

### In This Issue

- NCOC Annual General Meeting
- Niue Junior Entrepreneurs 2018
- New Business Profile: Yolo's Accommodation
- Go! Niue App Update
- Short Term Training Assistance Application
- Upcoming Training and Workshops
- Pacific Trade Invest NZ
- Opening Hours for Christmas-Seasonal Strategy
- Australian Small Grants
- Pacific Trade Invest – Australia
- PTI Australia 2017 Annual Report - Niue

## NCOC Annual General Meeting



The Niue Chamber of Commerce Annual General Meeting was held on Tuesday 28 August at the Scenic Matavai Conference Centre. The AGM was attended by around 40 members of the private sector and HE Kirk Yates, New Zealand High Commissioner to Niue. The meeting was opened with a welcome from the Niue Chamber of Commerce President Ida Hekesi owner of Stone Villa's Accommodation followed by an opening prayer from Richard Hipa who is the owner of Runway Bar located in the Niue Airport.

Ida Hekesi presented the President's Report and Rae Finlay, Business Development Manager/CEO presented a summary of the activities of the Chamber over the 2017/18 year and a summary of the financial statements. The Executive Committee/Board for the Niue Chamber of Commerce for 2018 to 2020 was elected and is:

Ida Hekesi, Stone Villas  
 Mark Blumsky, Niue Fresh & Vaiolama Café  
 Sefeti Fatiaki, Fatiaki Contractors  
 Rich Tuhipa, Stuff IT  
 Keith Papani, Rockbak Bakery  
 John Kaulima, JK Property Management & Watch Repairs  
 Fiafia Rex, Oma Tafua  
 Coral Pasisi, Sustainable Pacific Consultancy  
 Esther Pavihi, Oka-Koa Multimedia  
 Glen Jackson, ROCKsteady Enterprise

The Members also supported the recommendation for a nominal increase in membership subscriptions for the 2019/20 and 2020/21 years supported by the reviewed and enhanced benefits offered to members.

Rae Finlay presented an outline of upcoming activities including the Food Security Project Outline for a Green Climate Fund Application for the private sector, the upcoming Business Development Grants round, applications are open for Short Term Training Assistance, the Sustainable Niue initiatives to support the phasing out of single use plastic bags, the plans for the Fonuakula Industrial Park, the Business Outlook Survey, Seasonal Planning for the Christmas Period, the Go! Niue App future developments and the upcoming training and workshops programme.

If you would like a copy of the Niue Chamber of Commerce Annual General Report contact the office on 4399 or email [namara@niuechamber.com](mailto:namara@niuechamber.com).

Photos from the Annual General Meeting were posted onto our Niue Chamber Facebook Page.

"I have always believed that the way you treat your employees is the way they treat your customers, and that people flourish when they are praised"-  
**Sir Richard Branson**

## Niue Junior Entrepreneurs 2018

The Niue Chamber of Commerce has begun its pilot Niue Junior Entrepreneurs Programme with Year 6 students at Niue Primary School. The programme is presented by the NCOC Business Support and Education Manager Catherine Etuata Papani and assisted by Denise Pihigia, Administration & Events Coordinator.



Combined Year 6 students at Niue Primary School.



Group activities for combined Year 6 students at Niue Primary School.



Pilot Junior Entrepreneur class of 2018.



Enjoy the sunset view from Yolo's Accommodation.

The Niue Junior Entrepreneurs Programme has been in discussion between the Niue Chamber of Commerce and the Education Department for some time and it is great to have their endorsement to run a pilot programme this year. This is a great age to educate and introduce to our children about Entrepreneurship and the Private Sector here in Niue. We aim to educate the students to apply their creativity into business ideas that not only benefit them and their families but also their home island Niue.

The first class started on Thursday 09 August and will continue weekly for the rest of the Term 3 each Thursday from 10am for an hour.

There are 37 students in the Junior Entrepreneurs Programme comprising two year 6 classes. There is an equal number of boys and girls in the class. The first two sessions focused on creating understanding about what it means to be an entrepreneur and the outline of the programme for the remainder of the Term 3 Pilot Programme.

"By the third week we can see the students are showing understanding of entrepreneurship and showing understanding of the fundamentals of how to start a business. They were given a task to name a few of Niue's entrepreneurs and businesses owners and we were quite impressed with how many children knew which business belonged to who and what it involves", commented Catherine Etuata Papani.

## New Business Profile: Yolo's Accommodation

Yolo's Accommodation is owned and operated by Colin and Lone Talamahina. Colin and Lone moved back to Niue almost 4 years ago to work and help look after the family house that they have now developed into an accommodation getaway for visiting Niueans and tourists.

Yolo's Accommodation is Colin's family house. It offers a unique and modern setting in the house with essential amenities available. Located near Tongalupo Sea track and is walking distance to the commercial centre, it is perfect location for a family getaway to relax and enjoy the simplicity of what the island can offer.

