



**Canberra
Business
Chamber**

ANNUAL REPORT

2015 – 2016



Message from the Chairman

The 2015-16 financial year was a positive one for the Canberra Region, following a period of diminished business confidence and constrained investment and spending, largely due to Federal Government downsizing.

Our business sector played a key role in helping the ACT not only survive these circumstances, but thrive.

During 2016, we had the rare confluence of both a Federal and ACT Election. In preparation, Canberra Business Chamber worked with its members, Taskforces and Kindred Organisations to prepare a roadmap for the Territory's future.

Our Destination 2030 document offers a guide for Chamber advocacy on behalf of business and a clear blueprint for the policies we want to see.

One of the pillars of Destination 2030 is building the ACT and region as an international player.

In 2015-16, Canberra Business Chamber was a driving force in increasing exports from the ACT. We launched our Canberra International Support Network, which connects local companies with advisors and potential customers to expand their international reach.

The Chamber has led successful Trade Missions to Singapore, United States and China. We signed an MoU with the Singapore Business Federation (SBF) to make this important trade partner more accessible to Canberra Region businesses. The agreement means local businesses have the most privileged access to SBF of any Australian business group.

We have commenced a new Diplomatic Connections program to leverage our regional advantage of having heads of mission and market experts based in our city. A new formal relationship with HMAS Canberra means our local products are being shared and our destination promoted beyond our shores.

While we have been looking overseas, we have certainly not ignored the need for local conditions that underpin business success.

Through involvement in roundtables, forums and regular meetings we have sought to influence government decision-making in favour of the business sector.

In particular, we continue to pursue changes in government procurement processes. This culminated in procurement improvement workshops and a Local Industry Participation Forum. We are optimistic reforms are underway which will see more ACT businesses secure government contracts.

We expanded our Board membership to broaden its profile across all industry sectors. Queanbeyan Mayor Tim Overall was invited to join the Board to reflect the fact the ACT is part of a vibrant and growing region. We also initiated a Board Future Leaders program in partnership with AICD, to encourage Board participation by the next generation of leaders.

We have not been afraid to take clear positions on issues that are important to our members and the broader ACT and region business community. We have presented these views in a balanced and quantifiable manner to ensure a logical and rational way forward.

Increased engagement with social enterprises in the Canberra community has been made possible through a range of initiatives such as the creation of a Social Enterprise Taskforce and events with the NDIS.

The foundations are in place and the ACT economy is reaping the results. Today our jurisdiction is one of the best performing in a number of arenas: increased exports, retail turnover and low unemployment.

Now that the ACT has certainty over government for the next four years, the Chamber can focus on key milestones from our 2030 Plan, such as: the Australia Forum, increasing educational exports and growth, increased international flights, and addressing more tactical issues that impact on our members every day.

Glenn Keys,
Chairman



Message from the CEO

In its second year as the single, united voice for ACT business, Canberra Business Chamber is proud to have gone from strength to strength and implemented a number of initiatives to increase its representation of the sector.

The Chamber wants to help people with a good idea build the foundations that will help them run a sustainable small business and grow in the future.

In collaboration with CBR Innovation Network and associated business support programs, the Chamber is helping those new to business by providing access to fundamental business training and advice as well as the support of mentors. The goal is to transition those on their 'start-up' journey through to a micro business and beyond.

Businesses who have reached the 'micro' level are being recognised through a new Chamber Micro Business membership level designed specifically for them. This membership will make it more cost effective to join the Chamber and reap the value associated with membership.

During 2015-16, the Chamber delivered training and programs designed to assist businesses of all sizes to upskill, build capacity and access new opportunities. In partnership with the ACT Government, we are promoting the region and its businesses through the Brand Canberra (CBR) program; connecting local companies to opportunities worth more than \$75 million by way of our Light Rail Business Link program; and have explored the role business can play in reducing obesity through the delivery of the Choose Healthier pilot project.

Over the past year, we have made a large number of submissions to both the Federal and ACT Governments, met regularly with political and public sector representatives, and held interactive forums in order to represent the views of our members or provide members an opportunity to directly raise their own issues.

Chamber members and staff also sit on a broad range of committees looking at important topics ranging from aviation to waste management and education through to food regulation, workplace safety and energy distribution.

