



**Tamworth & District Chamber of Commerce and Industry
(Tamworth Business Chamber)
ABN – 95 000 482 093**

Annual Report

**For the Year Ended
30th June 2018**

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About Us

The Tamworth Business Chamber is an advocate for the Tamworth business community on key issues impacting local and regional businesses. As one of the largest and most progressive Chambers in NSW we lobby for improved business conditions and improved services for the local business community.

Our PURPOSE

Enhance community and economic development by further strengthening the relationship with local, state and federal partners for Regional Prosperity.

Align operations with the needs of our Members and diversity of Chamber Membership. Increase Membership through positive engagement and collaboration to achieve Organisational Value.

The Chamber's success will have a strong focus on retention and acquisition within its business community. The Chamber will investigate grant opportunities and being innovative to enhance its services to ensure its Business Success.

The Chamber will have a strong focus on Business Advocacy by inspiring, connecting and championing a confident business environment. Connect, grow and strengthen business by networking, events and relationships.

Vision

To initiate, advocate and empower our region to advance towards a prosperous business environment and become the most progressive business Chamber within Regional New South Wales through collaboration and innovation by supporting and advocating for business in the Tamworth Region.

Values

1. Integrity
2. Collaboration
3. Innovation
4. Diversity
5. Openness

Key Functions

- **Advocacy** – Tamworth's largest pro-business and pro-regional voice. We want what's best for you and we work hard to try and achieve it
- **Networking** – Chamber Membership provides many opportunities to mix with your business peers, make new contacts and get your business out there

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- **Information** – Find out what's been happening locally, regionally, nationally. Informative events that are educational and inspirational help you stay connected with the latest business happenings
- **Business Support** – Got a problem? We can help. We offer the support of our office staff, coupled with support provided through the NSW Business Chamber Alliance Program providing you with access to experts in a range of fields. Whatever the query, just pick up the phone and we will be there to help
- **Corporate Citizenship** – We offer you the chance to publicly demonstrate your support to the region. Work with us to help build a better Tamworth for all our benefits.



Tamworth Business Chamber



PLATINUM SPONSORS



GOLD SPONSORS



SILVER SPONSORS



MEDIA PARTNERS



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2018 President's Report – Jye Segboer

It has been an honour and a privilege to serve on the Tamworth Business Chamber Board for a second term as President. This report is reflective of my time as President for the period November 2017 – November 2018. It has been another busy and extremely rewarding year for the Chamber, exceeding all previous Chamber records.

The Chamber secured the highest financial sponsorship amount ever, including the continuation of the vital contribution from Tamworth Regional Council. Council and Chamber are in the second year of a three year partnership. I believe it is important for the future growth of our great city, that the Chamber has a strong alliance and collaboration with its Council.

Collaboration with all levels of government including, federal, state & local is an important part of the Chamber continuing to be the voice of the local business community. We must continue to advocate on behalf of our members. We certainly will not always agree with our local members or our council, but we will always strive together to build a better Tamworth region.

We are grateful for the number of sponsors who have stayed loyal to the Tamworth Business Chamber and to our new sponsors and partners, we thank you for this year's support and hope to be able to continue working together and delivering you sponsorship value in 2019/2020.

The Chamber only exists through membership and sponsorship, we are not a Government funded organisation. Membership with the Chamber is not just about the networking opportunities, educational programs, business or marketing support we offer, it is about advocating for local and state issues on our members behalf, bringing direct financial benefits and opportunities to your business.

I would also like to make a special mention of ATAC who has this year again sponsored our Young Business Mentoring program and UNE, the dedicated sponsor of the Tamworth Junior Chamber. UNE supports the Junior Chamber throughout their yearly activities and provides them with a financial budget for continued growth and development as the future business leaders of our Region. As a result the 2018 Young Business Mentoring Program saw our highest number of participants in the program's history and the Junior Chamber held a calendar of popular events.

Following on from the success of the adoption of some key changes to the 2017 Quality Business Awards, the 2018 Quality Business Awards were a record sell-out for a second year in a row. In 2017, we saw 800 people attend the Awards with 29 categories. In 2018 there were 830 in attendance, 30 categories judged by over 60 independent judges and an overall increase in uptake of acceptances across all categories. Attendance numbers and acceptance rates are key indicators for us, showcasing the confidence in the Chamber and the Awards.

It has been a tough year. The drought has had a devastating effect on our farmers and a flow on effect to our local business community. It has been inspiring to witness the resilience and community spirit of the Tamworth region. My sincere thanks to our members and sponsors for continuing to support the Chamber and 2018 Quality Business Awards despite the difficult economic times.

