“Dad taught me my trade skills, Curtin taught me to be a better manager and definitely how to be better to my staff.”
Optic fibre is a specialised industry requiring a lot of expensive equipment, equipment which is used to splice optic fibres which have the ability to keep whole townships, mines, corporations and councils operationally connected. We have a lot of specialised equipment and the investments have paid off. We probably wouldn’t have been in that situation if the Growth Program hadn’t taught us how to work out how to charge for that equipment and its ongoing maintenance. We have gone from 60% Gross Profit/40% Cost Of Sales to 60% Gross Profit/40% Cost Of Sales. How could you not be at this course!

“Pricing was the biggest thing I learnt. How to manage money and cash flow, explaining the cost of overheads and making sure you’re not working for free.”

I put all the systems and processes we learnt in place straight away. I think the Growth Program cost about $10,000 back then, that was a lot of money for me and I remember we had a class of 25. People in the class were too busy and missed classes and I can remember thinking how can you afford not to be here? If you are that busy the lessons being taught would only help, giving away these tools and not learning this stuff didn’t make sense to me. The course has paid for itself ten times over – and I wouldn’t have been able to quantify that if I hadn’t done the finance days.

“The definition of a tool is to make the job easier, but without them you have to forage your way through the bush and find the pointed rock for a knife and a stick as a spear – these guys just had all sorts of different knives and spears in their tool cabinet that I could implement in my business. They had all the secrets. Our mentor is so intuitive – I don’t know how big his toolkit is, he manages to bring out a process to help us think about building a procedure whenever we need it! I can remember texting him on my very first holiday in Hawaii and thanking him for setting me on track and giving me my life back.

“Dad taught me my trade skills, Curtin taught me to be a better manager and definitely how to be better to my staff. I enrolled four of my team for the Program in 2009, 2010 and 2011. Two said their goal was to give Joe some time off. It allowed me to do the Masterclass in 2012 and meant my wife could stop working full time in

Joe Arrigo
Lightspeed Communications

Title: Business Development Manager (Owner)
Business Name: Lightspeed Communications and Electrical
Industry: Electrical and communication cable and fibre – design, installation and maintenance
Web Address: www.light-speed.com.au
No of Employees: 11
Turnover: $3.8m
Growth Program Owner: 2007
Growth Masterclass: 2012
Growth Syndicates: 2015
No of Staff on Growth Programs:
  Office Manager: Growth Owner 60 (2017)
  Operations Manager: Growth Owner 44 (2011)
  Senior Technician: Growth Owner 44 (2017)
  Project Supervisor: Growth Owner 9 (2014)
  Manager: Growth Fundamentals 2010
A Curtin Growth Case Study

Joe Arrigo
Lightspeed Communications

“It is the friendships too, 50% the course and 50% the people that are on the course with you. You learn so much.”

I started from the garage in my house in 2004 and worked 24/7 for the first eight years. I was always exhausted and fearful of how I would continue to cope. A friend had almost gone bankrupt and I heard he did a course that got him back on track; another friend had done the Curtin course which I found later was the same course – so I enrolled. My first year’s turnover was $362,000 and 11 years later: $3.8 million. The year I did the Growth Program was a springboard year for me.

the business and volunteer her time to fundraise for a community group she admires. This allows me to support that charity through the business by gifting Christmas packages to children who wouldn’t otherwise get a present. Now with the joyous arrival of twins it means I have truly stepped back to let the business run itself. My new title is Business Development Manager; my role is to go and get new work and leave the business to run itself.

It is the friendships too, 50% the course and 50% the people that are on the course with you. You learn so much. You learn from the content of the course and you learn from the people on the program with you, the presenters and the Curtin team. There are no secrets once you’ve done the course, you are willing to share your story, you are just so open about everything in your business, systems, staff and so on. Phil probably put it best when I thanked him. He said, “Joe, we just provided the water trough, it is just that you decide to drink it dry and ask for more”.

For more information:
Curtin Centre for Entrepreneurship
Unit 4, De Laeter Way, Technology Park, Bentley WA 6102
Tel: +61 8 9266 4555
Email: c4eadmin@curtin.edu.au
Web: curtingrowth.edu.au

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