



Grafton Chamber of Commerce & Industry

Newsletter

CONTACT Email : office@GraftonChamber.org.au

News and Features in this Issue

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Shop Local Campaign The Grafton Chamber with the support of its members is running a Shop Local Campaign. [Pg 3](#)

Innovation Festival Chamber Breakfast Guest Speaker Ian Peters is a guest speaker at the Grafton Chambers May breakfast—Innovation in internet and small business [Pg 5](#)

World Rally Championship 9/10/11 Sept 2011 Update The Grafton Chamber is trying to attract money and business to the area by Co-ordinating a "Music Festival across the region. [Pg 3](#) (see our website for details and May update)

Careers Expo 2011 Grafton TAFE Thurs 16th June, 10 am to 3 pm. We have three sizes of exhibitor stands, including vans sites available. For more information [contact James](#) for a registration pack. [Pg 4](#)

Scams Increasing—Businesses warned to be aware \$2.7 million penalty for fake "Yellow Pages" directory scam. Overseas telephone calls about computer viruses—business beware. [Pg 7](#)

Free Work Health & Safety Workshop 12th May Workcover is presenting a 2 hour introduction to the new work health and safety legislation in Grafton For more info [Pg 6](#).

Clarence Valley Business Excellence Awards The registration process is now open, with assistance available for businesses wanting to complete the entry forms. A wonderful opportunity to reflect on your business past, present and future. [Pg 6](#) [see www.valleyexcellence.org.au](http://www.valleyexcellence.org.au)

ETC host David Koch in Coffs 17th May

David Koch is Guest Speaker at the ETC Business Leaders event at Coffs Harbour on May 17th, please refer to the following link for more details. http://www.etcltd.com.au/Business_Solutions/ETC_BusinessLeaders/Upcoming_BusinessLeaders_Event/index.aspx

Grafton Fairdinkum Country Music Round Up Bob Vickers is the driving force behind this, and may be in touch about buskers or being involved. The event is planned for Nov 10th to Nov 13th after Jacaranda. More to follow ([see www.graftoncountrymusic.com.au](http://www.graftoncountrymusic.com.au))

May 2011 Diary Dates

Networking the Clarence

Wed 11th May 5.30 pm

\$5.00 per head All welcome

Grafton TAFE Terrance Restaurant

Entry via Clarence St, Grafton

Chamber Breakfast

Wed 18th May 700 am to 8.30 am

Guest Speaker Ian Paters

Grafton District Services Club

Mary St Grafton

All welcome \$20 Chamber Members

\$25 Non members [RSVP for catering](#)

Next Chamber Meeting

Wed 25th May 5.30 pm

All members welcome

[Caringa Enterprises](#) room

Through St, South Grafton

Coming Events for Grafton

Grafton Agricultural Show

13th and 14th May, 2011

Multicultural Festival, Grafton

Market Sq 22nd May 10 am to 2 pm

Enquiries tim.shearman@clarence.nsw.gov.au

Grafton Race Week

7th to 17th July, 2011

See [CRJC website](#) for details



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Commerce & Industry
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Grafton Chamber's Activities and Events

From the Presidents Desk...



You may have noticed as you are shopping around town (and throughout the valley), there are a lot of promotion for shopping locally. It makes sense to support our local shops, especially when things are tight. If we do not support our local traders, they will fold and then we have little left. I have just recently returned from a trip to the Central West and it was interesting to see those towns that were once prosperous little centres, which had become ghost towns, with many empty shops boarded up. Speaking to people there, this was largely a result of residents not supporting their local stores.

On the other hand, a number of towns were

thriving. The city of Orange was very impressive. Vibrant, no empty shops and what appeared to be a healthy economy, even in tight times. Another feature of these vibrant towns and cities was the fact that they promoted their area with welcoming signs, letting visitors and passers-by know what events were happening. This is something that we lack in Grafton. The show is coming up, but if you drove along the highway, you would not know. Tasteful signage that promotes our city is sorely lacking. We have Race week, Jacaranda and many other events and we should be proudly advertising these to all passers-by.