We have started a time series study to capture immediate and long-term snapshots of business in the Canberra Region. The first Deloitte CBC Survey was held in March and over 150 businesses took part. Armed with the responses, the Chamber can pinpoint the barriers and opportunities it needs to pursue in order to stimulate business growth.

Our Workplace Relations team continues to be available to help members. It provides business-specific services related to industrial relations, human resources, occupational health and safety, Modern Awards, individual flexible workplace agreements and enterprise bargaining agreements.

I would like to thank all of our members for their assistance over the last year. It is only through your involvement, participation and support that we can continue to pursue our crucial objectives.

Robyn Hendry,
Chief Executive Officer

KEY ACHIEVEMENTS

- Development of **Destination 2030** - to map out a plan for ongoing growth of the Canberra Region.
- **MoUs** signed with Singapore Business Federation and HMAS Canberra resulting in promotion of our Region, its businesses and its products around the globe. Combined with the excellent work of Brand CBR, the profile, reputation and status of the ACT has been strengthened and exports increased over the past 12 months.
- Accomplishments of local businesses were honoured through the **ACT Chief Minister's Export Awards**. Businesses looking for opportunities overseas were assisted in breaking into new markets through a series of Trade Missions and diplomatic engagements, training and information workshops, and expert advice from our TradeStart Advisor.
- Launched the **Deloitte Small Business Survey** which will provide a longitudinal study of business sentiment and conditions in the ACT and region.
- Delivery of the successful **Choose Healthier** local business pilot project and procurement reform process in partnership with the ACT Government.

ADVOCACY

Taskforces: Three hundred and eighty members gave generously of their time and expertise to Chamber Taskforces during 2015-16. Seventy Taskforce meetings were held during the year and activities included support for development of key submissions, production of discussion papers on important issues and the provision of feedback on ACT Government initiatives. A major focus of the Taskforces was the development of **Destination 2030** and are now working on plans to achieve priority outcomes.

Issues Management: A range of activities were conducted to improve engagement with the ACT Government and increase local opportunities for ACT businesses. These included facilitating and participating in the:

- ACT Health Engagement Day
- ACT Government Procurement Reform Workshop – Doing Procurement Better
- ACT Government Waste Feasibility Study
- Independent Competition and Regulatory Commission (ICRC) Water Tariff Review Forum
- Asia Market Strategy Forum
- Local Industry Participation (LIP) Policy Forum presented by Kate Lundy, Local Industry Advocate

Political Roundtables: Were re-commenced with Senator Zed Seselja, Meegan Fitzharris MLA and Gai Brodtmann MP.

Submissions and representations: Implemented a strategic program of meetings with key representatives across both the private and public sectors. This included 60 meetings with government and political representatives and 42 meetings with broader stakeholder groups. The Chamber also represented the Canberra Region business sector on a significant number of committees and working groups.

Many key submissions were made including Building and Construction Waste Material; Australia Forum; Proposed Extension of Community Services Sector Portable Long Service Leave Scheme; Federal and ACT Pre-Budget; and delivery of Destination 2030 in the lead up to both the Federal and ACT elections.

The Chamber publicly advocated on issues including red tape and business taxation, protecting the Region's investment attractiveness, skills capacity building, international flights, revitalisation of the city centre, autonomous vehicle trials and unsolicited development proposals.

MEMBERSHIP

Overall the Chamber's membership base grew by a healthy 10% in 2015-16, with Principal, Kindred and Business membership growing by 7%, 26% and 18% respectively.

WORKPLACE RELATIONS

- Over 150 members were assisted through the Chamber's Workplace Relations Hotline Advice service. Members were updated and received Modern Awards, Pay Rate Summaries and other advice. Project work was conducted on behalf of members on Enterprise Agreements, workplace investigations, Individual Flexibility Agreements and a number of members were represented in the Fair Work Commission.
- Provided input on relevant legislation and enquires, including proposed changes to the Lifetime Care and Support (Catastrophic Injuries) Act 2014 and Workers Compensation Act 1951, representation of employer views in the ACT Work Safety Council, and plans to create an additional ACT public holiday.
- Continued to support business and apprentices through the ACT Apprentice Wage Advice Service on behalf of the ACT Government funded program.

