

May-June 2017

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Business Horsham



We are very excited to announce the return of the WOW Customer Service Reward Program.

We are equally excited to announce that  are the major sponsor of this program.

The program will begin on July 1st with judging taking place at the end of every two months and over a 12 month period.

Each two months one participating business will be judged by an independent panel after being nominated by your customers who recognize your excellence in customer service.

An impartial panel of judges will scrutinise the nominations and advise a winner.

This is all about **YOUR CUSTOMERS** and what they think of your businesses customer service. So if you are interested in becoming a part of this years program please contact the office to register.

This is completely free for Business Horsham members to participate in and is a great opportunity to showcase your business to our region.

After each judging period the business winner will receive a print advertising package with sponsor The Wimmera Mail-Times to the value of \$550 .

The annual prize winner selected from the six bi-monthly winners will receive an advertising package to the value of \$1650 from the Wimmera Mail-Times.

PLUS each business winner is photographed and published in the Wimmera Mail Times and receives a certificate to display in their business.

Thank you to the 15 businesses that have already registered.

Why don't you join the list and demonstrate your focus on customer service?

Business

From the Office

It's really been a very busy twelve months for Business Horsham, as we come to the end of another financial year we continue to grow in numbers and strength and it seems we are in high demand for everyone's attention. I can't begin to count the number of organisations, charities, community individuals as well as non-member businesses now seeking support from us in some way, shape or form.

Having said that, you as our members, remain our top priority hence any decision that is made is done so with you at top of mind. As we are a business group it means that we are sought after to bring the 'business element' to the table which in turn means that when we are approached by others for support which could be for connections, to sit on a board or committee for example we then look at how this can be of benefit to our members.

To give you some examples either myself or one of our executive committee members sit on the following committees; HRCC Tourism Advisory Committee, HRCC Parking Advisory Committee, Wimmera Business Centre Advisory Committee, Horsham Community Police Consultative Committee are just some of the committees we have a seat on to represent you, our members.

Horsham Rural City Council and Political parties are often seeking feedback from our members for various activities or strategies and a recent examples are the Population Policy Taskforce formed by the Nationals and the CBD Revitalisation project. Council often requires feedback on various issues such as these as well as economic development, parking, town entrances, public holidays and the list goes on. At all times we attempt to put forward the views of our members.

Recently Horsham was faced with an itinerant trader selling goods that were a duplication of goods already provided by many of our local businesses. Business Horsham felt it a top priority to do our level best to get this trader closed down and after working with our Mayor Pam Clarke and HRCC Director Planning & Economic Angela Murphy this was achieved. We are very grateful to these ladies, who along with us, saw this as a real concern.

It's fair to say that our members, you, are instrumental in the success of Business Horsham. Because you believe in what we are trying to achieve and so commit to remaining a financial member. It is through you as members that we can continue our work to represent the business community of Horsham.

Obtaining an exact number of businesses in Horsham has long been a difficult task but we believe it to be around 720+. To that end we have 166 members which is equal to around 23% of the business population. We believe this is a really great result according to other chambers in Victoria who struggle to maintain 10-15% of their business population.

The reasons for becoming a member are many and varied and is often quite different for one business to the next. The top five reasons businesses join our chamber initially and in order of priority are: Promotion, Networking, Newsletter, Motivational

Major Guest Speaker and B2B. This is important information to us, which in turn guides us in the right direction for our priorities.

However there is one reason that is not listed and is difficult to quantify when you initially join a chamber but becomes evident as time goes on and that is 'Support'. Support can be anything an individual business or person needs it to be hence I am consistently receiving numerous emails and calls everyday with questions about various issues or concerns. To some this is a fundamental part of why we are here, to give you the friendly shoulder of support and either assist directly or lead you in the right direction. Support in this manner is very difficult to measure and is not something that is top of mind for a business until they need it. Hence it becomes hard to sell 'support' as one of the benefits to joining a chamber of commerce - it's not foreseeable until an event or situation actually occurs.

I'd like to encourage every member to think about this and further support your organisation, Business Horsham, by recommending membership to others you know in business - *because sometimes they don't know they need it until they need it!*

There is so much good going on around us and it may be hard to find at times when it seems there are a number of businesses closing for various reasons, but I challenge you to also look for the confidence in business. It's certainly there as quite a number of our members are growing given the amount of relocating/refurbishing/renovating that is being done (see page 12). This doesn't happen without confidence. On the flip side if you are struggling please do not be afraid to ask for assistance. We have avenues to put you in the right direction for support whether it be financial or emotional there is local support so please find heart to ask for help.

