



Dear Chamber Member,

Message from the President:

I would like to welcome all new members to the Chamber.

A new member night is being planned for 2011. Your support as members continues to strengthen the Chamber as a united body.

The AGM is not too far away and I would like to thank the Executive Committee for their commitment this year and for some, many years.

Nominations for Executive Committee will go out next month. If you think you have something to offer or believe you could give stronger representation to your business sector, I would encourage you to nominate for the Executive Committee for 2012.

Long standing member of the Chamber, Neil Martin, retired this month and the Chamber would like to thank him for his huge contribution to the community of Collie. I would also like to welcome back Mark Bateman who takes over from Neil as the Principal of Southern Districts Estate Agency.

Kind regards,
Andrew Bonnell

President

Collie Chamber of Commerce & Industry

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

In This Edition...

1	New members Business After Hours, Chamber AGM, Chamber Vouchers & Beks Blog
2	Collie Swimming Club Chamber Executive Meeting Diary;
3	Coles Survey results Scam Watch
4	Scam Watch cont ... Wageline – Pay Increase
5	Wageline cont... Worsley – Road safety
6	Coates – Water Desalination equipment Small Business Upcoming Seminars – in Bunbury

BUSINESS AFTER HOURS

New Members Night – The Chamber will be organising a special BAH for new members at which of course all members are welcome. Date and venue will be notified soon.

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

Also membership renewal

is coming up next month

Bek's Blog

The NEW Collie Business & Telephone Directory was launched at the Chamber's birthday party on Saturday 23rd July at the Collie Golf Club. Copies are being distributed by the Collie Cycling Club and you should have one soon.

If you spot any errors in the directory could you please let me (Bek) know so that she can fix them up in the next one.

Contact Rebecca at the Chamber. Tel. (08)9734 4817 or email admin@collichamber.asn.au

COLLIE SWIMMING CLUB

The Collie Swimming Club will be hosting the 2012 Country Pennants Swimming Competition on the long weekend in March.

It is estimated that this event will bring between 2200 - 2500 people to Collie with revenue being spent in the town of up to 1.5 million dollars.

To help fund this event we would like to invite the businesses of Collie to sponsor the swimming races, there are 524 races in total, the cost being \$25 per race and \$100 per relay. For your sponsorship donation your business name will be printed in the program for that race and be read out over the PA system.

We would sincerely like to thank all of the businesses that have pledged and/or given sponsorship and if your business has not already been approached and you would like to sponsor some races then please see the details below for payment:

Methods of payment:

1. Cheque's made out to: CSC Country Pennants 2010 and posted to PO Box 352, Collie, WA, 6225 ; or
2. Internet Banking:

Account Name: CSC Country Pennants 2010

BSB: 633 000

Account No: 143 341 006

Reference: "your business name"

If you have any queries, you can contact myself, Kelsey Bonnell on 0417 175 029 or Rod Latham (Vice President) on 0429 999 966.

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 August 10th – Collie Ridge Motel, 6.00pm

WEDNESDAY September 14th – 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.

COLES CUSTOMER SURVEY

Coles has conducted a 'Customer Survey' in Collie in response to repeated feedback from customers that the existing hours were inadequate.

- The following four separate questions were asked:
 1. Do you support Coles Collie opening until 7pm from Monday to Friday each week?
 2. Do you support Coles Collie opening until 7pm on Saturday's?
 3. Do you support Coles Collie opening between 10am & 4pm every Sunday
 4. Do you support Coles Collie opening between 10am & 4pm on Public Holidays (*with the express exclusion of Good Friday, Christmas Day & ANZAC Day*)
- The final results of our survey were as follows:
- A total of 946 individual responses were received comprising 3784 answers in total to the four questions asked by Coles with the following percentage of responses in favour for each respective question, as stated above.
 1. 88% Y 837 N 109
 2. 77% Y 728 N 218
 3. 80% Y 758 N 188
 4. 74% Y 696 N 250

The average percentage in support of changes to existing hours is 80%.

The Chamber welcomes comments from Members;
please contact Richard or Rebecca on 9734 4817 or email admin@colliechamber.asn.au

SCAM WATCH

SCAMwatch has received reports of a new twist on the computer remote access scam with callers now claiming to be from (or affiliated with) Telstra or BigPond.