To further assist local businesses in the current economic climate, the Chamber launched the "Think Local, Support Local" retail promotion. The campaign intention is to drive up profits and sales for local retailers during the Christmas retail period. We will be collecting data throughout the campaign to see what type of impact it has made and make recommendations for 2019.

In 2018, Tamworth Business Chamber continued to draw some exceptional and diverse speakers to our monthly meetings, including Mark McKeon at our February breakfast and the Newcastle Knights at our April event. The "State of the State" with Member for Tamworth Kevin Anderson and "State of the Nation" with Member for New England, Barnaby Joyce, were both also well attended, providing members the opportunity to gain insight into what is affecting them and our region first hand. In 2018, we also introduced the "State of the City" event, giving our members the chance to hear directly from and engage with Council on key local issues.

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Our monthly events continue to have the support of members and sponsors, this is reflected in a 35% increase in attendance numbers from 2017. Not content with resting on our laurels, we will further enhance our events offering over the next 12 months, kicking off the year with the 2019 Tamworth Regional Business Summit.

The 2019 Tamworth Regional Business Summit is an opportunity for businesses in the Tamworth Region to help shape their business for the future. The inaugural two day summit on 20 - 21 February is comprised of a series of workshops, including Workplace Health & Safety, Social Media & Marketing, Finance, Mental Health in

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the Workplace. Special presentations by key speakers will give regional businesses insight into current policy, challenges and current business practices.

Chamber continues to be involved with various committees and local events including Crime Prevention, Tamworth Country Music Festival, the New Residents Program and the CBD action Group.

We have partnered with NSWBC on their Energy Saver program, ensuring that local business gets the opportunity to receive energy cost savings. Energy costs are regularly cited as a major focus area of cost reduction and we are proud to be working with NSWBC on this initiative.

The Board continues to review its working plan and financial reports, looking to grow membership and enhance member services in 2019. In 2019, the Chamber will work hard to hear what the business community wants to see us deliver as a priority. We will be asking our members what they want in terms of business support, events and value. To succeed as a Chamber, we all need to be succeeding together. On behalf of the 2017/18 Board and Chamber staff we would like to again extend to all members warm thanks for your support during the past 12 months.

I thank the current Board for their involvement and the local Tamworth media for your ongoing support of the Tamworth Business Chamber.

The Chamber has a new permanent address, fully staffed office and a consistent presence within the local community.

With the support of strong financial partnerships, dedicated staff and a committed and progressive Board, your Chamber is in an excellent fiscal position to continue growing member services.

We will continue to facilitate and promote growth in the 2018/2019 financial year.

Yours in business,

A handwritten signature in black ink, appearing to read 'Jye Segboer', with a long horizontal flourish extending to the right.

Jye Segboer, President, Tamworth Business Chamber

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2018 Treasurers Report

2018 saw great improvements in the way Chamber can utilize technology and automation in the recording of financial information thus delivering greater efficiency and increasing the capacity for key management staff to focus on income producing and service-oriented Chamber activities.

Key points as outlined in the financial statements:

- 25% Increase in revenue
- 16% Decrease in other operating expenses
- Net profit of \$2,052 representing an increase of \$5,837 on previous years position

As a Board we are conscious of the need to ensure the long-term financial stability of the Chamber while also ensuring member needs of today are being met.

The Chamber has two main sources of income; Sponsorship and Member subscriptions, without the wonderful support of our major sponsors and the continued development of our membership base - hence the drive to develop member services to grow subscriptions.

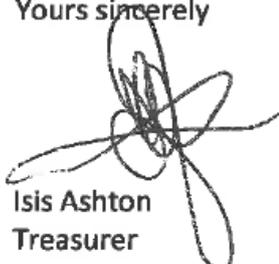
The staff go further by playing a role in the organising and hosting the very successful 'Leaders Forums,' and the Quality Business Awards as well as fielding numerous enquiries from existing businesses and individuals considering relocating to our region. They also produce the regular newsletter email keeping members abreast of events while assisting the various print, TV and radio services with a range of comments and press releases.

All of this occurs through a small team, whose desire to deliver the existing services but also continually ask 'what else' is a credit to them and reflective of the attitude that exists in this community. They achieve much with very little.

The Chamber continues to be in a good financial position to undertake its work in promoting business in the Tamworth region.

Chamber can look forward to a strong 2019 financial year with revenues up 25% in quarter 1 of 2019 in comparison to quarter 1 of 2018.

Yours sincerely



Isis Ashton
Treasurer



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