Along with our own "shop local" campaign, Northern Rivers Food Links is working with local food stores, butchers, fish shops to promote and highlight local produce available in those outlets. Those stores that have chosen to become involved in this project are highlighting all the local produce that they sell in their shops and hopefully, this will not only assist them, but will promote our local farmers and producers

Have a great May, enjoy our show and don't forget. Shop local and support our businesses

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

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**

EXECUTIVE COMMITTEE

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

Council Announces Rates Advisory Committee Business Members

The Clarence Valley Council have announced the community representatives sitting with Chairman Mayor Richie Williamson to discuss ideas and options for CVC Rates next year.

They are Graeme Lockyer from Iluka Chamber of Commerce, Jeremy Challacombe from Grafton Chamber of Commerce and Industry, Andrew Baker from Maclean Chamber of Commerce, Bruce Bird from Wooli Chamber of Commerce and Bill Day from Yamba Chamber of Commerce, Eoin McSwan from South Grafton industrial area, James Hiatt from Trenayr/Koolkhan industrial area, Geoff Worrill from Maclean/Yamba industrial area, Peter James from Grafton/South Grafton professional businesses and Robert Thompson from Lower Clarence professional businesses.

The first meeting will take place on Thursday 5th May, and the Advisory group will meet regularly after that. Meetings are open to the public.

Coffs Harbour Car Rally

9/10/11th Sept 2011

The Grafton Chamber will co-ordinate a "Music Festival" to be held over the weekend of the Car Rally. We encourage all Pubs, Restaurants and Cafes as well as other groups and venues to offer some live entertainment on Friday, Saturday or Sunday on these dates. Details to be forwarded to the Chamber will be compiled into a marketing campaign for Rally visitors. It is planned that this low cost approach will attract Rally visitors each evening to Grafton. For more details or discuss ideas please contact James

Shop Local Campaign

Members of the Grafton Chamber of Commerce and Industry have joined to create a Shop Local campaign—the aim of which is to encourage



the local community to support local businesses. Our logo was created by Amanda Donoghue of Cansdell Signs, who with YooHoo Web and Graphic Design, The Clarence Valley Review, Grafton Shoppingworld, The Daily Examiner and Steve Cansdell MP have contributed to the campaign which will see regular media publicity of the issues and the potential risk to local small business.

In these difficult economic times, customers tend to pursue "cheaper" prices, whether via the internet, purchasing from discount stores or in near by cities.

Grafton is very dependant upon tourism bringing money into the local economy, and this circulates through the our town: through wages, purchases from other stores and supplies. The loss of tourism due to the floods of January meant a large amount of money disappeared from the local economy. Local business was concerned this negative situation was magnified as people purchased from outside the area or over the internet. This income drain has been evident in the last year, and particularly recent months.

Spending locally creates local jobs as well as training opportunities for our youth, increases customer choice and quality, local businesses provide excellent back up service and keeps Grafton and South Grafton vibrant places to live, shop and work. Of course small business may not have the buying power and have overheads like buildings and power. But for the difference of a few dollars, buying local is a huge investment in the local community and its business people. **Help us get the message out by displaying a logo sticker (contact James if you haven't received one as yet), write an article or letter to the local paper (or forward to the Chamber) and encourage your friends, family and customers to SHOP LOCAL!**



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*
Your business and community, thriving

Join and Support the Chamber Support YOU!

New Member
Business Profile

North Coast

Injury Management



After 16 years assisting people back to work, Fiona Henderson decided it was time to go out on her own as a locally owned and operated rehabilitation provider to assist local employers and employees with rehabilitation and workplace injuries. Fiona has been based in Grafton for the last 6 years and has specialised in workplace rehabilitation services (for both physical and psychological injuries), vocational counselling and job placement programs.