Colin works full time at the Telecom Niue Ltd and his wife Lone manages the accommodation with their children.

To find out more about Yolo's Accommodation they can be contacted via Facebook, just search for Yolo's Accommodation or through the Go! Niue App.

## Go! Niue App Update

Over 2000 people have now downloaded the Go! Niue App from all over the world. This includes over 1100 from New Zealand, over 250 from Australia, and over 300 in the Pacific Islands including several that must have been yachts on their way to Niue as the satellite logged them as being in the open sea. There has also been downloads from as far away as USA, UK, Pakistan, Indonesia, Cuba, Portugal, China, Philippines, Spain, Japan, Ukraine, Norway, Turkey, Thailand and India. We encourage our Members to promote the Go! Niue App to their customers via signage and email when bookings are confirmed. It would be great to see more visitors arriving in Niue with the Go! Niue App already downloaded. More and more businesses are reporting increased enquiries and bookings via the Go! Niue App.

Please check your information in the Go! Niue App and check it is up to date. If you would like to include the Go! Niue downloading links in your email signatures or you require any updates for your business profile on the App or changes contact Namara in the NCOC office, [namara@niuechamber.com](mailto:namara@niuechamber.com).

**Like us on  
Facebook  
Niue Chamber  
to keep up to  
date with  
Private Sector News!**



Do you need help with setting up or updating your business Facebook page? Did you know you can contact [namara@niuechamber.com](mailto:namara@niuechamber.com) for assistance?

## Short Term Training Assistance Applications Open

Applications are now open for members of the Niue Chamber of Commerce for Short-Term Training Assistance. Grants of up to \$3000 will be available for assistance to attend bonafide Short-Term training overseas or short courses/workshops or alternatively funding can be utilised to bring a specialist trainer to Niue.

Please contact the NCOC office for the Short-Term Training Assistance Application Form and Terms and Conditions. If you have questions or need assistance please contact Rae or Catherine on 4399.



Pacific Trade Invest New Zealand are able to promote business opportunities in Niue to their database of over 8000 people who have an interest in investing in the Pacific. Pacific Trade Invest New Zealand also has trade offices in Sydney, Beijing, Tokyo and Geneva. This is a free service offered by them to promote business opportunities in the Pacific. If you are thinking of selling your business or looking for an investor to expand your business you can contact the Niue Chamber of Commerce to link you to an Investment Office at Pacific Trade Invest New Zealand to promote your business opportunity. Contact: Rae Finlay, [bdm@niuechamber.com](mailto:bdm@niuechamber.com) or telephone 4399.

## Opening Hours for Christmas - Seasonal Strategy

The Niue Chamber of Commerce recently met with some key hospitality outlets to discuss Christmas period trading. Last Christmas was particularly busy for a number of reasons; two flights per week, weddings, more shoulder travel in general, returning Niueans and less locals leaving for Christmas.

Very few restaurants, cafes, bakeries, food retailers and bars were open particularly over the two week Christmas break and the ones that were open experienced more customers/demand than they could comfortably handle. There was also a lot of feedback from locals and visitors about the lack of venues open and not knowing who was open when.

To improve this situation for the 2018/19 festive season for the benefit of our private sector businesses and customers we would like to work with you to provide a more coordinated approach. We will promote through the Niue Chamber of Commerce and the Go! Niue App, Niue Tourism and local businesses who is open and who is closed, any revised business hours and any specials for the festive season.

It would be appreciated if you could fill in the short survey that has been emailed out to businesses this week. We will compile the results received and then invite all restaurants, cafes, bakeries, food retailers and bars to a meeting to discuss the results, how we can capitalise on opportunities, any actions needed and the proposed plan going forward.

If you didn't receive a copy of the Survey via email please contact the NCOC office.

## Australian Aid Small Grants – Now Open

The Australian High Commission run a small grants funding program called the Direct Aid Program (DAP). This is aimed at non-government organisations and groups in Niue and the Cook Islands so may be of interest to our Niue Chamber of Commerce members. The 2018-19 DAP round is now open and we are taking applications until 7 September.

There is further information on the Australian High Commission website (<https://newzealand.embassy.gov.au/wltn/DAP2018.html>). Please contact the BDM at the Niue Chamber of Commerce if you have a project that you think may fit with the Australian Direct Aid Program and you would like any assistance with putting your application together.

## Business Tips

**1. Take a risk** – You can't run a business without taking risks. The brave may not live forever but the cautious do not live at all.

**2. Customers are always right... most of the time** – well unless they are wrong? After all they are only human. Your customers opinions are important, but you should build your customer service system on the principle that your organisation will never question the whims of your clients.

**3. Think corporate** – Build a corporate comfort zone. Employees must feel free and encouraged to openly express themselves without rigid confines so they do better work and make good impactful decisions.

