



Dear Chamber Member,

## *HAPPY NEW YEAR!*

The Chamber wishes you a prosperous and safe New Year.

This year we will be celebrating the Chambers 70<sup>th</sup> year of incorporation and we would like to hear from anybody who has any stories of the early days or who served on the Executive Committee.

We will of course be holding some celebrations later in the year and we will let you know as events are finalized.

The Chamber wishes to remind you that we are starting to publish the 2011 Collie Business and Telephone Directory so contact the Chamber soon to make sure that you are in it!

*Richard Jackson,*  
Chief Executive Officer  
Collie Chamber of Commerce & Industry  
Tel.(08)9734 4817 or email [admin@colliechamber.asn.au](mailto:admin@colliechamber.asn.au)

2	Chamber Executive Meeting Diary; Safe Work Australia;
3	Worsley wins CEO's Award
4	Perdaman News; Small Business Centre – February Sessions
5	One Consumer Law for Australia
6 - 7	Parental Leave Pay – Information for Employers
8	Xtend Counselling & Psychological Services
9 - 11	SCAMwatch: Secrets of Your DNA Revealed? Fake SCAMwatch Emails Donate Wisely – Central Queensland Flood Crisis

*Don't forget to have your say in  
our online survey in regards to  
shopping hours for Collie!*

## SHOPPING HOURS-should they be longer?

This year sees a one in 94 year event - Anzac Day falls on the same day as Easter Monday and hence we have been given an extra day off, Tuesday 26<sup>th</sup> April.

The Chamber has asked the Shire to allow shops to open that day to avoid inconvenience to shoppers.

**But should all shops be allowed to open for longer all the time? Should shops be able to open until 7pm, or later? Should shops in Collie be able to open on Sunday's?**

The Chamber would like to know your views on these questions. Please call Richard or Kylie on 9734 4817, email us at [admin@colliechamber.asn.au](mailto:admin@colliechamber.asn.au) or participate in our online survey at

<http://www.eSurveysPro.com/Survey.aspx?id=9cc33a55-303c-4f9c-89a7-65b0134c24e7> as soon as you can.

# CHAMBER EXECUTIVE MEETING DIARY

The Executive Committee of the Collie Chamber of Commerce & Industry normally meets on the 2<sup>nd</sup> Wednesday of every month. The following dates are for the next two months;

**WEDNESDAY** February 9<sup>th</sup> – Collie Ridge Motel, 6.00pm

**WEDNESDAY** March 9<sup>th</sup> – Collie Ridge Motel, 6.00pm

Please note that these dates and the venue are subject to change. All members of the Collie Chamber are most welcome to attend the meetings. Call either Richard or Kylie at the Chamber office to discuss.

## Safe Work Australia

**SWA is seeking public comment on a package of work health and safety regulations and twelve codes of practice. All States and Territories have committed to introduce the package on 1 January 2012.**

The regulations and codes will support the harmonised Act provisions released earlier this year that extends the application of work health and safety laws in Western Australia. The public consultation stage provides the opportunity for employer to have a say on what will and won't work for them.

The package will provide some relief for multi state employers whilst creating additional burden for small business. CCI represented the Australian Chamber of Commerce and Industry on Safe Work Australia in the development of the package and has a number of concerns regarding the enormity and content of proposed regulation.

As an example a new concept for Western Australia is the linking back of a number of regulations to penalties under the Act. It has the potential to artificially inflate the level of penalty imposed. CCI opposed the concept arguing that if a regulatory requirement is seen to be sufficiently critical to attract an Act penalty then it should be in the Act not the regulations.

The reporting, record keeping and notification requirements far outstrip current requirements and in many cases are not justified other than to demonstrate compliance to the regulator.

The regulations require a person conducting a business or undertaking to ensure specific requirements are met 288 times within the package. Only 90 of the requirements are conditioned by 'reasonably practical'.

CCI encourages members to review the package and in particular parts that apply to business operations and respond to Work Safe Australia. **Safe Work Australia is currently loading the package online. This will be available from <http://www.safeworkaustralia.gov.au/Pages/default.aspx>**

CCI also welcomes comments on the package. Further information on the package and how to respond is available from CCI. Contact the OSH team on 9365 7415 or email [osh@cciwa.com](mailto:osh@cciwa.com)

# Worsley Wins CEO's Award

BHP Billiton Worsley Alumina is the 2010 winner of the CEO's Sustainability Excellence Award, which is awarded to the BHP Billiton asset with the best all-round achievement in health, safety, environment and community performance.