I also would like you to remember and be thankful and grateful for our VOLUNTEER Executive Committee members who willingly give their time to support your businesses. They don't have to do it BUT they choose to, so my gratitude and sincere thanks goes out to them for caring about YOU and YOUR business.



Members

Profiles & New Members



PCETraining

PCE Training provides assistance to business owners and managers to develop dynamic workplaces to achieve positive engagement. This is done by in-house training, business coaching or public workshops.

Now more than ever, business will be facing rapid change and competition forcing them to find innovative ways to adapt.

This is what we focus on. Working with business owners to:

- Improve Productivity and profitability
- Improve Client Retention and Attraction
- Improve Key Staff Retention



Francois Korf

I decided to join Business Horsham to be part of a dynamic Business Network where everyone can work together to contribute to a thriving business community.



Hybrid Consultancy Your Independent Occupational Health & Safety Partner

We're here to HELP! No matter what health and safety direction your business needs, whether it be one-time only advice or a full review and strategy, Hybrid Consultancy are ready to work with you to assess your needs, evaluate your options and develop solutions.



Peter Carter

Here at Hybrid, we understand the restraints small business face everyday to keep all their operational procedures in check. It's time consuming, confusing and let's face it, a little tedious. But all that aside, it's very important.

We can reduce your stress when it comes to Workplace Health & Safety.

Don't put it off because it's hard, contact us today and speak to an experienced professional for complete peace of mind.

I joined Business Horsham because I feel its important that Locals Supporting Locals is critical to the growth of Horsham.

Members

Profiles & New Members



Go North RV Services

Go North RV Services specialize in the servicing and repairs to all types of Caravans and Camper Trailers.

We can also fit out your vehicle with all sorts of accessories to suit your RV needs.



Tim Webb has over 20 years experience in the Mechanical, Auto Electrical and Engineering trades giving you peace of mind the job will be done professionally and to the utmost highest standard when working on your RV.

I was happy to join Business Horsham. I think it will really help with my new business and also the opportunities you provide will be extremely valuable .

- **Caravan Servicing and Repairs**

We can carry out anything from a simple repair job to a full service.

- **Camper Trailer Servicing and Repairs**

Maintenance on your Camper Trailer is very important for piece of mind for your next expedition.

- **Accessories**

We can fit and replace a huge range of caravan, camper trailer and vehicle accessories to suit your needs.

A word on Thai

Thai food is generally not served in courses. All Thai food dishes are ordered together and eaten in whatever order they arrive, permitting dinners to enjoy a mix and match of diverse tastes. Soups are enjoyed together with rice and other Thai dishes, not independently as in the manner of European dining.

Spicy Thai dishes are balanced by sweet, salty and sour dishes. The perfect Thai food meal is a subtle mix of spicy, sweet, salty and sour which is equally satisfying to eye, nose and palate. A typical Thai meal might include an entrée, soup, a stir-fry and a spicy Thai salad. This might be followed by dessert and/or fresh fruit.

With an exceptional reputation for authentic flavours and outstanding service, Thai Basil welcomes you warmly



Pawel Poplawski

Pawel decided to join Business Horsham to not only promote his business but to take advantage of networking and the support that is offered.

Training



Positive Staff Engagement

Managing a business today can be somewhat challenging at times. We all know that it has become essential to adapt to market demands, embrace change and find innovative ways to stay ahead of the 'game'.

As you grow your business, you start employing staff to facilitate this growth and this is where it can become challenging. When you have staff that are not positively engaged at work, you find yourself having to spend more time managing 'people issues' than doing what you should be doing.

Getting your staff engaged will have some obvious results to your business:

- Improved Productivity
- Improved Client Retention and Attraction
- Improved Staff Retention and Attraction
- Decreased Absenteeism

If these are areas you need help with, contact us for a free consultation and let us work with you to achieve your goals.

Email: info@pcetraining.com.au Tel: 1300 663 331 Web: <https://pcetraining.org>

How we can help:

- Business Coaching
- Tailored Training at your place of work
- Public Workshops



Upcoming

Events/Programs:

DRINKS AFTER DARK ...
an open invitation to business owners and staff to an informal gathering



Friday 5th May at the White Hart Hotel
5:30-7pm - ALL WELCOME!

