



Newsletter

CONTACT Email : office@GraftonChamber.org.au

Grafton Crazy Day coming SOON!

August 2011

Diary Dates

Networking the Clarence

Wed 10th August 5.30 pm

\$5.00 per head All welcome

Presented by CBEAS and

Summerland Credit Union

Yamba Shores Tavern,

The Mainbrace, Yamba

Chamber Network Meeting

Wed 17th August 6.00 pm

\$5.00 per head . All welcome

Kitchen Fusion

Grafton Mall, Pound St, Grafton

Next Chamber Meeting

Wed 24th August 5.30 pm

All members welcome

Caringa Enterprises

Wharf & Through Sts South Grafton

South Grafton Party

Thurs 1st September from 5.30 pm

All welcome see Pg 7

The Emporium

Skinner St South Grafton

World Rally Cofts Harbour

Thurs 8th-Sun 11th September

The annual Crazy Day event, organised by the Grafton City Centre Traders, The Daily Examiner and Radio 2GF/104.7 FM is fast approaching.. This August special event will involve shops being decorated, staff dressing up, tables on footpaths and an intensive promotion campaign to attract business for one day into the main street retail area.

Buses are being organised to transport people from regional towns to Grafton for the day. Bus stops will be located close by, and information pamphlets identifying retailers with special offers will be given to the visitors.

The Daily Examiner and 2GF/104.7FM have organised special advertising packages to enable all stores to participate. With each business doing a little advertising with one or both of these media outlets, the whole Crazy Day and City Centre benefits from the repeat publicity for the Event.

Display and promotional signs have been organised to increase the impact. Noel Smith of Low Pressure Surf Co (Ph 6643 5551)

is the person to contact to place orders—but be quick.

The City Centre Traders are meeting Wed 17th August at Roches Hotel (Captains Room) at 6 pm to discuss details, updates and also discuss other future promotional activities for the town centre. Call Tim at More 4 Men Ph 6643 3131 for more

information. All local traders are welcome to attend, or speak to Tim or Noel by phone for an update if you are unable to make the meeting.

Traders from outside the core area have also been invited to contact one of their colleagues in the City Centre to place a table outside a city centre business. "We hope to increase the interest and excitement of the city centre, and would welcome other small retailers to speak to any of us to place a table outside with us", said Tim.

We have a number of new businesses and business owners, and some businesses taking the opportunity of some vacancies in the main street to relocate. This means new enthusiasm and new people to help revitalise the main street. We have discussed at the last CCT meeting the possibilities of Charity Events, join advertising and Christmas promotions, and Crazy Day is an example how together we can make a huge impact.

Advert Packages

The Daily Examiner

Daily Examiner advertising packages start from \$120—contact Judy Lewis - Email judy.lewis@dailyexaminer.com.au or Ph 6643 0500.



2GF/104.7FM packages start from \$330 +

GST for 15 x 30 sec adverts. Phone Lynn Alford on 6642 2766 or email lynn@2gf.com.au.



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Email: tursa.macleam@tursa.com.au

GRAFTON 92 Fitzroy Street

Ph. (02) 6643 5200 Fax (02) 6643 3500

Email: tursa.grafton@tursa.com.au

NO FEES!



AN AUSTRALIAN GOVERNMENT INITIATIVE



WORLD RALLY COFFS

8-11 Sept 2011—Page 4

COUNTDOWN

4 WEEKS



Grafton Chamber's Activities and Events

From the Presidents Desk...

Welcome to the start of August. Let us hope that business picks up in this latter half of the year.

From all accounts, small business is doing it tough, and Grafton is no exception. There are certainly more empty shops noticeable in town, although it is rumored that some of these will be occupied again in the near future.

I hope the July races and the visitors that brought helped in a small way. Grafton traders certainly benefit by visitor trading on top of local trade and it is critical to continue to promote our city as a place to visit. I travelled to Kempsey and Kyogle in the last week. Both towns are RV friendly towns and speaking to local businesses, whilst they are all doing it tough, they all spoke positively about the benefits of attracting visitors through such schemes as "RV friendly" and the economic benefits those visitors bring.

It is pleasing to see the Barn at the showground being renovated. It has recently been re-roofed, new windows, and thanks to a grant submitted by the Gallery Foundation, a new kitchen is being installed. This has already drawn bookings for

functions that bring visitors into our city. We have the North Coast Tourism awards, drawing about 300 people. The Gate to Plate, a similar sized event; along with a Local Government water conference. All of these functions provide an opportunity to highlight our city.

