



Dear Chamber Member,

Friday the 20th May saw Colin Holt MLC visit Collie to deliver his take on the State Budget. He left Perth at before 5am in the morning to speak at the Chamber Budget Breakfast before an audience of about 30 including Chamber Members, Councilors and representatives of the press.

This I see as evidence of the importance Collie has for the South West and indeed the whole of Western Australia. Not only does Collie provide a major electricity generating resource for the State but it also mines the coal that feeds those generators. In addition, it provides a WORLD CLASS source of alumina that feeds industry across the Asia Pacific region.

It grieves me then when I read banner headlines promoting negatives views on life and business in Collie. I have lived in other regional areas of Australia where the local press has taken a pride in promoting the good quality of life experienced by its residents. Where the local journalists have taken pride in printing the FACTS and letting the reader make up their own opinion. Where local leaders are revered for their dedication to what is always a difficult task and young leaders are encouraged to follow their example.

The media has a powerful role in a small community and can dictate the perception of that community both internally and externally. With that power comes responsibility. I challenge our local media to use their resources to promote all of the good things that Collie has and encourage those people who drive up the hill every day to come and live here.

Richard Jackson,

Chief Executive Officer

Collie Chamber of Commerce & Industry

Tel. (08)9734 4817 or email admin@collichamber.asn.au

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BUSINESS AFTER HOURS

RSM Bird Cameron are holding a FREE year-end Tax Seminar at the Premier Hotel on Friday 3rd June at 12:30 for light refreshments.

PVS Workfind hoping to hold a Business-After-Hours at their offices on Wednesday 6th July at 6pm. We will be sending out invites once the arrangements have been finalized.

Chamber Birthday Party & Directory Launch will be held at the Collie Golf Club on Saturday 23rd July. Tickets can be purchased from the Chamber at 9734 4817 or email admin@collichamber.asn.au

The Small Business Centre will be holding a Sundowner in August. *Details to be advised.*

Chamber AGM Monday 10th October at the Collie Visitors Centre. The meeting will be sponsored by Verve Energy. Meeting starts at 6pm sharp!

Chamber Vouchers Program - If you are interested in registering your business, so that our vouchers can be redeemed in your store contact Rebecca on 9734 4817 or email admin@collichamber.asn.au

Bek's Bitch

Rebecca is really into this parking thing.

She has noticed that there are a number of delivery trucks and tradesmen with trailers who find it difficult to park around Collie in the areas where they are working. Could some additional "large" parking spaces be found around town to help these guys? Let Bek know if you agree or disagree or maybe have a suggestion as to how to fix the issue?

If you have a similar issue contact Rebecca at the Chamber and she will try to help you.

Tel. (08)9734 4817 or email admin@colliechamber.asn.au

CHAMBER EXECUTIVE MEETINGS

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

WEDNESDAY June 8th – Collie Ridge Motel, 6.00pm

WEDNESDAY July 13th – 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 Rebecca at the Chamber office to discuss.

MY BUSINESS AWARDS ENTRIES ARE OPEN - WHAT ARE YOU WAITING FOR? ENTER TODAY!

Entries for the 2011 ActionCOACH My Business Awards are now open. Entering is easy: just complete the form at www.mybusinessawards.com.au We have ten categories this year, namely:

The ActionCOACH Awards for outstanding Excellence - *This award will be chosen from among the winners of the other categories.*

The GIO Award for Best Small Business - *The Best Small Business will need to demonstrate innovation, growth and entrepreneurial flair, in a business with between one and 19 full-time equivalent employees.*

Award for Best Medium Business - *The Best Medium Business will need to demonstrate innovation, growth and entrepreneurial flair, in a business with between 20 and 200 full-time equivalent employees.*

Award for Best use of Technology - *The Best use of Technology award will go to the business that can best show how technology improves its business efficiency while delighting customers.*

Award for Best Start-up Business - *For new business, the Best Start-up category will celebrate the best beginners, based on creativity, growth and overall business execution.*

Award for Best Corporate Social Responsibility - *A new category for 2011. The Best Corporate Social Responsibility category will reward the business that gives back to their local community and/or have processes and procedures (within their business) that are environmentally friendly.*

