



ANNUAL REPORT AND
BUSINESS REVIEW 2012



AUSTRALIAN CHAMBER OF
COMMERCE AND INDUSTRY





Who's serious about supporting business?

We are.

When you're running a business we know how important it is to have a banker that knows where you're coming from. No matter what stage your business is at, we can help you make the most of every opportunity. We have a team of dedicated Business Bankers who have the expertise and knowledge to support you with all your business and personal banking needs; from helping you better manage your day to day banking to looking at ways to help grow your business.

So if you're looking for a bank that understands business, talk to a Business Banker on 13 10 12 or visit www.nab.com.au/business

We see Australian business.

CONTENTS

ACCI in the Media	2
President's message	4
Chief Executive's report	8
About ACCI	11
Governance	16
Member Network	22
National Secretariat	28
Senior Executive Group	29
Strategic Plan and Communications	32
2012 Activities and Achievements	36
Member Services	44
ACCI's International Network	47
Policy Development and Advocacy	51
Recognising Service and Excellence	70

Put growth ahead of surplus, says business

DAVID CROWE NATIONAL AFFAIRS EDITOR

THE nation's peak business chamber has urged the Gillard government to sacrifice its plan for a surplus in the May budget if economic growth falters this year as it rebuked Labor for failing to do enough to prepare for a global slowdown.

The Australian Chamber of Commerce and Industry warned against harsh budget cuts that could deepen a domestic economic shock, calling for the first time for the surplus to be jettisoned.

The call comes in a formal budget submission that also demands stronger policy action to lift productivity and changes to greater flexibility in the workplace regime.

The submission also calls for greater economic growth, following the Council of Australian Trades Unions' call for tighter controls.

ACCI bluntly called for a budget surplus to be reduced in 2012-13, so that the plan might be economically sound.

"The government must deliver a budget in 2012-13 under any scenario is inadvisable

would see the forecast surplus disappear and that a worsening of the

Fears rise over impact of disputes

Industry reaction Jacob Greber Economics correspondent

Concern is mounting that a potential escalation in industrial disputes is sapping already fragile investor confidence and prompting companies to ditch expansion plans.

Official figures show the leading area for disputes is among booming resources firms, which have become increasingly vocal about rising cost pressures.

feeling the heat from days lost to disputes, which hit 6000, or almost 17 per cent of the total.

Master Builders Australia chief executive Wilhelm Harnisch, who represents 33,000 builders, said investors in Australia and abroad were watching the Groom dispute closely.

"It's such a high-profile industrial event... it's very ugly, and proof that unlawful industrial disputes are back in town," Mr Harnisch said.

"This should send shivers down the back of every construction firm, every investor, and surely the govern-

dollar and surging labour costs, but also industrial relations.

The concerns were revealed in an annual survey of 111 firms conducted by the CEO Forum Group and obtained by The Australian Financial Review. It showed one factor that executives blamed for making business more difficult in Australia was a sense that the balance on industrial relations had moved too far towards employees.

The survey also warned that wage rises negotiated by unions had become unsustainable and in many

under Labor's Fair Work Act. "The combination of unions taking and threatening to take action is affecting business confidence and business behaviour," Australian Chamber of Commerce and Industry chief executive officer Peter Anderson said.

"We see it right through our com-

struc-

ture

in the

of indus-

and 1980s,

a signifi-

of unions

take action

Key business groups have clashed with the Gillard government about its refusal to reconsider a decision not to seek sovereign risk protection for Australian companies in free-trade agreements.

Trade Minister Craig Emerson warned yesterday the push, led by the Australian Chamber of Commerce and Industry, to include so-called investor state dispute settlement provisions in FTAs could derail future

need last SDS programs and, to make

manage foreign OCI and groups and to Prime companies protesting

IS govern-

investor

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Under prime minister John Howard, the corporations' power was used to extend bargaining to non-unionised companies, and Victorian premiers Jeff Kennett and Steve Bracks referred most remaining state IR powers, allowing a single system of laws to apply in that state. Work Choices and then the Fair Work laws took this a step further by applying the national safety net to all companies, and securing further referrals.

Our constitution will not allow a choice between a federal or a state IR system. It will only allow a

national enterprise bargaining for unionised companies. At the same time, public sector unions lodged disputes that moved thousands of state public servants from state laws to the federal system.

Business gets foot in COAG door

Laura Tingle Political editor

Business has won a seat at the Council of Australian Governments, giving it a new forum to set deregulation priorities and revisit crucial but unfinished competition reforms.

Prime Minister Julia Gillard jointly announced a new business advisory forum with business Council of Australia president Tony Shepherd and Australian Chamber of Commerce and Industry chief executive Peter Anderson yesterday.

The forum - which will include 25 business representatives and which appears to have support from state governments - will meet for the first time on April 12, the day before state and territory leaders come to Canberra for the next COAG meeting.

Ms Gillard said yesterday cutting red tape was a key priority for her government "as excessive regulation lowers business costs and hinders

get to speak to all - sent in one room - important priorities agenda. This will include

regulatory reform issues, for an

It may also help reluctant individuals that are not

Ms Gillard said business leaders "a

focus on these - excessive red tape need at an indivi



(From left) Tony Shepherd, Julia Gillard, Peter Anderson and Finance Minister Penny Wong at the announcement in Canberra yesterday. Photo: RNSW/9NEWS

get to speak to all - sent in one room - important priorities agenda. This will include

regulatory reform issues, for an

It may also help reluctant individuals that are not

Ms Gillard said business leaders "a

focus on these - excessive red tape need at an indivi

get to speak to all - sent in one room - important priorities agenda. This will include

regulatory reform issues, for an

It may also help reluctant individuals that are not

Ms Gillard said business leaders "a

focus on these - excessive red tape need at an indivi

get to speak to all - sent in one room - important priorities agenda. This will include

regulatory reform issues, for an

It may also help reluctant individuals that are not

Ms Gillard said business leaders "a

focus on these - excessive red tape need at an indivi

get to speak to all - sent in one room - important priorities agenda. This will include

regulatory reform issues, for an

It may also help reluctant individuals that are not

Ms Gillard said business leaders "a

focus on these - excessive red tape need at an indivi

get to speak to all - sent in one room - important priorities agenda. This will include

regulatory reform issues, for an

It may also help reluctant individuals that are not

Ms Gillard said business leaders "a

focus on these - excessive red tape need at an indivi

get to speak to all - sent in one room - important priorities agenda. This will include

regulatory reform issues, for an

It may also help reluctant individuals that are not

Ms Gillard said business leaders "a

focus on these - excessive red tape need at an indivi

get to speak to all - sent in one room - important priorities agenda. This will include

regulatory reform issues, for an

It may also help reluctant individuals that are not

Ms Gillard said business leaders "a

focus on these - excessive red tape need at an indivi

get to speak to all - sent in one room - important priorities agenda. This will include

RESERVE CLEARS THE PATH

Next week's budget has to be a turning point for reducing business costs

PETER ANDERSON

WHAT the Reserve Bank is doing in cutting interest half a per cent is exactly doctor ordered, as I'd quickly passed on by the small business and holders. It will lift confidence and pressure off the cost business. That'll be especially in

Small business owners and time in a way someone in

We estimate full it will be business as about \$6 bil

The retail in the way of putting. If through they serve Bank economy. I small cut to

in rates of be shamed

The Retailly direct that bank high, had months. It should be r

costs. In other

Reducing cent is not a crisis but it nesses are s not be co economy. It the right r ment too s

A month ago, I and some union leaders said there was a strong case for a rate reduction of 50 basis points. Not many economists or market watchers agreed.

Rates had not fallen this year despite our business surveys showing soft growth and low confidence outside the resources sector. The economic recovery was, and is, very uneven. Australia's cost of finance was high and re-

Family affair with Japan an enduring one

Australia's formal business organisation engagement with Japan - which was forged during rounds of golf and reaches the half-century point today - has been a family affair

and former Tokyo

Business strikes deal with Gillard

Louise Dodson and Sophie Morris

Prime Minister Julia Gillard has struck a historic agreement with business leaders to speed up approvals for big projects and end regulation.

But Ms Gillard has also promised to maintain tough environmental protections as she prepares to face, for the first time, a majority of conservative members in today's meeting of the Council of Australian Governments.

The newest state leader, Queensland Premier Campbell Newman, attacked Ms Gillard's promise to end "green tape" and called on the federal government to share environmental approvals entirely to state governments. He also said he had commissioned legal advice on fighting the carbon tax in the High Court.

It was a "big risk," Ms Gillard said on the state to end green tape while delaying approvals of major resource projects in Queensland, blocking the state's economic program, he said.

Ms Gillard said: "Australians do want to see good environmental protection and good environmental outcomes and so, when it comes to things like world heritage areas, of course as a federal government we're going to want to see particular care and concern."

The national business advisory forum in Canberra yesterday, which included 20 corporate chiefs, state leaders (except Western Australia's Colin Barnett) and the Prime Minister, agreed on a six-point plan to reduce the costs of regulation on COAG today, Ms Gillard said.

The plan, described as "a national leadership compact" between the governments and business, aims to streamline state and federal environmental approval processes.

Continued page 15



Crackdown on regulation costs... Prime Minister Julia Gillard and Finance Minister Penny Wong hosted corporate and state leader meetings, including Telstra's David Thoyre, left, and Gail Kelly of Westpac, far right.



Marces Priest and Katie Walsh

by for a cost of 15.8 per cent

The NSW and federal governments have blamed each other for a proposed 14 per cent rise in power costs in the state that the pricing regulator said was due to the carbon tax and spiralling network costs.

That rise, which will add \$80 a year on an average household bill, will hit low-income households and regional areas hardest.

The increase proposed by the Independent Pricing and Regulatory Tribunal (IPART) is higher than elsewhere in Australia and brings the average rise in NSW power prices to around 20 per cent over the past six years. It follows a recommendation by

Row over 16pc

Row over 16pc

EMPLOYMENT

Wage rise could hinder apprentices

Max Mason

SMALL businesses may think twice before hiring apprentices as Fair Work Australia considers an application to increase first-year wages from as little as \$6.40 per hour to a minimum of \$10.83.

For Simon Heather, a landscaper who runs his own business, the issue was about the productivity of an apprentice rather than financial stress - he said it was as much an education as it was a job.

"As an employer of several apprentices, while they are useful to have on site, they are also a huge time constraint," he said.

"You have to allow the time to spend teaching them the necessary skills in order for them to gain the experience to become a qualified and useful tradesman."

Mr Heather said that when hiring apprentices it is often hard to tell what kind of worker you are hiring, as they were so young, and that the

current wage system allowed him to offer opportunities to those he was not certain about in the hope that they would grow into the job.

If an apprentice is a hard worker and skilful at their trade, I don't see an increase in apprenticeship wages as a financial concern, rather a possible long-term investment for my business," he said.

He said if the wages were higher, he would be less likely to take chances and may even hire a fully accredited tradesman.

He also noted that pay rates increased once the first year is completed and each year thereafter.

The ACTU has launched an application to the Fair Work Australia to increase apprentice wages.

The director of employment, education and training at the Australian Chamber of Commerce and Industry, Jenny Lambert, said the claims made by the ACTU had no evidence to back them up and was worried that "the government, not only the minister, is talking the same language as the unions".

Together with the costs that apprentices are faced with, (they

The government recognises that the apprenticeship area is in need of reform."

Brendan O'Connor, Minister for Small Businesses

are a major factor in explaining apprenticeship completion rates as low as 50 per cent," the ACTU application said.

