



# Annual Report 2017

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# President's report

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*This will be the last of my president's reports. It is time to move on and allow some fresh leadership.*

*I have been in this role for nearly 5 and a half years having been the executive officer in 2008 and then a board member from 2009.*

*During that time Council administrators have come and gone. Councillors and Mayors have also come and gone. The Chamber has played a role in helping to shape discussions around the future of our town and by and large I have been very happy with the contribution it makes.*

*Over the last 12 months Lisa McPherson, our long-standing executive officer decided to seek opportunities outside of Chamber. We thank her for her service. Stephanie Baker joined us for a short period. Now Mark Wilson, a person of considerable business experience and an understanding of the challenges of business has stepped up into the role.*

*We welcome Mark. He will provide considerable momentum for the re-invigoration of Chamber and will ably market Chamber's value proposition to members and potential members.*

*The value Chamber offers in respect of networking, information, connectedness and advocacy really depends on how members themselves choose to engage. I encourage all members to get involved and help to draw value from this institution.*

*Last year I said:*

*Being in business is a declaration of commitment and personal responsibility. It is a statement to the world of your values and determination to make your own way. In a time when personal responsibility is not the fundamental shared value it once was, going into business is almost an act of rebellion.*

*Well, rebels need champions and networks of likeminded fellow travellers. That's where the Chamber gets involved; helping members to connect.*

*That rings true today.*

*My thanks go to my fellow board members. All give of themselves voluntarily for the community.*

*I ask that members support Mark in the implementation of Chamber's strategy.*

*I commend the report to members.*



**Hadyn Oriti**

**1 November 2017**

# Overview

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This annual report summarises the Chamber's activities and achievements during the past year.

Thank you to all our members, sponsors and supporters. Your positive engagement is key to our ability to support a vibrant and positive business community and environment.

Advocacy remains at the forefront of our activities; relationships with governments and key stakeholders remain strong.

Memberships and the annual business awards continue to provide the two main income sources. Our regular networking events (breakfasts, boardroom lunches and networking evenings) generally break even.

The Chamber Alliance continues to add value to our members.

Support for local causes is at the forefront of our activities.

# Chamber team

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Chamber Board members working for you during 2016-17 year were:

- Hadyn Oriti – Partner - Donovan Oates Hannaford Lawyers
- Alex Glen-Holmes – Licensed Sales Agent & Auctioneer – Elders Real Estate
- Tony Thorne – Director – King and Campbell
- Wayne Jackson – Relationship Executive – Commonwealth Bank of Australia
- Kellon Beard – Regional Manager Mid North Coast – NSW Business Chamber
- Stuart Goodfellow – Director – Regional Business Specialists
- Janette Hyde – Board Member – Panthers Port Macquarie
- Jane Hillsdon – Managing Director – Dragonfly Marketing
- Karl Mclean – Port Macquarie & Hastings Area Manager – Banana Coast Credit Union
- Michael Mowle – Managing Director – Hopkins Consultants
- Connie Porter – Chief Executive Officer – Ramsay Health
- Anthony Wilson – Owner – Wilson Retail
- Cathie Linklater – Sales Manager - Fairfax Media (Cathie stepped down during the year and was replaced by Connie Porter)



Hadyn Oriti  
President



Alex Glen-Holmes  
Vice President



Tony Thorne  
Secretary



Wayne Jackson  
Treasurer



Kellon Beard



Stuart  
Goodfellow



Janette Hyde



Jane Hillsdon



Karl Mclean



Michael Mowle



Connie Porter



Anthony Wilson

## **Administration staff**

The Chamber administration team are:

- Mark Wilson (Since 1 October 2017) – Executive Officer
- Katherine Harris – Administration Officer
- Letitia Kimmorley – Marketing and Events Officer
- Chris Dubar – Accounts Officer

# Advocacy

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Central to Chamber's activity continues to be its role as the premier local business advocate, pursuing issues and opportunities that will build a healthy economy and improve the quality of life in our community.

In this regard, Chamber has consulted with and represented member views on a broad range of issues, including those detailed below. In particular, we have Board representation on two of Port Macquarie Hastings's Council's (PMHC) major portfolios, being the Economic Development Steering Group and the Town Centre Masterplan Committee.

Chamber also has long advocated for a development on the plaza car park site which meets community objectives. The Chamber presented one such proposal recently.

The Chamber continues to lobby local, state and federal representatives in respect to the proposed Orbital road from Ocean Drive to the Oxley Highway and across to the Airport, arguing that the road is an appropriate project to receive state and/or commonwealth financial assistance due to its significance as a regional infrastructure project.