Worsley Asset President Julius Matthys accepted the Award from BHP Billiton CEO Marius Kloppers at the company's annual Health, Safety, Environmental and Community (HSEC) awards held in Perth late last year.

The award acknowledges Worsley's commitment to HSEC highlighted by its focus on workplace hygiene and medical surveillance, comprehensive workplace safety and road safety programs, energy excellence and long-term community support and consultation. At the same ceremony, Worsley also won the 2010 Safety Excellence Award for the company's road safety program.

Worsley operates a bauxite mine, alumina refinery and port in the South West and Peel regions of Western Australia and employs 2000 direct employees and contractors. The company is midway through a \$A2.5 billion expansion program which will make Worsley one of the world's largest bauxite-alumina operations.

Mr Matthys said he was pleased to accept the award on behalf of employees at Worsley. "The award represents a lot of hard work over many years," he said. "Our employees and our contractors strongly support the belief that to be a world-class business you need to look after your people, care for the environment and support local communities."

The HSEC award ceremony proved to be a major celebration for Worsley with the company also winning a high commendation in the safety category for its Safety Excellence project, and a merit award in the environment category for its Energy Excellence program.



BHP Billiton is the world's largest diversified mining company with 100,000 employees and contractors working in operations around the world.

*Picture: Angus Stewart, Sonal Singh and Greg Cargill hold the HSEC trophies awarded to Worsley by BHP Billiton.*

## Perdaman Signs Coal Supply Agreement

KordaMentha, the Administrators for Griffin Coal, and Perdaman Chemicals and Fertilisers have signed a long term Coal Supply Agreement for the supply of up to 2.95 million tonnes of coal per annum to the Perdaman Collie Urea Project commencing in 2014.

Perdaman is developing a \$3.5 billion urea manufacturing plant at Collie which will produce 2 million tonnes of urea per annum for local customers as well as for export through the Port of Bunbury.

Perdaman Chairman and Managing Director Vikas Rambal said that “Perdaman is very appreciative of the efforts shown by Griffin’s Administrators in finalising this contract during a difficult period for Griffin Coal.”

“This agreement is a significant step forward in terms of having now signed the three key contracts i.e. urea offtake agreement, the engineering, procurement and construction contract and Coal Supply Agreement, which allows us to accelerate the debt funding phase of the Project”, Mr Rambal said.

The signing of the Coal Supply Agreement follows closely the recent announcement made by Griffin’s Administrators concerning the sale of [Griffin](#) to [Lanco Infratech](#).

## Perdaman Signs Waste Water Agreement

Perdaman has signed a contract with Verve Energy in relation to the disposal of 1.75 million litres of treated process wastewater from the urea plant.

[Verve Energy](#) owns an existing ocean outfall pipeline, which it uses to safely discharge treated wastewater from Collie Power Station to the ocean near Kemerton. This pipeline has unused spare capacity to accept this quantity of treated wastewater each day at Collie Power Station from Perdaman.

Strict environmental requirements stipulated by State and Federal Government environmental agencies will be met by Perdaman using well established water treatment technologies, to ensure protection of the marine environment where the Verve pipeline discharges to the ocean.

## SMALL BUSINESS CENTRE - FEBRUARY SESSIONS

**The full day courses** are:

[Tenders and Contracts](#) on Friday 11th February

[AussieHost Customer Service](#) on Tuesday 15th February and

[Excel Basics](#) on Friday 18th February.

An intermediate/advanced course will be held on Friday 25th February. Further information on this course will be released shortly.

**The part day sessions** are:

Information evening on [Developing Your Business Plan](#) as Part of a Cert IV on Tuesday 1st February.

[Workplace Bullying and Harassment](#) on Tuesday 8th February.

Both of these are evening sessions.

A **Women in Business Breakfast** will be held on Tuesday 15th February.

[Click here](#) to register your attendance at any of the courses. Please reference the course you wish to attend in the title.

# One Consumer Law for Australia

Tresslyn Smith, Senior Regional Officer – Department of Commerce

The new **Australian Consumer Law (ACL)** became fully active on 1 January 2011. It means there is now one single law for all businesses across the country to adhere to.

This clarification of rules should provide more consistent and stronger protections against unsafe products and unfair practices, no matter where in Australia a purchase is made. The updating of legislation also caters for contemporary buying and selling methods and meets the needs of increasing interstate trading.

Purchases made toward the end of 2010 are covered by the previous fair trading laws and the ACL applies to those made on or after 1 January 2011. As a business you should be aware that there may be some confusion about the cut-off date amongst your customers but consumer rights have not changed markedly; the new law is simply a clearer set of rules.