Award for Best Business Leader - *Another new category for 2011, the Best Business Leader will be an entrepreneur or manager who has demonstrated outstanding leadership that has measurably improved the business they work at or own.*

Award for Best Employer - *Also new for 2011, this category will reward an organisation that makes the most significant investment in people, as shown by the business outcomes those investments produce.*

Award for Best Employee - *The Best Employee award can be won by a self-nominated, peer-nominated or manager-nominated employee whose contributions to a business are demonstrated beyond the call of duty, while also producing outstanding results.*

Award for Best Growth Strategy - *This category celebrates the success of a business's plans and strategies, but measuring the results generated by new strategic initiatives. Winner selection will be based on innovation and results.*

State Government upgrading infrastructure in support of Collie Urea Project



Image: Mr. Rambal showing artist impression of the Collie Urea Plant to the Hon. Colin Barnett at Shotts Industrial Park, Collie.

Perdaman is pleased to announce the Department of the Premier and Cabinet released a media statement on Friday 1st April in support of the Perdaman Collie Urea Plant, promising to spend \$83.5 million over the next four years to secure land and upgrade vital water and road infrastructure.

Mr. Vikas Rambal joined the Hon. Premier Colin Barnett at the Shotts Industrial Park in Collie, to inform the public of this positive investment.

Perdaman Chemicals & Fertilisers is appreciative of the support shown by the State Government and is looking to start construction of the Plant at the Shotts Industrial Park in September.

Collie Show

BOOK NOW! For exhibition space at the Collie Show in November.

Spaces are available to book for the Collie Agricultural show.

Interested? Contact Paula Hempstead 0414 973 645



Is strongly recommending that you install Westpac Trusteer Rapport security software. Trusteer Rapport adds valuable security when you log on to Westpac Internet Banking. It checks that you are using the real Westpac website and not a fake.

C:\Documents and Settings\Collie CCI\Local Settings\Temporary Internet Files\Content.Outlook\72D82HQ4\westattach.html

Consumer Guarantees

On January 1 2011 the law governing consumers' rights when they purchase goods or services changed. Any product or service purchased from January 1 2011 anywhere in Australia comes with a number of consumer guarantees.

While the consumer rights has a new name, the underlying principle will stay the same—that consumers ought to be able to obtain a remedy from a supplier if goods or services do not meet a certain standard, don't match any description or sample shown or aren't fit for any disclosed purpose.

The changes are part of the new Australian Consumer Law and will make it easier for consumers and businesses alike to understand their rights and responsibilities when buying or selling anywhere in the country.

The guarantees are a set of rights that you give consumers automatically when they purchase, lease or hire a good, or buy a service from you.

Goods must be of acceptable quality, fit for any disclosed purpose and match any description given, sample or demonstration model shown to the consumer prior to purchase.

Goods must also come with clear title, be free from hidden securities or charges and no-one should have a legal right to take the goods away or prevent the consumer from using the goods.

Repair facilities and spare parts must be reasonably available for a reasonable time, and any extra warranty made about goods must be honoured.

Services must be provided with care and skill and achieve any purpose specified by the consumer or the service provider. Services must also be provided within a reasonable timeframe if the contract for services does not specify one.

If a consumer guarantee is not met the consumer has a right to a remedy—replacement, repair, resupply of the services or a refund. Where the failure to comply with the guarantee is major, or cannot be fixed in a reasonable time, the consumer is entitled to choose whether they would prefer a refund, a replacement good or to seek compensation for any drop in value from the price paid. If the problem with the good or service is minor, the supplier or service provider can choose to fix the problem with the services, repair or replace the good or give a refund.

A major failure is generally one which is so severe that a consumer would not have purchased the goods or services if they had fully understood the problem with them at the time of purchase. A minor failure is one which does not meet the definition of major.

The rights under the consumer guarantees are not limitless—consumers will not be entitled to a remedy if they have misused the goods, have been careless with them or have been used for a significant period after the consumer realised there was a problem with them.

Goods are often sold with voluntary or extended warranties which outline what a supplier or manufacturer will do if there is a problem with a good. It is important for businesses to remember that these warranties are in addition to the consumer guarantees, and the consumer guarantees may last longer than any voluntary or extended warranty period.

Further information on the consumer guarantees can be found at www.accc.gov.au/consumerguarantees.