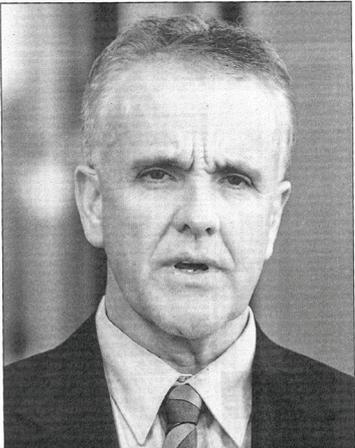
The director of employment, education and training at the Australian Chamber of Commerce and Industry, Jenny Lambert, said the claims made by the ACTU had no evidence to back them up and was worried that "the government, not only the minister, is talking the same language as the unions".

Together with the costs that apprentices are faced with, (they

are a major factor in explaining apprenticeship completion rates as low as 50 per cent," the ACTU application said.

ABOUT RED-TAPE REFORM

economy operating locally, nationally and globally. At the last month, matters le national regu not all busi global. For rises the matters m comes from state capita role for c out that's r ough issue overregula Business Getting ag particular r responsi government monise r changing a requires c promise. I



bridges the gap. Red-tape reform isn't quite the nationstate free

Our tour de force

Exchange rate takes toll

Jeff Whalley

THE high exchange rate crushing manufacturers will sweep up other industries including the multi-billion-dollar tourism and international student sectors, a peak business group said yesterday.

Australian Chamber of Commerce and Industry policy director Greg Evans said it "is clear" any sector competing internationally will have to deal with the "sharp edge of the economic adjustment".

His warning came after Alcoa yesterday said it would review the viability of its aluminium smelter at Geelong in Victoria, warning that 600 jobs could go.

Alcoa said the smelter had become unprofitable, blaming higher metal prices, input costs and unfavourable

Analysts say the dollar could soon test the levels it hit last July, when it briefly traded above \$US1.10, after the Reserve Bank this week surprised economists by keeping the official cash rate on hold.

The dollar was last night buying US108.29c.

Mr Evans said tour "key" example of a sector following manufacturing.

"For example, we can see lower hotel occupancy this would flow on to and then restaurants in the chefs they employ."

"With education services there is a sharp edge of the economic adjustment."

"And currently we're student numbers have de

FAIR WORK BODY HAS BECOME A BUTT OF PUBLIC RIDICULE

The institution needs to gain the respect of those who must submit to its authority

PETER ANDERSON

IN a few weeks' time, Fair Work Australia will decide whether hundreds of Australia's regulated wage rates should again be in-

stitution seriously when it has become the subject of public ridicule or the butt of jokes, whatever the cause.

What's especially ugly about this elephant is that it tarnishes the whole institution even though its arbitral members don't have anything to do with administrative investigations into financial management of unions.

It deviated from traditional names for industrial tribunals, names that suggest detachment and neutrality. If those a slogan, Fair Work Australia, easily mistaken for a government shooftop. The abbreviation, FWA, is the same as the government's controversial Fair Work Act.

It abolished the traditional role of industrial registrar in favour of a corporate style general manager. Work Building Inspectorate, even though a royal commission said it needed to be a separate body. Companies or workers now investigated or prosecuted can be forgiven for thinking the tainted Fair Work Australia is on their back, even though these are separate bodies.

If there is good news in this sorry saga, it's that the immediate problem can be fixed unilaterally by the government.

Reputably, most of these are contested and have to be battled out in the court of public opinion.

Reputably, most of these are contested and have to be battled out in the court of public opinion.

Reputably, most of these are contested and have to be battled out in the court of public opinion.

Reputably, most of these are contested and have to be battled out in the court of public opinion.

NO CARBON TAX COMPO FOR SMALL AND MEDIUM BUSINESSES

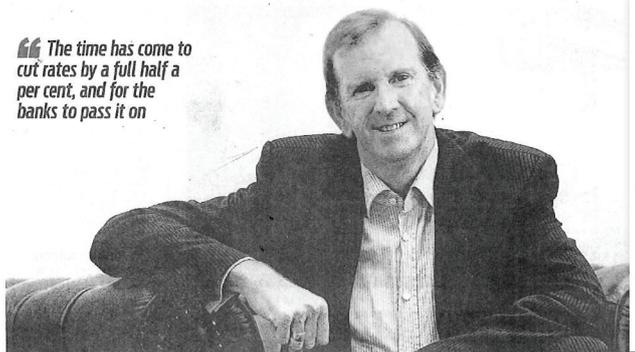
The legislation is a slow burn that creates uncompetitiveness over the long haul

PETER

THE I and fe for its herald busine Fro kicked busine Canbe costly, fective not tur No, posing the pu deliver

Central bank under fire over high rate settings

The time has come to cut rates by a full half a per cent, and for the banks to pass it on



The head of the nation's largest business group, Peter Anderson, yesterday said the Reserve Bank was too timid on interest rates. Picture: Kym Smith

ALAN BARRON POLITICAL REPORTER

official figures suggested a further slowing in the housing sector. According to the Australian Bureau of Statistics, February home loan approvals fell 2.5 per cent after

and hospitality sectors. "What we actually need is some action on the dollar," he said. "I would love to have the dollar back at US90."

lia's central bank to move decisively to cut rates by a full half a per cent, and for the retail banks to immediately pass it on," ACCI chief executive Peter Anderson said.

Time to clear air on top job

BEING driven to distraction is an old saying common to exasperated parents venting household frustrations. Just at the moment, with all the leadership chatter, our federal Houses of Parliament are distracted.

Business people have a pretty high tolerance of political manoeuvring. But when political instability concerns the governing party, as does the Gillard-Rudd debate, leadership of the country is affected. Plenty of international leaders scratched their heads in June 2010 wondering how and why



Australia changed prime ministers. Today I am releasing new data showing that small business confidence is very low. The political distraction in Canberra risks making that worse.

Leadership tensions inside a government also risk bad decisions, and hamper

governments communicating their message.

There is evidence that current tensions have already led someone to take their eye off the ball. Last week the House of Representatives passed a new law that will force the regulator of slandover tactics in the building industry to stop prosecuting powerful construction unions or construction companies in some circumstances. It could not possibly have happened if the Government was working as it should.

Peter Anderson is chief executive of the Australian Chamber of Commerce and Industry

Business embarrassed by FWA

BUSINESS I

Work Austraiing the inal had ublic ridi ith Servi eter And tive of umber of istry, sation h ering ove lance, di e i concerns for th

On the back foot in our region

Labour costs and red tape impede Asian investment in Australia, and the carbon tax is yet another deterrent, writes Peter Anderson.

I like China and Indonesia, but I don't like giving them a free kick at the expense of Australia's competitiveness. But that is exactly what we have done with the introduction of the carbon tax.

In China, there are plenty of schemes to try to reduce pollution, but there are also plenty of new power stations fired by Australian coal. In Shanghai, I was told a trial will start with 200 companies on an emissions trading scheme. That's a far cry from an economy-wide carbon tax like ours. Especially since at \$23 a tonne, it is the highest in the world.



Real reason to rattle the banks

Profits aren't the problem, but disingenuousness over interest rate moves is, writes Peter Anderson.

Passing on rate rises immediately but taking days and weeks to pass on cuts rightly irks not just householders but also small business customers.

Not passing on rate cuts in the same way as when funding costs is also true. If the cost of funds rises, banks should lift their lending rates.

All this pointed to a rate cut. The risk now is that, if things do turn bleak, the delay in reducing rates means higher unemployment and smaller business closures.

The silver lining in the RBA's decision is that it suggests an optimism about our prospects that could boost consumer and business confidence. For this to happen the retail banks must try their part.

Not passing on rate cuts in the same way as when funding costs is also true. If the cost of funds rises, banks should lift their lending rates.

Not passing on rate cuts in the same way as when funding costs is also true. If the cost of funds rises, banks should lift their lending rates.

Not passing on rate cuts in the same way as when funding costs is also true. If the cost of funds rises, banks should lift their lending rates.

Not passing on rate cuts in the same way as when funding costs is also true. If the cost of funds rises, banks should lift their lending rates.

Not passing on rate cuts in the same way as when funding costs is also true. If the cost of funds rises, banks should lift their lending rates.

WE MUST UNITE TO FIGHT UNION THUGGERY

Public pressure needs to push politicians to act

PETER ANDERSON

REARELY are political or industrial matters black and white, which explains why politicians don't always give straight answers. Recent industrial action by the Construction Forestry Mining and Energy Union against build-

I know there are plenty of members and officials in unions dismayed by the and its indifference to the others and the rule of law because most of us, we unions, business or polit right from wrong.

seen on Melbourne streets. It is

Industry fights holiday pay push

Translating dismay in is what real leadership is. Cleaning up the con industry from thuggery intimidation is not just a job courts, builders or cons governments.

The labour movement political and industrial wa a critical role to play. The all arms of civil society announce the conduct an

pay equity issues in one industry to protect a populist claims in the wider economy and sometimes protect government from themselves. Whether or not, the government a bunal needed to do a better discouraging copy-cat in union claims. Unless future are treated with more rigour tells us that industry wage rises of 20 per cent end in tears, not cheers. J. Keating's 100,000 dead me

THE FAIR WORK PARTY IS OVER, NOW FOR THE \$2BN TAB

Remember, comparative wage justice almost destroyed the economy in the 1980s

PETER ANDERSON

AFTER the party, the ha When the cheering by uni women's group subsided, Fair Work Australia awa unprecedented wage rises community sector, a sobe exists. Deserving or not, s has to pay the more than \$ price, or else jobs go.

Comparative wage ju which unions in one indu mand wage rises just bec other group is higher paid brought down the econom erton ago, under the Fr Hawke governments. H treasurer, Paul Keating, f accused manufacturing leaders of having 100,0

Slash away, says ACCI

THE ECONOMY

Jeff Whalley

The Reserve Bank must slash the official interest rate next month to stave off a severe deterioration in Australia's economic health, a peak business group says.

Accusing the central bank of being "too timid", the Australian Chamber of Commerce and Industry has called for the cash rate to be cut by half a percentage point.

It issued the plea yesterday amid concerns fresh cracks are spreading through the global economy as Spain's economic crisis intensifies.

ACCI chief Peter Anderson said a 50-basis-point cut to the cash rate was essential to restore business and consumer confidence.

The RBA, which meets every next month, is also facing calls from the nation's unions for rate cuts.

The time has come for Australia's central bank to move decisively to cut rates by a full half a percent, and for the retail banks to immediately pass it on."

ACCI CHIEF PETER ANDERSON



"History shows that delays or timidity in adjusting monetary policy when structural changes like the high dollar and lower competitiveness are embedding themselves in our economy have costly repercussions for business viability and jobs.

"We say to the retail banks that if and when the Reserve Bank does reduce interest rates over the course of the next month or so, the banks must ensure that those reductions (must be passed on in full."

Mr Anderson said the cuts needed to be passed on "not just to householders, but also to business consumers who employ the people who sit around the kitchen table."

The major banks faced blistering attacks from politicians and unions following

the out-of-cycle rate rises in February. They have blamed rising funding pressures for the increases.

Yesterday, Mr Anderson said there was now no reason for banks not to pass on any cuts as funding costs had eased.

But he rejected the concept of a "gradualist" approach that might compel banks to pass on rate cuts.

"I think it would be a dangerous step with a lot of stakeholders falling in line if we sought to regulate the way in which banks pass on price changes."

opens the ACCI chief executive of the Australian Chamber of Commerce and Industry

depending on what days of week you are rostered on, how many hours you work, or what industry you are in. But right now, full-time work with non-standard hours are entitled to the same number of days off in a year as employees work a typical Monday-to-Friday roster.