Chamber is pleased to have a continued partnership with NSW SafeWork in our united goal to raise awareness of safety in the workplace.

## Submissions and support letters

- Regional Development Australia re Final Regional Priorities for 2016 – 2020 (July 2016)
- The Chair, Hon. Paul Green MLC re Inquiry into Crown Land (July 2016)
- PMHC support letter for Creative Industries Start-up incubator Regional Arts Fund funding (August 2016)
- NSW Department of Industry, endorsement of submission on the North Coast Infrastructure Prioritisation List (September 2016)
- Litter Blitz Project Partner Pledge Form ( November 2016)
- NSW Department of Industry, letter of support for Jobs for NSW (Dec 2016)
- PMHC support letter for the upgrade of the Coastal Walk (February 2017)
- Minister for Regional Development, letter of support for Port Macquarie-Hastings Council's application to the Building Better Regions Fund (Infrastructure Stream) (February 2017)
- PMHC re Senate Inquiry (on decentralisation of government agencies) (February 2017)
- Impact Environmental, letter of support for aquatic centre (March 2017)
- PMHC letter of support for Draft Economic Development Strategy 2017 – 2021 (April 2017)
- PMHC letter of support for NSW Regional Growth Marketing and Promotion Fund Application (June 2017)

# Financial statement

The Chamber's financial position remains strong, though it has deteriorated since last year, as detailed in this year's Financial Report (table 1 extracted figures from income statement and balance sheet). As a member-based, not for profit organisation, Chamber is committed to ensuring funds are invested to deliver better services and value for our members. The executive officer and the board recognise the need to stabilise and improve revenues, reduce costs and achieve profitability.

## Membership

The Chamber had 265 members as of 30 June 2017. This includes 194 Port Chamber members and 71 Hastings Business Enterprise Network members. Membership revenue comprised 42.2% of Chamber's overall annual income.

<b>Income Statement:</b>	<b>2017</b>	<b>2016</b>
	\$	\$
Revenue	220,253	217,297
Other revenue	427	524
Expenses inc Employee expense	(236,537)	(230,619)
Depreciation and amortisation expenses	0	0
Finance costs	0	0
Profit (loss) from operations	(15,857)	(12,798)
<b>Balance Sheet:</b>	<b>2017</b>	<b>2016</b>
	\$	\$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	96,386	118,972
Trade and other receivables	11,975	5,845
Other current assets	15,345	7,248
<b>TOTAL CURRENT ASSETS</b>	<b>123,706</b>	<b>132,065</b>
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	0	0
<b>TOTAL NON-CURRENT ASSETS</b>	<b>0</b>	<b>0</b>
<b>TOTAL ASSETS</b>	<b>123,706</b>	<b>132,065</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	19,537	13,997
Financial liabilities	41,932	39,973
<b>TOTAL CURRENT LIABILITIES</b>	<b>61,469</b>	<b>53,970</b>
<b>TOTAL LIABILITIES</b>	<b>61,469</b>	<b>53,970</b>
<b>NET ASSETS</b>	<b>62,237</b>	<b>78,095</b>
<b>EQUITY</b>		
Retained profits	62,237	78,095
<b>TOTAL EQUITY</b>	<b>62,237</b>	<b>78,095</b>

Table 1 income statement and balance sheet



# Events

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A key element of our engagement with members is our regular events. Each gathering has focused on providing information for members on matters of strategic interest to local business (see topics listed below).

Events income (excluding the business awards) comprised approximately 18% of Chamber's annual revenue.



## Port Chamber

Over the period, Chamber has continued its Boardroom lunch series, bringing quality speakers from outside our region to share strategic insight on business and the economy with locals. Of particular interest this year, John McGrath from McGrath real estate provided a powerful and energising lunchtime presentation, which attracted approximately 150 guests from the local business community.

The Chamber event themes over the period are outlined below.

### Port Chamber events

- Tour of new CSU campus
- Business Awards Gala Dinner
- Business Awards sponsor thank-you – Billabong Zoo
- Airport update with PMHC and Jetgo
- AGM and AusIndustry update
- Combined networks Christmas party
- Update from the Mayor on what's happening and planned at Council
- Luminosity Youth Summit launch breakfast
- Boardroom lunch – John McGrath, McGrath Estate Agents – insights into the real estate industry
- Matt Church – Thought Leaders
- Stephen Cartwright – CEO NSW Business Chamber
- 2017 Business Awards launch lunch
- Chamber movie night "Viceroy's House"
- NSW Planning department, RDA and Council panel discussion on "planning, a state, regional and local perspective"

## Hastings Business Enterprise Network (HBEN)

HBEN operates as a business unit of the Port Macquarie Chamber of Commerce, with its own distinct membership and member benefits. The focus of the network is the sharing of information, experience and networking opportunities. This occurs via our website, newsletters and networking breakfasts.