A MESSAGE FROM ALBANY

I recently spoke at the Planning Institutes conference here in Albany with Eric Lumsden, DG Dept Planning in attendance.

I didn't hold back on expressing our disgust at the current level of bureaucracy impeding on planning processes and associated developments in regional WA.

I cited the following:

Potentially some developments have to contend with...

3 levels of Govt...local, state, federal

2 commissions...local development commission, state planning commission

9 govt departments...planning, local government, regional development, water, health, education, transport, main roads, environment & conservation

2 authorities...EPA, FESA

3 utilities...western power, water corp, alinta, Landcorp

Plus some specific area development authorities (eg Pilbara cities) and more recently Regional Development Australia now that they have been allocated some funds.

That's 22 different agencies of Government.

Dealing with the bureaucracy is now a bigger problem than dealing with the problems they were set up to administer. And what's worse, the bureaucrats think that the current situation is OK.

IT'S NOT OK AND REGIONAL WA HAS HAD ENOUGH.

Please feel free to quote me on any of the above.

See you soon,

Cheers

Graham Harvey

CEO Albany Chamber of Commerce

Injury Management Roadshow BUNBURY 7 - 10 June 2011

Learn how injury management can save you money

The **IM Roadshow Bunbury** is designed to meet the needs of employers wanting to understand, or ensure key staff understand, workers' compensation and injury management. It is a legal requirement for all employer organisations to have an injury management system in WA.

FAP's roadshow offers the following training courses:

Workers' Compensation & Injury Management Short Course for Employers

This course is specifically designed for employers who wish to understand and meet their workers' compensation legal obligations. This course is also ideal for supervisors and line managers who play an integral part in the return to work process.

Seminar for Injured Workers - FREE

Managed by IFAP on behalf of **WorkCover WA**, this seminar can assist injured workers of all backgrounds wanting to understand their rights and responsibilities.

Injury Management Co-ordinator Course

This course is specifically designed for people who have responsibility (either directly or indirectly) for injured workers in their organisation.

For further information [download](#) the roadshow flyer or please contact [Rani Chandra](#) at IFAP on **1300 432 700**

SCAMWATCH

Beware of scam phone surveys which lead to other scam calls

SCAMwatch is warning Australians to be alert to scam telephone surveys which gather your personal and banking information and use it to make future scam phone calls you receive appear legitimate.

How the scam works

- You receive a call out of the blue from a scammer who pretends to be conducting a legitimate telephone survey.
- The scammer may claim to be from a genuine research or survey company or calling on behalf of a bank/financial institution.
- Scammers often only ask a small number of questions, usually two or three.
- Questions may focus on the bank or financial institution you use, whether you are happy with their service, and if you would consider changing banks.
- You may also be asked which branch you opened your account at. Once the scammer knows your branch they can use it to find the BSB number which will often make up the starting digits of your bank account number.
- Within a few weeks you may get a second scam call.
- The second scam caller may try to convince you that they are legitimate by using the personal details you gave them during the telephone survey. They may seem convincing because they know which bank you are with, which branch you bank at, and the starting digits of your bank account number.
- Scammers may quote the starting digits of your bank account number and then ask you to provide the remaining numbers.
- The call may be an overcharged bank fee reclaim scam or any other scam which tries to steal your money and your personal and financial details.

Protect yourself

- Whilst telephone surveys are often conducted as part of legitimate research exercises, it is important to remember that scammers sometimes pose as surveyors in order to win your trust.
- If you are asked to participate in a telephone survey and are interested in participating, you don't have to answer their questions straight away. If you are in any doubt at all, ask the caller which organisation they are from and arrange a time for them to call you back.
- In the meantime call the organisation's official contact number to ask if the survey is legitimate. If they answer no, or if you can't find any mention of the organisation or their contact details, it is most likely a scam.
- Never use the contact details provided by the person who called you - try to find official contact details through a phonebook or an online search.
- Don't give your personal, credit card or account details over the phone unless you made the call and the phone number came from a trusted source.
- If you think you have provided your account details to a scammer, contact your bank or financial institution immediately.

Report

You can report a scam to the ACCC via the report a scam page on SCAMwatch or by calling 1300 795 995.