The business rates issue is on-going, and there is to be a meeting later this week to see if we can progress this issue. The outcome of that meeting will be mentioned in the next newsletter.

Our relationship with the NSW Business Chamber is strengthening, to both of our benefits, and we are now having regular liaison with that body. For those of you who have not yet renewed membership, there is the opportunity of being part of the NSW business chamber at no additional cost.

Hope to see you all at our AGM to be held in September. The details will be forwarded to all members in the near future

Jeremy Challacombe
President,
Grafton Chamber of Commerce and Industry

Grafton Chamber of Commerce & Industry

Office : PO Box 502, Grafton 2460
Ph (02) 6642 6183 Fax (02) 6642 1272
Executive Officer
James Patterson Mob/Txt 0457 768 641

EXECUTIVE COMMITTEE

Jeremy Challacombe	
(President)	6642 3336
Noel Smith	
(Vice President)	6643 5551
Janet Ocholla	
(Secretary)	6642 6183
Glenn Thompson	
(Treasurer)	6642 7555
Phil Belletty	0419 884 001
Alan Masson	6640 3089
Sandy Stewart	0411 845 290
Cllr Craig Howe	0418 845 201
(Council Representative)	

NEWSLETTER ADVERTISING

Banner Ad (19 x 2cm)	\$ 40 per month
1/8 page (9cm x 6cm)	\$ 50 per month
1/4 page (19cm x 6cm)	\$ 90 per month
1/2 page (19cm x 12cm)	\$160 per month

All copy and artwork must be received before the **2nd of the month**. Any member interested in advertising in the newsletter [email](mailto:) or phone the Chamber on **6642 6183**

Grafton Farmers & Growers Market  Clarencemarkets

7am – 12 noon every Thursday at Market Square

For More information: www.clarence.nsw.gov.au Book a Stall: **6642 3336**

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Online Forms

Our form editor lets you create feedback, subscription and other web forms with simplicity.



Member Areas

Provide restricted access to valuable content for selected members after registration.



Community Tools

Create a community and build loyal customers using the built-in blog and discussion forums.

NORTHERN RIVERS Business MAGAZINE

NRBM Feature on Clarence Valley

Call for Advertisers!

Clarence Valley Council and Northern Rivers Business Magazine have teamed up to create a strong feature on The Clarence. As a local business, YOU can benefit from advertising in the NRBM Clarence Valley feature this spring. Due to be published 05.09.11, bookings are being taken now and copy is due 16.08.11.

Editorial Feature: The Clarence Is On The Move... Population Growth, Infrastructure and Economic Investment are the three big 'ticks' when creating an environment for business growth - and in The Clarence, there's plenty to shout about!

Call Today on 02 6685 4516. Northern Rivers Business Magazine is independently owned and published by AM Marketing Pty Ltd, PO Box 130 Suffolk Park, NSW, 2481.

Mayoral Black Tie Masquerade Fundraising Ball

Clarence Valley Youth Initiative is a group of like minded people seeking to raise funds towards the establishment of a Police Citizens Youth Club in the Clarence Valley.

All proceeds from the night will go towards the establishment of the initial PCYC venue.



*Patron for the event
Mayor Richie Williamson*

*Master of Ceremonies
Angry Anderson OAM*

A wonderful evening of entertainment showcasing the depth and variety of local performers, which includes; The Clarence Valley Conservatorium's 'Big River Stage Band', Local aboriginal singer Mr Shane Gordon, Hip Hop Down Under - our very own youth dance group; and Newly formed Northern Rivers band (already wowing the crowds) - Auribus.

Friday 19th August 2011

6.30pm for 7.00pm start

Dress Code - Black Tie

Clarence River Jockey Club - Powell St, Grafton

Tickets \$75.00pp

For more information contact
Ursula Tunks 0402 024 209
Amanda Finucane 0414 270 885

Shop Local Campaign secures NSW Govt Funding.

A Shop local campaign developed by the Chamber with Clarence Valley Review, Grafton Shoppingworld and Cansdell Signs has received \$2010.00 funding from the NSW Government's Dept for Trade and Investment.