Monthly HBEN breakfasts have continued to attract 40-50 attendees and are viewed as a relaxed and supportive environment for local business networking, learning and growth. Two of our most popular breakfasts this year included a presentation from Narelle Campbell on the topic of making good choices in challenging conditions. Narelle had spent many years working in Antarctica. Allan Parker was also popularly

received as he led the audience through his energetic workshop style presentation on negotiation and communication.

HBEN event themes over the period are outlined below.

### **HBEN events**

- Telstra – Ecommerce Made Easy
- Keeping relevant in changing times
- PaTh Program
- Breakfast with the Mayor
- Trends of regional towns
- Glasshouse tour
- Narelle Campbell “making good choices in (really) challenging conditions”
- Telstra – NBN rollout
- Monica Davidson on “the value of creative industries to the community”
- Allan Parker “Business By Design”

# Celebrating local business

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Each year, Chamber encourages the celebration of local business by hosting the Holiday Coast Credit Union, Greater Port Macquarie Business Awards. The Business Awards income for this period made up nearly 40% of Chamber's overall annual revenue.

The awards continue to grow and receive strong support. They are now recognised as the local business event of the year. Feedback from participants indicates they value the opportunity to celebrate with their teams and colleagues, gain recognition for their achievements, raise their profile and take the opportunity to assess and receive feedback on business performance.

***"On behalf of Stowe Australia, I'd just like to thank everyone for such a Good night on Friday. We all thoroughly enjoyed it. Hopefully we can come back next year!"***

*Chris Rowsell, STOWE AUSTRALIA Pty Ltd"*

***"Chad and I would like to thank the port chamber and everyone involved for giving us the opportunity to represent Wauchope in the business awards. The night was amazing and we were so honoured to be presented with an award. Thank you again for this amazing opportunity"***

*Rosemary and Chad Spradbrow, C & S Mechanical*

***"Thanks to you and the committee for putting on such a terrific evening. The mood was great and the food was awesome. I'm sure the night was a massive success"***

*Marc Stortenbeker, Prime 7*

***"Congratulations to you and the Committee on a wonderful event last Friday night. The Awards night was amazing and extremely well run, presented and attended"***

*Jenny Edmunds, HBWN*

***"Just a quick word of thanks for the incredible night on Friday. We had a ball, and it was great to see some amazing local businesses get recognised for their endeavours"***

*Richard Harrison, Southern Cross Austereo*

***"Just wanted to pass on congratulations for a great Awards Evening on Friday. Well done to you and the team on a very professional event. The theme was great and the table decorations in particular fantastic. Good job!"***

*Sandra Wallace, CSU*

## Hall of Fame

The Hall of Fame Award was introduced in 2011 to acknowledge businesses who have consistently achieved success through the Business Awards process since the awards commenced in 2007. There are two criteria to enter the Hall of Fame:

A business must have won five or more Awards since the Awards began in 2007, and /or have won four awards in consecutive years.

## 2016 Inductees

*Aqua Vitae Day Spa* was established in 1999 and is owned and operated by a local family. The business has grown over the years and is serving some 4000 guests per annum. Aqua Vitae has won five awards in the category of Hair & Beauty in 2009, 2012, 2013, 2014 and again in 2015. They have shown their commitment to building their business in our region and continuous improvement to the customer experience.

## Category winners (2016)

### Local industry awards

- Accommodation: Rydges, Port Macquarie
- Automotive Services: CS Mechanical Repairs
- Building, Trade Services and Suppliers: Fastplast Building Supplies
- Banking, Finance and Credit Unions: Smarter Financial and Insurance Solutions
- Childcare, Education and Training: Soul Surfing Surf School
- Community and Social Services: Willing and Able Foundation
- Creative Services and Communication: Scaramouche
- Food Production and Catering: Black Duck Brewery
- Hair and Beauty Services: Evelina Kemp Hair and Beauty
- Hotels and Clubs: Settlers Inn Port Macquarie
- Industry, Manufacturing and Engineering: Bennetts Steel
- Medical, Healthcare and Fitness: Priceline Pharmacy
- New Business: Home Instead Senior Care
- Professional and Business Services (5 or less employees): Lake Studio architecture and design
- Professional and Business Services (6 or more employees): MBC Recruitment
- Real Estate and Residential Services: Coast Front Realty
- Restaurants and Cafe: Bookface, Port Macquarie
- Retail (5 or less employees): Touchwood Flowers
- Retail (6 or more employees): Hastings Co-operative Ltd
- Tourism and Attractions: Hello Koalas Sculpture Trail (Arts and Health Australia Pty Ltd)