Under the new law it is up to you as business to provide a 'consumer guarantee' regardless of any other warranty offered. The 'consumer guarantee' means that goods must be of acceptable quality, fit for purpose and match descriptions, samples or demonstration models. They must be without restrictions like debts or hidden securities. Repairs and spare parts have to be available for a reasonable time.

Should you fail to meet one of these guarantees, your customer is entitled to a remedy such as refund, repair or replacement. If the failure is major the consumer can choose a remedy and if it is minor, you as the supplier of the goods or services can choose. It is unlawful to display 'no refunds and exchanges' signs or to promote company policies that attempt to limit consumers rights and of course you must not mislead your customers about their legal entitlements.

As a business you too will benefit from the 'consumer guarantee'. Any purchase under \$40,000 made by your business is covered under the ACL (other than items bought for re-supply) giving you the same protections that your customers have when they buy a product.

Remember that it is now also compulsory to provide receipts for purchases over \$75 and that your customers have a right to ask for receipts for lower amounts. Consumers can also seek details or an invoice of the materials and labour supplied under a contract.

In the area of product safety there are mandatory reporting requirements for product-related accidents. You have two days to notify the ACCC after becoming aware that a product you have supplied caused, or may have caused, serious injury, serious illness or death. Find out what you need to report, when and how at [www.productsafety.gov.au/mandatoryreporting](http://www.productsafety.gov.au/mandatoryreporting)

For the rest of 2011 – the first year transitional period – our focus will be on trader education. Whilst this does not rule out enforcement action for serious breaches, we understand that the ACL represents major changes for many businesses.

**There is need-to-know information at [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au).** I would urge you to browse the site and familiarise yourself with key aspects of the new consumer law so that you are aware of your rights and responsibilities.

Consumer Protection is especially keen to work with businesses in WA to usher in this new era of consumer law and looks forward to assisting the sector to comply with the fresh legislation.

If you require further information on this or any other consumer issue, please call into our office on the 8th floor of the Bunbury Tower, 61 Victoria Street, Bunbury or call us on **(08) 97 222 888** or **1300 30 40 54**.

**(Consumer Protection is a division of the Department of Commerce)**

## **Parental Leave Pay – Information for Employers**

### **When does my role in providing Parental Leave Pay start?**

The Paid Parental Leave scheme starts on 1 January 2011. Your role in providing Parental Leave Pay will be voluntary until 30 June 2011. This means you have time to make any necessary adjustments to your payroll system. This also means you will not have to make changes to your payroll system part-way through a financial year.

From 1 July 2011, you will be responsible for providing Parental Leave Pay to your eligible employees who have or adopt a child from 1 July 2011, and have worked in your business for 12 months or more and are expecting to receive more than eight weeks Parental Leave Pay. However, you will have the choice to pay your employee if they have worked for your business for less than 12 months, or are accessing less than eight weeks Parental Leave Pay. If you choose not to provide your employee their Parental Leave Pay in these situations, we will pay your employee.

You do not need to contact us if you have an employee who wishes to apply for Parental Leave Pay. Your employee will need to contact us and lodge a claim for Parental Leave Pay.

### **What are my obligations as an employer to provide Parental Leave Pay?**

To make sure you meet your obligations to provide Parental Leave Pay to your eligible employees, follow these simple rules:

1. Provide your bank account details, employee's usual pay cycle and pay cut off details to us to ensure you receive Paid Parental Leave funds.
2. Provide Parental Leave Pay to your employee for their Paid Parental Leave period.
3. Provide Parental Leave Pay as part of your employee's usual pay cycle.
4. Withhold tax from Parental Leave Pay under the usual PAYG withholding arrangements. You will need to include Parental Leave Pay in the total amounts on the employee's annual or part-year payment summary (statements given to the employee for tax purposes).
5. Provide a record of Parental Leave Pay for your employee (usually a payslip).
6. Keep written financial records of receipt of Paid Parental Leave funds received from us and of the Parental Leave Pay provided to your employee.
7. Notify us:
  - if and when your employee returns to work before or during their Paid Parental Leave period
  - if and when your employee resigns from your business
  - if you change your bank account details or your employee's pay cycle, **or**
  - if you receive an incorrect amount of Paid Parental Leave funds from us or if you are unable to provide Parental Leave Pay to your employee.
8. Return any unpaid Paid Parental Leave funds to us.

9. Notify us in advance if you are:

- ceasing to trade
- selling your business; or
- transferring ownership or merging with another business.