This is because if public holiday falls on a non-working day, you are not entitled to 7.7m approximations. These workers still only get days off across a week that in a long weekend. This is to ensure these workers receive same number of days off as hours. government submission to tribunal on public holidays is not specifically address the claim.

PRESIDENT'S MESSAGE

The past 12 months represented a very volatile and challenging time for the business community, which only reinforces the importance of a strong and unified voice advocating issues critical to the wellbeing of business and the broader Australian economy: the voice of ACCI!

Our members suffered a cocktail of events over the last 12 months, from tremendous volatility and instability out of Europe and the United States – which continues to hang over world markets – to Asia, and domestic market challenges. These could be summarised as follows:

- Regressive interest rate levels in Australia lagging behind real business trends, as the RBA struggles to deal with a two-speed economy
- An historically high dollar
- A political environment tarnished by a 'politics at any price' mentality, causing real compromises
- The emergence of a heated industrial environment that Fair Work Australia has been unable to satisfactorily manage or contain for the interest and benefit of all parties
- The shift in federal/state political balance with new state governments coming to power, inheriting unsustainable budget deficits that have promoted sharp contractions in state government spending.

This is a potent mix of events that has forced many businesses to contract and remain very concerned about the future, as ACCI surveys across the year have highlighted.

The demands on ACCI and all our member organisations have consequently increased considerably as we seek to establish a clear, combined voice that proactively and single-mindedly represents the concerns and challenges facing all our members.

ACCI has pushed back very hard on issues of soaring employment costs, labour management, regulated superannuation, taxation reform, opposing the carbon tax, and growing red tape. Whilst this may have slowed the incoming tide, the outcomes from policy-makers are not satisfactory. Regrettably, Australia is now an expensive and over-regulated place to do business.

While effective interest rates remain high as the banks expand the gap between the RBA variable and what is passed on, ACCI remains active, and committed to ensuring transparency.

At ACCI, we are acutely aware that the next 12 months will be a formidable and defining time. This is an election year that will dominate the minds and hearts of our constituents.

We have sought and received both financial and emotional commitment to expand our resources and be heavily focused on influencing the policies of the incumbent government and the Opposition parties.



Richard Holyman

At ACCI, we are acutely aware that the next 12 months will be a formidable and defining time. This is an election year that will dominate the minds and hearts of our constituents.



We are determined to ensure that the next Australian government is committed to fostering a strong business environment, and, through this, engendering growth and prosperity for all.

The business of ACCI has been well managed during 2012. Our Audit and Risk Committee, chaired by Deputy President Peter Hood, steered with a careful hand in a year when unexpected financial difficulties hit some members, with consequent impact on subscription revenues. That ACCI was able to diversify into additional revenue sources, as well as secure supplementation from those who could contribute more, meant that we maintain a strong balance sheet.

Pleasingly, ACCI's national standing and the representativeness of our

membership saw us secure additional project funding from government for future work, such as a Productivity Unit to help lift business output. ACCI's Board and management have ensured that project funds do not affect our independent and uncompromising business voice.

I sincerely thank all ACCI members, my colleagues on the Board and, of course, Chief Executive Peter Anderson and his management team in the secretariat. The national leadership and member services they provide reach new heights the tougher external conditions become. It is that hard work and devotion to duty that gives me confidence in ACCI's success in the years ahead. 

Richard Holyman
President

AUSTRALIA'S EXPORT CREDIT AGENCY

The resources boom is creating new gaps in financing for export contracts. Overseas demand for Australian coal, iron ore, oil and gas continues to be buoyant, generating opportunities not only for large exporters but also for contractors, such as the manufacturers and service providers supplying onshore export projects.

Despite this strong demand, these companies can sometimes face difficulties in securing funding from commercial lenders. This is where Australia's export credit agency, Export Finance and Insurance Corporation, can help.

We help Australian-based businesses to win and finance export, offshore investment and onshore export-related opportunities with targeted financial solutions, including bank guarantees, working capital and capital expenditure.

Our role is complementary to that of commercial lenders. We act primarily to fill the 'market gap', or those instances when the capacity of the commercial sector to provide finance is limited or insufficient to support the needs of Australian companies.

This includes SMEs active in the engineering, manufacturing or construction sectors, and businesses that are suppliers to onshore companies (where the end product is exported).

Some of the businesses we have assisted have great potential, innovative products and incredible business acumen, but their finances have been absolutely stretched in getting their businesses to where they are, and the value of their assets is insufficient to enable lenders to provide additional finance. At other times, it can be the case that commercial banks view the project as too politically risky.

That was the case for Lean Field Developments Pty Ltd (Lean Field), a Brisbane-based construction company servicing the Australian and North American resources industries and specialising in coal seam gas pipelining.

Lean Field won their first major Australian pipe-laying contract with QGC Pty Ltd (QGC), a subsidiary of Britain's BG Energy

Holdings Ltd, for the installation of gas and water pipelines in Queensland's Surat Basin. Lean Field is part of the supply chain to the massive Queensland Curtis LNG project, which will export LNG.

The company saw the QGC contract as the first of many opportunities to further establish their track record and reputation within the international oil and gas industry.

But, like other suppliers, Lean Field was required to provide performance bonds to QGC in support of its contractual obligations under the pipe-laying contract. The company also needed additional liquidity for existing and proposed contracts. However, as a company without a long trading history in Australia, it was unable to obtain traditional bank finance for performance bonds.

To obtain performance bonds from a bank, SMEs are often required to provide full cash collateral, but this can restrict their available working capital.

EFIC provided a bonding line for Lean Field to draw on as required, enabling it to meet performance and warranty bond obligations. It also provided an export working capital guarantee facility to support a standby loan facility from the company's bankers.

As a result, Lean Field was able to deliver on these contracts, and demonstrate its ability to meet market demand for its services. ■■■

For more information: visit: www.efic.gov.au



EFIC DID MORE THAN FINANCE OUR CONTRACT



THEY
ENABLED IT.

*Cory Stevens, Managing Director,
Lean Field Developments*

When we won the contract to be part of the supply chain to the massive Queensland Curtis LNG project, we were delighted. This was an opportunity to further establish our track record and reputation within the oil and gas industry in Australia.

However, like other suppliers, we were required to provide performance bonds in support of our contractual obligations. We also needed to ensure that we had access to additional working capital for other contracts. Yet, as a company without a long

trading history in Australia, we couldn't get sufficient bonding or bank finance for our needs.

Luckily we knew in which direction to turn. With the support of EFIC's export working capital guarantee and bonds, we were able to meet the financial requirements and demonstrate our company's ability to take on such challenging projects.

Overcoming financial barriers for exporters
Visit efic.gov.au/acci

CHIEF EXECUTIVE'S REPORT

Domestic political uncertainty, attention to our own strategic planning and governance reform, and expanding member services made 2012 a demanding but rewarding year for the Australian Chamber of Commerce and Industry.

It is not hard to secure acknowledgement from cabinet ministers, politicians, regulators and public servants of the importance of the private sector to growth, jobs and living standards. Yet the combination of a minority national government and a minority Parliament once again increased the degree of difficulty in translating that message from political word to executive and parliamentary deed.

When advocacy is difficult, success is valued higher. During 2012, we had some big successes – from winning the argument for interest rate cuts (against market expectations) and for a lower national wage rise; to convincing the Prime Minister, premiers and chief ministers to consult on business regulation before COAG meetings; as well as convincing a panel reviewing the fair work laws that over 50 changes were needed; and brokering trade talks with the Indonesian business community as a precursor to a government-to-government economic partnership agreement.

We also made the Australian Government, the Opposition and the Parliament directly accountable for some poor policy, such as parliamentary decisions to:

- impose a carbon tax without an international agreement binding our competitors;

- impose seven superannuation levy rises on employers in the next eight years without a funding basis;
- impose a mining tax that was supposed to fund a company tax cut (to 28 per cent), but then junk the tax cut and keep the new tax; and
- force all employers to administer a government parental leave scheme that was previously administered by the government itself.

Whether we were advancing ACCI policy or countering bad ideas pushed by others, our 2012 advocacy was directed towards one goal: easing the cost pressure on doing business, and lifting productivity and competitiveness. These were imperatives, and still are, because ACCI research shows that Australia, for all its strengths, has become an expensive place in which to do business and employ.

A real highlight of the year has been launching research that supports evidence-based advocacy and business representation. Though there are many single-issue voices disagreeing with our views, few were able to challenge the data and evidence we put into the public arena. Our four quarterly economic surveys are blue chip, and influential at the



Peter Anderson

A real highlight of the year has been launching research that supports evidence-based advocacy and business representation.

highest levels of government. Our research of cost impacts on energy-intensive small business from the carbon tax was largely uncontroverted. Our wage and labour cost survey, submitted to the April 2012 national wage case, helped convince the tribunal that increases below those of a year ago were justified because the economy and labour market had in fact softened.

And, of course, the ACCI National Red Tape Survey released in October was a highlight – not for its results, but because it was the first time that a national survey of red tape impacts had been conducted by business on such a comprehensive basis. Its results will inform our advocacy well into 2013, and we hope it becomes an annual survey tool.

ACCI's Policy Units also held some tremendous events that displayed national leadership, including the 'Employ Outside the Box' initiative encouraging employers to develop the business case for increasing workforce participation by employing mature-aged people, people with disabilities and women returning to work from family responsibilities. Our Workplace Health and Safety Unit commenced an exciting partnership with beyondblue on raising the issue of depression and mental health among small family businesses. And our Trade and International Affairs

Unit conducted very successful seminars about international commercial arbitration, with a focus on contract disputes when doing business in China.

We welcomed new members and continued to expand member services. ACCI's 'Influencing Canberra' workshop on business advocacy was again a resounding success. We added some new working parties and consultative forums for member participation on emerging issues, such as 2013 election priorities. Our publications, including the *Commerce & Industry* magazine, a weekly CEO Update, an expanding website (with member capability), and electronic communication updates, were well received.

We entered into new sponsorship arrangements, achieved re-accreditation for the Chamber movement to issue trade documentation (certificates of origin), and held an expanded series of Corporate Leadership Events, bringing our members into contact with key decision-makers nationally and globally.

We also supported successful activities by members and our bilateral business councils, including the Australian Chambers Business Congress (August), the 50th Australia-Japan Business Conference (October) and the Australia-Arab Business Forum and Expo (June).

All key benchmarks were achieved, and 90 per cent of 111 recommendations were implemented in whole or in part.

We invested actively in our international network, including the G20 (and early preparations for it coming to Australia in 2014), the International Chamber of Commerce Australia (which our secretariat administers), the Confederation of Asia-Pacific Chambers of Commerce and Industry (we succeeded in securing a vice president from Australia), the International Organisation of Employers, The Business and Industry Advisory Committee to the OECD, the International Labour Organization (ILO) and the Confederation of Asia-Pacific Employers.

While in many areas we contest and debate government policy, ACCI also works in partnership with the government of the day, to advance business interests. This is especially important when services to business can be best delivered through business organisations, rather than government. We have done so for many years on workplace health and safety and workforce skills, and this year we extended that partnership into new areas.

During 2012, we successfully persuaded the government to reactivate the APEC business card for businesspeople travelling in our region, and successfully argued that verification of business bona fides for APEC cards is best done by business organisations that

issue trade documentation. We also agreed to administer a two-year government-ILO project to improve labour market capability in the Pacific, and a project to increase business capability on lifting workplace productivity.

