



Annual Report 2017-2018

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PLATINUM



GOLD



SILVER



BRONZE



OUR VISION

To be the leader for business in our community.

OUR MISSION

We will connect, inform, support and represent business.

OUR CORE VALUES

We will:

- ✓ Act collaboratively to support member businesses and provide opportunities that encourage and nurture them to grow and prosper through involvement with the Chamber.
- ✓ Be trustworthy and accountable and act, at all times, with credibility and integrity.
- ✓ Be honest, respectful and ethical when dealing with all people.
- ✓ Be leaders in identifying opportunities and addressing business issues and regional concerns.
- ✓ Be an independent, apolitical voice for business in the region.
- ✓ Always listen and work as a team to fulfil our vision and mission.

OUR STRATEGIC OBJECTIVES

We will:

- ✓ Enhance opportunities for new business and the growth of existing businesses within the Albury Region.
- ✓ Educate and promote all sections of the business community in the Albury Region.
- ✓ Represent all areas of business in the Albury Region on matters relating to local, state and federal government
- ✓ Build relationships with key industry groups and stakeholders.
- ✓ Foster public participation in matters relating to the welfare and future of the business community in the Albury Region.
- ✓ Support and promote the retention and growth of business across all industry sectors in the Albury Region.
- ✓ To provide regular forums for Chamber members to meet, address common issues and network.
- ✓ To provide strong leadership to business and industry, through regular communication and innovative, responsible and transparent governance.
- ✓ To promote the Albury Region as a strong active regional business centre.
- ✓ Encourage and establish relationships with like-minded organisations.

YOUR BOARD - 2017 – 2018

The Albury Northside Chamber of Commerce Board of Directors are responsible for the strategic direction and governance of the organisation on behalf of the membership. Board members are elected by the membership. The Board sets the policies of the organisation, approves the strategic direction, annual operational plans and budgets.



Cherie Daly
Chair



Barry Young
Deputy Chair



Greg Wood
Deputy Chair



Anthony Ainsworth
Treasurer



Allison Bruce
Board Member



Alex Berry
Board Member



Dan Fewster
Board Member



Hamish Taylor
Board Member



Graham Chapman
Board Member



Mell Millgate
Board Member

Cherie Daly



This year welcomed four new board members to the team; Hamish Taylor (James Fallon High School), Anthony Ainsworth (Butts Gourmet Smokehouse), Mell Millgate (Starfish Marketing) and Graham Chapman (PRDnationwide). Each person brought a different skillset and cognitive diversity to the Board which has strengthened the ANCC Board overall. Throughout the year, the Board continued working on its strategic intent, progressing towards development of the 2020-2025 Strategic Plan.

An exciting outcome in 2017 – 2018 was the consolidation of Albury Northside and Albury Central coming to fruition. As a result, the Board invested in two important Albury CBD Strategic Marketing plan outcomes.

1. The development of a new AlburyCBD Brand
2. The development of an AlburyCBD Website.

Both the AlburyCBD brand and the website were launched in March this year. The website lists over 750 AlburyCBD business profiles, with a focus on areas that showcase the fantastic product and service offering of the Albury CBD.

Additionally, collaborative marketing strategies that involve working with businesses within the Albury CBD have commenced. The goal here is to increase activation of the CBD area.

2018 saw our two Councils launch Two Cities One Community. It is pleasing to see Chamber's joint initiatives with Business Wodonga reflecting this. These joint initiatives have also grown from strength to strength and on behalf of the board, I warmly thank all the committee volunteers for their tireless support of business in Albury-Wodonga. As a Board, we are very proud to have worked jointly with the Business Wodonga Board to formulate an agreement to establish joint Terms of Reference. These Terms of Reference will define and guide the purpose and structures of both Chamber's projects, committees, and more, enabling us to work together to accomplish shared goals.

It's great to see that we are all on the same page when regional development is the core focus of all that we aim to achieve. This is also reflected in our ongoing key partnerships with AlburyCity and NSW Business Chamber, which continue to go from strength to strength.

We could not achieve any of our strategic objectives and provide members the benefits that Chamber offers without the support of our sponsors.