Fiona holds a Bachelor of Health Science-Rehabilitation Counselling and in her business, North Coast Injury Management, works alongside a highly experienced physiotherapist. North Coast Injury Management is a Workcover accredited workplace rehabilitation provider. Fiona assists injured workers to safely return to their job or to obtain new employment, and has a proven record of successful return to work outcomes. For more information, contact North Coast Injury Management fiona.henderson@ncim.com.au

We had a wonderful time last Chamber Network meeting at Riverbank Animal Hospital, drinking wine and discussing local business and the SHOP LOCAL campaign ([see pg 3](#)). Our thanks to hosts Chris and Amanda Gough, who have invested a considerable amount into the local community and economy, and who took us on a tour of their state of the art veterinary facilities. Our thanks to Mitch of The Australia Hotel for some delicious wines, and Simpli Sushi for catering. It is always great to chat to new and old friends and swap notes, ideas and concerns.

The Innovation Festival in May will see the Chamber host Ian Peters at breakfast at the GDSC on Wed 18th May. ([see pg 5](#)) It promises to be an interesting and informative event.

The Chamber is also liaising with other companies to develop a series of presentation on internet use and opportunities for local small businesses—helping you understand and be aware of the potential and opportunities for business using the internet and websites. Watch this Space!

Jeremy, our President, is also one of a number of Chambers and local business people sitting on the new Rates Advisory Committee to seek and develop a Business Rates strategy for the whole Valley. Please feel free to [email](#) thoughts to us.

WELCOME to our newest or returning members

The Australia Hotel
Computer Troubleshooters

2011 CLARENCE VALLEY CAREERS EXPO

GRAFTON TAFE CAMPUS
THURSDAY 16TH JUNE 2011
10AM - 3PM



This event is for the second year running organised by Grafton Businesses: The Daily Examiner, Youth Connections, Grafton TAFE campus with the Grafton Chamber of Commerce and Industry. The aim is to provide an information forum for students and young (and older) employees wanting to find out study or career advice and information. In addition to about 50 stands, we will run a series of presentation from

people working in certain industries—law, the arts, banking .. The Telstra Shop in Shoppingworld is sponsoring a special prize for students attending, and the event is open to all Grafton Community. If you are interested in holding a stand at this event, or would like to attend the breakfast where you can network with stand holders and Grafton business people, please contact James Patterson at office@GraftonChamber.org.au.



Innovation Festival Chamber Breakfast

With Guest Speaker

Ian Peters

Wed 18th May, 2011

GDSC, Mary St Grafton

7am to 8.30 am

\$20 Chamber Members

\$25 Non members incl breakfast

Renowned internet policy strategist and technology expert Ian Peter will be delivering presentations throughout the Northern Rivers during May on *Creating Environments for Innovation* - what we can learn from the Internet and how we can use it. The internet has been Ian's passion for decades, and his expertise has been sought as an adviser to the Keating and Howard governments. Ian began his pioneering experiences with Internet usage in 1986, when he was commissioned by United Nations Environment Program to create an email network of peak environmental Non-Government Organisations (NGOs) in the Asia Pacific Region. He etched his name in Australian internet history when, as CEO of Pegasus, he launched one of Australia's first Internet Service Providers at Terania Creek in 1989, bringing email and internet access to the Northern Rivers. The driving force behind Pegasus was the capacity to provide a global communication and networking platform that offered people around the world the opportunity to share information and ideas.

In 1989 he was Founding Director of the global Association for Progressive Communications - one of the significant building blocks of the internet platform we are familiar with today.

These days, Ian is a judge for the International Web Marketing Awards and an active participant in the United Nations Internet Governance Forum; a meeting place for governments, corporations, civil society and the Internet industry to discuss evolution of governance for the medium.

When it comes to practical tips for using the Internet to promote innovation, Ian will not be discussing search engine optimisation or internet marketing. In his eyes, the key to successful innovation is to create open platforms that foster collaboration.

