

THE GROWING MOVEMENT TO KEEP WORK AT WORK

Have you ever answered a work email or business-related call outside work hours? For most of us, the answer is a resounding, regular (and unwanted) *yes*. We have come to accept that being on call is part of modern working life. However, significant campaigns are underway around the world – with the backing of government – to put companies on notice and let people have their personal time back.

A report on the website of leading business publication **INTHEBLACK** details the looming shift in expectations for out-of-hours productivity. In France, for example, companies with more than 50 employees now have to actively negotiate with workers about ignoring smartphones when confronted with a business call or work email at home.

Technically, the same protection exists in Australia. Without specific laws here, however, real-world expectations see most of us 'on tap' 24/7. [See the report here](#)

HOW TO BEAT THE POST-LUNCH SLUMP

The first step to beating the post-lunch slump may be to accept that it is very much a real thing, and the it's not just happening to you! Business leaders are looking for answers, and conference organisers are even selecting carefully prepared menus to ensure delegates remain bright-eyed and attentive as the presentations roll on.

The latest issue of leading publication **INTHEBLACK** examines the ways you can keep yourself sharp for the entire day, in the midst of a working culture that doesn't take kindly to siestas.

Certainly how you eat and what you eat, particularly at lunchtime, will have a big bearing on whether you perform or plod through the afternoon.

WHEN TECH MEETS CUSTOMER SERVICE ... AND ACTUALLY WORKS!

For most of us, the concept of technology being used as part of customer service is enough to induce nightmare flashbacks to automated phone systems, outrageous wait times, and an exceedingly sour result. Some companies, however, are actually integrating smart technologies into the customer experience and leaving everyone impressed ... and even wanting more.

A special report in the latest issue of leading business publication **INTHEBLACK** examines the clever techniques being used by leading companies, to ensure technology puts people first.

With more and more of us shopping and interacting online, the stakes have been raised, and organisations have more connection points with their customers than ever before.

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CALLING IN THE FORENSIC ACCOUNTANTS

Forget *CSI*. Bringing down our biggest criminals often comes down to the money trail. A select group of forensic accountants have proven to be crucial in delivering key testimony to crack the case. They are both sleuth and expert witness.

A report in CPA Australia's **INTHEBLACK** profiles these unheralded specialists, who have been able to bring down crooks and swindlers in Australia and overseas.

The report examines how they do what they do, to ensure the results stick.

THE FINAL HURDLE? EMBRACING DISABILITY AT WORK

Much has been done to improve gender and racial diversity in the workplace, but what provisions are our companies really making to ensure people with a disability can find a job and work to their full potential? Beyond token gestures and workplace rules, some organisations are taking impressive strides forward.

INTHEBLACK business magazine profiles the people and organisations truly breaking down the barriers when it comes to employing people with a disability.

Many managers may be surprised to realise the government will pay them to make their buildings disability-friendly, as well as kicking in for the wages of disabled employees. As the report illustrates, there is plenty to be gained all round.

TO ORGANISE INTERVIEWS:

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