 aids and equipment program issuing centres. Clients of the existing issuing centres will gradually transition across to the new service between December 2010 and April 2011. Ballarat Health Services has been selected as the provider of the new service, and will be responsible for administration of the delivery of aids and equipment, domiciliary oxygen and continence aids to clients of SWEP throughout Victoria.

The primary purpose of SWEP is to provide a consistent framework for the operation of a range of programs including – Aids & Equipment Program (A&EP), Supported Accommodation Equipment Assistance Scheme (SAEAS), Domiciliary Oxygen Program (DOP), Continence Assistance Program (CA), and the Vehicle Modification Subsidy Scheme (VMSS).

The aim of these programs is to assist those Victorians who are frail, aged, or who have a permanent or long-term disability to gain timely access to aids, equipment and modifications to enhance or maintain their safety and independence; facilitate community participation, and support families and carers in their role.



It is anticipated that the SWEP will assist more than 25,000 Victorians each year.

Ballarat Health Services has leased three suites at the Global Innovation Centre for the SWEP team and are delighted with the facilities the Technology Park provides and the excellent assistance received to refit these suites to meet the tight deadlines for this program to be operational.



## Lekker Byte Café

The University is delighted that Café Lekker has extended its Ballarat operations from the central business district to the Technology Park. Ben and Kim Veldhuis have recently assumed responsibility for the management and operations of the café within the Greenhill Enterprise Centre. The café provides an important service to patrons from the Park and the University.

Ben and Kim have operated Café Lekker, Doveton Street North, Ballarat for the past seven years and have developed a strong reputation for quality food and excellent customer service. I would encourage you to visit the Greenhill Enterprise Centre and sample some of the offerings of Ben and his team. Feedback from patrons to this time has been immensely positive.

Ben can be contacted on mobile telephone 0402 697 370.



## State Revenue Office

Not long after the opening of the State Revenue Office (SRO) Ballarat Office on 6 March 2002, the SRO in-sourced all of its IT Infrastructure and Applications Development, and housed its main production data centre in the Ballarat office. There is a dedicated WAN link to an SRO data centre in the Melbourne office, which provides development and testing environments as well as full site failover for the Ballarat facilities.

In addition to providing core network, desktop, server, hosting, storage and backup services, the SRO IT group develops, maintains and hosts bespoke enterprise class revenue management applications to support its core business. Covering back office transactional and analytics functions as well as customer facing applications, the IT area delivers great returns to the business of the SRO and to the State of Victoria. By example, one of SRO's customer facing applications, Payroll Tax Express, has proven highly successful with a take up rate of about 99% of all payroll tax customers. This and many of SRO's other online applications are all conducted from the Ballarat Office.

Numerous government initiatives announced in recent years, including Congestion Levy, the First Home Owners Boost & Bonus, and Growth Area Infrastructure Contribution, are administered from the SRO Ballarat facility.

The Ballarat office now accommodates nearly 200 staff, representing around 40% of all SRO employees. In 2009/10 the Ballarat office was responsible for the administration of nearly 50,000 First Home Owner Grant applications, for processing over 30,000 claims for unclaimed monies, and for answering the majority of the 270,000 phone enquiries that came into the SRO.

As this facility moves towards its 10<sup>th</sup> anniversary, it is fair to say that the Ballarat office has been an outstanding success for the SRO.





## IBM Upgrades Ballarat Data Centre

The IBM Ballarat Data Centre is undergoing a major refurbishment and upgrade to meet the expanding needs of its growing client base and to focus on providing a more efficient service for its existing customers.

Driven by a concerted focus on business development, the infrastructure enhancements aim to meet the increasing demand for data centre resources. The first stage of the data centre's refurbishment has been completed, including upgrades to the fire detection systems, installation of an additional sprinkler fire suppression system, and provision for supplementary cooling systems and earthing of the raised floor.

