

## **ATAC Submission, Angela McGregor - Quality Training Solutions**

The main benefit of teleworking for myself is the reduction in economic strains on my small business.

During my pregnancy (4 years after commencing my business) I was able to continue operating my business. The business would have been closed without the option to work from home, due to my inability to drive near the end of the pregnancy.

Once my son was born I was also able to work at home, supplementing my business income with a after hours call centre contract, which was set up with a business in Yeppoon.

Technology has enabled me to receive and respond to emails in hospital ( 7 days for which my business would have been closed) and communicate by mobile.

The business takes advantage of such services as meeting rooms, serviced offices, photocopy shops, cafes, couriers, and telephone answering services. We also rely heavily on broadband, website, mobiles and emails.

Trainers and admin staff currently employed by the business enjoy the freedom to work from home and meet as required. The main method of communication with staff is the internet. In particular they are happy with the autonomy and flexibility that this offers.

Telework has been possible through access to internet, mobile communication, laptops and being able to divert the office number to other numbers.

This method of work has proven to be most cost effective and has enabled the growth of the business, exploring servicing new areas/regions.

Following the Telework forum it is my intention to develop units of competency for accreditation to be offered at Cert IV an diploma level in conjunction with units from the Business Training Package.

Please don't hesitate to contact me should you require any further information.

Kind regards  
Angela McGregor  
Quality Training Solutions  
0412 142 755