This is a variation on an existing scam in which scammers operating out of what reports suggest to be overseas call centres, falsely claim to be making tech support calls from Microsoft or Windows.

How the scam works

- You receive a scam call out of the blue and the caller claims to be from a large telecommunications or computer company/brand such as Telstra, BigPond, Microsoft or Windows.
- Alternatively they may claim to be from a technical support service provider.
- They tell you that your computer has been sending them error messages or that it has a virus.
- They may mention false problems with your internet connection or your phone line which they say may have affected your phone and computer's recent performance. They may also claim that your broadband connection has been hacked.
- They will request remote access to your computer and if you say yes, will run a 'scan' that shows up a fake virus.

- They will try to trick you into buying unnecessary software or a service to 'fix' the computer. They may also ask you for your personal and bank/credit card details.
- The scammer may initially sound professional and knowledgeable however they will be very persistent and may become abusive if you don't do what they ask.
- **Note:** you don't have to be a Telstra or Microsoft customer to be called by these scammers. You don't even have to own a computer!

Protect yourself

- Telstra has advised that it does not request credit card details over the phone to fix computer or telephone technical problems, and that it is not affiliated with any companies that do. Telstra will also not call requesting personal details.
- If you receive a phone call out of the blue about your computer and requesting remote access - **hang up** – even if they mention a well-known company such as Telstra.
- **NEVER** give an unsolicited caller remote access to your computer.
- If you have given remote access to your computer, or you fear that your computer has been hacked, seek out help or advice from a qualified and reputable computer technician.
- Never give your personal, credit card or online account details over the phone unless you made the call and the phone number came from a trusted source.
- Make sure your computer is protected with regularly updated anti-virus and anti-spyware software, and a good firewall - research first and only purchase software from a source that you know and trust.
- If you have fallen victim to a scam or you receive a lot of unsolicited emails and phone calls consider changing your email address and phone numbers.

If you think you have provided your account details to a scammer, contact your bank or financial institution immediately

Report scams

If you think you've spotted a scam, [report a scam](#) to SCAMwatch or contact the ACCC on 1300 795 995. You should also spread the word to your friends and family to help protect them.

WAGELINE WATCH

Are you a sole trader or partnership?

What is the State Wage Case and how does it impact my business?

The State Wage Case is a legally binding decision that determines the minimum rate of pay under the *Minimum Conditions of Employment Act* (MCE Act) for employees over the age of 21, for apprentices and for trainees, and also adjusts pay rates under State awards.

The Western Australian Industrial Relations Commission (WAIRC) is responsible for the decision and for 2011 has determined that an increase of \$19.90 per week will be awarded to all adult employees who are on minimum rates of pay and covered by either a State Award or the MCE Act. This means that all small business owners in the State system must ensure that they pay their employees the new pay rates on and from the commencement of the first pay period on or after 1 July 2011.

To ensure you receive notification of the new pay rates for your business contact **Wageline** on **1300 655 266**. You can also subscribe to the relevant Award Alert for your business, for electronic updates of pay increases and award changes.

Wageline award summaries have recently been revamped and are now more relevant and simpler to understand. They are a useful, practical, (and free!) tool for all employers. Contact Wageline today to obtain a relevant award summary for your business.

Wageline is a free and impartial service, providing information on employment rights and obligations to employers and employees. Calling Wageline is the best five minute investment that an employer can make to ensure their business is complying with State employment laws.

"It always pays to call Wageline"

WORSLEY - Road safety efforts reach to rehabilitation

Efforts to improve road safety in the South West are now also helping road trauma victims. Prize money collected by BHP Billiton Worsley Alumina for its road safety program has been donated to the State's only dedicated rehabilitation hospital where most road trauma victims are treated.

Already this year more than 100 people have been left critically injured by crashes on WA roads, 38 of those from regional WA. The majority have been treated at Royal Perth Hospital's Shenton Park Campus. Worsley's \$10,000 in prize money will be used to purchase of a specially-designed movement therapy machine, or MOTOMed, which is used by wheelchair-bound patients to help build muscle strength and improve fitness.

