



**Canberra
Business
Chamber**



ANNUAL REPORT



2016-2017

Message from **THE CHAIR**



The 2016-17 financial year was very constructive for the Canberra Business Chamber – which you may not see completely reflected in our overall bottom-line. The Chamber recorded a loss this year as it drew a line under legacy issues and expenses associated with our transition from the Canberra Business Council and ACT Chamber of Commerce to the consolidated Canberra Business Chamber. These included the cost of bringing inherited building assets up to code and government fees on these properties, the process of winding up 9 associations and companies, and writing off loans to businesses that are no longer operational.

With this behind us, the Chamber now has an excellent foundation on which it can financially build and grow moving forward. Our three-year forecast is very positive. I would like to acknowledge all those involved in this process for their commitment, professionalism and expertise in positioning the Chamber effectively for ongoing success. The volume of work and effort to close out these many issues has been challenging and we have been very lucky to have such an excellent dedicated team of staff and Board members to address and resolve these issues.

While dealing with the financial issues was important, it did not diminish the Chamber's focus on its core priorities as the preeminent voice representing the Canberra Region's business community.

2016-17 marked our first year of progress towards the Chamber's landmark Destination 2030 Vision. Our advocacy over the year focused on the key issues identified in the 2030 report and we have been tracking the policies and work of the private and public sector to keep abreast of achievements. Enclosed with this Annual Report you will find a report card, which shows the Region is travelling well towards the goals outlined in our 2030 Plan so far.

Our committed and hard-working Taskforces have played a central role in the significant steps made towards Destination 2030 over the past year. Taskforce members generously share their time and expertise to help influence policy settings and outcomes for the benefit of all local businesses. I thank everyone who contributed to the work of the Taskforces during 2016-17.

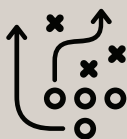
The Chamber's membership base is strong, stable and reflects an expansion in the diversity of business across the Region's economy. We are seeing new markets, notably cyber security, international trade, and renewable energy taking hold and we are working to nurture these industries to fruition. These industries combined with our traditional markets, such as the education sector, professional services, construction and our outstanding entrepreneurs, have the potential to expand the Region's economy, thus making Canberra a centre of expertise in multiple disciplines. This expansion and growth in other areas of business is critical to ensure our ability to weather changes in markets and Government policy.

The Chamber is very aware that a strong regional economy is important for the ACT and Canberra businesses. It is for this reason we are always striving for initiatives and investment that benefit the Region. This year we have continued to strengthen ties with communities throughout the Region and we look forward to building on these connections, both physically through infrastructure and cooperatively through partnerships and ongoing liaison.

I would like to highlight the fantastic efforts of all the team within the Canberra Business Chamber organisation, from our paid staff to Board members, Task Force members and other members who step up and contribute. We are blessed with terrific staff who have worked incredibly hard this year to achieve the outcomes listed above. If you see them at events or the office, please thank them for their commitment and dedication to the CBC.

Finally, I would like to take this opportunity to thank our members. Our member's professionalism and expertise is the driving force behind the Chamber's highly regarded, influential and respected voice and as the Chamber goes from strength to strength, we will continue to draw on this expertise to ensure we represent the broad and successful array of businesses in our Region.

Glenn Keys



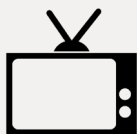
Delivery of Destination 2030

Taskforce strategies progressed: education partnerships, student placements, open data access, international freight supply chain, and tourism industry development



MoU with Wellington Chamber of Commerce

Opening new opportunities and networks for Canberra businesses



Promoting Business Success

Partnership with WIN Television to develop 'Business of the Month' program



'Voice' for Business

Ensuring business has its say through regular meetings with ministers and government representatives, participation on committees, public statements and submissions



Tracking Successes and Challenges

Instituting a Deloitte longitudinal survey of business sentiment and establishing 2030 Report Card



Increasing Opportunities for Canberra Business

Working to ensure local companies can successfully bid for local work. Nearly 60% of light rail business contracts awarded to Canberra firms.