Hosted by
BUSINESS HORSHAM INC.

A shared plate of nibbles will be provided, drinks at own cost.

Future Dates & Locations for Drinks After Dark. *Fridays 6-7pm*

August 4 - Exchange Hotel
Sept 1 - Royal Hotel
Oct 6 - White Hart Hotel
Nov 10 - Commercial Hotel



Horsham Rural City Council is seeking your thoughts and ideas around the revitalisation of the city centre to shape a better city experience for everyone.



We'd like to hear from you

In the first week of July we heard from businesses, the community and other stakeholders about ideas to draw people into the city centre and enhance its function.

Now we are holding a community workshop to further develop, refine and prioritise these ideas into an action plan.

Please join us for a Community Workshop

When: Tuesday July 18th
Time: 4:00pm to 7:00pm
Where: Council Reception Room

Please RSVP to Danielle Fowler
Email: Danielle.Fowler@hrcc.vic.gov.au
Phone: 5382 9724

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Upcoming

Events/Programs:

AUGUST

Wimmera Leading Change Breakfast

Working to prevent violence against women and children in the Wimmera.

Tuesday 22 August 2017

7.15am for a 7.30am start – 9am

**Horsham Town Hall,
71 Pynsent Street Horsham**

Hear from Guest Speakers:

Kate Jenkins,
Sex Discrimination Commissioner,
Australian Human Rights Commission

Phil Cleary,
Commentator and Advocate

Simone O'Brien,
Local Survivor and Advocate

Followed by a Panel Discussion.

To purchase tickets go to
www.horshamtownhall.com.au
or call the Box Office on 03 5382 9555.

Tickets: \$30 / head, includes breakfast.

For further information contact Melissa Morris
at Women's Health Grampians on 0419 185 777
or melissa@whg.org.au



Kate Jenkins

Kate Jenkins became Australia's Sex Discrimination Commissioner in 2016. Kate is leading a number of projects at the Australian Human Rights Commission, including conducting a national survey on sexual harassment and sexual assault at university and continuing the Commission's collaborative project on cultural reform with the Australian Defence Force.



Phil Cleary

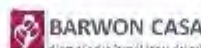
Phil Cleary grew up in Coburg in Melbourne's northern suburbs, where he studied politics and sociology at La Trobe University.



Simone O'Brien

Simone was born in in Dimboola. Simone's dedication and caring personality has seen her face and meet many challenges.

This event is proudly supported by:



Upcoming

Events/Programs:



Small Business Victoria Workshop session times.
Your opportunity at heavily subsidized rates.

<u>Date/Location</u>	<u>Time</u>	<u>Topic</u>
Tuesday 1st HRCC Reception Room	6-8pm	Customer Service/Inspiring Retail
Tuesday 7th Rupanyup - 25 Wood St	6-8pm	Handle your own PR
Monday 14th Wimmera Business Centre, Darlot St	7-8pm	Choosing Freedom
Tuesday 15th	5.30-8.30pm	How to build a high profit marketing campaign (Inc launch dinner)
Horsham Sports & Community Club		
Wednesday 16th Waracknabeal - 34 Lyle St	6-8pm	5 Easy Steps - Maximising your profit
Friday 25th Wimmera Business Centre, Darlot St	Between 9am-4pm Times vary For each Course listed	First Aid CPR Level 1 Level 2 Child Care Anaphylaxis Management Asthma Management
Monday 28th 55 Firebrace St (Outside White Hart)	10-4pm	Business Bus (Hourly by appointment)
Thursday 31st Wimmera Business Centre	6-8pm	Creating the business of the future - Innovation

All of the above are heavily subsidized by Victorian State Govt.

First Aid courses - Cost varies from \$10 to \$160
All other workshops costs vary from \$10 to 40
Launch Dinner & presentation \$45

All brochures with full details are available from the office.

If something in the list interests you please email
info@businesshorsham.com.au
to have one sent to you

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Upcoming

Events/Programs: Major Business Presentation

SEPTEMBER

5 LAYERS Working Smarter in a crazy world with GLENN CAPELLI

Throughout history, more workplaces have failed due to poor leadership and management than the state of the economy. You need more than a good idea to be innovative. A strategy alone won't make you infallible. Whether your focus is on improving customer service, sales, teamwork, leadership, risk, safety or change management, whatever your objective, there are five essential layers you need to build a better workplace. Discover them with professional educator Glenn

Our major motivational guest speaker this year is Glenn Capelli.