2012 saw the conclusion of our four-year Strategic Plan. It was a plan based on strong and credible advocacy, expanded member services, financial resourcefulness, a subtle rebranding and refresh, and a strong, values-based secretariat. By year's end, we had conducted an audit of progress against the plan. I am pleased to report that all key benchmarks were achieved, and 90 per cent of 111 recommendations were implemented in whole or in part (with the remainder set aside due to altered circumstances or resource constraints).

Early in 2012, we set about developing a new strategy for the next phase of ACCI's development. Multiple member workshops were held, culminating in a strategic plan building on what has worked, what members identify as core business, and on our best assessment of how we can most effectively use our brand and member network to add value to advocacy and give full value for member subscriptions.

Revision of strategy and governance are healthy for

organisations, whether for-profit or not-for-profit. They are also instructive for members and the secretariat. It was in this spirit that our new strategic plan was developed, and for that I thank our members, our secretariat, our board, and our consultants.

Finally, the work of ACCI is about relationships, and the people who make our work possible. We have seen some talented people come into our secretariat and member network over the past year, and have seen equally wonderful colleagues leave or retire. To all of you, my sincere thanks.

A special word of acknowledgement to my staff and executive team of truly dedicated professionals, who know the meaning of both leadership and service. And to our Board and senior office bearers, President Richard Holyman and Deputy President Peter Hood, I thank you for your support, voluntary commitment and steady hand of oversight conducted in the best traditions of our nationally renowned business movement. ■■■

Peter Anderson
Chief Executive

ABOUT ACCI

Australia's largest and most representative business association, the Australian Chamber of Commerce and Industry (ACCI) speaks at a national and international level on behalf of the nation's peak state and territory Chambers of Commerce and Industry, and National Industry Associations from all sectors of the economy.

ACCI stands for a free enterprise economy with a strong focus on the promotion of a world-class environment for doing business.

It is also the nation's longest-serving business network, with its roots tracing back to the formation of the Sydney Chamber of Commerce in 1826.

ACCI members combine the historic roles of Chambers of Commerce and Employers Federations in our nation's history.

These significant and representative organisations make up ACCI's National Member Network, which represents 350,000 businesses (85 per cent of whom are SMEs) who collectively engage over four million people.

ACCI stands for a free enterprise economy with a strong focus on the promotion of a world-class

environment for doing business, through the encouragement of private sector investment and entrepreneurship as essential elements of a prosperous and fair society.

Through our General Council and its policy committees, ACCI's advocacy and business representation is developed democratically by and on behalf of representatives of all Australian business. These member organisations provide the mandate and authority for ACCI to be the essential connection between industry, governments, regulators, tribunals and influential policy forums that affect the doing of business at home and abroad.



BUSINESS INTERRUPTION INSURANCE – ONE OF THE BEST-KEPT SECRETS

Zurich Australian Insurance

Very few people understand business interruption (BI) cover. It can be complex, but if you understand the basics you will begin to understand how important this insurance cover is in protecting your income and lifestyle.

Statistics indicate that only 40 per cent of small businesses actually have BI cover, even though while it is estimated that businesses without BI cover have a one (yes, just one) in 10 chance of surviving a major storm, flood, fire or other insurable event (Allan Manning, *The Strategic Management of Crises in Small and Medium Businesses*).

Why is it important to understand this insurance?

Generally, BI cover is a separate insurance that works in conjunction with your property insurance. Property insurance covers the cost of replacing your building, plant, stock and other contents from insured damage, like fire and other perils. BI insurance, however, protects your income that has been affected following the insured damage.

Property insurance protects your assets ... but BI Insurance protects your income. Replacing or rebuilding assets following a large loss will take time, and during that time, your income will be reduced or non-existent.

In effect, this means that you could have no income to pay

for your living expenses, school fees, home and business loan repayments, car lease or rental cost obligations, and for other continuing costs (e.g. electricity, water, rates, accountant's fees). No income means you cannot pay salaries for your employees which will probably result in them finding other employment. In essence, when you are ready to reopen your doors, your valuable employees will be entrenched with one of your competitors.

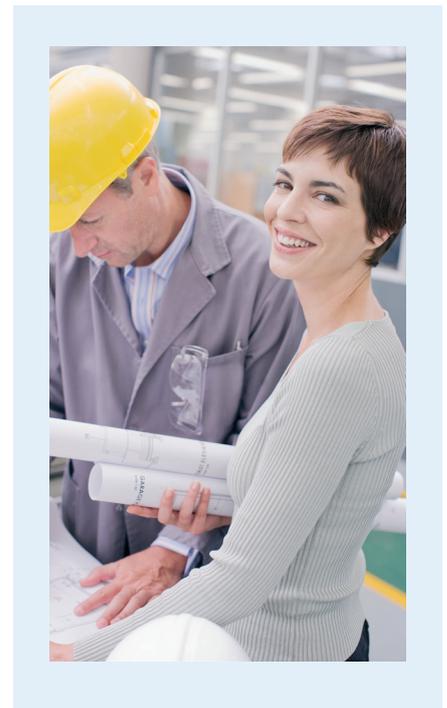
It's possible that your business income could also be affected following burglary claims, property insurance damage to your electricity, gas or water utility suppliers, or damage at your supplier or customer premises.

Who should have business interruption insurance?

According to Dr Allan Manning in his book *It May Happen to Me!*, the following list, while not exhaustive, is a good starting point for you to consider when reviewing your BI insurance needs.

My business:

- owns commercial property
- is a manufacturer, wholesaler or retailer
- relies on key stock, equipment, suppliers or customers not immediately replaceable
- is financed by debt
- would lose revenue if unable to operate from our existing premises



- could continue operating, but there would be significant increased costs
- would find it difficult to source alternative premises
- relies heavily on our employees, who are key to our success
- does not have a continuity plan
- cannot afford to lose our peak season
- relies on utilities.

If your business fits any of the above criteria, now is the time to have that important discussion with your insurance broker on BI insurance to ensure that your business is not one of the statistics that doesn't survive. ■■■

**“I’ve spent ten years
building this business.
My heart and soul is
in this place”**

**Business insurance that understands and protects all
your hard work.**

Running your own business can be both highly rewarding and challenging. We know you’ll want to protect it. At Zurich we understand that not all businesses are the same so we work with you and your insurance broker to customise the solution you need to manage the risks your business faces every day. It’s one of the ways we make sure you get the help you need when you need it most. We call it Zurich HelpPoint. For more information contact your insurance broker or go to www.zurich.com.au



SUPER HELP FOR AUSTRALIAN SUPER EMPLOYERS

Many employers find superannuation a tricky part of their business. Fortunately, AustralianSuper has a number of super help options for participating employers.

When you break it down, there are five key things you need to do to manage your employees' super. We'll cover them briefly and then show you how AustralianSuper can help you get on top of your workplace super.

1. Pay the minimum super for eligible staff

The Superannuation Guarantee (SG) legislation requires you to pay a minimum of nine per cent of your employees' ordinary time earnings as super. You need to pay SG contributions for employees who are at work or on leave, such as paid sick leave or other paid leave, long service and annual leave, and, in some circumstances, workers' compensation.

2. Provide your employees' Tax File Numbers (TFNs)

When an employee starts work with your company, they should complete an ATO form that contains their TFN. Once they've given you this form, you must pass on their TFN to us within 14 days of the employee giving you this form, or when you make the first SG contribution on their behalf. The ATO may fine you \$1000 if you're late providing an employee's TFN.

3. Pay on time

If you pay on time – before the SG contribution deadlines set out by the Australian Taxation Office (ATO) – you can claim a tax deduction for the payments. You'll find the deadlines on our website at www.australiansuper.com.

If you don't meet the quarterly deadline, you'll have to provide an SG statement the following month to the ATO. You'll also have to pay

the SG charge levied by the ATO. If a member is making contributions as a payroll deduction from their after-tax salary, then these must be paid to their super fund within 28 days of the end of the month.

4. Report super contributions

By law you must report on certain super payments you make on behalf of your employees on your employees' payment summaries. For example, salary sacrifice contributions or additional amounts paid to an employee's super fund such as an annual bonus paid to super. These employer super contributions can affect a range of government entitlements and obligations for your staff.

5. Allow your employees to choose their own super fund and select a default fund

In most cases your employees can choose their super fund. If they don't make a choice, you need to choose a fund that you can pay super into on their behalf. This is called your default fund.

How AustralianSuper can help

To help you work your way through your super obligations, AustralianSuper has a number of help options. This is especially important in the next 12 months, as the government's proposed Stronger Super reforms will affect the way you manage super in your workplace.

- AustralianSuper has an experienced account management team that covers all states and territories. Depending on how many AustralianSuper employees you have, you may be assigned an AustralianSuper contact

to help you with your super administration.

- We make superannuation administration as simple as possible by offering you electronic payment options. Visit www.australiansuper.com/EmployerOnline for details on how you can streamline your monthly contributions process by paying online. You can register to pay online at www.australiansuper.com/EmployerRegister
- Our website at www.australiansuper.com/employers takes you through your super obligations and entitlements step-by-step. Look for our Your Super Obligations fact sheet, which can help you calculate your SG obligations.
- For eligible employers, we offer a free clearing house service (conditions apply). The clearing house allows you to make one payment for your non-AustralianSuper members. The rest of the work of distributing the money and details to the correct super fund is done by the clearing house, saving you time and money. You can register for this service at www.australiansuper.com/QuickSuper.

Call us on 1300 300 273 weekdays 8am to 8pm (AEST) or email us at www.australiansuper.com/email

AustralianSuper prepared this document in June 2012. This document is of a general nature and does not take into account your personal objectives, situation or needs. Before making a decision about AustralianSuper, consider your financial requirements and read our Product Disclosure Statement, available at www.australiansuper.com/forms or by calling 1300 300 273. AustralianSuper Pty Ltd ABN 94 006 457 987 AFSL 233788, Trustee of AustralianSuper ABN 65 714 394 898.

Keep your super simple.

Put AustralianSuper to work for you.

It's a super fund that does work for everyone.

Rachel Saunders, Chief Executive,
National Protective Services

AustralianSuper has the solution for your workforce

Whether you have simple or complex super arrangements, AustralianSuper has you and your workforce covered. From our award-winning industry plan to our tailored Corporate super plans, our products are great value, high-quality and easy to administer.

AustralianSuper Corporate provides outsourced superannuation tailored to individual company needs.

What's in it for you?

You will benefit from our streamlined operations, including a single point of contact, a clearing house facility, state-of-the-art online administration, and integrated member education.

Your employees will be with one of Australia's largest, best-known and most trusted super funds, with over \$42 billion in assets, multiple investment options and 1.9 million members. Run only to profit members, AustralianSuper charges low fees and has a history of strong investment performance.

Contact Natalie Humphries on 02 8088 0807
or visit australiansuper.com/employers

It's Australian. And it's super.



GOVERNANCE

ACCI is a not-for-profit membership-based organisation governed by its Memorandum and Articles of Association. Strategic guidance and management oversight is provided by a member-elected Board.

ACCI's Board has established sub-committees to assist in its oversight responsibilities, including an Audit and Risk Committee; a Remuneration Committee; a Membership, Marketing and Communications Committee; and a Service Awards Committee.

