



Childcare needs met by expanded service



Greater Hume Children Services Holbrook successfully opened the doors on Monday 17 February to relieved families and excited children.

The service has been smoothly transitioned from Holbrook Early Learning Centre to Council's Greater Hume Children Services. It was a joint effort to get the service up and running as quickly as possible.

Currently, 70 families and 93 children are using the Holbrook service offering preschool, long day care and before and after school care.

Greater Hume Children Services (GHSC) local footprint now extends to Henty, Holbrook and Walla Walla, this is in addition to the award winning family day care services operated from the Jindera Co-ordination Unit.

GHSC fills an important role for our local economy. It provides quality childcare services for parents and carers of young children who are employed, undertaking study, or who work on farm, or seek employment in the local area or nearby provincial centres.

Also Greater Hume Children Services is a significant employer of child care educators and support staff.

Currently 242 families in the Greater Hume area are enrolled with the service



Tips for small business to prepare for COVID-19

The coronavirus or COVID-19 presents a significant threat not only to human health but also to business.

CPA AUSTRALIA has prepared a guide to assist small businesses to prepare for COVID-19. This can be accessed via the link <https://www.cpaaustralia.com.au/~media/corporate/allfiles/document/training/detailed-tips-for-small-business-on-covid-19.pdf>



As part of a comprehensive risk management strategy there are a range of actions you should consider taking now to prepare your business for COVID-19, to place it in the best possible position **to not only navigate through the crisis but to also be better prepared to take advantage of the recovery.**

Fundamental to your preparations is keeping up to date with official information on COVID-19 and any directions public health authorities may issue.

It is therefore important to follow the website of your local health authority, so stay up to date here

<https://www.health.nsw.gov.au/Pages/default.aspx>

highlights:



Vibrant new businesses
Across Greater Hume area



Shire wide shire pride
Last full-time long-straw collar maker



The Red Bow Project
So what happened to the plastic?



Jindera Industrial Estate
Blocks now selling

Vibrancy of small business offerings across Greater Hume

New businesses are popping up across the Greater Hume area, adding to the eclectic mix of retail and small business, making for a great day-trip to explore, experience and shop.

Jo & Co Interiors

Flower Mill

Jo and Co Interiors founder Jodi Takle has moved to a new location in Jindera, to expand her range of eclectic homewares, clothing and her specialised interior design service.

The retail shop space is shared with Flower Mill florist run by Rachel Proctor. By sharing the retail space allows both Jodi and Rachel to run their businesses and have time for their own families. Both business owners are savvy with their marketing, merchandising, use publicity and Facebook to increase awareness and drive customers to their door. Good luck to these two inspiring entrepreneurs!

Visit Jo & Co Interiors and The Flower Mill now at 95 Urana Street, Jindera, open Wednesday to Sunday, 10am to 4pm.



^ Above and above right: eclectic displays entice shoppers to visit and spend

Enticing wares



^ Rachel Proctor, the Flower Mill

Free Advisory visits by SafeWork NSW

SafeWork NSW offers free advice and support to help businesses, industry and workers maintain a safe workplace and meet their health and safety responsibilities. Apply for a \$500 rebate to help you improve health and safety. You can request a free advisory visit. Call 13 10 50 for advice or workplace assistance.

Kellie Watson, Jindera Garden Supplies - "The SafeWork NSW officer was very friendly when he came and organising the visit was easy. He was helpful and gave us really good advice and provided ideas on traffic flow and signage.

www.safework.nsw.gov.au Email contact@safework.nsw.gov.au
Phone: 13 10 50



^ Jim Watson and son David, Jindera Garden Supplies, 1 Jarick Way, Jindera Industrial Estate

Grow with Google

Grow with Google Australia team is hitting the road to bring free digital skills workshops specifically for small to medium businesses to fire-impacted communities throughout NSW.

The free events will be held in **Albury, Tumut and Tumbarumba**

Mon 30 March - Albury

1pm - 5pm at Mantra Albury, 524 Smollett St, Albury

Tues 31 March - Tumbarumba

9am - 1pm

Wed 1 April - Tumut

9am - 1pm

FREE 75 minute workshop training for small business owners

More information on page 7 of this newsletter.

To register, go to:
<https://events.withgoogle.com/grownsr/registrations/new/>

lea_bic PHOTOGRAPHY

Lea-Bic Photography Studio

Freelance photographer, Leanne Bickley has taken the next step to grow her business and has opened a studio at 149 Albury Street, Holbrook.