Glenn comes recommended to us by member Lisa Cosson who has witnessed his dynamic and humorous presentation.



Business Presentation
September 20th
From 9am to 12pm
at the
Coughlin Park
Community Centre

1 CULTURE

Work out what you stand for and what you cannot stand. What is your Philosophy? Glenn takes you beyond vision and mission statements to explore what you're really about & how it shows up in everyday action.

- How to identify your culture
- Creating high performance culture
- Creating high performance workplace
- Maintaining high performance culture

2 COMMUNICATION

The quality of your workplace and brainpower of your team is partly determined by the ways you communicate with each other and the level of understanding within the group.

- How formal is your sharing table?
- How effective are your conversations?
- Overcoming mis-understanding: preventing painful communication mistakes
- Creating Group Genius
- When Brainstorming works
- Different styles of Communication: discussion, argument, dialogue, chat

3 STRATEGY

Knowing that actions have consequences is an important test for the human brain. Not understanding the consequences of our actions can be the difference between life and death. Glenn will help you add to your toolbox of tactics with new strategies.

- How Better thinking
- How Else thinking
- What If thinking
- The tripod: fragility robustness anti-fragility
- Everyday thinking tools for improved outcomes

4 METHOD

We all learn differently. That means we need a variety of techniques to teach and reach effectively. Methodology is the crucial highway to better understanding the message.

- Explaining the research on learning styles
- Creating impact & making your message stick
- Presentation skills to successfully deliver a speech, a workshop or a meeting
- The power of engagement to guarantee learning

5 SYSTEM

The invisible web of consistency. Without dependable systems in place, everything else you're trying to achieve can fall apart. How do you identify and implement a strong system that will support your objectives, not undermine them.

- Addressing the whole system, not just a symptom
- Linear Thinking
- Ecological Thinking
- Fostering Flow: developing best practice systems & people



Upcoming

Events/Programs: Major Community Presentation

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THE COMMUNICATION playground with GLENN CAPELLI



Poor communication costs lives and money.

Good communication saves time and tears.

Good communication is a requirement for most roles whether it be at home or at work.

Learn how to build better relationships and communicate effectively.

In a community we all need to work together for the best results.

Our major motivational guest speaker this year is Glenn Capelli.

Glenn comes recommended to us by member Lisa Cosson who has witnessed his dynamic and humorous presentation.

Community Event
Wednesday September 20th.
From 7pm to 8.30pm
At Horsham Town Hall

Proudly sponsored by the following organisations.



Upcoming

Events/Programs:

**N
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This is an exciting new event that joins the list of events over the Horsham Cup Long Weekend. Business Horsham are proud to partner with an event that can benefit so many of our members.

Businesses related to anything 'wedding' are encouraged to express interest in showcasing at this event and utilize this opportunity for brand awareness of your products and services.



Decorations



Flowers



Jewelry



Photography



Venues



Make-up



Travel



Plant Hire



Catering



Gift Registry



Cake Decorating



Member Spotlight

Businesses Expanding, Renovating & Moving

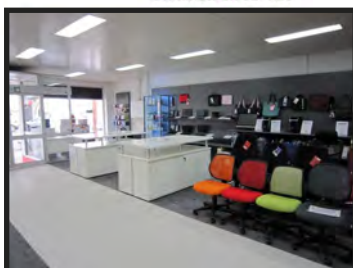
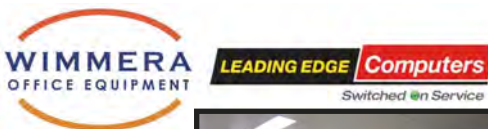
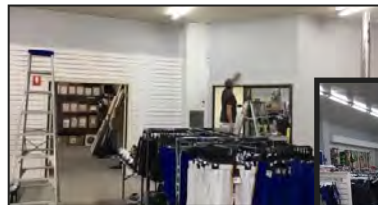
When our businesses are moving to larger spaces and renovating or refurbishing their businesses this demonstrates a real confidence in business and in Horsham.



Watch this space in the next issue to see who else is investing in expansion...

Farmgirl Produce Wimmera is growing not only in size but in stature.