Ian believes this is an exciting time for business, and the possibilities for people who want to search, share and collaborate are endless. He said in some instances, it would benefit innovators to be less concerned with patents and copyright, and more focused on knowledge sharing to achieve the best outcomes. **For**

Bookings or more information contact James 6642 6183

Also as part of the North Coast Innovation Festival, **Northern Rivers Food** in conjunction with local IT company MageData will bring you the latest information on 'Cloud Computing' and how it translates into benefits for your businesses. The focus will be on food businesses - and will give you the tools to operate your business anywhere on any device. **A workshop will be held in Yamba on Friday 27th May from 5.30 - 8.00 pm at Star of the Sea. For more information and to register on line: [Click here](#)**



ADDitUP

BUSINESS SERVICES

Ten questions to ask when hiring a bookkeeper

If you're sick of dealing with the shoebox full of receipts it could be time you considered hiring a bookkeeper. Here are ten questions to ask before you do.

- What qualifications and professional memberships do you hold?
- What insurances do you have?
- Who will undertake the data entry and BAS preparation?
- What experience and references do you have?
- If the work is done in an accounting package, who retains the ownership of the data file?
- Where will the work be done?
- Who will be responsible for rectification work?
- What does the bookkeeper require to process the work?
- How will the bookkeeper communicate with your accountant?
- What will it cost?

Once you have found your bookkeeper don't simply outsource and ignore. You need to look at your management reports on a timely basis and incorporate them into your decision-making processes

Sandy

Sandy Stewart JP

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**2011 Clarence Valley Business Excellence Awards
NOW OPEN !**



Entry forms are now available! You can download the entries at www.valleyexcellence.org.au or by contacting Dawn Collison on 0421 563 556. At the last Chamber Network Event, a number of businesses who had participated last year recommended all to be involved. They felt the process offer a business the opportunity to reflect on where they were and what the future might hold—something they had been too busy to do previously. They also felt it offered a wonderful marketing strategy—both within the Valley and into other regions.

We have three Supporters available this year to help you complete your entries if you should need. Kaylene Dore: kaylene.dore@bigpond.com, Vicki St Lawrence: victoria@stlawrenceconsulting.com.au or Chris Thomson: chris.thomson@norbec.com.au. Last year Grafton Chamber businesses gained a number of the awards: see the photos—[click here](#)

Health, Beauty and Fashion Expo.

Grafton Shoppingworld will be hosting the Health, Beauty and Fashion Expo from Thursday 16th to Saturday 18th June. There will be daily exhibits, demonstrations and displays. If you would like to participate call Jody on 6642 7770 or jody.southwell@mconaghygroup.com. External businesses are invited to participate, contact for details.



mazda

Ken Casson Motors

37-39 Turf St
GRAFTON

Phone 6642 6666

WWW. kencasson.com.au



HOLDEN

LUCY DIDN'T JUST WAKE UP A DRUG ADDICT.

When Lucy's mum abandoned her she was forced to live on the streets alone. She lost her childhood, her energy and health. But she didn't give up. She sought help from the Salvation Army, counselling and hope. We didn't see a drug addict. We saw a young girl who needed your help.

Over 45,000 years of Australia will be brought together tonight. Please donate. **Red Shield Appeal**
13 SALVOS (13 22 139) salvationarmy.org.au

28/29th May—Help Needed
Contact keith.atkinson@auc.salvationarmy.org



Introduction to New Work Health and Safety Legislation



This FREE two hour workshop is for small and medium business operators and will introduce key features of the Work Health and Safety Act which commences in January 2012. The session covers: Who has duties under the Act, Consultation with workers, Notification of incidents, The role of inspectors and Rights of entry. Find out what you can do to better manage your workplace safety under the new legislation.

Date: Thursday 12th MAY 2011 Registration: 1:30 pm for 2 pm - 4 pm South Grafton District Ex-Servicemen's Club, Wharf St, Sth Grafton This workshop is free, but numbers are limited, so registration is ESSENTIAL. To secure your place, go to WorkshopRegistration or ring 1800 624 097. To request a free advisory visit for one-on-one advice specific to your needs, go to AdvisoryVisits or call 131050.

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Grafton ARTSFEST

BAREFOOT BOWLS

Sunday, June 5th, 2011 starting at 9:30 a.m.