This will support a monthly feature over the next 10 months published in the Clarence Valley Review and distributed throughout the Clarence Valley. Piloted in April with the Review, Chamber members can contribute a few paragraphs on how they support the local community ([contact James if interested](#)). The Review has offered a number of adverts for the feature at reduced costs to Chamber members and participants. [Contact Kevin for details](#).

We are very appreciative the Dept Trade and Investment has given this assistance to encourage customers to support their local town centre traders.



A NSW Government Initiative



one cup's not enough..

to read through an edition of the
Clarence Valley Review

With over 100 community contributed
news and sports articles every week it's
the read of your life

Grafton-49 Queen St.
6642 8570
Yamba-126 Yamba Rd.
6646 9466

clarence valley **Review** the leader in local news
We have you covered every day

Join and Support the Chamber Support YOU!



CHAMBER AGM

ELECTIONS and AGENDA
Wed 21.09.11

The Grafton Chamber of Commerce and Industry will hold its **AGM on Wednesday 21st September 2011**. With over 140 members at present, we would welcome all business people interested in nominating for a position on the Executive Committee to [get a nomination form from the Executive officer James Patterson](#). ALL Positions will be open for election—President, Vice President, Treasurer, Secretary, Public Officer and up to four Executive Member positions.

We will present the updated Constitution for Adoption, all members as of 30th June and current new members will receive a copy in the email.

Any items for the AGM agenda please [contact James](#)

The AGM will be a dinner with special guest speakers, and full details will be available shortly. All businesses are welcome to join us, however only current financial members may vote.

Chamber membership renewals have gone out, please ensure you complete the reverse of the membership form for your **FREE** alliance membership of the NSW Business Chamber

The best laid plans of mice and men ... The Internet Expo is not lost, and I HOPE TO run the event in September? The Shop Local Campaign has been given a huge boost by the NSW Government Dept Investment and Trade. I will be touch over the next couple of months to get Shop Local articles. We would encourage Members to support this campaign across the Clarence Valley by placing adverts with the feature in the Clarence Valley Review. In turn, we hope to encourage customers to continue to spend locally to keep the our economy stable and jobs in place.

Grafton Arts and Music Festival is ready (see below), with the program placed on the Clarence River Tourism website and linked to the World Rally and other sites. Its hoped that despite a difficult economy, fans and enthusiasts will still flock to the region for the Rally, with tickets starting at \$15 each. We hope that Grafton is able to benefit directly and indirectly, through visitors in attendance and activities like our Festival and the associated marketing of the area in the television and other media coverage .

Meanwhile the Chamber has a busy few months ahead, with our AGM on 21st September (see left). Last years AGM was well attended (50+ people) who enjoyed the more formalised networking occasion with a two course dinner and guest speakers. A similar program is being finalised at present. More to come.

Daniel and Brad Willis have invited Grafton Chamber members to join them **Wed 17th August from 6 pm** for a networking evening at Kitchen Fusion, where their School of Cooking will prepare snacks. [RSVP for catering](#), only \$5 for members. See you there!

**WELCOME to our newest
or renewing members**
Daryl Smith Electrical
LJ Hooker Real Estate
Coulters Carpet Court
Clarence Valley Wholesalers
McKimms Real Estate
More 4 Men
The Gateway Village Holiday Park

September 8th - 11th

Over the weekend of the FIA World Rally Championship for more information see www.RallyAustralia.com.au www.ClarenceTourism.com

**Ken Casson
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HOLDEN

NEW PREMISES—Same Faces!

Chamber Member Cansdell Signs are moving Premises. You will find Kye and Amanda at 109 Bacon Street Grafton, across from Jack & Jill Pre School on Monday 8th August.



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Grafton 6644 3222
Yamba 6646 8911



ACCC Update



Voluntary warranties against defects offered by businesses.

The Australian Consumer Law (ACL) was introduced as a single national consumer law on 1 January this year. Suppliers or manufacturers regularly offer voluntary warranties, or sometimes referred to as manufacturers warranty with their goods as a way to distinguish their product from others in order to gain a competitive advantage. These promises are called warranties against defects under the ACL.