Recently Farmgirl Produce hampers were presented to the first female Minister for Agriculture, Ms Jaala Pulford and the guest speakers at the Victorian Rural Women's Network which was re-established on July 1st.





Member Spotlight

Working together...

We love it when our members work together to assist to promote their business. Think about clever ways you can link with another business that enhances your products and services. This could include co-sharing window space in your own businesses or in a vacant shop front.



Just Juniors are showcasing some products in the Westpac Bank - a great way for your products to be seen in another location.

Mitre 10 and Wilson Bolton have pooled resources for a great prize offering to win a Free Colorado.



Member Spotlight

Donations...

We all know how much our businesses contribute to our schools, groups, clubs and organisations. It's time you received the accolades you deserve for doing so. If your business has made a contribution we want to know about it.



The 'Love 4 Linc' Facebook page in support of a darling young man from Warracknabeal fighting against a vicious disease has received many well wishes and support.

"All it took was a message to a beautiful old friend, Kellie Mann, to ask the question to see if her employer BJs furniture would help out. Not only did they help out but donated a brand new bed and mattress!!" The boys were busy with delivery, so Kel took it upon herself to not only deliver it to Warracknabeal, but to set up, provided new sheets and doona set, and little gifts too for the girls. That wasn't the end.... also contacted Horsham Lane & Games who gave our ten pin bowling lover, Linc some pins for his room and vouchers.

A massive Thank you to Ben and Jess from BJ's Furniture in Horsham and Horsham Lanes & Games."



Amcal Horsham have been busy contributing to worthwhile causes recently donating funds from their Flu Vaccination program to Horsham Paws and Rachel's Wish Foundation.



Our thanks to Sabrina & Remo Luciani for their recent donation of \$100 to Business Horsham's charity Target 365 for the Homeless



We have such an UGLY crew here at the Exchange !!! We have once again signed up to raise funds for the Leukemia Foundation of Australia with the UGLY bartender of the year !!! We had to get a body double to step in as Luke.





What's NEW



Name change to George & Co
(Formerly Sirs 'n' Hers)



Action Aids Australia stocks a wide range of products that are designed for people who need extra time to finish a meal.

It assures that food will be warm right to the last mouthful or sip.

Call into their showroom at 2-4 Dooen Rd Horsham to see the extensive range .



It's been a year in the making but Sassi are excited to finally announce you can now book your Sassi beauty appointments online via Facebook!!!

Simply click the "BOOK NOW" button at the top of our Facebook page.

Wastebusters new large dump bin allows for easy removal on large jobs sites. As well don't forget their document destructions bas and bins for that confidential removal of sensitive paperwork



After the great success with their first selection of fudge the Oven Door Bakery have just replenished the shelf with some of your favorites plus a few new flavours.

New flavours: Musk, Cherry ripe, Passion fruit and M-m's.

Which one will you try this time!



What's NEW



If you've been watching the 'War on Waste' series on the ABC recently or you are on Facebook you won't have missed the show that highlighted the incredible volume of takeaway coffee cups that go to landfill.

Almost immediately after this aired four of our member cafes got on board straight away. Cheeky Fox, Chickpea, Fig Tree & Café Jas are now offering discounts off your coffee when you use a clean reusable cup to get your daily coffee .

Some of these cafes will have reusable cups to purchase.



Have you got something new?

- ◆ **Product**
- ◆ **Service**
- ◆ **Staff**
- ◆ **Location**

**Then we'd love to know about it
so please submit your new
'thing' for the next newsletter.**



Who's NEW



We would like everyone to meet our newest staff member Tiana Eldridge.

Tiana is 17, her hobbies include watching movies and listening to music.

Tiana is a very bright, cheerful young lady and is looking forward to meeting all our cooks customers.



We would like to welcome Brooke Robins to our team.

Brooke has been with us for a few weeks now and has settled beautifully in her Admin role.

In her spare time she enjoys spending time with family and friends as well as being outdoors...so long as there are now snakes or spiders!

Before joining us, Brooke completed a Certificate in Business Administration at Toyworld Horsham where she still works on Saturday mornings.

Welcome Brooke, we love having you around and we hope your day is an amazing one.



Dr Sarah Flynn Podiatrist, B.HltSci(Pod).M.A.Pod.A

Dr Sarah Flynn graduated from Queensland University of Technology in 2008 and has since worked extensively in private practice on the Sunshine Coast and Far-North Queensland prior to moving to Italy.