Our sponsors for 2017 – 2018

- Platinum - AlburyCity, Techcellence, 14942AY
- Gold - Harwood Andrews, Hume Bank
- Silver Sponsors – E2E The Change Agency, Sureway, Aircom, BEC Business Advice
- Bronze Sponsors – intechcrity, Total HRM, PRDnationwide, RSM Australia, AustSafe Super.

This year's Sponsors have been a major benefit to the future of Chamber and we thank them for their support. Without their sponsorship, Chamber would not be able to deliver the substantial product offers and services to our members.

Thank you to the Chamber Operations Team who deliver all those product offers and services. Kathie, Carrick, Vera, Megan, Jeremy and support team Rachel and Samantha – your work is thoroughly appreciated.

With the addition of the AlburyCBD program, the Operations Team are charged with the task to inform, connect, support and represent over 1200 businesses in our City - a job they enthusiastically greet with passion.

Many thanks must also go to outgoing Board members; Dan Fewster, who has been on the board for two years, and Greg Wood, who has given his time selflessly on the board for six years. I would like to acknowledge the tremendous time, dedication and support they have provided to the Board and the Operations Team. Thank you.

I have thoroughly enjoyed my time as a Board member and Chair leading Chamber through some challenging and also very rewarding times during the past year. As I step down from the Board and the role of Chair, I look forward to seeing Chamber grow and thrive in to the future.

Regards,

Cherie Daly

Chair



GENERAL MANAGER REPORT

Kathie Heyman MBA MAICD



Everything we do at Chamber connects to what our members say; and you, our members, are telling us that growing your business is a priority.

To every one of our 428 members, you are the most engaged membership I have ever experience in my time working with Chambers (over 20 years). And for that, every one of you need to give yourself a pat on the back. During the financial year your enthusiasm for Chamber events, be those networking, educational or workshops, has been exceptional. You show up and work hard on your businesses, well done!

YOUR success is OUR success, and your Chamber would not be the vibrant, active, friendly organisation it is today with out you!

Keeping our members CONNECTED & SUPPORTED

- ✓ **4413** people attended events - an average of 368 people per month and **increase in membership engagement of a huge 25%.**
- ✓ **80 events** (an increase of 11 from 2017) an average of **6.6 events per month.**
- ✓ The Shout Out adverts have been well received by the members with **70 members using the advertising service with great results.**
- ✓ ChamberHUB has seen an increase in use by members and has become an active inclusive space for members to grow their business.
- ✓ **Launch of AlburyCBD website with over 750 businesses listed,** and the branding initiative and roll out of the **Albury CBD Strategic Marketing Plan.**
- ✓ Established a **key working relationship with BEC Business Advice** to ensure the region caters for **start-ups to established businesses, as a one stop shop through the two organisations.**
- ✓ The successful 2018 Albury Wodonga Business Awards, including **86** nominees, **186** people in attendance at the Finalist Evening, and **399** people in attendance at the Awards Gala Evening. **Congratulations to all members who where involved.**

Keeping our members INFORMED

- ✓ 100,000+ emails sent
- ✓ 37,000+ website visits
- ✓ 16,800+ Facebook post engagements
- ✓ 130+ Video Blogs

Keeping our members REPRESENTED

- ✓ ANCC is an active participant on the Cross-Border Commissioner Committee
- ✓ The General Manager is the Albury Chair of NSW Business Chamber Advisory committee. **Currently 91% (increase of 2%) of all members have opted in to be an alliance member with NSW Business Chamber.**

I would like to acknowledge the contribution of the ANCC Board, Committee Members, and Industry Group Members who volunteer their time to improve the standard of business in our region.

And last but not least, everything we do for our members would not be possible without a passionate team. Every day is a great day going to work with such a great group of people, thank you for your enthusiasm and support. Every day is a success!

Yours in Business!

Kathie

Kathie Heyman

General Manager



A major part of Chamber's role in our city is the marketing arm of the Albury CBD. Board member, Barry Young, is the Chair of AlburyCBD.

