



Annual Report 2020

Table of Contents

- PRESIDENT'S REPORT
- OVERVIEW
- CHAMBER TEAM
- ADVOCACY
- FINANCIAL STATEMENT
- EVENTS
- CELEBRATING LOCAL BUSINESS
- FORGING RELATIONSHIPS

President's Report

President's Report 2020

Dear Members and Guests

Welcome to the Port Macquarie Chamber of Commerce Annual Report for 2020.

This past year has been one of the most tumultuous and challenging periods for our community and businesses. The 2nd half of 2019 was dominated by the drought and devastating bushfires from November until early in the New Year.

From July to December 2019 Chamber held the following events:

- Sponsors and Business Awards entrants Movie Night at Majestic Cinemas
- 2019 Holiday Coast Credit Union Greater Port Macquarie Business Awards Gala Dinner
- Chamber Networking Evening with MBC Recruitment – Winner of Business of the Year 2019 Awards
- Business Awards Sponsors Thank you breakfast at CSU, 2019 Hall of Fame Inductee
- Boardroom Lunch with Alexandra Heath, Reserve Bank of Australia (co-hosted with HBWN)
- Chamber Networking Evening - NSW Business Chamber Alliance update with Natalie Mitchell
- Chamber AGM & Networking Evening - CSU - Earn as you Learn presentation
- Combined Business Networks Christmas Party raising funds for the NSW Rural Fire Service

In early 2020 there were drought breaking rains in January and February. This was followed in mid-March by the Coronavirus pandemic, initial restrictions and lockdowns. From this time onwards the community and business operators grappled with COVID restrictions in one form or another for several months.

The hospitality and tourism industries were hardest hit by the restrictions during that period. A gradual re-opening began in April/May and the local economy has recovered strongly since then. In recent months the hospitality and tourism sectors have reported a strong resurgence with solid bookings since the June long weekend.

Chamber participated in Council lead COVID Recovery Planning sessions from April to June 2020. This culminated in a support package of recovery projects endorsed by PMHC worth over \$3m. These and many other local initiatives have helped to boost business confidence as shown in recent surveys by Council. Real Estate sales and the housing sector have been buoyant with unprecedented activity levels since May driven by an exodus from the cities and government stimulus measures.

From January to June 2020 Chamber held the following events:

- Chamber Networking Breakfast – Business in the Bush – held at the Koala Hospital
- Chamber Networking Evening - Diversification & Customer Service
- Chamber Networking Breakfast - Luminosity Launch
- Zoom through Covid Presentation – “Is your business grant ready?” with David Ross, Direction Accounting
- Zoom through Covid Presentation – “Where’s your head at?” with The Posify Group

- Zoom Presentation – “What The Best Business Owners Are Doing To Survive & Thrive Right Now (Even In The Midst Of Chaos & Uncertainty” with Stuart Goodfellow, Regional Business Specialists
- Zoom Presentation – “Presentation and Q&A Session with PMHC on COVID-19 recovery plan and steps moving forward” with Craig Swift-McNair, PMHC General Manager
- Zoom Presentation – “Akubra – Rabbits and hats! How to survive and prosper through a century of business challenges” with Roy Wilkinson, Akubra

Due to COVID restrictions from March 2020 onwards Chamber had to cancel all face to face Networking events. However, during that period Chamber was able to continue providing a service to members via the above listed zoom presentations.

The lack of events has had a severe impact on Chambers revenue during the first half of 2020. However, despite the COVID restrictions and reduced events, Chamber membership remained fairly steady (ranging between 254 to 262 members) during 2019/20. To all members I wish to extend a vote of thanks on behalf of the Board for your ongoing support during what has been a very difficult period for everyone.

During that same period our many very generous sponsors remained committed to Chamber despite the lack of events and so I also extend thanks on behalf of the board to all Sponsors for their generosity and loyalty during this past year. We are all looking forward to a return to Networking events allowing full sponsor participation in the coming year.

I wish offer special thanks to the EO, Mark Wilson, as well as Chamber staff Katherine Harris and Trisha McIntyre for their work and tireless efforts during the year. They have continued to provide great service to our members via the Chamber website, newsletters and updated Government notices throughout the pandemic under difficult circumstances and reduced hours.

To all members on behalf of the Chamber Board thank you again for your support and we look forward to returning to normal operations in 2020/2021.



Michael Mowle

17 November 2020

Overview

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 and networking evenings) generally break even, while our special events such as Boardroom Lunches and the Golf Day are returning reasonable profits.

The Chamber Alliance continues to add value to our membership, with more opportunities for Members to involve themselves through networking and contact opportunities.

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

Membership

The Chamber had 254 members as of 1 July 2019 and moved to a high of 266 at the end of June 2020.

