



2020 ANNUAL REPORT

CONTENTS

3

President's Report

5

Chief Executive Officer's Report

8

Treasurer's Report

9

City and Development
Sub Committee Report

10

Retail
Sub Committee Report

11

Training and Education Sub
Committee Report

REPORT PRESIDENT

2020, fair to say it's been a very challenging and unique year for the entire world.

I apologise this report is a bit less detailed than previous years. It has without a doubt been the busiest three months of my working career with people being in such demand.

I sometimes forget how lucky we have been in the Goldfields and to some degree the majority of WA with our businesses seeing growth through this tough economic time, compared to the rest of the world.

I think the Goldfields Business Awards will be testament to this with close to 100 nominations, up 30%.

The KBCCI, as with most organisations at the start of COVID-19, were fearful for the future and what it meant for our members and our KBCCI staff.

That being said, Simone did a terrific job along with her team in coming up with a plan that has actually not only allowed us to survive but thrive in many areas which is a brilliant result from putting in a lot of hard work. The staff stuck together, multi tasked, used their different skill sets to come together and see some really good results for the KBCCI.

The team got to work and brought in some really exciting projects such as the BHP Digital Innovation Fund, which in short was directed at assisting our members build an online presence as well as companies affected by COVID-19. It was great to see many of our members reap the benefits of this project.

I also thank KCGM, Northern Star Resources and Saracen Minerals Holdings who provided much needed support for the business community with grant funding of \$3000,000 assisting 35 local Businesses.

After so much talk and a long time in the making with the support of the mining industry we have finally seen the launch of the Capacity Register. Again we are hoping this will be a great platform for members to showcase their capabilities and grow their businesses.

Some of our most important services, Business Local and Working Together have again been looked after by Sharni and Sharon, they've done a magnificent job in these areas. I often get great feedback from many of the people they have worked with.

As usual our events are always a great success, Melanie does not miss anything and the events are so well organised. I was very disappointed to miss the Lorna Mitchell Spring Festival this year, it looked like an absolute cracking day and again was so well received.

The KBCCI has been fortunate enough to have some new faces within the staff over the past twelve months and they all continue to chip in at events and go the extra mile to make things happen.

I'm looking forward to next year regarding events as unfortunately again due to COVID-19 some of our most loved events such as the Women's Leadership Forum and the Saint Barbara's Parade were cancelled but hopefully, they'll come back better than ever next year.

As I write this, we are working on some very exciting projects for the KBCCI which will be announced in due course through some great ideas from Board members.

The What's Down the Track Forum and Exhibition is fast approaching and again will be well attended hopefully giving some great insight into the near future for the Goldfields. I'm currently at Diggers & Dealers and I just can not stop being gobsmacked at what projects are either being extended or started especially after the exciting announcement KCGM made the other night about needing another 700 people for their operation. Obviously one challenge we haven't really overcome and is only going to get worse is the labour shortage. Some land is being released which will help but that's a while off and I'm still not sure what the answer is to get people in large numbers to come to Kalgoorlie-Boulder.

All I do know is, the town is absolutely buzzing and it just always seems so busy. Rentals are hard to come by, houses are selling fast and commercial/industrial real estate is being bought up so companies are feeling positive about expanding or kicking off in Kalgoorlie. Restaurants and the CBD in general are always packed which is creating a great atmosphere around town.

We have been lucky to have a government that's locked the State down and managed COVID-19 quite remarkably and I often forget that the rest of Australia is really hurting as we have been quite isolated from the issue. I am aware that we have not been 100% safe and there have been businesses locally that have suffered and I am very sympathetic to their situation. It is a terrible thought to have your business turned upside down from something so rare and out of your hands.

We as a Board have really wanted to focus on our relationships with key partners/stakeholders such as the City, GEDC, CME and RDA etc, all very important and valued partners of the KBCCI and I look forward to seeing those relationships grow stronger.

It comes around quick but another State election looms with the signage already going up in their hundreds and it will be interesting to see how it plays out and how WA judges McGowan's management of the State in these strange times. I can not leave out the US election, that I am seriously interested in as it will shape the future for so many of us.