Message from **THE CEO**



In the past year Canberra has been lauded by a series of reports and experts as a great place to live, visit and do business – culminating, as I write this, in Lonely Planet naming our city as the third best destination for 2018. There is no question our secret is out and there is much to be proud of. While data points to strong employment, high levels of business confidence, and a robust economy, there are still areas we must work on to ensure the success and growth of Canberra businesses.

The Chamber's broad advocacy agenda in 2016-17 reflected the varied nature of local business and an increased diversity in the ACT economy. This growing diversity is encouraging for the ACT, it builds our resilience and works to reduce our reliance on government spending.

Submissions and statements made throughout the year called on the ACT Government to better utilise the expertise of Canberra businesses. We continue to work to increase the number of local businesses securing ACT Government procurement contracts and to educate on the opportunities presented by experts in their field making unsolicited proposals.

The diversification of the ACT economy in recent years has resulted in the establishment of niche industry advocacy groups, each with an agenda specific to their area of interest. The Canberra Business Chamber is encouraged by this trend. With over 40 kindred organisations operating as members of the Canberra Business Chamber, these industry specific bodies add an additional and complementary layer of expertise to the Chamber's advocacy voice. United, the Chamber and its Kindred members echo a balanced, yet firm voice of business advocacy which is representative of all the components which make the ACT economy. We have utilised this unification throughout the year, a prime example being our successful campaign to amend a planned charging regime for water and sewerage infrastructure.

During 2016-17 the Chamber continued to build its program suite to ensure the business sector has

access to support and services and can influence outcomes. The Chamber continues to deliver expertly across the Brand Canberra, Light Rail Business Link, Healthier Food and Drink Choices Canberra, TradeStart, the ACT Chief Minister's Export Awards, Apprentice Wageline, ACTSmart and Trade programs.

With the products and services of local businesses increasingly in demand nationally and internationally, trade has been a major focus of the Chamber. In addition to the assistance provided through our programs, the Chamber led Trade Missions to the United States, Wellington and to Singapore; signed an MoU with the Wellington Chamber of Commerce; and continued to promote Canberra businesses to the world via a range of platforms, including our partnership with HMAS Canberra. It is great to see exports from the ACT are on the rise. For example, in 2016 international education exports – the ACT's largest export – rose by 14% to reach a record level of \$579m. The Chamber has also supported work integrated learning by partnering with tertiary education providers to support intern placements, including here at the Chamber. This allows students to gain valuable real-world experience and academic credits towards their course work and hopefully build a skilled workforce for the ACT, a successful and valuable model which the Chamber will continue to offer.

Finally, I would like to take this opportunity to echo the sentiment of the Chamber's Chair and thank our members for their valued and ongoing contribution to Chamber activities. I would particularly like to thank the Chamber's Taskforce Chairs and our trusted group of key advisors for their subject matter expertise and professionalism across the 2016-17 financial year.

With support from the Chamber's Executives and Directors, I am proud to present the following annual report for the 2016-17 financial year.

Robyn Hendry

ADVOCACY

The Federal and ACT elections coalesced in 2016-17, punctuating a period of high intensity advocacy from the Canberra Business Chamber. The 2016-17 advocacy strategy was geared towards informing election platforms and subsequent budget priorities. This was a highly successful strategy which eventuated in many of the Chamber's positions being adopted politically and rewarded through a range of 2016 17 Budget measures. The positions taken by the Chamber were informed by the combined expertise provided by our Taskforces and our Destination 2030 vision. The Chamber also now has more immediate access to the views and needs of business through the Deloitte SME Survey. These six-monthly surveys of local business provide a time series of business sentiment.

Taskforces

Across 2016-17, the Canberra Business Chamber Taskforce structure continued to deliver on the priorities set out in Destination 2030; A Vision for Canberra. The taskforce's work culminated in the Destination 2030 First Year Report Card which highlighted progress and forward priorities. Taskforces also contributed to a range of submissions (below) made by the Canberra Business Chamber.