Leanne is flexible with her shop hours, depending on bookings and days of the week and has been able to establish a low cost retail presence within an existing family auto service business which has been successfully operating for many years.

Leanne demonstrates that her love of photography and high technical skills are honed to create a thriving small business, which has now progressed to her retail studio. Leanne's studio has added a certain charm to the main street of Holbrook and we wish her every success as her business grows.

Leanne is selling canvases, glass prints large and small, metal prints, coasters and pillow cases that all have photographs that have been taken by Leanne, many of the local area. Her showroom includes an indoor studio for photoshoots.



bicphotography.com.au



Hashtags Explained What is a hashtag?

This: #

When it comes to social media, the hashtag is used to draw attention, to organize, and to promote.

In 2007, hashtags got their start in Twitter as a way of making it easier for people to find, follow, and contribute to a conversation.

You don't need any special software or degree to create a hashtag. The only thing you do is put # directly in front of the word or phrase you want to turn into a hashtag and follow these simple rules:

- No spaces
- No punctuation
- No special characters

Why use hashtags?

There are a number of reasons why you want to use hashtags in social media.

Hashtags help you get found by your target audience. Many people do research by searching on specific hashtags. By using the hashtags that are of interest to your ideal customer, you can increase the chances of being found.

Hashtags improve your clickthrough rates. According to research, tweets with hashtags receive twice as much engagement as those that don't. Put another way, you can double your engagement and increase the clickthrough rate.

Here is a list of trending hashtags being used by Council and businesses operating in the local area:

#greaterhumecouncil
#buylocalingreaterhume
#liveagreaterlife
#visitgreaterhume

Hash Tag article is courtesy - takeflyte.com

Hashtags help you get found by your target audience.

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Other popular useful hashtags you might want to use -

#CulcairnHentyHolbrook JinderaWallaWalla
#LoveNSW
#emptyesky
#myriverina
#spendwiththem

Shire wide - shire pride

Asterisk Horse-Collars & Harness



^ Pic: Mark Porter, here bodying up a 23" Draught Collar for a South Australian customer [photo courtesy H McGrath].



^ Mark's work replicates the collar making process shown in archival photograph of 1885 'making horse collars' at JA Holden's Saddlery in Grenfell St, Adelaide. JA Holden became Holden & Frost and much later became General Motors Holden. Image is courtesy State Library SA.

Mark Porter of Asterisk Horse-Collars & Harness is a long-straw collar-maker and harness-maker of 38 years' experience and is now based in Henty.

Mark is the last full time long-straw collar-maker in Australia. Mark's horse-collars and harness have been sold to clients in all states and territories in Australia and overseas to New Zealand and the Republic of Ireland.

Mark's skills are so unique, he is listed on the British Heritage Craft Association, which is an advocacy body for traditional heritage crafts to safeguard craft skills and knowledge for future generations. The current President of the Association is HRH The Prince of Wales.

Mark manufactures and repairs all types of collars and harness in the traditional Australian style. Harness manufactured in the past ranges from pony through to dray-size single-horse harness, and pair/team harness, collars and harness for donkeys, both collars and harness for camels (including riding and pack-saddles) and even a miniature long-straw collar for a working goat.

One unusual job undertaken by Mark was making heavy cee-spring suspension strapping for the Diamond Jubilee State Coach, a gift from Australia to Queen Elizabeth II.

In addition to making and repairing harness, Mark also does general saddlery repair work and makes one off pieces like headstalls (made to measure), bridles and breaking-in long reins.

The photo left shows Mark bodying up a 23" draught collar. The straw used is cereal rye, *Secale cereale* currently being grown at Walla Walla.

Contact Mark via his Facebook Page, Asterisk Horse-Collars & Harness



^ Pic: cereal rye, *Secale cereale* currently being grown at Walla Walla.

Land Development in Greater Hume

Jindera Industrial Estate

Council has recently completed a new signage program for the businesses operating in the Jindera Industrial Estate. A total of 18 businesses are participating, with 16 featured in the photo at right.

Six block are now for sale in the Jarick Way Subdivision estate, see below, priced from \$20 sqm + GST.

Enquiries T: 02 6036 0100.



Jacob Wenke Drive Subdivision

In February this year Council accepted an offer on the second of seven allotments in the Jacob Wenke Drive Subdivision at Walla Walla. The development has been undertaken by Council to support new home development in Walla Walla.

Allotments are fully serviced. Blocks vary from 941 sqm to 1,166 sqm, and are priced from only \$56,500 (GST Incl.).

Contact Council with your enquiry to secure your piece of affordable residential land in Walla Walla.