### Business excellence awards

- Excellence in Innovation: Stabilcorp Pty Ltd
- Excellence in Sustainability: Fuji Xerox Business Centre Mid North Coast
- Excellence in Business Ethics: MBC Recruitment
- Employer of Choice: MBC Recruitment
- Young Business Executive (18-35 years): Connie Porter, Port Macquarie Private Hospital, Ramsay Health Care
- Young Entrepreneur (18-35 years): Stacey Morgan, Port Macquarie Performing Arts
- Woman in Business: Jane Hillsdon, Dragonfly Marketing
- Business Leader (35+): Tanya Simmons, Bennetts Steel
- Excellence in Work Health and Safety: Blue Gum Bros
- Excellence in Small Business: Harcourts, Port Macquarie
- Excellence in Business: Home Sweet Home
- People's Choice: Priceline Pharmacy

## Category winners (2017)

### Local industry awards

- Accommodation - Sails Resort Port Macquarie
- Automotive Services - CS MECHANICAL REPAIRS AND SERVICES
- Community and Educational Services - Charles Sturt University
- Construction - Fastplast Building Supplies
- Creative Services and Communications - Scaramouche
- Financial Services - Smarter Financial Pty Ltd T/a Smarter Financial & Insurance Solutions
- Food Industries - Seasalt Cafe & Restaurant
- Local Produce - Bago Bluff
- New Business - HEM Property
- Personal Wellbeing - Sports and Spinal Physiotherapy Clinics
- Professional Services (5 or less employees) - Fuel 4 Business
- Professional Services (6 or more employees) - mbc Recruitment
- Real Estate & Residential Services - Ocean Club Resort
- Retail (5 or less employees) - Inner Vision Surf n Skate
- Retail (6 or more employees) - Hastings Co-operative Limited
- Tourism & Attractions - Billabong Zoo Koala and Wildlife Park
- People's Choice – Cassegrain Wines
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### Business excellence awards

- Business Leader - Alistair Flower, Settlers Inn
- Employer of Choice - Charles Sturt University
- Excellence in Business - TG's Child Care
- Excellence in Export - Birdon Pty Ltd
- Excellence in Innovation - Port Macquarie Performing Arts
- Excellence in Small Business - Ocean Club Resort
- Excellence in Social Enterprise - Willing & Able Foundation Ltd
- Excellence in Sustainability - Charles Sturt University
- Start Up Superstar - The Drug Detection Agency Port Macquarie
- Woman in Business - Ashley Sargeson, Touchwood Flowers
- Young Business Executive - Jacob Deline, mbc recruitment
- Young Entrepreneur – Ashley Sargeson, Touchwood Flowers

### Business of the Year

- Birdon Pty Ltd

# Forging relationships

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Chamber is very pleased to continue its representation of member views to community leaders including the PMHC General Manager and local members of parliament. This advocacy occurs not only via formal written representations on issues of concern, but also through regular face-to-face meetings allowing constructive dialogue on shared challenges and solutions.

## **Council and Mayor**

Chamber's executive representatives attend a regular quarterly meeting with the Mayor and General Manager. These meetings ensure a collaborate approach on matters of business interest and provide a voice for the business community within our local government area at this executive level.

## **Business hub**

Bi-monthly meetings of the 'Business Hub' (comprising representatives of all our local business networks and Council's Economic Development team) provide a forum to raise issues of collective business concern, share information about member activities and to facilitate joint promotion or other forms of mutual assistance.

## **Supporting the community**

The Chamber often refers to our local business as the "backbone of the community". Local business has a long-standing reputation for involvement in community causes and making a positive contribution.

The Chamber is proud to have supported various causes throughout the year, including:

- Sponsorship of four young people to attend the Luminosity Youth
- Supporting three key charities including Cancer Council's biggest morning tea, Endeavour Club House and If We all Had Wings raising over \$4750 in total.
- Co-ordinating the annual midnight community fireworks on New Year's Eve