EVENTS

Over **7,400 people** attended one of Canberra Business Chamber's **103 events** covering a broad range of topical issues including skills workshops, advocacy forums, political presentations and networking events. High profile speakers included ACT Chief Minister, Andrew Barr MLA; The Hon. Bruce Billson MP; Professor Ian Harper and Vice Chancellor Prof Deep Saini.

PROGRAMS

Canberra Business Chamber offered and managed a number of programs including Canberra BusinessPoint, Canberra International Support Network, TradeStart, Choose Healthier pilot, Light Rail Business Link, Brand CBR and the ACT Chief Minister's Export Awards. Specifically:

- Partnered with ACT Government to deliver 2015 ACTSMART Business Sustainability Expo at AIS Arena.
- Delivered "Team CBR" Trade missions, in partnership with the ACT Government, to the USA, Singapore and China with over 98 Canberra Region delegates collectively.
- Canberra BusinessPoint assisted over 800 people through workshops, phone and web enquiries and consultations, with a 98% satisfaction rate from workshops.
- A 144% increase on completed applications for the 2015 ACT Chief Minister's Export Awards.
- Completed the first Brand CBR campaign – CBR31Days – in March 2016.
- The Light Rail Business Link program commenced with a key focus on realising opportunities for local industry.

FINANCIALS

Income And Expenditure

Income	\$ 3,688,949
Expenditure	\$ 3,372,786
Surplus	\$ 316,163

Balance Sheet

Assets	\$1,400,149
Liabilities	\$ 1,063,334
Balance as at 30 June 2015	\$ 20,652
Current Year Surplus/Deficit	\$ 316,163
Balance as at 30 June 2016	\$336,815

Source of Income

Membership (inc sponsorship)	\$831,072
Fee for service (inc Government programs)	\$2,344,002

Financial Notes:

- Business Insurances paid until end of June 2017.
- Balance includes program funding.

Go to canberrabusiness.com for:

- [List of members](#) as at 30 June 2016.
- [Current Directors](#) as at 30 June 2016.
- Full audited [financial report](#).

BOARD

Current Board

Glenn Keys, Chairman

Aspen Medical

Archie Tsirimokos, Secretary

Meyer Vandenberg Lawyers

Greg Castle, Treasurer

CanChina Group

Col Alexander

CIC Australia Ltd

Keith Cantlie

Cantlie

Tina Fisher

Crowne Plaza Canberra

Louise Hughes

SRC Solutions

Laurie McDonald

Canberra Furnished
Accommodation

Michelle Melbourne

Intelledox

Timothy Overall (Mayor)

Queanbeyan City Council

Craig Sloan

KPMG

James Willson

CRE8IVE

Future Leaders Program**Alicia Shepard**

ONTHEGO

Retired Board (July 2015)

Julian Barrington-Smith

The Good Guys

John Hindmarsh

Hindmarsh

Kathy Kostyrko

Hays Recruitment Services

Kristine Riethmiller

KMR Consulting

Ivan Slavich

Trident Corporate Services

Chris Taylor

Telstra

PRINCIPAL MEMBERS

ActewAGL

Canberra Airport

CanPrint Communications

Casino Canberra

Citadel Group

CRE8IVE

Deloitte

Dixon Advisory & Superannuation Services

Elite Group (ACT)

eWAY

EY

Grace Records Management

Hindmarsh

Hyatt Hotel Canberra

Icon Water

iiNet

KPMG

Lend Lease Building Group

Master Builders Association of the ACT

NAB

NEXIS Accountants & Business Advisors

PwC

Secure Aviation & Forestrack

Service One Mutual

Shape Group (ISIS)

Staging Connections

Telstra Corporation

The Village Building Co

Topgun Catering

Toshiba (Australia)

TP Dynamics

UNSW Canberra

Windlab

FOUNDATION MEMBERS

Platinum Foundation Member

Aspen Medical

Canberra Airport

EY

Hindmarsh

KPMG

Nexis Accountants & Business Advisors

Telstra

The Village Building Co

TP Dynamics

Silver Foundation Member

CBRE

Cre8ive

eWAY

The Good Guys (Tuggeranong)

Hays Specialist Recruitment

Intelledox

Laurie McDonald

NAB

Noetic Group

Toshiba

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PROUD
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