She is passionate about using her experience to support patients to determine the cause and utilise proven and advanced techniques to implement effective treatments. Dr Sarah Flynn is qualified in Kinesiology taping, foot mobilization and manipulation, dry needling and has several years of experience in Extracorporeal Shockwave Treatment and laser fungal nail treatments.

Her previous work with elite athletes, such as members of the National Basketball League team the Cairns Taipans and Queensland Rugby League side the Northern Pride, have assisted athletes return from sporting injuries while adhering to rehabilitation goals. I also have first-hand understanding of the impact extreme conditions have on feet having recently completed two seasons of trekking in the Himalayas.

During her time in Italy she worked as an intern in clinics in San Remo and Monaco where she gained a valuable insight into the difference in Podiatry treatment within a European context whilst also studying the Italian language.

Sarah comes to Wimmera Foot and Ankle Clinic excited to be providing a high quality of treatment of care working with advanced clinical equipment and great footwear styles and choices for her patients.





What's NEW



15 Edith St
Horsham VIC 3400
Ph: (03) 5382 7323
Mob: 0407 339 804
Web: www.djhoganbuilders.com.au
Email: dean@djhoganbuilders.com.au

ABN: 55 057 900 956
Registered Building Practitioner: DB-U 21976
Registered Commercial Builder: CB-L 36461

Member of Master Builders Association
2012 Regional Builder of the Year



FOR HIRE/SALE TEMPORARY SITE FENCING

CALL OR EMAIL HOGES

0407 339 804

dean@djhoganbuilders.com.au

**PANEL SIZE:
2100H X
2400W**

**7 DAY PER PANEL HIRE:
\$5 INC GST**

**EACH PANEL FOR SALE:
\$45 INC GST**

**LONG-TERM HIRE
RATES AVAILABLE**

**HIRE/BUY 50+ PANELS
AND GET A
DISCOUNTED RATE**

**LOCAL DELIVERY
AND SET-UP
AVAILABLE (P.O.A)**

**PANEL PICK UP
AVAILABLE DIRECT
FROM HORSHAM
SHOWGROUNDS**

*(CNR McPHERSON ST AND
MCBRYDE ST, HORSHAM)*



*What's
NEW*

Horsham Golf Club BISTRO

-NEW MENU -NEW STAFF -NEW HOURS

Come and taste our new additions, our old favourites
and take the night off, bring your friends and family

Brunch daily 10am-2pm

Dinner Friday and Saturday 5:30pm-8:30pm

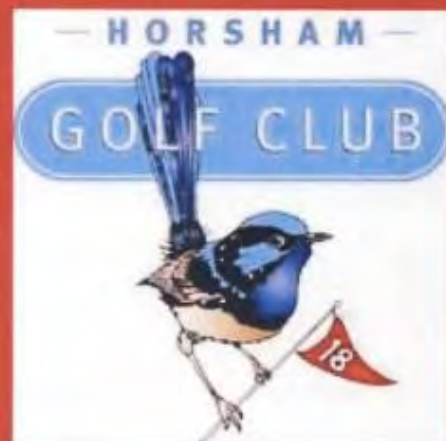


Come join us
There's something
for everyone!!

BOOK NOW 53821652

304 Golf Course road Haven

Like us on Facebook



Support



\$1 from every coffee sold will go towards the Cafesmart program and all funds raised come back to Horsham to assist our homeless program Target 365.



On Friday August 4th you can help the homeless simply by purchasing your coffee at one of these five local cafes.

**The Oven Door
Wheat Milk Sugar,
Nourish'd
Café Jas
Cafe Red Cherry.**



**Rural Financial Counselling Service Victoria -
Wimmera South West Inc.**

FREE Assistance for small business is available through the local representative Patrick White.

There are a number of areas that you can seek assistance in which is an ongoing service for the current financial year.

Don't put it off if you are experiencing a little difficulty or would simply like to do a business help check this is the perfect opportunity to seek advice and support at no cost to you.

Fully confidential.

Please call Patrick today on 53811646



We have our 5c collection tins out in some businesses to assist the Homeless Program on a continual basis. If you see one please drop your unwanted coins in.

Our Major Sponsors



Our In-Kind Partners



Supporting our Website



Supporting our Facebook Page



Supporting our Members with Affordable Accommodation

Photos in this publication are courtesy of The Wimmera Mail Times and The Weekly Advertiser or contributed