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Winter 2018

Business Horsham

Chairpersons Report

Technology & Change

Do the advances in Technology help your business?

Have technology advancements helped, does it help the customer, will it affect you in your business, these are questions that are starting to be asked by many who run a business, sure we have to adapt to change but is it always for the better, or does it come at a cost to us.

I pose this question after Telstra announced 8,000 job cuts last week.

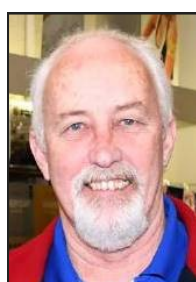
We have self-service Supermarkets, self-service petrol, self-service Banks, etc. but at what cost? Even McDonald's, a traditional employer of the young, are doing self-serve terminals with credit card payment only, cash not allowed.

In a place like Horsham does it mean we have fewer jobs available for the younger people in our community therefore less disposable income to service our businesses?

On another matter recently I have spoken to others, in the Retail sector, that have had incidences of customers buying products online or elsewhere only to come into to them to get advice or help, because they know a local business who is available can answer them, again is this fair?

There is no doubt we are going through change in business but are we all going to be able to adapt with this change?

Are you prepared for change? Perhaps think about some of these scenarios and how your business may be able to adapt and cope with different and unexpected circumstances. Provide your staff with the tools to cope with a vast range of enquiries including those enquiries that may leave you disappointed and confused and wondering WHY a customer would choose to shop online and then seek your assistance when things go wrong.



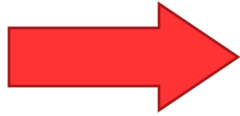
Graham Keay

Graham Keay
Acting Chairperson

Cryptic Quiz Time?



Wendy



6 Weeks



Andrea

As I reflect upon the last financial year I find myself extremely grateful for the support provided to me not only by members but importantly by the executive committee.

Now as I take a little break, once again one of our valuable executive committee members, Andrea Cross, steps in for me and because of this I reflect on the importance that some people bring to our lives. Andrea is not only a dear friend but a fellow executive member and tireless supporter of Horsham and our community. She not only stepped in to help me out in this position when my father passed, a few years ago, just one day prior to our major event with 2 days of presentations. Along with the support of other committee members I had great confidence and a real sense of relief knowing it was all in good hands while I took the time that I needed with my family.

Fortunately this time Andrea steps in for a much happier reason and that is to allow me to take some long service leave to visit my son in Canada. Many of you who know Andrea will know that she already has a massive commitment to the Horsham Ag Society along with her own families businesses, so I don't take it for granted that this is a huge thing for her to do, but she does it happily. I hope that everyone in their workplace has an 'Andrea' in their lives whether that be your employer, your manager or a fellow staff member.

Once I return from overseas in late August we will be working hard to promote our major motivational speaker for this year. Dr Arne Rubinstein will present three seminars in mid October. See page three for the early bird ticket prices on the business and community events while the third will be a presentation to school students and we sincerely thank all the sponsors of these events which means you get a greatly reduced ticket price. I hope every business considers these presentations and makes their staff aware of both opportunities for some great learning.

November will see our AGM come around once again and we will be seeking some new representation on the committee as some of our long term committee members will be stepping down. The end of November will also be my last month in this position as my husband and I will be finally taking a year to travel around Australia that we had planned to do when we sold our businesses back in 2010.

I have loved every minute of my eight years working for Business Horsham and will be leaving the organisation in a very strong position with almost 180 members. I'm pleased to say that not only our membership but also our executive numbers are one of the strongest for a chamber of commerce in Victoria which was confirmed not only by the Small Business Commissioner on her recent visit but also by the Managing Director of a Melbourne company that undertakes reviews of Business centers. This is because YOU have all supported this organisation and helped us to grow strong which then in turn strengthens the advocacy required to go into bat for business with council and government related issues.

I implore you to continue to stay strong by supporting the organisation with your membership going forward and wish you all the very best with the upcoming financial year.

Wendy Mulhew

Awesome

Upcoming Events

Dr Arne Rubinstein



Business Horsham proudly introduces Dr Arne Rubinstein from The Rites of Passage Institute. Dr Rubinstein is a passionate commentator of social issues that encompass adolescent development, teenagers, men, women and relationships. Having appeared on Australia's premier news and current events TV and radio programs.

Dr Arne is a nationally and internationally in-demand speaker for his practical, edgy, entertaining and insightful presentations which are suitable for a broad range of audiences. He has extensive knowledge of adolescent behaviour, parenting, Rites of Passage, corporate leadership and personal transformation. He will engage, entertain and educate any audience.

In a rapidly changing environment and with the increasing presence of Artificial Intelligence, Block chain, deep data and conversational commerce, workplaces are in the process of being totally revolutionized.