ALBURYCBD

alburycbd.com.au

Chair - Barry Young



We are now one year into our four-year Strategic Marketing Plan and you can **feel the excitement around the Albury CBD continuing to build**. A big shout out to the ANCC team, lead by Kathie Heyman and the passion and commitment to the betterment of AlburyCBD. With some staff changes Kathie fulfilled the role with enthusiasm and we now welcome into the role Megan Cullen who has all the attributes and enthusiasm to continue to drive the AlburyCBD strategy.

With branding and digital platforms complete and firing, we look forward to the continued building of natural alliances, such as the laneways and east enders, as well partnering major events such as the Great Australian Beerfest and the Rural Health Summit. We also value the ongoing support of Albury Northside Chamber of Commerce, AlburyCity Council and partnered tourism bodies.

AlburyCBD continues to thrive, and we are committed to providing an environment that allows well-run businesses to prosper. Our communication between Albury CBD businesses and to the consumer are critical in the delivery of our message, so I would encourage all businesses participate in AlburyCBD digital platforms and continue to promote themselves and the beautiful vibrant AlburyCBD.

Through collaborative efforts we will achieve our goal
"AlburyCBD – The Capital of Regional Australia"



In support of growing business on the border, Chamber works with the Young Business Edge and Business Women Albury-Wodonga committees.

YOUNG BUSINESS EDGE

youngbusinessedge.com.au

Chair - Jenny Bevis



YOUNG BUSINESS EDGE

impact info-graphic for 2017 / 2018 calendar years



11 COMMITTEE MEMBERS



26 MEETINGS HELD



8 EVENTS HOSTED

(3 Professional Development & 5 Networking)



890 FACEBOOK FOLLOWERS ▲ 120



**270+ YOUNG PROFESSIONALS IMPACTED
AND CONNECTED FACE TO FACE THROUGH YBE**



225 MAIL-CHIMP SUBSCRIBERS



Membership Feedback:

February Professional Development: 100% Value for Money

June Professional Development: 100% Satisfied

August Networking: 100% Satisfied



Thank you to the Young Business Edge Committee members for showing up, being engaged with everything we look to do as a committee for young professionals and business people.

Committee Members

Chair: Jenny Bevis – Jenny Bevis Events

Deputy Chair: Chris Greenhow - ANZ

Committee: Peter Whitborn – MRM Mortgage Brokers, Joe Valenzisi - The Personnel Group, Andrea Bradley – Mars, John gray – Adroit Insurance, Luke Heyme Crowe Horwarth, Rebecca Pegg – La Trobe, Tom Weldon – Pixel Accountants

Chair - Bronwyn Tyrell



Business Women Albury Wodonga (BWA) provides a platform for women in business and a supportive environment, with a focus on creating real and meaningful relationships.

Business Women Albury Wodonga has had another fantastic year. Our monthly lunch events were a sell out most of the time, with up to 120 women attending each lunch. We have had a range of speakers showcasing our local talent and members, as well as bringing in some external speakers for our bigger events. International Women's

Day in March 2018 was a huge success to celebrate women in business with extremely popular guest speaker, Nicole Eckels. We finished off 2018 with our Gala with Mia Freedman, which was a huge success with over 300 attend.

The end of 2017 also saw the relaunch of our Mentoring Program which ran through 2018. We had 3 successful Mentor and Mentee relationships for the program, and feedback has been overwhelmingly positive from everyone involved.

Thank you to our fantastic partners. Without your support our events would not be the success they have been.

2018 Partners

- Luxe Skin Clinic
- Telstra Business Centre Albury/Wodonga
- Home Lending Solutions
- Sellbuyrent Real Estate
- Adriot Insurance Group
- Wild Lime Marketing
- Felicity Cahill Makeup Artistry
- Marshall+Dent Lawyers+Wilmoth

Gala Partners:

- Cofield Wines

Finally, I would like to thank the BWA Committee members. Your support and enthusiasm for women in business has resulted in our most successful year yet!