BOARD

Directors during 2012 were:

Richard Holyman	President. Chairman of the Remuneration Committee and the Membership, Marketing and Communications Committee
Peter Hood	Deputy President. Chairman of the Audit and Risk Committee
David Michaelis	Immediate Past President. Chairman of Service Awards Committee and acting Chairman of the Workplace Policy Committee
John Atkins	President, Chamber of Commerce and Industry of Western Australia
Bruce Fadelli AM	Past President, Chamber of Commerce Northern Territory. Chairman of the Small Business and Services Industries Policy Committee
David Goodwin	President, Chamber of Commerce and Industry Queensland. Chairman of the Industry Policy Committee
Peter McMullin	President, Victorian Employers' Chamber of Commerce and Industry. Chairman of the Employment, Education and Training Policy Committee
Ian Penfold	Past President, NSW Business Chamber. Chairman of the Economics and Taxation Policy Committee
Peter Anderson	Chief Executive

Directors who retired during 2012 were:

Ian Smith	Australian Mines and Metals Association. Former Member of the Audit and Risk Committee
John White	Tasmanian Chamber of Commerce and Industry. Former Chairman of the Workplace Policy Committee

continued on page 18



OUR JOB

YOUR JOB

AT LAST, A BUSINESS PACKAGE THAT DOES PRACTICALLY EVERYTHING SO YOU CAN JUST FOCUS

As you'd expect the Telstra Digital Business® package connects together your fixed lines, mobile devices and broadband for a low monthly price.

But it does much more: unlimited standard national calls in Australia from your fixed line are included; data allowances between you and your staff on the same account can be shared in Australia. And when you're away from the office, your work and mobile phone can simultaneously ring, so you can stay in touch.

Add 24/7 business-grade support, professional training and onsite installation, and you'll realise it takes care of practically everything, so you can just focus on the job you love.

TO FIND OUT WHAT ELSE A TELSTRA DIGITAL BUSINESS PACKAGE CAN DO FOR YOU VISIT telstra.com/digitalbusiness, YOUR LOCAL TELSTRA BUSINESS CENTRE OR CALL 1800 281 412

IT'S HOW
WE CONNECT



THINGS YOU NEED TO KNOW: Our FairPlay policy applies. Digital Business is only available in locations where an ADSL2+ broadband service of sufficient quality to support a digital voice service is available. Availability depends on a number of factors, including the length of cable to the nearest telephone exchange, the quality of the existing telephone service and whether the nearest exchange has enough ADSL2+ capacity. Standard Australian numbers excludes some use; such as calls to Sensis 1234, 12234 and 12455; third party content calls; Iterra calls; calls to radio paging; calls to Optus MobileSat; calls to InfoCall 190, 19xx and 12xx, 13 (including 1300 and 1345 numbers) and 1900 numbers The components of your Digital Business service must be on the same account for you to share included allowances. ™ and ® are trade marks and registered trade marks of Telstra Corporation Limited ABN 33 051 775 556.

continued from page 16

BOARD COMMITTEES

Audit and Risk Committee

The Audit and Risk Committee is a committee established to provide oversight regarding financial management and reporting, external auditing and risk management.

The Audit and Risk Committee comprises three members appointed by the Board. In 2012, the members of the committee were Peter Hood (Committee Chairman), and directors Bruce Fadelli AM and David Michaelis.

Each committee member has recent and relevant financial and commercial experience, and an understanding of the issues relevant to the environment in which ACCI operates.

ACCI's President, Chief Executive and Company Secretary are not formally members of the committee, but attend meetings by invitation.

The committee meets with ACCI's external auditors during the annual financial review process, and the external auditor attends Annual General Meetings to answer member questions.

The committee met on five occasions during the 2011/2012 financial year.

Company Secretary Rozanne Crawford acts as Committee Secretary.

Membership, Marketing and Communications Committee

Primary objectives of the committee include membership promotion, marketing development, and the provision of strategic advice on communications activities within the member network and with the external media. The committee has oversight of ACCI's Strategic Plan and Communication Strategy.

Chief Executive Peter Anderson acts as Committee Secretary.

Housed within this committee is the Communications and Public Affairs Group, established to facilitate regular member discussion regarding media strategies and external communication.

Secretariat support is provided to the Group by ACCI's Director of Communications, David Turnbull, and ACCI's Manager of Membership Services and Marketing, Dr Imogen Reid.

Remuneration Committee

A Remuneration Committee was established in 2012 to ensure ACCI had the capacity and human resource structure to attract and retain the best talent in the competitive space of national public affairs.

Company secretary Rozanne Crawford acts as Committee Secretary.

Service Awards Committee

The Service Awards Committee considers potential candidates for a Service Award to formally recognise exceptional voluntary service to ACCI and its members. It showcases the depth and quality of people within the ACCI network.

Chief Executive Peter Anderson acts as Committee Secretary.

General Council

General Council is ACCI's peak policy organ. Meetings are held during the year where members review and take collective policy decisions. Council also deals with current issues in the public debate on which formal resolution is necessary. Meetings are also attended by the Board and senior executives from the secretariat.

During 2012, the General Council format was tailored to provide for members' workshops facilitating discussion and deliberation on

specific issues. Topics included 'Should Australia Establish a Sovereign Wealth Fund?' and 'The 2013 Election'.

General Council usually meets three times each year, on a rotating basis across the country. During 2012, General Council met in Perth (in March), Brisbane (in July) and Canberra (in November).

President Richard Holyman acts as Chairman of General Council.

POLICY COMMITTEES

In undertaking its work, ACCI’s General Council is advised on policy matters by ACCI’s network of standing policy committees and working parties, and by senior policy executives from the secretariat.

The following policy committees operated during 2012:

Economics and Taxation Policy Committee	Chairman, Ian Penfold Secretariat, Greg Evans
Employment, Education and Training Policy Committee	Chairman, Peter McMullin Secretariat, Jenny Lambert
Environment Policy Committee	Chairman, David Goodwin Secretariat, Greg Evans
Industry Policy Committee	Chairman, David Goodwin Secretariat, Greg Evans
Small Business & Services Industries Policy Committee	Chairman, Bruce Fadelli AM Secretariat, Greg Evans
Trade and International Affairs Policy Committee	Chairman, Nicholas Begakis AM Secretariat, Bryan Clark
Workplace Policy Committee	Chairman, David Michaelis (acting) Secretariat, Daniel Mammone

“I think of all the national organisations, the Australian Chamber of Commerce and Industry has been the best.”

**The Hon. Tony Abbott MHR,
Leader of the Opposition**

“Through the representative organisations like ACCI, we can actually hear the stories from the small businesses and the large businesses around the nation...”

**The Hon. Julia Gillard MP,
Prime Minister of Australia**



WORKING PARTIES AND TASKFORCES

ACCI also convenes ad hoc working parties and taskforces on an as-required basis. In 2012, these were:

Food Industry Sub Committee

Business Law Working Party

Corporate Social Responsibility Working Party

Not-For-Profit Working Party

Sustainability Working Party

ACCI Task Force on Business Finance

Service Industry Working Party

Workers Rehabilitation and Compensation Working Party

Occupational Health, Safety and Compensation Working Party

Workplace Relations Working Party

Contracting and On-Hire Working Party

Workplace Relations Legal Roundtable

2013 Election Working Party

Higher Education Party

Superannuation Working Party

ACCI also manages industry-wide consultative bodies, including the National Employers' OHS Consultative Forum and the Small Business Coalition.

MEMBER NETWORK

ACCI is more than one business organisation. It is the peak council of multiple business organisations that form the ACCI National Member Network. This Network comprises each of the major state and territory Chambers of Commerce and Industry, and 29 national Industry Associations.

ACCI is Australia's largest and most representative business network, connecting 350,000 business representatives from all regions and all major sectors of the economy.

Our National Member Network means that ACCI speaks with authority and authenticity about the effect of public policy on businesses of all sizes, from sole

traders to the top 100 companies. Eighty-five per cent of ACCI's National Member Network are small and medium businesses.

ACCI forms a vital link between business and the Australian government, regulatory authorities and the community. And because it is representative, when ACCI and our National Member Network speak, people listen.

continued on page 26

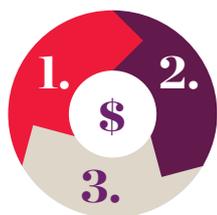




3 ways to maximise every dollar in your SMSF.

Transact. Save. Trade.

You know how to make your SMSF dollars work for you. We could help make them work even harder with the Westpac DIY Super Solution – created specifically for Self Managed Super Funds. It's a simple and effective suite of three products that we've designed to maximise every dollar in your SMSF.



1. DIY Super Working account

Everyday transaction hub that offers tiered interest on the cash in this account.

2. DIY Super Savings account

Park your funds while you are between investments and earn a great rate.

3. Westpac Online Investing

Trade online, over the phone or via your mobile app.

Set up your DIY Super Solution with us today to start maximising every dollar in your SMSF.

Ask at any branch

Call 1300 131 764

Visit westpac.com.au/smsf

 **Australia's First Bank for Superannuation.**

Things you should know: The Westpac DIY Super Working and Westpac DIY Super Savings accounts are issued by Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian Credit Licence 233714. Westpac Online Investing through Westpac Securities Limited ABN 39 087 924 221 AFSL 233723 is a service provided by Australian Investment Exchange Ltd ABN 71 076 515 930 AFSL 241400, a participant of the ASX Group. Fees and charges apply. Full details of terms and conditions are available on request. © 2012 Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714. WRA0425_FP_ACCI

INVESTING FOR THE FUTURE

National Australia Bank's Group Executive Business Banking, Joseph Healy, outlines why businesses need to continue investing in their future.

Australian businesses continue to face a challenging environment. They're managing a multi-speed domestic economy, a high Australian dollar, a cautious consumer and continued global volatility. All of this is on top of the normal day-to-day challenges businesses cope with.

It's not surprising, then, that business confidence remains below the long run average. This subdued confidence is now combining with a distinct lack of investment in some businesses and sectors, as more and more businesses hold onto cash rather than use it. This lack of confidence and investment is a concern.

Despite record levels of business investment, largely from the resources sector, many other sectors are holding back from investing as they wait for the economic challenges they're facing to subside and confidence to be restored.

It is critical that we consider the flow-on effects of a slowdown in investment on the business sector, investor sentiment, the economy and the wider community.

There is also no doubt that some sectors are going through structural change. Our domestic tourism industry is going through a difficult phase, with a record

7.6 million Australians leaving the country on vacation in 2011. Equally, our NAB Online Retail Index is showing that online shopping has grown 25 per cent year on year to July 2012, compared to bricks and mortar retailing, which is increasing at a more subdued 4.9 per cent for the same period.

Business credit remains subdued, and financial leverage in the business community is at a 35-year low. However, these figures are juxtaposed against a fundamentally sound, and indeed strong, domestic economy compared to other developed economies globally.

What is critical in this discussion is that businesses recognise that structural change requires a response, be that a focus on innovation, business model changes, changes to plant and equipment or the need to accelerate productivity improvements. And this response more often than not requires investment.

Instead, the prevailing lack of confidence – rather than a cautious optimism – means many are choosing instead to sit on their cash and 'ride out the storm'. And the longer investment decisions are postponed, the more it becomes a problem.



Joseph Healy, Group Executive, Business Banking, NAB

Businesses need to continue to invest to keep up with the rate of change they're facing, and to allow them to adapt, innovate and grow. By choosing to sit on their cash rather than invest, businesses could inadvertently exacerbate the problems they are trying to wait out. Confidence, and a realistic optimism, is critical.

Remember, our economy is fundamentally strong. Let's have the confidence to not waste the opportunity to make it even stronger in the future. The economy needs it, business needs it and the community needs it. ■■■



Who makes trading overseas as easy as...