As from 1 January 2012 a business must not offer a warranty against defects unless it complies with the following requirements:

- ◆ concisely state:
 - what the person giving the warranty must do so to honour the warranty;
 - what the consumer must do to be entitled to claim;
- ◆ include the following statement: "Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure".
- ◆ prominently state, in relation to the person giving the warranty, the person's name, business address, telephone number and email address (if any);
- ◆ state the period or periods within which a defect in the goods or services to which the warranty relates must appear if the consumer is to be entitled to claim the warranty;
- ◆ set out the procedure for claiming under the warranty including the address to which the claim may be sent;
- ◆ state who will bear the expense of claiming the warranty and if the expense is to be borne by the person who gives the warranty, how the consumer can claim expenses incurred in making the claim; and
- ◆ state that the benefits to the consumer given by the warranty are in addition to other rights and remedies of the consumer under a law in relation to goods or services to which the warranty relates.

It is important to note that 'warranties against defects' are provided in addition to consumer guarantees, and do not displace them.

You can access further information on warranties against defects at <http://www.accc.gov.au/content/index.phtml/itemId/996742> This link provides information material relating to the warranties against defects requirements for businesses. For further information visit the [ACCC website](http://www.accc.gov.au) or contact the **ACCC Infocentre on 1300 302 502**.

If you need more help or advice on this issue call the **ACCC Small business helpline on 1300 302 021** or contact your local ACCC Education and Engagement Manager Albert Julum on 0438 946 177 or email albert.julum@acc.gov.au

Two significant employer changes came into effect on 1 July – an increase in minimum wages, and the obligation to administer paid parental leave.



Minimum wages increased by 3.4% on 1 July 2011 as a result of Fair Work Australia's recent decision. The federal weekly minimum full time wage increased by \$19.40 per week to \$589.30 (\$15.51 per hour) and modern award rates will have increase by this amount or more.

Check the Fair Work Australia website (www.fwa.gov.au) for pay rate revisions to modern awards and ensure the appropriate increase is passed on in the first pay period after 1 July. For award based employees the increase can be absorbed by a standard higher pay rate where there is a specific contractual agreement in place. For non award employees the obligation is to ensure employees are paid more than the minimum wage rate for all hours worked.

Employers are also now responsible for the administration of **paid parental leave** entitlements for eligible employees. The Family Assistance Office will make payments to employers which must be paid to the employee as if the payments were salary or wages.

The main features of the scheme are:

- ◆ Mothers giving birth or parents adopting from 1 January 2011 are eligible;
- ◆ The government will fund paid parental leave (PPL) at the minimum wage rate for 18 weeks;
To be eligible a person must:
 - have been an employee of an employer for at least 12 months;
 - meet residency requirements;
 - have an income of \$150,000 pa or less; and
 - have worked for at least 1 day a week in 10 out of the previous 13 months;
- ◆ Employees must lodge claims with the Family Assistance Office which will assess entitlement and advise employers;
- ◆ PPL can be taken by an employee within 12 months of the birth/adoption;
- ◆ PPL does not extend the standard 12 month parental leave entitlement and supplements any other paid employer leave;
- ◆ PPL can be transferred to a partner if they are or become the primary carer;
- ◆ The Family Assistance Office will make PPL payments to the employer in up to 9 fortnightly instalments;
- ◆ Employers must pay PPL through the normal pay cycle, deduct tax and provide a payslip for the payments;
- ◆ Employers don't have to provide PPL to employees until after it's received from the Family Assistance Office;
- ◆ Employers are not required to pay superannuation on PPL and can claim a tax deduction for the payments;
- ◆ Employees cannot work while receiving PPL but can "keep in touch" with the workplace for up to 10 days, eg training days;
- ◆ The Fair Work Ombudsman can investigate alleged failures by employers to pay PPL and penalties can be imposed;

Employers can pre register with the Family Assistance Office online at www.centrelink.gov.au/internet/internet.nsf/online_services/index.htm .

Further information and brochures can be obtained from www.familyassist.gov.au.

Beenleigh

71 York St
PO Box 165
Beenleigh QLD 4207

Phone 07 3287 2266
Facsimile 07 3807 3648

beenleigh@dkm.com.au

Coffs Harbour

10 Moonee St
PO Box 525
Coffs Harbour NSW 2450

Phone 02 6650 5959
Facsimile 02 6652 6559

coffsharbour@dkm.com.au

Grafton

50 Skinner St
PO Box 148
South Grafton NSW 2460

Phone 02 6643 3000
Facsimile 02 6643 3250

grafton@dkm.com.au

South Bank

Level 4, 179 Grey St
PO Box 3685
South Brisbane QLD 4101

Phone 07 3340 3800
Facsimile 07 3340 3700

southbank@dkm.com.au

www.dkm.com.au



Life Education Fundraiser at Grafton Golf Course Sunday, 9 October 2011 Shotgun start at 11am

Be part of the Sponsorship Team. Sponsor or get together a team of 4 @ \$100 in a 4-person Ambrose Event. All players will receive a free lunch, a drink and a golf ball. Be in the winner's circle at the end of the day and know that you are helping children of the Clarence Valley make healthy lifelong choices through a unique Education Program.

