



Share N Learn Overview Notes

Revenue Streams and Reducing Costs

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Cost Savings

Key Takeaway: Review all contracts, agreements or contra memberships annually.

- Review Telstra Bill and phone lines, computer leases etc. We saw over \$5,000 in savings for Telstra from 2018/19 FY to 2020/2021 by just doing an audit of what we had in place and then talking to our providers to get a better deal and removing obsolete plans and equipment charges. Phone lines, website, IT Maintenances and help, message bank - savings of over \$15,000 from 2018/2019 to 2020/2021.
- Review Photocopier Agreement – this saved us \$2000 per year
- Review Computer Agreements and Land Line Phones Contracts. We were charged for phone contract that had expired 2 years prior. Credit received for over \$5k.
- Review all agreements you have in place and make sure everyone has been invoiced correctly and all agreements are current.
- Change light globes to power savers.
- Check all contra members and make sure they are true contra members. We had people who had supplied a generator for the Spring Festival one year and they had been but on a contra deal for 10 year and never reviewed. Ensure your contra arrangements are in writing and have a term on them (start and end dates)
- Fuel - Log Books for staff - ensuring work vehicles are being used for work purposes.
- Stationery, clean up stationery room and review what is there. All stationery orders must be approved. Nothing excessive ordered. Although we all love a fancy folder, it is not necessary for a member driven NFP.
- Review all income streams and current charges and compare to other Chambers and other industries...such as room hire, membership fees, sponsorship packages. (eg: for our Business Awards – we already had individual category awards, but added Main, Dessert, Entrée and Entertainment Sponsor)
- Ask for discounts, CCIWA, suppliers etc.
- Event Debriefs – so important. Continue to improve your events and then businesses will chase you to be involved. These debriefs can be with staff, suppliers and sponsors after each event. Utilizing post event surveys is also very important – and ensure you act on constructive feedback to improve each year. People really do notice that you have taken on board their feedback.

Various Revenue Streams

Key Takeaway: don't underestimate the value of your membership and the strong relationships and engagement you have built over many years. This is a valuable asset.

- Membership fees – KBCCI's are one flat annual fee, with members being able to join at any time of the year. Larger organisations are then approached to sponsor events. Some RCCIWA members have tiered fees and also organisation sponsorships
- Event Sponsorship – tiers, add more if necessary. Create packages to your target market. Ensure you have fully costed your event prior to creating the event sponsorship packages for that event. Ensure you have your key stakeholders on board for each event as a sponsor – Shire/council, RDA and your development Commission. They all have KPI's to meet – so find out what they are – ie: women in business, small business, innovation etc etc
- Events – Ticket and Booth Sales – make sure your budgets are correct and include staff time. Work out your expenses first and then work out how much sponsorship you need.
- Training workshops – Customer Services, Facebook, MYOB and other packages.
- You can deliver these yourselves by engaging a professional or partner with another organisation and co-deliver. Eg: Business Local WA, Business Station, Facebook etc
- Grants/Small Grants – Rotary, Council. Make sure you include a staff member in the funding and supervision fees for the CEO. (Tell your Board you have included these funds to cover an employee). Sign up for all newsletters of these organisations so you are aware when their grants rounds are open.
 - Lotterywest
 - All of the major banks
 - Your LGA
 - Rotary
 - Most Govt departments
- Funded Programs – Business Local, Working Together, NEIS etc
- Business After Hours - \$200 each Admin Fee, \$600 if stand alone. 20% for Chamber on top of food, drinks and entertainment. We provide photos to our hosts, which they love to use for their social media content, all contact details from cards, name badges and staff on the night. Try and think of extras to provide to your hosts that don't cost anything (like the attendance list with contacts)
- Contracted Fee for service delivery
 - Sundowners for a specific business with our Chamber doing all of the event management
 - Writing Business Reports – we do this for funded programs who don't have the staff to do this themselves
 - Conducting Surveys – we do surveys for businesses and organisations and are paid per completed survey
 - Electronic marketing for events, etc
- Boardroom or Meeting Room Hire/Hot Desk.
- Kal Dollar Vouchers – Collie Dollars.
- Newsletter Advertising/Facebook Advertising
- Directory advertising
- Rent from property, residential or commercial