### How do I get ready for July 2011?

To make sure your business is ready to provide Parental Leave Pay to any eligible employees, you can register for the Paid Parental Leave scheme through [Centrelink Business Online Services](#). If you do not have access to the internet you can call the [Centrelink Business Hotline](#) to register.

An [Employer Business Requirement Statement](#) is available to assist employers, human resources staff, accountants and tax practitioners to prepare for the introduction of the Paid Parental Leave scheme.

### Is my employee entitled to leave under the Paid Parental Leave scheme?

The Paid Parental Leave scheme does not provide an entitlement to leave. Parental Leave Pay is designed to complement existing leave entitlements, for example, the unpaid parental leave provision of the National Employment Standards under the *Fair Work Act 2009*.

Under the *Fair Work Act 2009* if an employee has been employed by your business for 12 months or more, they may be entitled to access up to 12 months unpaid parental leave associated with the birth or adoption of a child. Where families prefer one parent to take a longer period of leave, that employee has the right to request up to an additional 12 months of unpaid parental leave.

It is important that your employee discusses their leave intentions with you.

For information about working entitlements and workplace obligations visit [www.fairwork.gov.au](http://www.fairwork.gov.au) or call **13 1394**.

[Source] <http://www.familyassist.wa.gov.au>

# Xtend Counselling and Psychological Services

## **NEW Personnel Support Program**

The Personnel Support Program (PSP) is a specifically designed confidential, professional counselling service designed to both support and enhance the emotional, mental and general psychological wellbeing of employees and their immediate family members of any workplace registered with Xtend Counselling.



Our primary objective is to provide preventive and proactive interventions for both work and personal problems of employees that may negatively affect work performance and/or personal wellbeing. The Personnel Support Program (PSP) is built around the understanding that a person's life cannot be neatly divided into "work" and "personal life".

Personal difficulties or stresses can have an effect on the way employees function at work. Sometimes, such difficulties may lead to lower productivity, strained relations with co-workers and frequent absences or accidents.

The PSP can provide significant benefits to an organisation or workplace, notably increasing productivity, reducing costs, and enhancing organisational morale. Cost savings from a PSP are clear and substantial, arising from reductions in staff turnover, lower absenteeism, fewer accidents, less grievance activity, and fewer workers compensation claims.

An additional male and two female counsellors are available to provide this support in Collie. All staff are extensively trained and supervised by Geoff. **Contact us today: (08) 9724 1011 – [geoff@xtendcounselling.com.au](mailto:geoff@xtendcounselling.com.au)**

### ***Xtend provides the following:***

- Individual, couples, family and group therapy
- PSP (Personnel Support Program)
- EAP Contractor (Employee Assistance Program)
- Mediation
- Critical Incident Debrief
- Skills Development
- Group Psycho education
- Preventative Mental Health
- Hypnosis-smoking/alcohol/drug use
- Medicare / Private Health rebates
- Bulkbilling

### ***Issues***

Relationships

Trauma

Gambling and other Addictions

Depression

Grief and Bereavement

Work Related or Personal Issues

Health Concerns

Substance Abuse

Financial Problems

Anxiety Disorders

Harassment and Discrimination

Elder Care and Child Care

### **Xtend Counsellors work eclectically using:**

Transactional Analysis

Psychodynamic Therapy

Existential Therapy

Cognitive Behavioral Therapy

Interpersonal Therapy

Narrative Therapy

# Secrets of Your DNA Revealed?

A state-of-the-art DNA test that will reveal the blueprint of your genetic code and hold all the answers to your health, wealth and personal prosperity? Not likely! All it will reveal is the secrets of your credit card to scammers.

**SCAMwatch** has heard reports of consumers receiving a free DNA test kit in the mail and is warning you to be on the lookout. Many of the kits are turning up in Western Australia, but reports are coming in nationally.

The kits, which look professional, contain a letter and a cotton swab in a sealed bag. By returning their DNA sample to an address in Canada, recipients are promised valuable and insightful information about their DNA profile, including detailed analysis about health, diet, intellect, personal fulfilment, disease prevention - even life expectancy and aspects of youthful age.

Despite providing the kits for free, the company is charging a \$39.99 processing fee and asking for the recipient's credit card details. As well as being a waste of money, providing your personal or financial details to people or organisation that you don't know can be dangerous.

Don't be fooled by the promise of receiving a personal DNA profile or prizes or bonuses for replying quickly – if you receive this kit in the mail, report it! Consumer Protection Western Australia has issued an urgent [media release](#) warning consumers in WA about this scam.

