

## Welcome to our newsletter

Despite our chilly winter days, the PIBN team extends a warm welcome to our new network members. We are excited to welcome Judy, and her team from **We are Phillip Island** as Platinum Members. Additionally, we have **The Spicy Duck** from San Remo, **Anything Goes**, **Cheeky Goose**, **Videre Management**, and **Connection Accounting** come on board as valued members. We look forward to working with you and your teams over the coming months.



## Meet the secretary - Dianne Holbery

Having lived her life up until recently in inner Melbourne, Dianne is now a Phillip Island local who owns and operates the Ripples n Tonic Farm-stay in Ventnor. Dianne is passionate about inclusion and strives to break down barriers and discrimination for those in our community who are marginalised. Dianne is a strong advocate for inclusion, accessibility, mental health, and disability. Dianne has a vast working background in the not-for-profit sector, State Government, and small business. When she is not working, she makes time to enjoy beach walks, yoga, and travels both within Oz and overseas.



## Events for June

Phillip Island Business Network (PIBN) utilised State Government funding to host some Customised Professional Development Training focusing on front-of-house staff.

This opportunity was open to both PIBN members and all other Phillip Island Businesses.

Designed from your valuable feedback as members, personal development around challenging behaviours was a popular topic.

The face-to-face workshops were presented by a Victorian Chamber of Commerce consultant over three separate sessions, giving participants the option of a morning, afternoon, or evening session to attend.

Participants ranged from tourism, hospitality, retail, and service providers.

It was fantastic to have over 40 participants developing skill sets to feel confident in dealing, identifying, and diffusing Aggressive or Difficult Behaviour. Interpersonal communication skills, non-verbal cues, risk management, and self-awareness, experiential and theoretical learning providing strategies to implement, participants shared their take-home points.

We deem the workshop a "Great Success" with so many positive comments received by the participants. Front of House staff appreciated the opportunity to have external training and will receive a participation certificate.

We would also like to thank the Ramada Team for looking after us throughout the sessions so well, "the scones were amazing."



Humpback Whale passing through.  
Supplied by Wildlife Cruises

## Attention Sole Traders & Small Business Owners - This is for you!

Keep an eye out for an email from [admin@pibn.com.au](mailto:admin@pibn.com.au) for the next PIBN upcoming Workshop.

Session 1 - 28 July 2021

Session 2 - 30 August 2021

Focusing on Business Development Mentoring designed for Sole Traders of services, trades, entertainment, arts, retail, hospitality and or any other small business. Held over two half-day sessions over two months. Tickets will be limited to, ideally, ten participants only.

**Presenter** - Andy Rooke. Andy is an experienced Chief Executive, General Manager, and Commercial Manager with over 27 years in various roles. More recently, Andy has devoted time, experience & resources to a business that helps businesses and individuals reach and often exceed their potential. Keep posted for more information to come.

**Venue:** Phillip Island Penguin Parade Visitors Centre

**For more information and bookings:**  
<https://www.trybooking.com/events/landing?eid=787205&>

## Members Q & A

- Q.** How do I update my directory listing on the PIBN website?
- A.** Good question – please review your listing and send any updates or changes to Fiona directly by email: [admin@pibn.com.au](mailto:admin@pibn.com.au)
- Q.** I have noticed PIBN Member stickers around the town on some store windows. How do I get mine?
- A.** Fiona is making her way around to meet our Members. If you have not received yours and would like to arrange a meet and greet, or if you prefer it to be sent out to you, again, please email Fiona: [admin@pibn.com.au](mailto:admin@pibn.com.au)
- Q.** I would like to take advantage of my 25% discount off a Bass Coast Shire A-Frame Board. How do I do this?
- A.** Fiona is happy to assist

## Communications

The PIBN Committee would love to hear your hero stories as local businesses who have reached out to one another through the recent turbulent Covid lockdowns and have been a great support.

Do you have any feedback from our recent workshops? As members, are there any business support ideas that you would like the committee to consider?

Would you please reach out to us at:  
[admin@pibn.com.au](mailto:admin@pibn.com.au)

**Fiona Van Meurs**  
Marketing & Administration Officer  
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A Maze N Things Holiday Park	Phillip Island Glamping
Anything Goes	Phillip Island Grand Prix Circuit
Abicor Southern	Phillip Island Holiday Homes
Baden's Art Caravan	Pino's Trattoria
Barefoot Potential	Pioneer Kayaking
Bass Coast Paintball	Priceline Pharmacy
Bassine Speciality Cheeses	Ramada Resort
Betty's Glass	Ripples n Tonic
Cheeky Goose	SMAC Advertsing
Coastal View Financial Services	Thai on the Island
Connecting Accounting	The Shearing Shed
CYC The Island	The Spicy Duck
Destination Phillip Island	The Waterboy
G'Day Tiger	Tropicana Motor Inn
Genesta House B&B	Wildlife Coast Cruises
Hilltop Apartements	Purple Hen Wines
Holistic Essential Therapy& Consulting	GJ Gardner Home Bass Coast
Hotel	Phillip Island Chocolate Factory
Inspired Honey Psychology	Phillip Island Helicopters
National Vietnam Veterans Museum	Phillip Island Nature Parks
P.I Art & Craft Community Gallery	PI & SR Advertiser
Patricia Jamieson Celebrant	Videre Consulting Pty Ltd
Phillip Island Apartments	Willow's Pantry



**PLATINUM MEMBERSHIP**

**We Are Phillip Island**