As well as improving key management and leadership skills for business, these workshops and presentations delivery practical, actionable strategies to improve all areas of life, both at work and at home.

Business Event

Disruptive Leadership in the Digital Age

Wednesday 17th October 2018. 9am to 11am

at Federation University Auditorium

To book email info@businesshorsham.com.au

Topics Covered include:

Latest global mega trends and how they will change our lives

Empowering others through transformational leadership

Thriving in a technologically driven work environment

The role of Rites of Passage in the workplace

EARLY BIRD Ticket \$45

until 20th August - normally \$55 for members



Community Event

Parenting, Teenagers & Technology

Tuesday 16th October 2018 - 7 to 9pm

at Horsham Town Hall

<http://sa2.seatadvisor.com/sabo/servlets/TicketRequest?&presenter=AUWESLEY&event=BHRITE18>

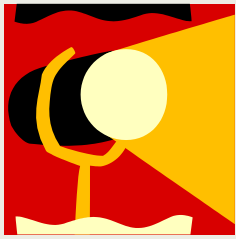
EARLY BIRD Ticket \$20

until 20th August - normally \$25



There will also be a presentation to schools sponsored by





Member Spotlight

Members working together...



If you are not particularly someone who appreciates art then perhaps think again!

I'm sure most people can appreciate the dilemma we face with the massive volume of plastics wasted everyday.

We'll take a closer look at these pictures - Yes it is all made from recyclable materials.

These floral arrangements are made from recyclable products using Axis employees in this project along with other groups.

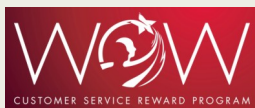
Products used were egg cartons, plastic plates, plastic bottles and paper plates. See if you can identify them and perhaps pop into the Town Hall to take a closer look, its just amazing.



It's not every day that a Horsham business is featured in a renowned magazine however member Horsham Doors & Glass did get this amazing accolade in the Fenestration Australia Magazine - Winter Edition.

Horsham Doors & Glass proudly played a part in the amazing development of the new Port Fairy Fish and Chip shop and Restaurant and we are so proud of their team too! Well done!





Logo design & Certificate Sponsor



Annual Business Award Winner



*Pawel Poplawski is pictured with Mail-Times representative
Nic Bamford & BH Vice Chairperson Andrea Cross*

Thai Basil received the annual award due to monthly vote numbers being very consistent throughout the whole voting period, the key criteria boxes were reflected upon by their customers when voting as well as additional comments were made on many of their vote cards. This all demonstrated that their customers put a lot of thought into their vote rather than just automatically ticking all boxes.

Thai Basil received a \$1650 Advertising Package from major sponsor The Wimmera Mail-Times and a certificate from Business Horsham and Wimmera Design & Print.



Annual Employee Award Winner

Kelly Smithyman from Cooks

Kelly's customers votes highlighted her acknowledgment, product knowledge and courteous and helpful manner and attitude as the special attributes of her excellence in customer service.

Kelly received a certificate from Business Horsham and Wimmera Design & Print.



Highly Commended Award for an Employee

Lyn Bray from Thai Basil

The judges decided to award an additional prize due to the consistency of votes and comments made for Lyn during the whole voting period.

Lyn received a certificate from Business Horsham and Wimmera Design & Print.

Lyn also accepted her certificate from the final voting period of the awards for May/June.

Winners for the final period May/June were:

Business Award: Telstra Store

Votes identified that the Telstra store consistently showed that a high percentage of their staff received multiple votes demonstrating that the overall theme of concentrating on good customer service across the entire staff was evident.

Employee Award: Lyn Bry – Thai Basil

Voters for Lyn made comments on their nomination forms such as: 'Calls me by name when I'm only a customer' and 'Consistently gives me a good experience'

Telstra Store will receive an advertising package valued at \$550 from major sponsor The Wimmera Mail-Times.

Both Telstra and Lyn received a certificate from sponsors Business Horsham and Wimmera Design and Print.

Our sincere thanks to all the businesses that participated in this year's program. Keep up your great work of focusing on this core aspect of your business.



Alison Chandler CEO Just Better Care Australia with Mick Clarke, Emma Cook & Craig Cook from Horsham Office

At the Just Better Care Australia annual franchise awards the Horsham franchise received an award for 'Outstanding Customer Service' Just Better Care Australia has a network of 34 franchises so to be awarded this in their first full 12 months of operation is an outstanding achievement. The management team are very proud of all of the office and field staff who have done an amazing job to get such positive feedback from their customers. Just Better Care Australia conducted a client survey in January, this formed part evaluation for the award as well as a recently concluded compliance audit.

On the night there were 6 award categories, however due to such a short time in the franchise the Horsham franchise was ineligible to win the Franchise of the Year award. However they were finalists in three categories, each category had a maximum of 4 nominations.