Gold is strong and keeping the Goldfields & WA charging so with so much of it left to discover. Let's hope the gold price stays healthy and the engine room keepings running for our community to keep getting better.

Not sure what 2021 holds but let's hope it returns to some sort of normality mainly with the limitation of travel, not only for recreation but seeing family we have all missed seeing.

It has been a privilege to be involved with so many great people and I sincerely hope our members are seeing a benefit in being involved.

Thanks Simone and your awesome team, a great bunch of ladies, very fun people but you get the job done as well.

Thanks to the hard-working Board, we have had some new faces and may see some more this year but you contribute so much of your time to the organisation and it is much appreciated.

Take care and best wishes for 2021

Kyran O'Donnell Jnr
President
KBCCI

REPORT

CHIEF EXECUTIVE OFFICER

Wow, what a financial year 2019/2020 has been. A very challenging and trying time for us all, professionally and personally. Our business community faced some huge challenges and also seized some great opportunities.

The first half of the financial year started off strongly, with the Women's Leadership Forum 2019 taking place with the theme being "Dare to be Different". What an exceptional event it was, laughter, tears and inspirational stories from motivating empowering women. We were very fortunate to hear from Narelda Jacobs, JoAnna Ferrari, Sharon Bown and Jess Gallagher and a number of local legends.

We celebrated the 30th year of the Goldfields Business Awards with 37 business nominations and 38 employee nominations. A fantastic result and a very hard year for the judges with MLG Oz taking out Business of the Year!

KBCCI hosted a Meet the Candidates Sundowner for the City of Kalgoorlie-Boulder local Council elections. All candidates had the opportunity to let the community know what they could offer the Goldfields community. The event was well attended and well received by all.

Regional Chambers Forum took place at the end of October 2019 and we were fortunate to be at Parliament House for the announcement of the reduction in payroll tax, a win for many of our members. At the forum we discussed a number of issues such as police numbers in the Goldfields, labour shortage, increasing local content on Local, State and Federal Government Tenders, marketing regional centres, cheaper airfares, decentralization of Government Departments and FIFO. It is fantastic to start seeing some positive results now in these areas.

What's Down the Track took place in November 2019 with 240 delegates attending on the day. Leaders in mining, rail, health, education, real estate and all levels of government provided updates on their industry and new projects coming up. KBCCI also launched the Goldfields Business Report.

Lorna Mitchell Spring Festival took place in October 2019, with the sun shining and Hammond Park in full bloom, including the peacocks displaying their tail feathers. Just under 10,000 people enjoyed the day and raised \$3,427 for the RFDS.

The community celebrated as over 10,000 people gathered for the 30th St Barbara's Parade in December 2019.

Explore the Goldfields took place in February 2020, showcasing clubs, sporting groups and community organisations. A fantastic day attended by the community and many signing up to get involved in everything our great city has to offer.

The labour shortage in the Goldfields has continued to be an issue for many businesses. KBCCI will continue to lobby the State and Federal Government for more support to combat this issue. KBCCI also attended the Kalgoorlie Jobs Fair and Bunbury Jobs Fair, with the City of Kalgoorlie-Boulder, representing the business community and taking over 250 vacant positions and showcasing the livability of the Goldfields. These events were a great success with many job seekers finding employment and also bringing an awareness to the labour shortage.

Business After Hours continues to be a huge success and a great way to grow your business and connect with like minded people. The atmosphere of these networking events continues to grow more positive event after event.

KBCCI are proud to be involved year after year with Variety the Children's Charity, such a generous and supportive organisation. Raising over \$100,000 from the Variety Golf and Race Days.

Throughout the year there have been a number of politicians visit the Goldfields. KBCCI continues to advocate on behalf of all businesses, bringing community issues to the forefront. Issues such as the labour shortage, health care, education, Payroll Tax, FBT and the housing shortage.

KBCCI staff and I continue to be out and about, meeting and staying connected with our members. It has been a pleasure catching up with the business community over the last twelve months and seeing first hand how resilient our businesses are and how supportive they are of one another.

Exceptional customer service is important to the KBCCI and we are proud to award the KBCCI Service Star Award on a monthly basis to deserving staff nominated by their customers. Over the past twelve months we have had a number of happy employees being presented with this prestigious award.