Walla Walla Refugee Resettlement Committee Report March 2020

Report by Daniel Nadebaum on behalf of Walla Walla Refugee Resettlement Committee

The Walla Walla Refugee Resettlement Committee has been active for over a year now and we have had some fantastic results. We have had quite a few visits, mainly from the Assyrian community based in Western Sydney, and also some other cultures.

We have been successful in relocating one family to Walla, and they are making a great contribution to their employer and our town.

We have had a flurry of activity from November onwards with a number of



visits from various groups with a wide range of skillsets. We have housing available in Walla now but we are finding it difficult to match people with jobs. If you have positions available, or would like to receive resumes of

interested parties, please contact **contact refugees.walla@gmail.com**

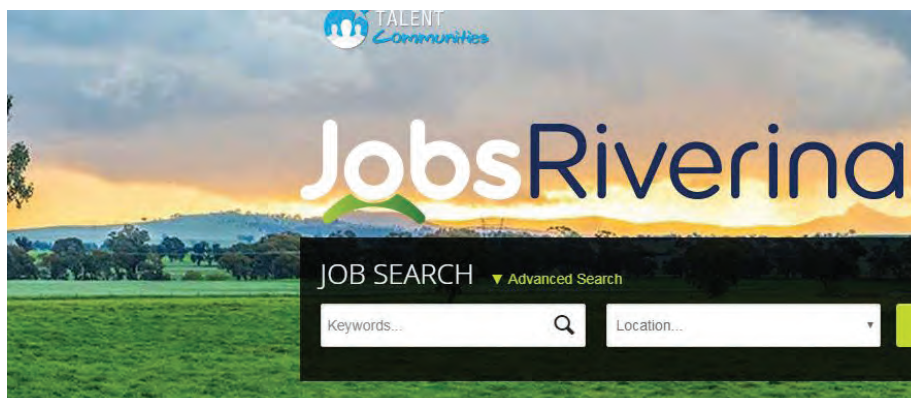
Our AGM will be held on Thursday , 19 March, 7pm. All community members welcome to all our meetings.

Post job vacancies to Jobs Riverina

Are you a local business looking for new staff?

Your job vacancies can be posted to [jobsriverina.com.au](https://www.jobsriverina.com.au) at no cost.

Jobs Riverina is an initiative of Regional Development Australia Riverina. RDA's mission is to help local businesses grow by assisting them to find the staff they need to grow their business as well as to attract new business to the region, so that more people can live, work and play in our beautiful part of the world.



<https://www.jobsriverina.com.au>

Red Bows – so what happened to the plastic?

You might recall the red bow project last Christmas which featured red bows in Greater Hume's five main towns. The project was made possible by grant funding received from the Riverina Water Community Grants program, Greater Hume Council and volunteers from Rotary Club of Holbrook, Culcairn, Henty, Walla Walla Community Development Committees, and Henty and Jindera Lions Clubs. The plastic fabric was collected and last week delivered to Plastic Forests for recycling. Pic: David Hodge of P.F.



Festive lights project

Council was successful in its application for further funding from the Inland Rail Community Sponsorship and Donations Program, which enabled a large Christmas tree to be placed in Culcairn CBD (with some adventure!!), fairy lights and static bows for retailers to use in their shops and businesses.

Thank you Inland Rail for your financial support and thanks also to Culcairn Community Development Committee volunteers.

INLAND RAIL



Using Council's website

Hint 1

Lodging a Customer Request - allows residents and the public to lodge a customer request. Go to Contact Us tab on the homepage, click on 'Lodge a Customer Request', complete the fields (some fields are compulsory) and upload photos or documents (up to 10mb in total), click on SUBMIT BUTTON (may take 2 to 5 minutes), a copy of your request will be emailed to you.

Hint 2

Predictive Search (the website predicts what you may be looking for) - predictive search displays page and file name results based on the first 3 characters typed. Go to the Search Button (top right hand), start to type what you are searching, click on a suggested search result link from the predictive list, or click the search button to display a full list of results eg type in "min", see what comes up, then type in "minu" and you should get much more detail. HINT, DON'T enter only TWO CHARACTERS it won't work, it is not that predictive.

Hint 3

Searching Council Agendas and Minutes - when searching for a topic presented at a Council meeting, go to the Council Meetings page. To the right is Search Minutes & Agendas, enter a word or phrase eg skate parks - Council Meeting dates relating to this topic will appear, from the top in order of appearance, click on the date, any reference to skate parks during that meeting will appear (sometimes the word "park" may also appear). If it is not the reference you are looking for, go to the next Council Meeting date and so on, until you have found the reference.

greaterhume.nsw.gov.au

Grow with Google

Grow with Google Australia team is hitting the road to bring free digital skills workshops specifically for small to medium businesses to fire-impacted communities throughout NSW.