Chamber Team

Chamber Board members working for you during 2019/2020 year:

- Michael Mowle – (President) – Managing Director, Hopkins Consultants
- Linda Elbourne – (Vice President) – Business Development & Marketing Manager, Willing & Able
- Alex Glen-Holmes – (Treasurer) - Licensed Sales Agent & Auctioneer
- Nick De Groot – (Secretary) – CEO, Port Macquarie X-Ray
- Kellon Beard – Regional Manager Mid North Coast, Business NSW
- Stuart Goodfellow – Director, Regional Business Specialists
- Janette Hyde - Board Member, Panthers Port Macquarie
- Chris Denny – Managing Director, Southern Cross Resorts
- Brett Varcoe – Centre Manager, Settlement City
- Greg Freeman – Managing Director, Impact Environment Consulting Pty Ltd
- Tony Thorne – Director, King and Campbell
- Cathie Linklater – Port Macquarie News (resigned in 2020)
- Natalie Mitchell – Capital Office Business Solutions (resigned in 2020)
- Caleb Rose – General Manager, Wauchope Country Club (resigned in 2020)



Michael Mowle



Linda Elbourne



Alex Glen-Holmes



Nick De Groot



Kellon Beard



Stuart Goodfellow



Janette Hyde



Chris Denny



Brett Varcoe



Greg Freeman



Tony Thorne



Cathie Linklater
(resigned 2020)



Natalie Mitchell
(resigned 2020)



Caleb Rose
(resigned 2020)

Administration staff

The Chamber administration team:

- Mark Wilson – Executive Officer
- Katherine Harris – Office and Administration Manager
- Trisha McIntyre – Marketing and Events Officer (resigned 2020)
- Chris Dubar – Accounts Manager



Mark Wilson



Katherine Harris



Trisha McIntyre
(resigned 2020)

Advocacy

Central to Chamber's activity as the premier local business advocate, pursuing issues and opportunities which support 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 maintained links and representation on two of Port Macquarie Hasting's Council's (PMHC) major portfolios, being the Economic Development Steering Group and the Town Centre Masterplan Committee. We also hold Board Representation on the Cultural Steering Group.

The Chamber continues to lobby local, state and federal representatives in respect to the proposed Orbital road and additional Airport access suggesting that once an acceptable route is found; the roads will be appropriate projects to receive state and/or commonwealth financial assistance due to our significance as a regional infrastructure project. We also continue to lobby heavily regarding the current condition of the existing Airport access road.

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

Submissions and support letters

- Support for the CBD Foreshore Masterplan Bicentennial Walk project
- Support for Hello Koala festival
- Support for Hello Koalas Sculpture Park
- Support for Luminosity Project
- Support for Highfields development
- Support for grant for Careflight Ambulance
- Support for Surf Museum Oxley Beach land grant application
- Support for Michael Mowle on Transport Committee

Financial Statement

Treasurer's Report

Port Macquarie Chamber of Commerce 2019/2020

On behalf of Port Macquarie Chamber of Commerce I am pleased to be able to present the financial report for 2019/2020. This has been a difficult year for all of us in business and we have all had to make many changes and adjustments to keep business going. As a Chamber we also had to make many adjustments to ensure that we could stay afloat and support our members during this time. With many cutbacks we were able to show a positive result showing an overall profit of \$30,630. This raised figure is due to Business restart grant of \$30,000, plus Job Keeper and cash flow grants totalling \$9,660 which have assisted the Chamber to continue to operate.

Due to COVID no networking events were able to be held in the second half of the financial year from our February event. As a Board we also made the decision to extend memberships three months during this period to ensure we weren't subjecting our members to any further financial difficulties than those they were already facing.

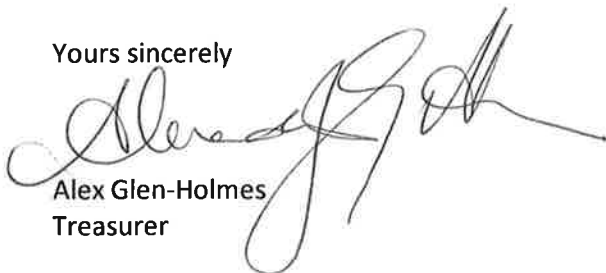
The Business Awards held in July 2019 was again a very well supported event which produced an overall profit of \$39,885. This was due again to a very hard-working committee that volunteered many hours and worked in with the Chamber staff to ensure another successful night for the Business Community. A big thank you staff and committee for a job very well done.

Due to COVID we reduced staff numbers and hours worked. This helped to control some of the costs we incur. As Treasurer I believe we are trading in a positive cash flow position and the Port Macquarie Chamber of Commerce can pay its bills in the near future.

I wish to thank the current Board for their support, hard work and diligence to get us through this financial year and a special thank you to Chris Dubar who has greatly assisted me to cut the budget down to the bare bones and helped source grants to ensure that the Chamber could continue financially and meet its obligations. A big thank you also to Katherine Harris and Mark Wilson from our Chamber office for working through these challenging times with us and the support that you have shown not only the members but also myself.

The current Board has ensured that Port Macquarie Chamber of Commerce is in a positive financial position to continue into the future with the resources needed to support the members.