In March the pandemic bought everything to a standstill and changed the way we do business. It was a difficult few months for many. Throughout the pandemic the KBCCI continued to support our members and the business community more than ever. Staff phoned and kept in contact with businesses on a daily basis. We sourced grants to ease the burden on local businesses and were humbled with the support received.

KCGM, Northern Star Resources and Saracen Minerals Holdings provided much needed grant funding up to \$10,000 each for local businesses who had been adversely affected by the pandemic. The Small Business Support Grant pool of \$300,000 was able to assist 35 local businesses with financial support, easing the financial burden for many.

BHP provided grant funding of \$120,000 for a Digital Innovation Fund, assisting businesses to establish online platforms or update their online presence. Regional Development Australia and Goldfields Esperance Development Commission provided \$10,000 each in funding to allow KBCCI to continue to assist and support the business community with general support and advice on the many stimulus packages that were available. A number of KBCCI members also stepped up and helped struggling businesses, either financially or personally.

During the onset of the pandemic, KBCCI held our very first virtual Committee Meeting, held Business Over Coffee, and virtual Business After Hours, keeping our members connected and informed.

The KBCCI conducted a number of surveys and collected data to assist all levels of government make important decisions on the Stimulus Packages and keeping our community leaders informed of how the Goldfields business community was coping through the pandemic.

As a combination of the services provided through NEIS (New Entrepreneurs Incentive Scheme), ASBAS (Australian Small Business Advisory Service) and Business Local the KBCCI assisted 943 clients and delivered 25 one-to-many workshops throughout the Goldfields region. In comparison to the 785 clients and 17 one-to-many workshops delivered throughout the 2018/2019 financial year the KBCCI's business advisory services

Goldfields Working Together program continues to connect Aboriginal youth with local businesses, providing important networking opportunities and job opportunities. This year we were pleased to see that the program had gained greater traction with over two dozen positions being offered to students across a range of industries at the start of the school year. Unfortunately COVID-19 restrictions delayed placement, however the program has maintained relationships with stakeholders and has continued to provide support through meet and greets.

The KBCCI continues to collaborate with key agencies throughout the Goldfields. Hosting the City and Regional Development and Retail Sub Committee meeting, Regional Stakeholder Group and Education Sub Committee meeting. KBCCI is represented on the Growing Kalgoorlie-Boulder Partnership Group meeting, Support Business and Industry Stakeholder meeting, Waterwise Taskforce, Watercorp Customer Advisory Panel, Goldfields Mining Regional Procurement Group, SEGRA Local Planning Committee, Vocational Education and Training Network Stakeholder Group, St Barbara's Committee and Goldfields DAMA Partnership Group. Collaborating and working on common goals is important to the KBCCI and benefits the greater community.

Lastly, I sincerely thank all our sponsors, KBCCI Committee members and staff who work tirelessly all year round and have worked especially hard this year under difficult circumstances. I look forward to the next twelve months.

Simone de Been
Chief Executive Officer
KBCCI



REPORT TREASURERS

The KBCCI has completed the year to 30 June 2020 in a sound financial position. The audited Financial Report shows a surplus of \$96,864 which includes \$37,500 from JobKeeper and \$50,000 from the Cash Flow Boost.

The KBCCI has four property investments as at the end of June 2020. The KBCCI also has a number of term deposits which have been spread out among various Banking Institutions in line with KBCCI policy. With its diversified business units, the KBCCI continues to service the community as it has done for over 117 years.

The KBCCI has a strong financial base and continues to support the business community in many ways. The KBCCI successfully applied for and received a number of financial packages to help businesses through the current financial difficulties. We thank the companies that made these funds available.

The KBCCI participates in a number of community events and co-ordinates the Explore the Goldfields Community Expo, the Lorna Mitchell Spring Festival, Variety functions and St Barbara's celebrations, all of which reinforce the KBCCI's support of the Community.

The Women's Leadership Forum was held in July 2019 and was again well received. The 2020 event has been postponed to 2021. We have secured Federal Government sponsorship for the next two years.

All of the KBCCI Staff contribute to the ongoing financial stability of the KBCCI and on behalf of the Management Committee and Members, I thank them for their enthusiasm and dedication.