Committee Members

Chair: Bronwyn Tyrell – Enliven Business Styling

Deputy Chair: Amy van de Van – Quest Apartments Wodonga

Committee: Anissa Dorman - ATS Partners, Amy Wallace - Albury Entertainment Centre, Linda Griffiths-Brown - Total HRM

Departing committee members: Fiona Fell - Leads to Clients, Tracey Basham - Enhance Styling & Events

Chamber has established this year, three new groups. Project Management in Action, Regional Consultants Group and ConneXion. These groups aim to provide a platform for members to share experiences, connect with others, learn, and grow their businesses.

PROJECT MANAGEMENT IN ACTION

pmia.com.au



Project Management in Action (PMiA) aims to target those working, or interested in, the Project Management (PM) and Operational Change Management (OCM) space. This dynamic and diverse mix of businesses is a great place to incubate all your big ideas! Many thanks to Susan and Steve Owens E2E Change Agency for bringing the idea to Chamber and spearheading this adventure in to the success it is today!

Committee members

Susan Owens – E2E Change Agency, Steve Owens -E2E Change Agency, Karen Haberman – Albury Precision Engineering, Jason Schneider – Director Turning Point Property, Louise Coote – Program Manager, Albury Wodonga Health.

REGIONAL CONSULTANTS GROUP

regionalconsultantsgroup.com.au



What started off as a brain trust of members has now become another win for our region. The Regional Consultants Group is growing network of highly skilled consultants in and around North East Victoria and South East New South Wales. The group will be raising awareness and the profile of the regions consulting talent, collectively pitch for and work on tenders across the country and create an easy connection and collection of high achieving experts.

Committee members

Craig Lefoe – Toustone, Linda Griffiths-Brown – Total HRM, Nicky McMillan – What’s My Style , Phil Clements – Consultant, Mary Hoodless – Karoo Consultancy, Susan Owens – E2E Change Agency, Ian Bignell – Esler Land Consulting.

CONNEXION



Seeing a need to connect new people to the region together Simon Welsh from Chorus Consulting offer to spearhead head the gathering of ex-pats together to establish social and professional networks to be able to make the move to a new city more comfortable and enjoyable. Thanks Simon for being our welcoming committee!

FINANCIALS

“We conclude that the special purpose financial statements of ANCC present a true and fair view of its financial position as at 30 June 2018 and its financial performance for the year then ended” - JohnsonsMME

Notes to the Financials for 2017 – 2018

Revenue increased from 2017 by \$16K. Expenses increased by \$20K on 2017 due to investment in one-off type expenses for AlburyCBD, those being:

Branding Exercise (\$21,553) and the Digital Environment Exercise (\$29,036).

Total Albury CBD Investment: \$50,589.00

A Net Deficit of \$43,995 resulted, and this was due to the following:

- Income was reduced by a net \$10,135 from the movement in Unearned Revenue (being Membership Income received but relating to periods beyond 30 June 2018, in effect income received in advance).
- We had a particular focus on improving the reporting from our joint-venture partners. As a result, a number of adjustments were processed to bring the income & expenses and equity balances into line with the information provided. A total of \$15,469 in adjustments were charged to the Profit & Loss. Paper adjustments in total equaled \$25,604
Profit and Loss Net Deficit \$18,391

Albury Northside Chamber of Commerce

Statement of Profit & Loss and Other Comprehensive Income

For the year ended 30 June 2018

	Notes	2018 \$	2017 \$
Revenue	2	522,835	506,406
Employee expense		(277,081)	(268,319)
Administration and general		(143,774)	(111,030)
Women in chamber sub-committee expenses		(28,414)	(17,952)
Young business edge sub-committee expenses		(2,537)	(786)
Chamber business awards		(19,870)	(35,755)
Chamber event costs		(14,342)	(24,601)
Depreciation	6	(3,224)	(2,456)
Occupancy		(57,008)	(49,026)
Sponsorship		(6,580)	(22,500)
Value in kind		(14,000)	(14,364)
Deficit before income tax		(43,995)	(40,383)
Income tax expense	1(c)	-	-
Net surplus		(43,995)	(40,383)
Other comprehensive income		-	-
Total comprehensive result for the year		(43,995)	(40,383)

The above statement of profit and loss and other comprehensive income should be read in conjunction with the accompanying notes.