We do.

Conducting your offshore business doesn't need to be an exercise in complexity. We combine specialist research, trade funding, currency risk management and offshore transactional capability so you can manage all your requirements in one place.

**To find out more talk to a Business Banker on 13 10 12
or visit www.nab.com.au/business**

We see Australian business.

continued from page 22

During 2012, ACCI's National Member Network comprised:

Chambers of Commerce and Industry

ACT and Region Chamber of Commerce & Industry	Chamber of Commerce & Industry Queensland	Tasmanian Chamber of Commerce & Industry
Business South Australia	Chamber of Commerce & Industry Western Australia	Victorian Employers' Chamber of Commerce & Industry
Chamber of Commerce Northern Territory	New South Wales Business Chamber	

National Industry Associations

Accord – Hygiene, Cosmetic and Specialty Products Industry	Australian Paint Manufacturers' Federation	National Electrical and Communications Association
Agribusiness Employers' Federation	Australian Retailers Association	National Fire Industry Association
Air Conditioning & Mechanical Contractors' Association	Australian Self Medication Industry	National Retail Association
Australian Beverages Council	Bus Industry Confederation	Oil Industry Industrial Committee
Australian Dental Industry Association	Consult Australia	Pharmacy Guild of Australia
Australian Food and Grocery Council	Housing Industry Association	Plastics and Chemicals Industries Association
Australian Hotels Association	Live Performance Australia	Printing Industries Association of Australia
Australian International Airlines Operations Group	Master Builders Australia	Restaurant & Catering Australia
Australian Made, Australian Grown Campaign	Master Plumbers' & Mechanical Services Association of Australia	Victorian Automobile Chamber of Commerce
Australian Mines and Metals Association	National Baking Industry Association	

Member activities and services

Each organisation in ACCI's national member network is an independent body, providing a wide range of member services.

During 2012, ACCI supported many of these activities and services, including presentations at member conferences and seminars.

Amongst these was the second Australian Chambers Business Congress, which was held in Melbourne during August. Attended by over 1000 delegates, the two-day event was a standout on the business calendar. International and national

speakers included Harvard University Professor Rosabeth Moss Kanter; ex Facebook Head of Marketing Randi Zuckerberg, and Nobel Laureate Professor Muhammad Yunus.



One of the best investments **for** **generations.**

Sure, children learn 'right' from 'wrong' and 'please' and 'thank you' from their family. But they also learn financial skills and values that set them up for life. When you buy a DHA investment property, with a long-term lease and guaranteed rent¹, you'll show them how to invest wisely and have a high-quality, valuable asset to pass down through the generations. For a success story the whole family will be proud of, talk to us today.

CALL 133 DHA VISIT www.invest.dha.gov.au

Attention: Investment is subject to DHA's lease terms and conditions of sale. Investors retain some responsibilities and risks. Property price growth is subject to market fluctuation. Prospective investors should seek independent advice.
1. Rent may be subject to abatement in limited circumstances.

**DHA**
Defence Housing Australia

NATIONAL SECRETARIAT

The ACCI national secretariat is the seat of ACCI's day-to-day activities. It comprises ACCI's executives, policy advisers, communications and member

services, and corporate staff. It also houses our bilateral business councils and project consultants.

ACCI's secretariat is based in both Canberra and Melbourne.

Secretariat staff during 2012 included:

Office of Chief Executive	Peter Anderson Kay Gilchrist
Corporate Affairs Unit	Rozanne Crawford Michelle Orford Charlotte Russell Coreena D'Souza Steve Hatzis Samantha Goodall Kirsten Lawarik
Communications, Marketing and Membership Services Unit	David Turnbull Dr Imogen Reid Monica Mosmondor
Economics, Industry Policy and Small Business Unit	Greg Evans Burchell Wilson Dr Si Wei Goo Cate Clunies-Ross
Employment, Education and Training Unit	Jenny Lambert Stephen Bolton Ewan Brown David Hickman (August - September)
Workplace Policy and Legal Affairs Unit	David Gregory (to February 2012) Daniel Mammone Marie-Luise Mick Carolyn Davis Toula Papadopoulos
Trade and International Affairs Unit	Bryan Clark Lewis Hirst Andrew Willcocks
Bilateral Business Councils	Paul Gallagher Cynthia Dearin Colin Mackenzie Marcela Bernal de Castro Ana Belgun (to September 2012) Ali Asghar

SENIOR EXECUTIVE GROUP



Peter Anderson
Chief Executive



Rozanne Crawford
Director of Corporate Services
and Company Secretary



Greg Evans
Chief Economist
Director Economics and
Industry Policy



Daniel Mammone
Director Workplace Policy
Director Legal Affairs



David Turnbull
Director Communications



Jenny Lambert
Director Employment,
Education and Training



Bryan Clark
Director Trade and
International Affairs



Carolyn Davis
Manager Workplace Health &
Safety and Compensation



Dr Imogen Reid
Manager Membership Services
and Marketing



Kay Gilchrist
Executive Assistant to the
Chief Executive



PORT OF BRISBANE

The Port of Brisbane is located in one of Australia's fastest growing regions, South East Queensland, and is Queensland's largest multi-cargo port. With over \$34 billion worth of cargo crossing its wharves every year, the Port of Brisbane plays a crucial role in the country's economy.



The Port of Brisbane is managed by Port of Brisbane Pty Ltd (PBPL), which is committed to the long-term growth and development of the port. Over the past 12 months, PBPL has focused on driving trade and business growth through the port by working with customers to upgrade facilities to improve cargo handling efficiencies, provide enhanced logistics chain solutions, and deliver development outcomes.

Significant investment in capital works

Over the last two decades, PBPL has invested over \$1.3 billion in capital works, and plans to spend another \$400 million over the next five years.

Construction of the Port of Brisbane's newest container facilities, Berths 11 and 12, is progressing on schedule. Berths

11 and 12 will be operated by the port's new stevedore, Hutchison Port Holdings, through its local subsidiary, Brisbane Container Terminals (BCT).

Berth 11 is now complete and Smithbridge Australia will continue construction of Berth 12 until its completion, scheduled for 2013. Berths 11 and 12 are scheduled to be operational in 2012 and 2014 respectively, with a total quay length of 660 metres and total area of 26 hectares.

Strong trade results in 2011/2012

Trade through the Port of Brisbane during 2011/2012 remained strong despite challenging economic conditions.

Commodities including grains, cereals and cotton performed particularly well, helping to increase container trade through the Port of Brisbane by 4.7 per cent

to reach a record 1,025,069 TEUs – the first time the Port has exceeded one million TEUs in a financial year. Total trade grew by 11.8 per cent to 37.2 million tonnes.

Good Australian growing conditions and a favourable market resulted in the biggest bulk export tonnage of cereals and grains through the Port of Brisbane in the last 10 years. More than 1.5 million tonnes were exported in bulk during 2011/2012 – an increase of 73 per cent on the previous year.

The Port of Brisbane also saw a significant increase in machinery imports during the financial year as a result of major mining and resource projects underway in Queensland. In particular, agricultural and mining equipment imports including excavators, bulldozers and forklifts increased by 80 per cent to almost 270,000 tonnes.

Looking ahead

Over the next 12 months, PBPL will continue to focus on growing trade through the port and producing strong performance across all facets of the organisation. Enhancing the logistics linkages with our hinterland will remain a key focus for the port, including facilitating improved road and rail access through direct investment and leadership of the logistics chain, feeding trade through the port. ■■■

World-class capabilities, world-wide access.



Located only 25km from the Brisbane CBD is the Port of Brisbane. As one of Australia's most diverse ports, and Queensland's largest general cargo port, the Port of Brisbane offers flexible and tailored solutions across a diverse range of cargoes and property precincts. To find out how the Port of Brisbane can provide your business with opportunities and solutions to grow, visit www.portbris.com.au or call Andrew Brinkworth, Manager Trade Development on **(07) 3258 4888** today.


PORT of BRISBANE
Here for the future

STRATEGIC PLAN AND COMMUNICATIONS

2012 saw ACCI implement the final year of our four-year Strategic Plan.

The Strategic Plan, adopted in 2008 for the period 2009–2012, has been a framework for strengthening the business voice through ACCI and our National Member Network.

It implemented five key goals and strategies, underpinned by specific recommendations for the progressive modernisation of ACCI activities and member services.

ACCI'S STRATEGIC GOALS

1. Quality member services
2. Excellence in policy development
3. Effective lobbying and advocacy
4. Relevant business representation
5. Building internal strength and capacity

ACCI'S VALUES

ACCI's values, expressed in our Strategic Plan, articulate the way we go about our business and the culture of our organisation. Our five strategic values are:

Unity of purpose

Commitment to excellence

Independence

Integrity

Respect



ACCI's voice is heard in all forms of the media, and in both national and regional outlets.

ACCI'S COMMUNICATIONS STRATEGY

ACCI's Communications Strategy implements measures to enhance ACCI's effectiveness in communication with external media, as well as lifting communication and coordination between the ACCI secretariat and our National Member Network.

ACCI's Communication Strategy seeks to achieve the following goals:

1. Policy effectiveness

2. Credibility building

3. Service provision

ACCI'S COMMUNICATION ACTIVITIES

As the nation's peak employer group, ACCI has a high media profile. Speaking on behalf of more than 350,000 businesses from every state and territory, and from all sectors of the Australian

economy, ACCI is actively involved in the nation's economic debate across a wide range of issues.

Media monitoring figures underline the prominent position ACCI holds as the nation's largest and most representative business group. In the 12 months to 30 June, ACCI had more than 1200 mentions in major metropolitan newspapers, issued 157 media releases, conducted 52 media conferences, and held 236 radio and television interviews. Additionally, ACCI Chief Executive Peter Anderson had 26 opinion articles published in major metropolitan newspapers.

We are also active on the internet, with over 100,000 visits to our website over the past 12 months. We launched ACCI on Twitter and have a steadily increasing Twitter following, which we use to echo our media releases and major statements.

ACCI's voice is heard in all forms of the media, and in both national and regional outlets. Whether it be interest rates, workplace relations, the budget, occupational health and safety – no matter what the issue is; if business is affected, ACCI is involved. 



@ACCIBizVoice

RELIABILITY'S ROLE IN REDUCING RISK IN YOUR SUPPLY CHAIN

No matter what shipping method you end up choosing, make sure that it fits with your overall supply chain strategy, or the money you think you might be saving could be going down the drain somewhere else. Simply put, the benefits of looking at your end-to-end business holistically can be huge.

Consider the aim of any supply chain – to deliver the right products, in the right quantities, at the right time, with minimal cost to you. Looking at the time and cost of your supply chain as a whole, you might be surprised at where you can save money.

When looking at optimising supply chains, many companies will focus on reviewing manufacturing and trying to optimise production set-up. But have you considered the impact that transportation reliability has on your supply chain strategy?

When moving goods over long distances there is great potential to have your transportation solution working as part of your storage solution, and through this, reducing your inventory cost.

What many people look at first when attempting to optimise the transport side of their business is the speed of delivery; the general idea being that the faster you can get your product from A to B, the more chance you have of ensuring you have stock available at the right time and the right quantities, and you have some buffer time to play with just in case.

While certainty of available stock is an important factor in delivering your business, it shouldn't have to result in skyrocketing inventory costs.



What if you could reduce your need for excess inventory and save all that cost?

Inventory is not just the stock you have in your warehouse. It is everything that you have purchased, whether it be in storage on-site, or in a container on a ship, in the air or on the road.