Political Engagement

The Chamber was particularly active in its political engagement across 2016-17 and undertook a systematic meeting schedule with ACT Government and Opposition members as well as with Federal Government representatives. Political Round table events were held monthly and attended by over 180 members. A process to allow the Chamber's Principal, Corporate Members and Kindred Organisations greater scope to contribute to the Chamber's political engagement has been trialled. This approach will continue to be trialled into 2017-18.

Submissions

Chronologically, the Canberra Business Chamber made the following submissions in 2016-17:

- Renaming Public Holiday – Reconciliation Day
- Draft South East Tablelands Regional Plan
- Draft Industry Participation Policy
- ACCC Mobile Roaming Inquiry and Declaration
- 2017-18 ACT Government Pre Budget
- Draft Report for the Water and Sewerage Serves Tariff Review 2016
- Incorporating Active Living Principles in the Territory Plan
- Icon Water Proposal and Sewerage Capital Contributions Scheme
- ACT Legislative Assembly Convention Centre Inquiry
- Light Rail Proposed Route and Selection of Alignment and Stop Locations



FORWARD STRATEGY

The Chamber's Destination 2030 Vision for Canberra remains the key policy document moving into 2017-18. A Destination 2030 First Year Report Card has been developed which marks early progress towards 2030 as well as key priorities for the medium term. In addition to this platform, to help focus the Chamber's forward advocacy agenda, a 2017-18 Policy and Advocacy Framework has been developed, which includes emerging priorities such as renewable energy and cyber security.

WORKPLACE RELATIONS



Provision of expert and trusted workplace relations advice

is a significant benefit of Chamber membership and is sought by many, according to our membership survey.



We welcomed a new **partnership with GIO** supporting the workplace plus service provided to our members.



Industry Specific Forums

introduced to advocate on behalf of members across a variety of sectors on matters such as portable long service leave, ACT procurement and workers' compensation.



866 calls to WR Advice Line

supporting members with a variety of employment related queries.



Project Work

Included delivering enterprise agreements, individual flexibility arrangements, workplace investigations and providing representation to members in the Fair Work Commission.



ACT Govt Apprenticeship Wage Advice Line Service

485 phone calls

MEMBERSHIP

The Chamber continues to speak directly with members and flexibly respond to changes in need and preference. Our member survey shows that majority of members are happy with the representation provided by the Chamber and helped identify potential new areas of focus and support for the future. In response to changes in the local sector, the Chamber continues to evolve. For example, in recognition of the increasing number of small and micro businesses operating in the ACT, the Chamber now offers membership options and programs designed specifically for them. Advocacy and workplace relations remain important priorities for members generally. Through our Principal, Corporate, Business and Micro members as well as our Kindred organisation members we represent around 5,000 business in the Canberra Region.

EVENTS

**5,000
PEOPLE**
attended
78 EVENTS



Almost 5,000 people attended Canberra Business Chamber's 78 events covering a broad range of topical issues including cyber security, advocacy forums, political presentations and networking events. It also included a visit to HMAS Canberra.

High profile speakers included:

ACT Chief Minister, Andrew Barr MLA,
The Hon. Michael McCormack MP,
Daniel Flynn - Thankyou Water,
Craig James - Commsec,
to name just a few.

PROGRAMS

Canberra Business Chamber offered and managed several programs including:

- Canberra BusinessPoint assisted over 700 people through workshops, phone and web enquiries and consultations, with a 98% satisfaction rate from workshops
- Delivered "TEAMCBR" Trade missions, in partnership with the ACT Government, to the USA, Wellington and Singapore and participated in Australian Government Australia Week in China, with over 98 Canberra Region delegates
- Provided exporter support through Austrade TradeStart program working with export ready businesses
- Successfully delivered the Brand CBR campaign and Light Rail Business Link programs with both extended for 2017-18
- Assisted delivery of 2016 ACTSMART Business Sustainability Expo
- The 2017 ACT Chief Minister's Export Awards continued to show strong support and participation with a 50% increase in new applications from ACT & Regional businesses
- Successfully designed and delivered the Healthy Weight Program, which has been expanded and extended into the Healthier Food and Drinks Choices Program

TRAINING

Nearly **1000 people** participated in over **39 training workshops** offered by the Chamber in 2016-17.

