

# Legal firm eyes off bright future



Hard work: Donovan Oates Hannaford land and property conveyancer Georgia Boland.

A LEGAL firm is looking to build for what it sees as a bright future.

Donovan Oates Hannaford has a long connection with Port Macquarie with more than 60 years of commitment to excellence in providing legal services.

Managing partner Justin Levido said over that time the firm had built a solid and well deserved reputation as a leading practice in Port Macquarie.

"We have faced challenges over the past two years with the global financial crisis, but by remaining focused on the core principles of service and quality our clients have been loyal," he said.

Mr Levido said there was a bright future for the firm.

Litigation lawyer Tony Maher has joined the Donovan Oates Hannaford team.

Mr Levido said Mr Maher's experience and

background would complement the practice.

Mr Maher's practice is primarily in the areas of litigation, criminal law, conducting prosecutions for statutory bodies, deceased estate family provision claims and employment law.

"Tony's skills fit in well with the firm's practice and add depth to the practice of litigation partner Steven Miles," Mr Levido said.

Meanwhile, Donovan Oates Hannaford congratulated employee Georgia Boland on her recent admission to the world of licensed conveyancing.

"Georgia has undertaken years of study to improve her qualifications and hone her skills," Mr Levido said.

"That hard work has now paid off, with Georgia now a licensed conveyancer."

Donovan Oates Hannaford is seeking to build its conveyancing service.



New face: Donovan Oates Hannaford litigation lawyer Tony Maher.

# Simon says ...

THE Customer Care Program is embracing new online technology to nurture and help promote fine customer service and positive shopping experiences within the region.

On Friday Port Macquarie-Hastings Council launched the new initiative, Tell Simon, a website where business and retail outlets currently registered in the Customer Care Program can be rated by shoppers via an online customer service rating program.

Customer service specialist and business author Dr Ian Brooks, who developed the website was on hand to help launch the new arm of the Customer Care program at Council Chambers.

Customer Care Program coordinator, Rachel Ross said the website provided a simple and effective means for local businesses to receive instant feedback on their customer service.

"The introduction of Tell Simon will not only be able to assist local businesses in moving forward with new technology, but give control to the customer to endorse local business," Ms Ross said.

In conjunction with the Dr Brooks visit, the Customer Care Taskforce also distributed a survey to a wide range of local community members and businesses, collating important feedback on customer service perceptions in the Port Macquarie-Hastings region.

"The data collected from the survey and a Community Reference Group facilitated by Dr Brooks will form the basis to training our local businesses with the right skills and tools to maintain the highest customer service standards," Ms Ross said.

The Customer Care Program was established in 1996 by council, with the aim of providing local business and industry with best practice methods for customer service.

Operating as a service certification program, businesses that successfully meet the standards of accreditation are authorised to display the Customer Care logo.

Since its inception, the program has been embraced by a number of leading local businesses.



Wait, there's more: Taz Nakamassu, Canon Australia managing director, presents Chris Rowthorne, of Port Macquarie's Central Coast Business Machines, with two awards.

## Excellent achievement

CHANCES are the only time you think about your office photocopier is when it stops working.

One local business is enjoying plenty of growth and has just won two industry awards by focusing on customers' printing needs.

"Photocopiers are probably one of the 'un-sexiest' businesses, but it is a very emotive thing and a business disaster when they fail," said Chris Rowthorne, managing director of Central Coast Business Machines.

Port Macquarie's Central Coast Business Machines was bought last year by Chris Rowthorne, a successful Canon dealer in Coffs Harbour.

"This business is all about service and reliability and as the Port Macquarie Canon dealer, we have the most reliable and best performing product available, although we sell and service other brands," Mr Rowthorne said.

Transforming Central Coast Business Machines from a focus on repairs and maintenance to tailoring solutions for customer needs has won lots of happy, new customers.

So many new customers took advantage of this tailored solution offering for their document needs that Central Coast Business Machines secured the Canon Partner Channel Mark Wood Award for the highest business growth in 2011.

Not bad for a business he only took over in May last year.

"Instead of just selling customers a new box, we look at their business processes and where we can offer them process improvement efficiencies," he said.

"This might mean saving customers paper and print costs by setting printers to duplex printing, or it could mean fewer, higher speed and more reliable printers."

Central Coast Business Machines was also awarded Canon's NSW business partner of 2011 at the awards at Manly Novotel just over a week ago in a gala occasion celebrating the successes of Canon partners throughout Australia and the Pacific region.

Find out how Central Coast Business Machines can save money for your organisation by calling 6581 1466.



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