This is where transportation reliability comes in. The idea behind looking at reliability in your transportation solutions is to take out the question of speed and look instead at your ability to consistently plan your inventory movements, safe in the knowledge that you know how much of what cargo will be departing and/or arriving when.

If you are able to plan your demand pattern while being able to truly count your in-transit

stock as part of your current inventory, you start to reduce the need for expensive buffer stock. Essentially, you can use your transport solutions as a 'moving warehouse'.

So the next time you are considering your transport and logistics options, make sure you place reliability high on your agenda. The efficiency you will gain from a reliable transport network will translate into cost savings to your business.

At the end of the day, there is no one size fits all approach, so it is worth coming up with a few scenarios that look at the impact different transportation solutions will have on your overall supply chain. ■■■

Sonika Andrade
Campaign and Communications Manager
Maersk Line, Australia

The **latest** fashion can't be **late**



Reliability: as vital to us as it is to your business

Reliability is an integral part of our products and services - because it improves your profitability and enables you to better plan your business.

Time and again we're listed Number One in the Drewry Reliability index. The competition might not like it but it's definitely good news to our customers: when you know for certain that your goods appear on time, you can reduce stock and thereby risk - which is always in fashion.

That's why we say: when it's moved on time, it's moved by Maersk Line.

Visit: www.maerskline.com/australia
Email: response.australia@maersk.com

Moved on time. Moved by



MAERSK
LINE

2012 ACTIVITIES AND ACHIEVEMENTS

Policy representation and advocacy of business strives for short, medium and long-term goals. ACCI was involved in many activities during 2012, with plenty of achievements that gave expression to the needs and circumstances of businesspeople and their organisations.



REDUCING BUSINESS INTEREST RATES

- Developed April-June industry campaign for reduction in interest rates
- First business voice seeking 50 basis point reduction in April/May
- Secured .50 per cent reduction in May, against predictions of experts – then further .25 per cent in June and .25 per cent in October
- Led campaign forcing banks to pass on bulk of rate reductions to business customers
- Campaign delivered \$9 billion annualised cost savings to business.

FIGHTING FOR COMPANY TAX CUTS

- Led industry opposition to company tax cuts dumped in May federal budget
- Costed impact on industry at \$2.8 billion per year
- Led industry opposition to monthly company tax payments in October mini-budget

- Secured widespread awareness of industry being short-changed on tax reform.

OPPOSING THE CARBON TAX

- Led business opposition to carbon tax
- Profiled research commissioned by ACCI about small and medium business impacts
- Highlighted adverse impact on business costs and competitiveness
- Secured major public profile for business case
- Supported balanced alternatives for responsible environmental management
- Defended industry when business under pressure from government and ACCC.

INCREASING WORKFORCE PARTICIPATION

- Developed and launched initiative to promote workforce participation 'Employ Outside the Box'

"Thank you again for your participation and involvement in last week's inaugural Business Advisory Forum held in conjunction with the Council of Australian Governments (COAG) meeting. As a result of our meeting, I believe even more firmly that this is an important initiative, and I am determined to advance the deregulation reform agenda that was agreed to in our discussions.

I look forward to staying in touch directly with you to fulfil the commitments we have made, and to enlist your further involvement and support. Your personal involvement of time and effort has helped make this initial effort a strong success."

The Hon. Julia Gillard MP, Prime Minister of Australia



- Initial focus on pathways for mature age employment
- Secured industry and government support, including launches by Ministers Shorten and Ellis
- Started rolling out project in states, territories and sectors
- Project helps marginalised people secure productive employment
- Successful advocacy of extra funding for Australian Skills Quality Authority
- Submissions to Productivity Commission on VET and partial completions
- Appointed by government to new Australian Workforce and Productivity Agency.

GETTING THE BUDGET BALANCED

- Pressed government to seek return to budget surplus – securing commitment in May budget
- Advocated reductions in non-essential public spending and reduced size of government

- Profiled wealth creation by private sector, and risks of government redistribution and hand-outs
- Supported value-add spending on economic infrastructure and human resources.

SECURING TRADE WITH ASIA

- Direct business input into 'Australia in Asian Century' Review
- Contracted by DFAT to undertake and lead the Business Partnership Group for the Indonesian–Australian Comprehensive Economic Partnership Agreement (IA-CEPA)
- Led business-to-business talks with Indonesian business groups on the IA-CEPA
- High-level CEO visit to China
- Called for improved public attitudes to Asian trade and investment
- Supported ASEAN and Malaysian FTAs
- Campaign for FTAs to recognise legal rights for businesses against governments

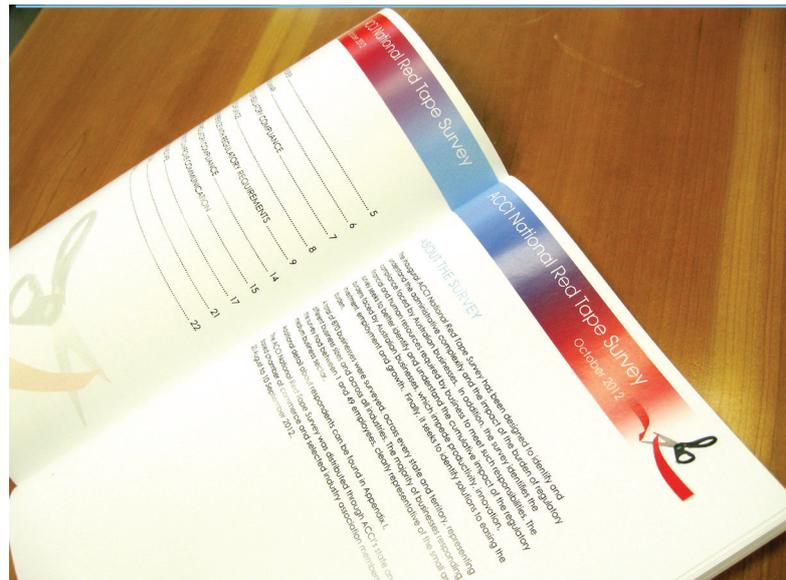
- Reactivated APEC travel card and developed a new scheme to support business applicants
- Celebrated the 50th Anniversary of Joint Australia-Japan Business Council activities
- Engaged with DFAT on Trans-Pacific Partnership
- Represented Australia at Confederation of Asia-Pacific Employers
- Representation at the Indian Ocean Rim Association for Regional Cooperation.

OPPOSING SUPERANNUATION LEVY RISE

- Principal employer voice against nine per cent to 12 per cent levy rise decision by parliament
- Exposed the reality that employers, not mining tax, are funding a \$20 billion levy rise
- Secured levy rise phase-in over seven years
- Forced government onto the back foot over how levy rise is funded, demanding a wage trade-off
- Held off employer changes until 2013
- Provided employer input to superannuation system reforms and inquiry into default funds.

REDUCING RED TAPE

- Secured government support for COAG Business Forum, directly advising the Prime Minister and Premiers on red tape issues
- Launched COAG Business Forum with Prime Minister in March
- Inaugural Forum held in April – first time since federation the Prime Minister and Premiers faced business in a dedicated forum on regulation
- Secured commitments at COAG to simplify red tape on project approvals
- Produced strong data on the costs of red tape to business via ACCI's National Red Tape Survey.



"I thank ACCI for its contribution to the International Labour Organisation and congratulate you on your election to the Governing Body for the 2011-14 term. I also note ACCI's participation as a member of Safe Work Australia and the valuable contribution it has made towards the national harmonisation of workplace health and Safety laws.

I am pleased to be able to maintain this dialogue with ACCI through my continued ministerial responsibility for tertiary education and skills."

**Senator the Hon. Chris Evans MP,
Minister for Tertiary Education, Skills,
Science and Research**

continued on page 40

THE BENEFITS OF SOFTWARE TECHNOLOGY IN PAYROLL AND HR

In today's regulatory environment, it is imperative that businesses remain compliant. This is never more evident than in the payroll and HR functions of any business. Paying employees in Australia is an intricate and time-consuming process. A payroll professional has to keep abreast of Australia's complicated tax system, the Fair Work Legislation and any new government legislative initiatives – for example the modern pay awards and amendments to ATO tax legislation.

MicrOpay Meridian is about making life easier for payroll and HR professionals. Our software automates processes and calculations, providing the user with a simple and intuitive navigation workflow, with the added value of regular software updates containing new features and statutory changes to ensure you remain compliant.

The function of processing payroll is only part of the workload, with reporting also a significant component. Meridian's reporting functionality provides a comprehensive range of payroll and HR reporting options, including the ability to customise reports to your business's requirements, enabling flexible analysis of your payroll and HR data. In addition, Meridian automates a number of regulatory reports for both Australian and New Zealand payrolls. For Australia this includes reporting to the ATO, the Office of State Revenue and



the Australian Bureau of Statistics, as well as third party creditors – for instance superannuation and health funds. And for New Zealand, it provides regulatory reports for the IRD (Inland Revenue Department) and Kiwisaver Superannuation requirements.

The emergence of new technologies provides the opportunity for added flexibility in the payroll function. The rapid take-up of smartphones, tablets and mobile devices within the workforce now allows a business with a mobile workforce to stay connected, and reduce the administrative burden. The Meridian Employee Self-Service system is a user-friendly online portal that replaces a number of paper-based payroll and HR processes. It allows employees to access and amend their

payroll information and apply for leave, both online and in real-time. Employees can amend their personal information, add emergency contact details, view pay advices, and check and forecast leave balances at the click of a mouse. Staff can enjoy the added convenience of anywhere, anytime access to view and update information via their smartphone.

For companies with limited IT resources, Sage MicrOpay's Private Cloud solution is designed to assist you by managing the IT aspects of your payroll and HR systems, but leaving you with full control and management of your payroll and HR functions. ■■■

For further information on Sage MicrOpay payroll and HR software please visit our website at www.sagemicropay.com.au, or phone 1300 729 229 or email on enquiries@micropay.com.au.

continued from page 38

MODERATING WAGE COSTS

- Led and coordinated employer representation in May 2012 National Wage Case before Fair Work Australia
- Opposed union claims for \$26 per week wage rises to 1.8 million workers
- Conducted national survey of award wage rise impacts
- Secured significant moderation of union claim – saving employers \$936 million per year compared to 2011 outcome
- Supported members seeking review of penalty rates, labour costs and inflexible work practices in fair work system awards.

DEMANDING FAIRER IR LAWS

- Secured government commitment that review of fair work laws would be independent, not internal
- Led and coordinated industry submissions to review panel
- Developed priority proposals for immediate implementation of fairer IR laws
- Led industry calls for reform to Fair Work Australia in light of reputational damage from HSU scandal
- Protected employer organisation interests in changes to governance and compliance rules following HSU scandal.

GETTING SCHOOL KIDS INTO WORK

- Supported retailers and member rights to employ after-school workers on short shifts
- Helped members secure fifth legal win – getting Federal Court approval
- ACCI 'Employ Outside the Box' project includes focus on youth unemployment
- Led industry advocacy about apprenticeships, including resisting across-the-board wage rises

- Advocated continuation of incentives for employers to hire apprentices, despite budget cut-backs
- Secured \$19.4 million in May budget for business and finance skills for newly graduated apprentices.

SUPPORTING SKILLED MIGRATION

- With members, led industry support for orderly skilled migration program, including Enterprise Migration Agreements
- Engaged in public debate on role of skilled migration to fill gaps not filled by domestic labour supply
- Called for debate over illegal boat arrivals to not sour attitudes towards orderly migration
- Identified benefits to Australia of Australians working offshore, and need for reciprocity.