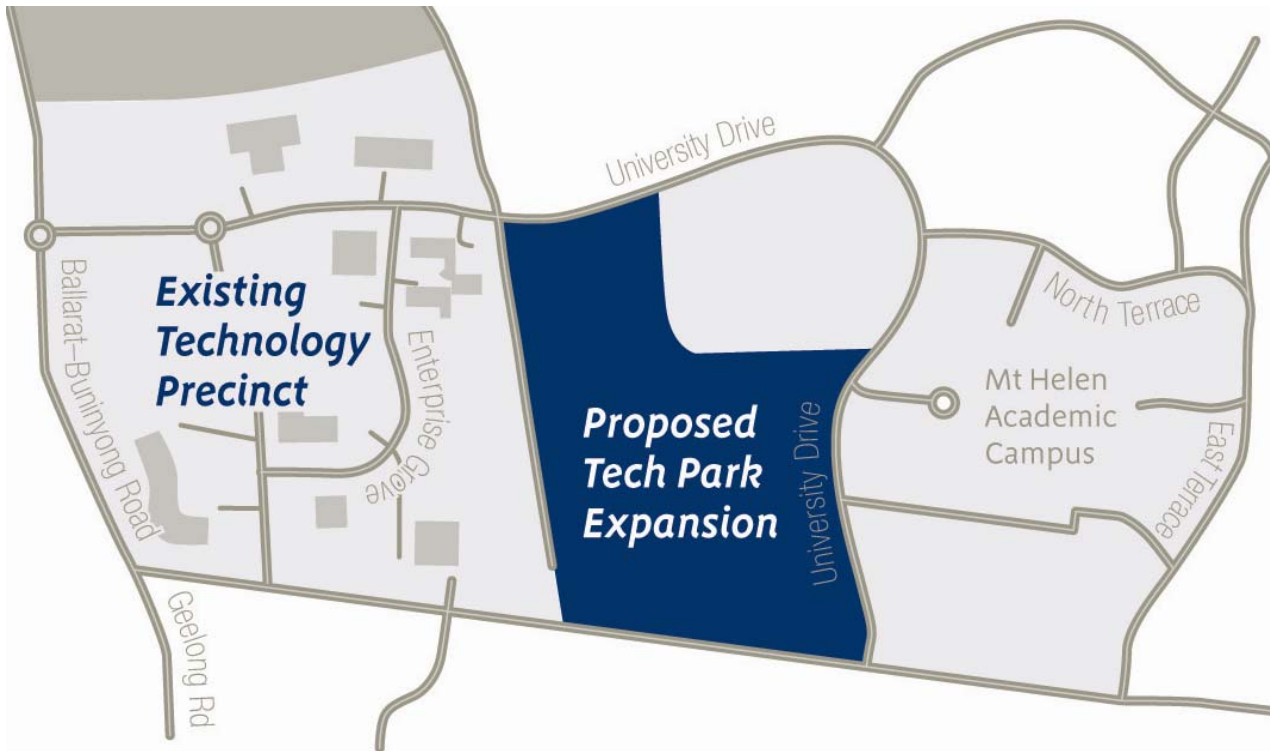
The second stage of the upgrades which commenced last month includes installation of additional UPS capacity, reconfiguration and expansion of the UPS and generator distribution systems and reliability and concurrent maintenance upgrades to ensure the high availability of services supporting the ICT infrastructure of IBM clients. This major upgrade of IBM's Ballarat Data Centre will deliver clients a state of the art 21<sup>st</sup> Century data centre offering maximum reliability and uptime.

First established in 1995, the data centre was built at the Ballarat Technology Park to support the information technology requirements of a number IBM Commercial clients and Victorian government agencies. It has since evolved from a regional data centre to focus on global customer support. The current investment by IBM provides a platform for continued business growth and demonstrates clear understanding of the current needs of its data centre customers.



## Proposed Technology Park Stage 2

In the previous Newsletter I indicated that the University Council had provided in-principle support for the idea of extending the Technology Park to the east, and utilising 18 hectares of land located between the University and the Park. Over coming months, the University together with the City of Ballarat will work through all planning matters. It is important that the University has the City's support in relation to this important further development.



The specific project steps that will need to be undertaken include:

- Finalisation of an agreed strategy in relation to planning and associated matters
- Completion of a Business Plan for proposed development
- Completion of a Cultural Heritage Management Plan
- Completion of a Development Plan for Stage 1 (oval) of the development

The University continues to receive approaches from business investors and government in relation to possible further business expansion. It is important that the Technology Park continues to foster business investment, innovation and employment for the benefit of the wider region.



## Ballarat Technology Park/ICT Breakfast



The next Breakfast will be held on Tuesday, March 15, at the Neighbourhood Cable Conference Centre, Greenhill Enterprise Centre, Technology Park. The guest speaker will be Robert Reed, Chief Executive Officer of FE Technologies.

Robert will speak on:

- The background to the development of FE Technologies
- Radio Frequency Identification and libraries
- The role of innovation in developing the business
- The future, the move towards printed Radio Frequency Identification

Please direct all registrations and enquiries to Julie Anson on 5327 9893 or [j.anson@ballarat.edu.au](mailto:j.anson@ballarat.edu.au)

## Physical Resource Improvements in the Park

The University and its commercial tenants continue to invest in the Park for the benefit of the precinct and businesses. Some of the recent works that are being undertaken include:

- A major 'makeover' and replanting of University Drive, Technology Park. These works should be completed by mid February.
- The replacement and extension of the timber decking on the western side of the Greenhill Enterprise Centre, enabling us to now offer alfresco dining.
- Planning for a significant physical upgrade to the kitchen that supports the Lekker Byte Café in the Greenhill Enterprise Centre. It is anticipated that the actual works will be undertaken later this year.
- A \$7.5 million upgrade to the IBM Data Centre, corner of Geelong Rd and Gear Avenue
- A range of works at the Emergency Services Telecommunication Authority, associated fire protection and improvement to basic amenities. Works valued at \$100K plus.
- Expansion of the southern car park at the Global Innovation Centre, to facilitate a further 25 car spaces.

The University will continue to invest in this precinct in response to the expanding number of local commercial enterprises.

