



FREE Seminar

Nowra – Monday, 4 May 2009

Shoalhaven City Council, Bridge Road Nowra

Wollongong – Tuesday, 5 May 2009

Wollongong City Council, Burelli Street Wollongong

Kiama – Tuesday, 5 May 2009

Kiama Pavilion, Kiama Showground

Moss Vale – Wednesday, 6 May 2009

Moss Vale Civic Centre, Elizabeth Street, Moss Vale



Managing through Turbulent Times

INVITATION

The global economic downturn is having an impact on small businesses across Australia. The NSW Department of State and Regional Development, in conjunction with local Councils, is presenting a series of workshops called *Managing through Turbulent Times* designed to provide businesses with the advice and skills to work through the downturn and stay abreast of the challenges. This seminar series will help you to revise your finance and cashflow strategy and consider how to retain your customers and develop more effective long term relationships.

THE PROGRAM

The Economic Outlook – Maureen Jordan from Switzer Group – delivers the keynote address on the economic outlook analysing what has happened and the impact on small business.

Financial and Cashflow Strategy – Matthew Nolan from Provident Cashflow - outlines how to redefine a financial strategy and plan ahead for continued economic success.

Customer Retention – Louise Kelly from Hearts & Minds - shows how to keep customers and businesses on track by ensuring effective customer service.

Numbers are limited for this event. Please register your attendance by emailing: kimella.batkin@business.nsw.gov.au or fax the attached registration form to 4423 7957. For further details please contact Kimella on 4421 1000 or 4225 9055.

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| Monday, 4 May | - 12.45pm for 1.00pm to 5.00pm – Nowra
- Shoalhaven City Council, Bridge Road, Nowra |
| Tuesday, 5 May | - 8.45am for 9.00am to 1.00pm – Wollongong
- Wollongong City Council, Burelli Street, Wollongong |
| Tuesday, 5 May | - 3.45pm for 4.00pm to 8.00pm – Kiama
- Kiama Pavilion, Kiama Showground |
| Wednesday, 6 May | - 9.15am for 9.30am to 1.30pm – Moss Vale
- Moss Vale Civic Centre, Elizabeth Street, Moss Vale |





Department of State and
Regional Development

MANAGING THROUGH TURBULENT TIMES REGISTRATION FORM

Please tick which location you wish to attend. All workshops are **FREE** of charge.
Please fax this form to 4423 7957 or email kimella.batkin@business.nsw.gov.au

Ü	Location	Date	Time
	Nowra	Monday May 4 th	1.00pm – 5.00pm
	Wollongong	Tuesday May 5 th	9.00am – 1.00pm
	Kiama	Tuesday May 5 th	4.00pm – 8.00pm
	Moss Vale	Wednesday May 6 th	9.30am – 1.30pm

Name (1)	
Name (2)	
Name (3)	
Company	
Address	
Phone	
Fax	
Mobile	
Email	

Privacy policy: Personal information provided on this form is used for the purposes of registering you for this forum. We may also use your personal information to keep you informed of the events, seminars and services which we consider may be of interest to you. If you do not wish to receive such information please tick the privacy opt out box below.

I do not wish to receive the Illawarra Update e-newsletter