Shenton Park's Acquired Brain Injury Unit senior physiotherapist Janine Combe said the MOTOMed had been on the unit's wish list for nearly a decade forcing staff to improvise with rudimentary equipment. "Often after a brain injury a patient may have an inability to initiate movement," Janine said. "The MOTOMed assists in generating sufficient movement to operate the pedals. This is not simply an expensive set of regular bike pedals."

Worsley took out the prize money when its road safety program – which has included infrastructure upgrades, bussing services, car pooling incentives and education campaigns – was judged the best safety entry in BHP Billiton's global Health, Safety, Environment and Community Awards. Worsley has made road safety a major focus given its employees, contractors and service providers travel long distances on ageing and increasingly busy public roads to and from its mining operations, near Boddington, and refinery, near Collie.

An additional donation of \$2,800 raised by the Worsley workforce through on-site sausage sizzles will be used to purchase about 10 hand cycles, which will further help Shenton Park Campus patients in their rehabilitation efforts. *Photo: Shenton Park Campus senior physiotherapist Janine Combe demonstrates the existing rudimentary rehabilitation equipment Worsley's donation will help replace to Worsley Alumina's community relations superintendent Suellen Jerrard.*

Media contact: Worsley external affairs manager Andy van Dijk on 0409 204 242

Coates Hire, experts in Water Desalination

Coates Hire supply and maintain a large range of Reverse Osmosis Desalination Equipment that can convert sea water or impurities from a water solution into potable drinking water. Such equipment is ideal for remote mine site projects where scheme water is not available for human consumption or construction purposes. Reverse Osmosis is a highly successful cost efficient method of utilising a ground water source to provide drinking water thus eliminating transport and pipe construction costs to remote locations such as mine sites and farms.

Coates Hire has Reverse Osmosis units available in sizes ranging from 3,000 litres per day to 200,000 litres per day that can be adapted to suit each client's specific requirements. Units can also be linked together to supply up to multiple millions of litres of potable water per day.

Since 2005 Coates Hire has developed and maintained a strong and exclusive relationship with Novatron Australia who manufacture, supply and service Reverse Osmosis desalination plants and equipment. Together they have built one-off designs to suit client site-specific needs and requirements backed up by units made from high quality materials.

Leigh Aird, Principal of Novatron goes on to say "The relationship between Coates Hire and Novatron has been mutually beneficial and servicing our clients individual needs has been the key to our success, working together to provide both supply and rental solutions" Coates Hire is positioned as a specialist supplier of Reverse Osmosis Equipment with its ability to offer a complete rental solution to clients, in terms of initial water analysis, system design, and delivery, on site commissioning, training and ongoing servicing and maintenance of Reverse Osmosis Desalination Equipment. They also have available remote monitoring to ensure consistency of operation as well as qualified technical support available 24/7.

For more information on Reverse Osmosis Desalination Equipment and how Coates Hire could help, please contact our team of specialists at our Perth Branch on 08 9475 8000.

Small Business Centre Upcoming Seminars & Workshops in August

Workshop Dates – These workshops are held in Bunbury

Wed 3 Aug 2011	Time and cost	Workshop Title
	10:00am to 3:00pm \$110	Effective Conflict Resolution
Tue 16 Aug 2011	Time and cost	Workshop Title
	6:45am to 9:00am TBA	Building Bunbury Breakfast Seminar
Thu 18 Aug 2011	Time and cost	Workshop Title
	9:00am to 5:00pm \$100	BiZFiT Extension Profit Plan
Fri 19 Aug 2011	Time and cost	Workshop Title
	9:00am to 12:30pm \$50	BiZFiT Extension Productivity and Time Management
	1:15pm to 4:45pm \$50	BiZFiT Extension People
Tue 30 Aug 2011	Time and cost	Workshop Title
	7:00am to 9:00am \$30	Women in Business Breakfast
Wed 31 Aug 2011	Time and cost	Workshop Title
	6:00pm to 8:00pm \$25	Workwise Update on Work Health and Safety Act

If you have any information or a topic that you would like discussed or to be raised in our newsletter please don't hesitate to contact myself or Richard at the office on 9734 4817. Or email me at admin@collichamber.asn.au.