There will be auctions of memorabilia and other items at the end of the day as well as nearest the pin prizes. Claim your sponsorship as a tax deduction.

For more details contact "Clarence Valley Life Education Support Group" members
Barry Bartley on 0409264289,
Greg Holder on 0412769588 or
Maggie Barnewall 0409457405

The South Grafton business community
Cordially invites You to our

To welcome our new
businesses in the
street.
AND
Just for the fun of it

South Grafton Party

Thursday, September 1st, 2011
5:30 p.m.
Emporium, Skinner Street. BYOG

Spring Program **NOW AVAILABLE**



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24th -29th
Sept 2011**

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Disability Employment Survey Input from Employers

An employer forum titled "What would it take?" held in Ballina on the 8 March and Coffs Harbour on the 23 March aimed to gather a better understanding of employers concerns when employing people with additional needs.

The forum identified the need to create a survey to send out to businesses for their valuable input. The survey needs to examine the possible concerns, recruitment, if any assistance is required if considering recruitment, and an area where the employer can submit their details if they would like any further follow up.

This survey is now available, and we would like your assistance. The survey is available at <http://www.surveymonkey.com/s/MQ2RKHG>

We need your assistance - could you please participate in the survey; your input is invaluable for us to gain a better understanding of employer needs, particularly in light of government requests to expand employment opportunities for people with disability or special or additional needs.

The closing date is the 5 September 2011.

Any questions, please contact me. And thank you for your support.

Leonie Kennedy

National Disability Coordination Officer
School of Education, University of New England
C/- 4/38 - 40 Park Ave, Coffs Harbour NSW 2450
Email: leonie.kennedy@une.edu.au

nab

Clarence Valley
Business Excellence Awards
2011 celebrating excellence in local business

Tickets **NOW** on sale, check out the Clarence Valley Review, at NAB branches. Priced \$65 per head, includes canapés, 2 course meal, wine and entertainment. Saturday 17th Sept, Yamba Golf and Country Club.

NSW Work Health and Safety Act Seminars



New Work Health and Safety legislation will come into force from 1 January 2012 and will change the way health and safety is managed in all workplaces. The Work Health and Safety Act 2011 will mean that NSW laws will be harmonised with other jurisdictions in Australia and we will have essentially the same OHS laws nationwide.

Seminar series

To assist businesses with the implementation of the model laws, NSW Business Chamber will deliver a program through a series of seminars under the 2010 WorkCover Assist Program. The program, delivered over two stages, will raise awareness of the new Work Health and Safety legislation and help businesses meet their legislative obligations under the new laws.

The first series of seminars on the new Work Health and Safety Act will provide an overview of the changes which are occurring as a result of NSW participating in harmonisation. This will be supported by a second series of seminars in 2012 on the new Work Health and Safety Regulations. This seminar will give businesses a more detailed understanding of how businesses can comply with specific obligations under the new legislation such as first aid, induction, consultation and others.

Who should attend?

Chief executive officers, business owners, directors, managers and decision makers on business operations. **Attendance limited to 2 people per company.**

6 September 2011

10.30 am - 12.30 pm

Grafton District Services Club

105 - 107 Mary Street

Grafton - BOOK NOW

How to register

1. Call 13 26 96

2. Book online

*Light refreshments

will be served at all locations

To register for BOTH stages when registering online select the higher price in your ticket category.

Cost inc GST

NSW Business Chamber

FULL Members

FREE for both stages

Grafton/Local Chamber

Alliance Members*

Stage 1 \$30.00

Both Stages \$65.00

Non Members

Stage 1 \$40.00

Both Stages \$85.00

NSW Business Chamber members are automatically registered for both stages.

* Must be an opted in member of a local chamber that is a NSW Business Chamber Local Chamber Alliance Partner. For more information call **13 26 96**

Additional sessions in Lismore, Ballina and Tweed Heads South

For more information call **13 26 96**

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