This award is presented to the Franchise that has exhibited

- ⇒ Exceptional customer service in all aspects of their business
- ⇒ Communication with funders, Just Better Care customers, Just Better care internal staff interactions, complaints management and staff management as well as Customer survey results.

The customer service award winner

- ⇒ Has successfully built a positive reputation in their local community by working in partnership with customers to provide quality services.
- ⇒ Has a professional and friendly approach which has led to key stakeholders viewing their business as leaders in assisting customers to navigate the sometimes challenging pathway to accessing funded services
- ⇒ Stays up to date with industry standards and always strives to implement best practice processes to meet the needs of their customers.



Forty Winks Horsham owner Peter Hayes has attributed his business's most recent success to strong partnerships with community groups and other organisations.

The Horsham franchise was crowned store of the year for Victoria and Tasmania at an awards ceremony in Melbourne.

Mr Hayes said the triumph was a credit to his staff and the result of many aspects.

"The award is judged by head office, suppliers, reps and other store owners," he said.

"The expansion of our store contributed largely to the win. It's a combination of growth in our area, presentation of the store, range of bedding shown, innovative ideas in store and being community minded."

"You need all facets to work with you for a successful business and at the end of the day what we're doing obviously works."

"We're always growing and always developing," he said.

"You don't set out to achieve an award like this. You work hard, go about your business and constantly try to improve it."

HORSHAM'S Uniting Wimmera was recognised on a national platform at the Leading Teams High Performance Awards.

Uniting Wimmera was the recipient of the high performing team award. Support for families and community manager Louise Netherway said the recognition was a good affirmation of the hard work each staff member has showed.

Mrs Netherway said staff members had participated in a leadership program, called Leading Teams, over the last two years.

She said the program focused on improving leadership development within the organisation. Mrs Netherway said Uniting Wimmera has a different perspective on leadership among its staff members.

Rather than following a traditional hierarchical approach, she said the organisation focused on empowering each person to take ownership of their work to provide better outcomes for themselves, the business and clients.

"We aren't just focused on leadership in a hierarchy, but empowering everyone at all levels," she said.





Horsham Sports & Community Club

21st Annual Sponsorship Presentation

\$139,000 was distributed to 108 local Sporting Clubs and Community Groups, as part of our ongoing commitment to the Horsham and District Area.

The Horsham Arts Council received \$2000 to purchase and install extra lighting in their rehearsal room and workshop.

Horsham Arts Council president Simon Dandy said "The improved lighting would offer a better environment for cast members to rehearse in the lead up to each production".

"We have put up with what we had, but it is pretty dark, which makes reading lines and sheet music very hard during rehearsals," he said. "It is well and truly over due and this grant money helps us get it done."



Green Park Casuarina Kindergarten has received 7 grants totaling \$13,900 over the last 21 years. This years \$2500 is going towards replacing timber framework on swing pergolas.

Candice Muszkieta accepts \$2000 on behalf of the Wimmera Park Run for set-up costs, including a defibrillator.



The Hopetoun Team Outpatients Cycle Club received \$600, to purchase night riding vests, represented by Debbie & Norma.

Bistro Open 7 Days ~ Lunch 12-2pm | Dinner from 6pm
Breakfast Sunday 8:30-10:30am

177-181 Baillie St, Horsham | Ph: 5382 6262 Visit us online at www.hsccl.org.au & www.facebook.com/horshamsccl



Member Birthdays

Who doesn't love a birthday?

Every birthday is worth celebrating and this is especially so for business.

It can be tough out there in the business world with pats on the back few and far between sometimes, so we think it's worth celebrating and congratulating every single milestone on the way to success.

So **HAPPY BIRTHDAY** to these members. If your business is having a birthday we'd love to hear from you so that we can celebrate your success as well.



headspace



NEWS FLASH



10 Darlot Street



116-118 Firebrace Street

Who's NEW



Paula Playtek
Sales Manager



Paul Riley - Manager & Director of Golf



New Service

We now offer Ear/Body candling using TGA approved 'Practitioner only' candles.

The candles have been hand painted in bee's wax using organic cloth and have the final touch of being reiki blessed. Ear/Body candling is beneficial for removing excess wax, clearing congestion, unblocking sinus and helping to reduce pain over specific parts of the body.

It's a very gentle and a relaxing service that is now offered at Des Lardner's Organic.



Now available for Hire.

This large modern super efficient cool room is now available for hire. Great racking system internal to store plenty of product to keep cool.

Hire rates \$150 per day, \$250 weekend or \$380 per week.

Prices include GST.