## Protect yourself

- Use your common sense – ask yourself if today's technology can really provide this sort of information at this price or even at all
- If you receive novel or unusual offers in the mail, investigate carefully before you act
- Providing personal or financial details to people or organisation that you don't know can be dangerous.

## Fake SCAMwatch and Consumer Affairs Victoria email

SCAMwatch, the Australian Competition & Consumer Commission (ACCC) and Consumer Affairs Victoria (CAV) are warning consumers to be alert following reports that fake emails are being sent claiming to be from SCAMwatch and CAV representatives.

Email correspondence from official Government agencies can be identified by the inclusion of “.gov.au” in the address, e.g. [officer@acc.gov.au](mailto:officer@acc.gov.au) or [officer@justice.vic.gov.au](mailto:officer@justice.vic.gov.au). SCAMwatch, the ACCC and CAV will not use a public email provider to contact you. We will only contact you via email to respond to an enquiry you have lodged with us or to provide you with information you have requested to receive through an ongoing subscription service.

Some of the fake emails have reportedly requested payments. SCAMwatch, the ACCC and CAV are free Government services and along with other consumer protection agencies will never ask you for your personal bank account details or request payments from you when you did not initiate the contact.

## Warning signs

- An email comes unexpectedly after a consumer responds to a lottery scratch-card offer received in the mail.
- The email claims to be from CAV, sent on behalf of SCAMwatch. The email is sent from a non-government address.
- Emails appear genuine as they contain a replica of a real CAV email signature block with genuine phone numbers, website, email and physical addresses.
- Some of these fake emails can be recognised by the address [scamwatchaus@xxx.com](mailto:scamwatchaus@xxx.com).

## Protect yourself

If you receive an unexpected email that appears to be from the ACCC, CAV or SCAMwatch:

- do not respond. Do not open or reply to suspicious or unsolicited emails (spam) even to unsubscribe – delete them.
- Do not click on any links in a spam email, or open any files attached to them.
- Never send money or give personal, credit card or online account details to an organisation you don't trust.
- If you think you have provided your account details to a scammer, contact your bank or financial institution immediately.

If you are unsure if the email is legitimate contact SCAMwatch on the details below.

## Contact SCAMwatch

Contact SCAMwatch on 1300 795 995. You can report scams to the ACCC via the [report a scam](#) page on SCAMwatch. Stay one step ahead of the scammers. Explore [SCAMwatch](#) for more tips on how to recognise and protect yourself from scams.

## Donate Wisely – Central Queensland Flood Crisis

SCAMwatch is warning consumers to thoroughly check the legitimacy of charities when donating to help flood victims in central and south east Queensland.

Whilst many legitimate charities exist, scammers have been known to take advantage of the public's generosity and kindness in the aftermath of disastrous events. Recent charity scams emerged during the Haiti earthquake crisis in 2010 and the Victorian bushfires in 2009.

Charity scams operate in a number of different ways. You may be approached on the street or in your home by people collecting money, who are pretending to be from a legitimate charity. Scammers may also set up false websites which look similar to those operated by real charities. Some scammers will also approach you by telephone or with spam emails requesting donations.

Not only do these scams cost people money, they also divert much needed donations away from legitimate charities and causes.

Visit [the Queensland Premier's website](#) for information on how to make a donation.

## Warning signs for charity scams

- You have not heard of the charity before.
- The scam operates via a fake website which is a very close replica to a legitimate charity site. Scammers may also use replica letters and emails.
- A collector makes a face-to-face approach but does not have any identification or has forged identification.
- The collector cannot or will not give you details about the charity, such as its full name, address or phone number.
- The collector becomes defensive over questions about what the charity does and how much of the donation gets taken up by costs.
- The collector asks for cash, won't accept a cheque or asks for any cheque to be made out to them rather than to the charity. Illegitimate online collectors will insist on payment by money transfer.
- The collector doesn't want to provide a receipt or the receipt does not have the charity's details on it.

### How to protect yourself from charity scams

- Approach charity organisations directly to make a donation.
- Don't rely on a phone number or website address given by the person who first called, visited or emailed you because they could be impersonating a legitimate charity.
- Never give out your personal, credit card or online account details unless you initiated contact and it is a trusted source.
- If you are approached out of the blue by a collector ask to see their identification.
- Legitimate charities are registered at the state or territory level—check with your local fair trading agency to see if they are a genuine charity.
- Don't open suspicious or unsolicited emails (spam)—delete them.

### Report

You can report scams to the ACCC via the [report a scam](#) page on SCAMwatch or by calling 1300 795 995.