SOUTH GRAFTON EX-SERVICEMEN'S BOWLING CLUBS

Come and join the fun of bowling

\$12.00 per person includes sausage sizzle

lunch at 12:30 p.m.

Non playing (U/12 years) is \$2.50 for lunch



Bookings essential

Phone Artsfest on 6643

1528

Or Carolyn on 6642 5659



Grafton Rotary Trivia Night

FRIDAY 20TH MAY 2011

AT 7.00 P.M.

SOUTH GRAFTON HIGH SCHOOL

*COME ALONG AND WEAR A HAT
PRIZES FOR VARIOUS CATEGORIES*

BYO DRINKS & NIBBLES

BOOK A TABLE BY CALLING

BENNY'S SMASH REPAIRS ON

6642 2322

\$10.00 PER PERSON TABLES OF EIGHT



Proceeds from the night to Australian Rotary Mental Health Research

Grafton Artsfest

Market Day & Bazaar

South Grafton Ex-Servicemen's Club

Upstairs auditorium, lift available.

Huge variety of stalls ranging from antiques, jewellery, latest in kitchen accessories, produce, flowers, specialty items, white elephant, clothing, crafts and much, much more.

Rain or Shine
Sunday May 29, 2011
10:00am - 4:00pm

Stall holder enquiries - 6642 5465

Scams Increasing!

Businesses warned to be aware

\$2.7 million penalty for fake
"Yellow Pages" directory scam

Recently the Federal Court imposed penalties of \$2.7 million against two overseas companies, Yellow Page Marketing BV and Yellow Publishing Limited, after they sent thousands of Australian businesses misleading faxes and invoices to obtain subscriptions to their online business directories. These faxes and invoices contained the words 'Yellow Page' and a 'Walking Fingers' logo. The court found that the companies had misled thousands of businesses into thinking they were dealing with Sensis Pty Ltd Yellow Pages®. This decision means that businesses affected by this scam can ignore any demand for payment and should stop making payments to these companies. For further information on this, contact the ACCC's Small Business Helpline on 1300 302 021. [Click here for Related media release.](#)

Small businesses are an increasing target for scammers. It's not uncommon for them to use a name or logo similar to a genuine and reputable directory, so don't be fooled. Read letters, faxes and emails carefully and be sure to check invoices before making any payments. If you think you have received or have been a victim of a scam you can report it to the ACCC via the report a scam page on SCAMwatch or by calling 1300 795 995. For more information see SCAMwatch and the Small Business Scams Fact Sheet or contact local ACCC Regional Outreach Manager, Albert Julum 0438 946 177 albert.julum@acc.gov.au. In June, Albert Julum will be a guest speaker in Grafton.

Are you meeting current Employment Awards?

Less than half the employers randomly audited in 3 Victorian regional towns were compliant with workplace laws, the Fair Work Ombudsman revealed.

Fair Work inspectors made educational visits to 48 businesses late last year to assist employers understand national workplace laws, including the National Employment Standards and Modern Awards.

Twenty-nine were randomly selected to have their time and wage records audited. Inspectors found 12 businesses (41 per cent) were compliant, while 17 (59 per cent) recorded contraventions. Most of the breaches relate to record-keeping errors, six involved underpayments. Five employers were found to have underpaid their employees the minimum hourly rate and penalty rates while another employer was incorrectly calculating employee leave entitlements. As a result of the campaign, Fair Work inspectors recovered more than \$12,200 in underpaid wages for 10 employees. Further information Infoline on 13 13 94 weekdays.

CHESS 
employment & support services

Job in Jeopardy Program

Replacing a valuable employee can be difficult and costly. At CHESS we provide a special service to help employers retain existing workers who become ill or injured. We have a number of successful outcomes so far and believe we can help many more. CHESS provides free information, advice and support to the worker and the employer to ensure employment is maintained. Contact CHESS for more information. We are here to help.

Grafton 6644 3222

Yamba 6646 8911