To enquire about this coolroom to hire contact
Mick 0416 134 788



NEW SERVICE

Our fitter Kelly has completed her course in mastectomy, breast care fittings. Fittings can be made by appointment.



New leg of the business
Bug R Off Franchises

Uniting U3 - Wimmera Container Homes Pilot Project

Uniting (formerly Wimmera Uniting Care) are currently seeking support for this pilot program to support youth homelessness.

What is needed to make this happen?

Uniting is still working through this project plan to ensure the pilot can run seamlessly.

Next steps include:

- ⇒ Engaging with the headspace Horsham youth reference group for their input into the project plan and design of the container homes
- ⇒ Approaching key community leaders to join a Community Action Group (including representatives from the employment & education partners) to help drive the project
- ⇒ Locking in the land/location for the Container Homes. We are currently working with local, not-for-profit partners to reach an agreement
- ⇒ Exploring opportunities for additional funding. Uniting Wimmera has enough budget for the first container to be built, additional funding would be required to create the Container Village
- ⇒ Developing a timeframe with the Container Build Group as a chosen contract for construction.



Photo for illustration purposes only



What can YOU do to help?

Pop your thinking caps on and explore if there is some small way in which you can assist this very worthwhile program.

If you're not sure then why not give the team a call at Uniting Wimmera and simply ASK! **5362 4000**

DID YOU KNOW?

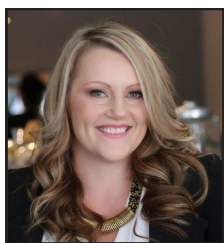
Did you know that training, policies and procedures rank the lowest for choices undertaken by our members from the list of options when they first join?

While this is a little concerning we do understand that taking people away from your workplace is perhaps not your first choice of action.

However these three elements are absolutely essential in your business, so perhaps the answer is to bring these options right to you.

I've put together a list of our members who offer these opportunities, all of which are happy to provide a free no obligation consultation to talk to you about how to go about these essential elements of your business and about the options that best suit your needs.

WORKING TOGETHER FOR *Better Business*



Sharron Keating
0408 144 758

Sharron Keating, founder of Epicure Coaching bought her first business at age 20 and has a strong background in Coaching, Leadership and Behavioral Profiling. Sharron is a published author, speaker, and facilitator passionate about creating positive change in small – medium sized business.

Culture

We bring business owners and their teams together to create a culture where having each others back and championing each other on is the norm.

Growth

Our unique “Outstanding Culture Model” develops your people beyond their job roles. Take your team from a team that “gets by” to a team that truly thrives.

Success

We work with passionate business owners who want to create a team who keep each other accountable and fight for the greater good of their team, business and customers.



Francois Korf
0413 079 892

Business Coaching

Your Business Coach has one purpose and that is to help you succeed.

That means starting with understanding your business and your current situation, then preparing the foundation plan to achieve your goals.

Using state of the art software to conduct a Business Needs Analysis gives us that insight into your business and allows us to focus on the critical areas first.

Book a free consultation now to get your business back on track.

Training

Investing in staff development is critical to the growth and success of your business.

Your Independent OH&S Partner

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.

WorkSafe Practices

Helping you understand your obligations

OH&S Policies

Preparation of your company/business OH&S policies and procedures

General Advice

Preparing you for the best outcomes



Peter Carter
0409 350 830

DID YOU KNOW?

POP-UP

Community Market

Sunday, July 29,
10am to 1pm

ONLY
\$15⁰⁰
PER SITE

**Buy and sell under cover
in Plaza Centre Mall!**

For site bookings Horsham Plaza centre
management office on 5382 0912 or email
manager@horshamplaza.com.au

Proceeds to... **Rotary**
Club of Horsham East



KMART • SPOTLIGHT • REJECT SHOP • WIDE RANGE OF SPECIALTY STORES
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School Holidays at the Plaza

WEEK ONE
MON 2 TO FRIDAY 6 JULY

Mon Colour in Caps
Tues Ladybug house & farm barn
Wed Woven placemats
Thur Felt flower bouquet
Fri Decorate handbag / pencil case

WEEK TWO
MON 9 TO FRIDAY 13 JULY

Mon Felt flower bouquet
Tues Decorate handbag / pencil case
Wed Ladybug house & farm barn
Thur Colour in Caps
Fri Woven placemats

11AM-3PM DAILY - ONLY \$4 PER CHILD

take a book, leave a book,
at our new

Free Book Exchange

located opposite cafe 22



Our Major Sponsors



Our Media Sponsors



Supporting Business Horsham with general advertising and promotion



Supporting Business Horsham with promotion of the 'Shop Horsham' Gift Card and WOW Reward Program for Excellence in Customer Service

Our In-Kind Partners



Supporting our Website



Supporting our Facebook Page



Support in marketing our annual
Major motivational speakers

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

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