Yours sincerely



Alex Glen-Holmes
Treasurer

Income Statement:	2020	2019
	\$	\$
Revenue	225,738	285,953
Other revenue	40,572	1,214
Expenses inc Employee expense	(231,946)	(282,088)
Depreciation and amortisation expenses	0	0
Finance costs	0	0
Profit (loss) from operations	34,364	5,079
Balance Sheet:		
CURRENT ASSETS		
Cash and cash equivalents	72,267	81,097
Trade and other receivables	51,028	25,820
Other current assets	6,083	24,341
TOTAL CURRENT ASSETS	129,378	131,258
NON-CURRENT ASSETS		
Property, plant and equipment	0	0
TOTAL NON-CURRENT ASSETS	0	0
TOTAL ASSETS	129,378	131,258
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	46,864	26,638
Financial liabilities	14,345	70,814
TOTAL CURRENT LIABILITIES	61,209	97,452
TOTAL LIABILITIES	61,209	97,452
NET ASSETS	68,169	33,806
EQUITY		
Retained profits	68,169	33,805
TOTAL EQUITY	68,169	33,805

Events

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).



Port Chamber

The structure of meetings was altered during the year, with feedback from Members indicating that most preferred a decrease in presentation time in favour of more discussion and networking opportunities at events.

The Chamber event themes over the period are outlined below.

Port Chamber events

- Sponsors and Business Awards entrants Movie Night at Majestic Cinemas
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Celebrating local business

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 makes up a large percentage 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.

"The team and I had a fantastic night and really appreciate all the effort that was put into it. We are also extremely happy and proud to win the award and again thank you for the privilege of being a part of the night."

"We were humbled to receive the award on Saturday night. Thank you for such a great event. I am part of the Macleay Valley Business Awards and know how much time and effort go into it for a sound execution. You and the Team nailed it!"

"Thank you – you all did a great job again. I look forward to next year".

"Woo Hoo!!!, Thanks ladies appreciated. I'm sure next year will be another awesome event when it comes around."

"Great work team! What a fabulous night Saturday was!!"

"Thank you so much. You did an amazing job yet again last Saturday. Spectacular!"

"I'm not usually lost for words but winning our award on Saturday was quite a surreal experience and I completely forgot what I wanted to say if we won... If I had my wits about me I should have thanked the sponsors, and also the two of you! It's no small thing to pull together an evening of that magnitude and it's a credit to you both. Congratulations and thanks!"

"Compliments to the Chamber on another successful Business Awards Night."

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.

2019 Inductee

- Charles Sturt University

Category winners (2019)

Local Industry Awards

- Accommodation - Macquarie Waters Boutique Apartment Hotel
- Automotive Services - CS Mechanical Repairs and Services
- Childcare, Education & Training - Men At Work Training & Assessment
- Community & Social Services - Liberty Domestic and Family Violence Specialists
- Construction - FastPlast Building Supplies
- Creative Services & Communications - Radio 531
- Financial Services - Coastline Credit Union
- Food Production & Catering - Timbertown Pies
- Hair & Beauty Services - VANITY Medi Spa
- Hotels, Clubs & Bars - Settlers Inn Hotel
- Industry, Manufacturing & Engineering - Bennetts Steel
- Medical, Healthcare & Fitness - Sports and Spinal Physiotherapy Clinic
- New Business - Alex Glen-Holmes Real Estate Training
- Professional & Business Services (5 or less employees) - Wauchope Travel
- Professional & Business Services (6 or more employees) - MBC Recruitment
- Real Estate & Residential Services - HEM Property Port Macquarie
- Restaurants & Cafes - Seasalt Cafe & Restaurant
- Retail (5 or less employees) - Touchwood Flowers
- Retail (6 or more employees) - Harvey Norman Computers Port Macquarie
- Tourism & Attractions - The Koala Hospital
- People's Choice - The Koala Hospital
- Woman in Business - Stacey Morgan (Port Macquarie Performing Arts)

Business Excellence Awards

- Excellence in Work Health & Safety - Port Macquarie Performing Arts
- Outstanding Young Employee - Kayla Fuller (Touchwood Flowers)
- Outstanding Young Entrepreneur – Daniel Parry-Hawkins (DPH Handyman & Yard Maintenance)
- Outstanding Business Leader - Stacey Morgan (Port Macquarie Performing Arts)
- Excellence in Social Enterprise - Octec Limited
- Start Up Superstar - First State Allstars
- Excellence in Innovation - Hello Koalas Sculpture Trail
- Excellence in Sustainability - The Koala Hospital
- Excellence in Export - Cassegrain Winery
- Outstanding Employer of Choice - MBC Recruitment
- Excellence in Micro Business (less than 5 employees) - Touchwood Flowers
- Excellence in Small Business (5 – 20 employees) - Wauchope Country Club
- Excellence in Business (21 or more employees) - MBC Recruitment

Business of the Year

- MBC Recruitment

Forging relationships

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:

- Supporting the Local Bush Fire Brigades via the Combined Business Networks Christmas Party where \$1,600 to be divided between the local RFS Brigades was raised.
- Coordinating the annual midnight community fireworks on New Year's Eve.