Pat Leighton FCA
Treasurer
KBCCI



REPORT

CITY AND REGIONAL DEVELOPMENT SUB COMMITTEE

As we all know, this past year has been challenging for most businesses as we faced an unprecedented period in our history. I am glad to say that the City and Regional Development Sub Committee has continued to meet during the year and continued its past record of fostering many interesting and sometimes entertaining conversations.

During the year, we also provided our own small piece of KBCCI History when in May and June we operated the first ever digital meetings of this sub committee. More recently, we have also incorporated the Retail Sub Committee into the City and Regional Development Committee to allow the broader business community to come together. This change has been very well received by our members and the last two months has seen the attendance at the monthly meeting expand considerably.

The expanded committee continues to provide the forum for members to become involved in important discussions, hear from various stakeholders and provide valuable input to issues that matter to business in the Goldfields.

There have been many highlights over the past 12 months, with the most notable being:-

- The ongoing, strong working relationship between the KBCCI with the City of Kalgoorlie-Boulder (CKB).
- The attendance at several committee meetings by the local MLA, which provides the committee members with direct contact to the Shadow Cabinet in State Parliament.
- The input and guidance provided to the KBCCI initiatives such as the What's Down the Track Forum and the Goldfields Business Awards.

- Regular updates provided by Regional Development Australia, Goldfields Esperance Development Commission and the Chamber of Minerals and Energy in relation to their ongoing activities.
- A number of local business sector, real estate and finance updates provided during the year by a number of our committee members.

I take this opportunity to thank the various committee members that regularly give their time to attend the monthly meetings. The input you provide, your willingness to be involved and the way the group adapted and supported each other during the difficult earlier months of the year is very much appreciated. Your ongoing involvement continues to make a significant difference to the KBCCI and the Goldfields business community. I look forward to continuing to work with you all over the coming year.

Garry Symonds

Chair

City and Regional Development Sub Committee

REPORT

RETAIL SUB COMMITTEE

Safer Street Patrols, local procurement, CBD redevelopment and activation, Sunday trading, wage costs and shop local initiatives formed the basis of many discussions throughout the year for the Retail Sub Committee.

Regular attendees from the WA Police and City of Kalgoorlie-Boulder kept us informed with the numerous initiatives being undertaken to make the main shopping areas safer.

The Committee has also been kept up to date with the City of Kalgoorlie-Boulder Kal City Centre redevelopment which will begin construction in 2021, creating what is sure to be a thriving heart of economic, cultural and physical activity.

COVID-19 restrictions in late March and April, although stopping some industries all together, led to others diversifying and embracing other ways of doing business. Food retailers in particular, quickly adapted to offering takeaways and deliveries and embraced online platforms. Some supply

challenges and extra burdens initially impacting on businesses were reported to have eased significantly as restrictions were lifted, supported by the state hard border closure.

It has been refreshing to see a number of shopfronts now occupied and pleasingly by local small businesses. Further opportunities for retailers in the \$16 million Coles complex now well underway with construction in Egan Street also looks promising.

I thank all the attendees and the KBCCI staff for their ongoing support and work and am looking forward to the “new norm” coming out of COVID.

Chris Devlin

Chair
Retail Sub Committee



REPORT

TRAINING AND EDUCATION SUB COMMITTEE

Like many committees, the Education and Training Sub Committee was in hibernation for most of the year due to COVID-19.

The KBCCI took the view that the school principals, who make up the majority of the membership of the Committee, had more than enough to do keeping their schools operating during an unprecedented pandemic.

The good news from the two meetings that were held during the year is that school enrolments were holding up and staff were going to extraordinary levels to ensure all students were provided with the best possible education during what has been very trying circumstances.

It was reported to the Committee that many of the younger teachers took the lead and assisted some of their older and perhaps not so “tech savvy” colleagues to develop on-line learning experiences for the students.

The KBCCI congratulates all teachers and support staff for keeping the schools and educational institutions operating so well during the year.

We hope to provide support for Teach Meets in the latter part of this year and next year to give teachers the opportunity to meet and share ideas in a relaxed social setting.

We are all looking forward to a “normal” 2021.

Bill McKenzie

Chair
Training and Education Directions Sub
Committee