The training provided by the Chamber covers business basics for those starting out; business essentials for assistance with more complex issues such as marketing, legal and accounting; and business capability to underpin expansion and success. New courses were added this year to address emerging issues, sectors and needs. These included Exporting to Asia, Cyber Security and Safe Food Handling.

Income And Expenditure

Income	\$ 2,693,311
Expenditure	\$ 3,262,905
Deficit	\$ (569,594)
Balance Sheet	
Assets	\$ 1,212,279
Liabilities	\$ (1,445,058)
Net deficit as at 30 June 2017	\$ (232,779)
Retained earnings as at 30 June 2016	\$ 336,815
Current Year Deficit	\$ (569,594)
Retained deficit as at 30 June 2017	\$ (232,779)

Income Analysis

Membership (inc sponsorship)	\$ 976,026
Fee for service (inc Gov programs)	\$ 1,651,324
Other Income	\$65,961

FINANCIALS

Financial Notes:

- Business insurances paid until end of June 2018.
- The Chamber has settled the loans of its predecessor entities and with the legacy issues cleared, anticipate closing these entities in the new year.
- The Directors believe that the Company remains a Going Concern following changes to operations, diversifying income and reducing overheads. Additionally, a program to actively increase members has been developed to building on our stable membership income.
- \$691,000 income from program's received in advance during 2016-17, which is included in current liabilities and is unlikely to be recalled by the funding bodies, will be included in income during 2017-18.
- The Directors conservative forecast for the next three years show net retained earnings of \$788,000, all of which add to the Director's decision to adopt the Going Concern basis in preparing the Company's financial report to 30 June 2017.

Follow the links for:

[List of members as at 30 June 2017](#) | [Current Directors](#) | [Full audited financial report](#)

BOARD

Current Board

Glenn Keys, Chairman
Aspen Medical

Archie Tsirimokos, Secretary
Meyer Vandenberg Lawyers

Craig Sloan, Treasurer
KPMG

Col Alexander
CIC Australia Ltd

Keith Cantlie
Cantlie

Jason Duarte
Commonwealth Bank

Tina Fisher
Crowne Plaza Canberra

Laurie McDonald
Canberra Furnished
Accommodation

Lorcan Murphy
Communities@Work

Alicia Shepard
Tarkett Australia

James Willson
CRE8IVE

Future Leaders Program

Sarah Rajic
Capital Recruit

Retired Board (Nov 2016)

Greg Castle
CanChina Group

Louise Hughes
SRC Solutions

Michelle Melbourne
Intelledox

Timothy Overall (Mayor)
Queanbeyan City Council

PRINCIPAL MEMBERS

ActewAGL
Aquis Entertainment
Canberra Airport
Canberra Metro
CanPrint Communications
CareSuper
Citadel Group
Communities@Work
Deloitte
Dixon Advisory
Elite Sound & Lighting
EY
Hindmarsh
Hyatt Hotel Canberra
Icon Water
KPMG
Lend Lease Building Group
Master Builders Association (ACT)
NEC
Nexis Accountants and Business Advisors
PwC
Secure Aviation / Foretrack
Staging Connections
Telstra Corporation Limited
The Village Building Co
Toshiba (Australia)
UNSW Canberra

FOUNDATION MEMBERS

Platinum

Aspen Medical
Canberra Airport
EY
Hindmarsh Corporation Pty Limited
KPMG Australia Pty Limited
Nexis Accountants and Business Advisors
Telstra
TP Dynamics
The Village Building Company

Silver

CBRE
Cre8ive
eWAY
The Good Guys (Tuggeranong)
Hays Specialist Recruitment Pty Limited
Intelledox Pty Limited
Laurie McDonald
National Australia Bank
Noetic Group
Toshiba

Canberra Business Chamber

216 Northbourne Avenue, Braddon ACT 2612
PO Box 6308, O'Connor ACT 2602

P 02 6247 4199

F 02 6257 4421

info@canberrabusines.com

canberrabusines.com

ABN 33 600 390 538

PROUD
SUPPORTER



UNSW
AUSTRALIA

Canberra