**4. Be proactive** – Pick up the phone or book a meeting. It's great to be tech savvy but don't text or email in situations that you know you have to call or meet your customer or suppliers face to face.

## Contact Us

Rae Finlay  
Business Development Manager/CEO  
[bdm@niuechamber.com](mailto:bdm@niuechamber.com)

Catherine Etuata Papani  
Business Support & Education  
Manager  
[catherine@niuechamber.com](mailto:catherine@niuechamber.com)

Denise Pihigia  
Administration & Events Coordinator  
[info@niuechamber.com](mailto:info@niuechamber.com)

Namara Mautama  
Membership & Marketing Coordinator  
[namara@niuechamber.com](mailto:namara@niuechamber.com)

Niue Chamber of Commerce  
PO Box 213  
Alofi, Niue 9974  
Level 1 Old Treasury Building  
Utuko, Alofi  
Niue  
Phone +683 4399

[www.niuechamber.com](http://www.niuechamber.com)



Pacific Trade Invest  
Australia

Pacific Trade Invest Australia is an agency of the Pacific Island Forum Secretariat. 2017 marked the 38th year that Pacific Trade Invest (PTI) Australia has been working in the Pacific to facilitate commercial outcomes. Pacific Trade Invest recently published their Annual Report and included profiles on each of the countries they work with in the Pacific. In 2017 Pacific Trade Invest Australia assisted 611 Pacific Island businesses and facilitated a record amount of export deals (A\$23.7 million).

The results are detailed in their 2017 Annual Report where you can take a closer look at their work in the Pacific Islands. Below is the page detailing work in Niue or you can go to their website [www.pacifictradeinvest.com](http://www.pacifictradeinvest.com).

### NIUE

Capital: Alofi

Land Area: 260 km<sup>2</sup>

Population: 1,500 (2016)

Industries: Handicrafts, food processing

Source: DFAT Country/Economy Factsheet, CIA World Factbook

PTI Australia is committed to supporting and actively looking for trade and investment opportunities for businesses in Niue. In 2017, PTI Australia achieved a record outcome of A\$185,565 in exports facilitated an increase of 90 per cent from 2016.

#### IN BRIEF – 2017 HIGHLIGHTS

- Niue Vanilla International was part of PTI Australia's Pacific Showcase at Fine Food Australia 2017. The opportunity increased Niue Vanilla's brand awareness in the Australian market and created direct buyer relationships, resulting in export sales.

- An impact investment assessment and business analysis were conducted for an enterprise, reviewing current business and impact context; management strength, governance, customer and competitor knowledge; and investment and resource needs.
- Supported Niue's membership of Hidden Treasures, Treasures of the South Pacific, to promote Niue to the Australian travel industry.
- PTI Australia's Digital Tourism program continued to support four local operators in the market.
- In collaboration with SPTO, supported a one-month campaign through TripAdvisor promoting Niue as a tourist destination.
- General Manager – Exports, PTI Australia, visited Niue to meet with local exporters and government officials, Chamber of Commerce and the Tourism Office.

## CASE STUDY



### AUSTRALIANS CAPTURED WITH THE TASTES OF NIUE

Niue Vanilla International's participation in PTI Australia's Pacific Showcase at Fine Food Australia, put the spotlight firmly on Niue.

A team from Niue Vanilla travelled to Sydney, Australia, to represent Niue at PTI Australia's Pacific Showcase, which ran from 11-14 September 2017. Fine Food Australia is Australasia's largest trade-only food event, with over 5,000 buyers and distributors visiting the show each day.

Stanley Kalauni, Managing Director of Niue Vanilla, said it was a valuable trade show and they were delighted with the sales leads the trade show generated.

"The feedback from potential buyers was fantastic. As a small enterprise, being part of PTI Australia's Pacific Showcase enabled us to have a larger impact at the show, raising

the awareness of Niue and Niue Vanilla to the Australian market. Through PTI Australia's Pacific Showcase, we have connected with potential buyers and generated new sales leads, which was our goal."

Jeremy Grennell, General Manager – Exports, PTI Australia, said that PTI Australia's Pacific Showcase was an overwhelming success.

"PTI Australia's Pacific Showcase provided an opportunity for enterprises from across the Pacific Islands to make the international audience aware of their products and to get direct feedback from buyers on those products. The response our Pacific Island enterprises have had from the trade show has been overwhelmingly positive. Distributors and buyers from across Australia, Asia and North America visited our enterprises in the Pacific Showcase and they were impressed by both the quality and range of products from the Pacific Islands," Mr Grennell said.

**A\$185,565**  
Exports facilitated

## Upcoming Training & Workshops

**5 & 6 September**  
First Aid for Marine Operators

**3 October**  
Business Planning Workshop

**10 & 11 October**  
First Aid for Private Sector – General