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Mon 30 March - Albury

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FREE 75 minute workshop training for small business owners

- Setting up a free business profile to help connect with customers when they search for you
- An introduction to Google Ads to help connect with new customers when they search for what you sell
- Uncovering insights using a range of products to help guide your business decisions

Free 1:1 consultation with Google Small Business consultants.

Come and hear practical tips to improve your business online presence or meet with one of the Googler specialists in a 1:1 consultation (consultations can be booked on arrival).

To register, go to:

<https://events.withgoogle.com/grownsw/registrations/new/>

For more information contact Kerrie Wise, Greater Hume Council, T: 02 6036 0186 or Richie Robinson, Destination Riverina Murray, M: 0419 439 202.

Are you are looking for more customers?

A listing on the myRiverina website is provided free of charge to all clients of BEC Business Advice.



The myRiverina website has been designed to showcase business across the Riverina region.

Increasing traffic to your website, or having your business listed online if you don't have a website is a proven

method towards increasing your sales. Through the myRiverina website, BEC Business Advice is helping you do just that, and best of all it's free to list on if you are a client of BEC Business Advice.

Talk to your local BEC Business Advisor for more information. Take a look at the myRiverina website myriverina.com.au

Listing your business on myRiverina

Listing your business on myRiverina is simple. There are two ways to do it.

1. Sign up to become a client of BEC Business Advice and receive a complimentary listing on the myRiverina website.
2. Or pay for a listing on the website.

Contact Deb McAlister at BEC Wodonga office T: (02) 6024 0400.





Get the latest community and economic stats

Council now subscribes to the REMPLAN Community Profile and Economic Profile for Greater Hume Council area, with free public access a feature.

REMPPLAN Community delivers comprehensive insights into the unique demographic characteristics of the Greater Hume area.

REMPPLAN Economy is our local economy at a glance. Get headline stats on local population, employment, output, tourism and gross regional product (GRP).

To view the profiles google **remplan greater hume**

The Australian Financial Complaints Authority is open and here to assist small businesses



The Australian Financial Complaints Authority (AFCA) is an independent, not-for-profit, non-government organisation. AFCA helps individuals and small businesses resolve complaints about financial products and services.

The service is fair, free and independent. So it's a free service for small businesses and consumers to access.

AFCA replaces the Financial Ombudsman Service, the Credit and Investments Ombudsman and the Superannuation Complaints Tribunal.

AFCA's capacity to deal with small business complaints is significantly greater than predecessor schemes.

For AFCA to consider your complaint, the financial firm must be a member of our organisation.

We define a small business as having fewer than 100 employees (an increase from 20 employees), and we can consider

complaints about small business credit facilities up to \$5 million (previously \$2 million).

What types of small business complaints can AFCA consider?

AFCA can consider a broad range of financial problems including:

- errors in banking transactions and credit listings
- difficulty repaying loans, credit cards and short-term finance where your financial position has changed
- mistakes in guarantor arrangements
- errors in leasing contracts
- inappropriate provision of credit
- denial of an insurance claim (such as car, building and travel)
- mistaken internet payments
- inappropriate investment advice.

Contact AFCA on 1800 931 678

afca.org.au

What is the PPSR ?

Personal Property Securities Register

Every day you may be putting your business at risk when buying, selling, leasing or hiring out goods, or selling valuable goods on consignment. Do the goods you are buying have money owing on them?

Will you get your goods or money back if your customer goes broke?

You can't avoid these common transactions, but you can protect yourself.

How can I protect my business?

There is a single, national online noticeboard (the register) that shows you whether someone is claiming an interest against goods or assets.

You can also make a registration, so others know when you have retained an interest in goods you are supplying. This means that if your customer doesn't pay, or goes broke, you are in the best position to get your goods, or their value, back.



Australian Government
Australian Financial Security Authority

Business Contacts

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P 02 6036 0100

E mail@greaterhume.nsw.gov.au

Why use the register ?

The register offers your business excellent risk protection. It is also a tool that can help you raise finance using your business goods and assets.

Using the register can protect you in the following ways:

- When buying goods
- When selling goods on retention of title or consignment
- When leasing, renting or hiring out goods.

ppsr.gov.au/ppsr-your-business



Personal Property
Securities Register