REFORMING OUR ECONOMY

- Conducted and profiled quarterly economic surveys – real-time data on economic conditions
- Presented major submission on economic reform for May 2012 federal budget and October 2012 mini-budget
- Attended Prime Minister's National Economic Forum in June
- Made productivity and competitiveness key issues in economic management
- Compelled politicians and regulators to address realities of weaker parts of economy
- Called for a focus back on policy after Prime Ministerial leadership challenge in February.

MAKING WORKPLACES SAFER

- Led and coordinated industry input to national harmonisation of workplace health and safety (WHS) laws
- Helped develop model reform package – Act, regulations and codes, while seeking necessary changes

- Managed WHS working parties, reference groups and consultative forums, secured major input from sectors, and led industry advocacy on package, including codes
- Participated in forums and sittings of Safe Work Australia
- Conducted presentations and webinars to industry
- Participated in National Safe Work Awards
- Led industry advocacy on proposed code and parliamentary inquiry into bullying
- Intervened to force workers on compensation to meet qualifying rules if suing for unfair dismissal.
- Supported loss carry-back and accelerated depreciation schemes in May budget
- Opened dialogue with Small Business Commissioner
- Made small business impacts a feature of advocacy against award wage rises
- Gave small business a voice against the superannuation levy rise
- Fought for retention of small business exemptions in privacy laws.

GETTING SMALL BUSINESS ON THE AGENDA

- Made the fact that small businesses are not compensated by carbon tax a matter of public debate
- Helped small business get a fairer deal from banks on interest rates and bank fees
- Intervened in legal cases in support of members trying to overturn 'strike first, talk later' fair work laws (JJ Richards case)
- Joined member calls to demand government restore its 2007 promise that unions must bargain before going on strike
- Highlighted risk to jobs and productivity if right to strike used as an industrial tactic.

OPPOSING 'STRIKE FIRST' LAWS

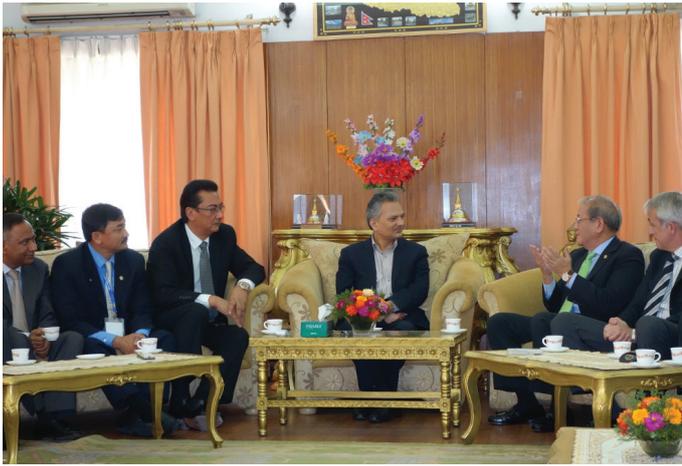


Recruitment comes second nature to us

With over 25 years' experience in the Australian payroll and HR industry, you can trust that we select candidates who are of the highest calibre.

Whether you are looking for your next payroll specialist, HR practitioner, accountant or administrator, contact Sage MicrOpay Recruitment on **1300 967 548** or visit www.sagemicropay.com.au.

sage MicrOpay



ADVOCACY ON DISABILITY EMPLOYMENT

- Launched disability employment component of 'Employ Outside the Box' project
- Secured government and sector support for ACCI initiatives.

RIGHTS OF CONTRACTORS

- Fought for retention of strong IR watchdog to protect contractors in building industry
- Supported regulators (ABCC, then FWBC) in defending rights of contractor work
- Cautioned against union plans to regulate contractors and label all non-permanent work 'insecure' and 'vulnerable'
- Advocated rights of contractors in TCF and road transport industry.

SENSIBLE APPROACH TO DISCRIMINATION

- Led industry submissions on changes to equal opportunity legislation, including successful push-back against new compliance rules on smaller employers
- Led industry submissions in Fair Work Australia in test case on gender pay, including cautioning about flow-on if test case rules not robust
- Led employer opposition to creation of Gender Standard by Standards Australia
- Provided submissions to Attorney-General's department on proposals to consolidate national discrimination laws on sex, ageing and disability
- Supported release of national data on sexual harassment in workplaces and economy-wide education campaign.

AUSTRALIAN INDUSTRY HEARD GLOBALLY

- Represented industry at the B20/G20 summit in Mexico, June 2012
- Established G20/B20 preliminary talks with Australian business, government and ICC
- Led submissions on export finance to Productivity Commission inquiry
- Led industry submissions to Senate inquiry into Indian Ocean Rim
- Actively progressed DFAT accreditation of Certificates of Origin trade documentation
- Represented Australian business at June 2012 meetings of International Chamber of Commerce, International Organisation of Employers, International Labour Organization, and the Organisation for Economic Co-operation and Development (OECD)
- Represented Australia at the Confederation of Asia-Pacific Chambers of Commerce and Industry in Nepal, October 2012.

INVOLVING MEMBERS IN NATIONAL AFFAIRS

- Held Corporate Leadership Dinners with Minister Wong, business representatives to OECD, US Chamber of Commerce, IOE Secretary General, Reserve Bank Governor, and 7:30 Political Editor Chris Uhlmann
- Convened policy committees, working parties and General Council
- Held strategic planning forums with members
- Member delegation to the Pilbara, Western Australia
- Convened 'Influencing Canberra' member workshop on successful advocacy.



PACIFIC GROWTH AND EMPLOYMENT PROJECT

- Established joint initiative with the ACTU under the auspices of a historic partnership agreement reached between the Australian government and the International Labour Organization. This seeks to provide decent work and sustainable employment opportunities in the Pacific
- PGEP group pictured above.

BUSINESS REPRESENTATION IN THE PARLIAMENT

- Member submissions on economic, tax, superannuation, workplace, regulation and trade issues, including House and Senate committees
- Represented members and business in parliamentary committees and hearings, and with federal politicians from all political parties
- Led member engagement with legislative process.

MEMBER ENGAGEMENT

- Member influence through national policy committees and working parties
- Coordinated consultation with Australian industry on OHS regulation
- General Council meetings in Perth, Brisbane and Canberra
- Strongly supported the Australian Chambers Business Congress
- Strongly supported Industry Association events and forums.

EFFECTIVE MANAGEMENT

- Balanced annual budget
- Developed ACCI's next five-year strategic plan
- New member: Australian Self Medication Industry
- Attracted new executive talent into secretariat
- Encouraged businesses to join member associations. 



Discover how we can help your business.

At Sage MicrOpay we've been at the forefront of Australian payroll and HR innovation for the past 25 years, ensuring our customers enjoy an exceptional level of software, service, and support.

To discover how we can help your business to optimise the performance of its payroll and HR processes, call us today on **1300 729 229** or visit www.sagemicropay.com.au.

sage MicrOpay

MEMBER SERVICES

ACCI is a membership-based organisation whose core business is national and international business advocacy on behalf of state and territory Chambers of Commerce and national Industry Associations, who in turn represent 350,000 businesses Australia-wide.

Member service is a cornerstone of ACCI's work. These services include effective policy development, advocacy and representation. These services cover regulatory, trade, workplace and economic issues that impact the private sector.

ACCI is proud to support and profile the work done and services delivered by the nation's state and territory Chambers of Commerce, and national Industry Associations.



2012 MEMBER SERVICES

During 2012, ACCI's member services included:

- The second 'Influencing Canberra' capacity-building workshop for Industry Associations and Chambers of Commerce
- Successful delivery of ACCI Corporate Leadership events
- Direct member input into policy
- Regular member bulletins, circulars, briefs and alerts
- Policy Snapshots
- Co-branding opportunities
- National and international business representation
- Regular communication updates
- Joint advocacy to strengthen member voice
- Speeches and support to member forums
- Articles in member publications
- Member contributions into ACCI's national magazine – *Commerce & Industry*
- Weekly CEO Update for members
- Regular President's Report
- With ICCA, conducted seminars on commercial arbitration
- Member meetings and networking
- Project delivery

ACCI'S CAPACITY-BUILDING WORKSHOP – 'INFLUENCING CANBERRA'

In October 2012, ACCI presented our 'Influencing Canberra' capacity-building workshop for members. Held at Parliament House, Canberra, this workshop provided members with insights into effective lobbying strategies, and how national affairs work within the complex microcosm of parliament and its executive government.

During the workshop, members heard from:

- Bernhard Wright, Clerk of the House of Representatives, on how the parliament and parliamentary committees operate, and how submissions on legislation can be made effective
- David Turnbull, ACCI Director of Communications, on the media cycle, developing a media strategy and the Canberra Press Gallery
- Louise McCulloch, General Manager, Industry, Environment and Defence Division of the Treasury, on the role of cabinet ministers, accountability of executive to legislature, and the structure and function of the bureaucracy

- Senator Arthur Sinodinos AO, Shadow Parliamentary Secretary to the Leader of the Opposition, on the national political landscape, how to tailor your business message to political realities, the implications of a minority government, and working with independents and minor parties
- Peter Anderson, ACCI Chief Executive, on tools for successful business advocacy
- ABC 7:30 Political Editor Chris Uhlmann on the ebb and flow of current political debate.

Guest presentations were facilitated by executives from the ACCI secretariat, including Cate Clunies-Ross, Greg Evans, Daniel Mammone and Dr Imogen Reid.



We know what we are talking about

With over 25 years' experience in the Australian payroll and HR industry, you can trust us to bring the best industry specialists to provide timely, accurate and practical advice on topics that matter most to you.

For more information or to view a listing of our seminars, call **1300 729 229** or visit www.sagemicropay.com.au/seminars.

sage *MicrOpay*

ACCI CORPORATE LEADERSHIP SERIES

Throughout 2012, ACCI successfully delivered multiple Corporate Leadership events aimed at providing members with access to high-level national and international guest speakers.

These events also offered the opportunity for groups of ACCI member organisations to showcase the value of their membership to a select number of executives from the corporate or small business world, through networking and information exchange.

The first Leaders' Dinner was held in Canberra during April, with Senator the Hon. Penny Wong, Minister for Finance and Deregulation, along with delegates Mr Charles Heeter Jr., President, and Mr Tadahiro Asami, Secretary General of the Business Industry Advisory Committee to the OECD.

ACCI further hosted a Leaders' Breakfast for the US Chamber of Commerce in Canberra during May. The delegation was led by Vice President for Asia Ms Tami Overby. Discussions centred on Australia's investment

environment, and the development of the Trans-Pacific Partnership Agreement currently under negotiation.

Deputy Secretary General of the International Organisation of Employers, Brent Wilton, visited Brisbane in July and presented at ACCI's Leadership breakfast. Brent is the global business interlocutor with United Nations-style agencies on labour standards, human rights and corporate social responsibility.

International Chamber of Commerce Deputy Director of Policy and Business Practices, Carlos Busquets, presented at an intimate Leadership dinner while in Melbourne for the Australian Chambers Business Congress.

In October, ABC news program 7:30's Political Editor Chris Uhlmann spoke to members at a private dinner in Canberra.

ACCI's final Leadership dinner for 2012 was held in Sydney in October, with Reserve Bank Governor Glenn Stevens. ■■■



ACCI'S INTERNATIONAL NETWORK

As the largest and most representative business organisation in Australia, and with deep institutional links to the global Chamber and employer movements, ACCI services an extensive international network in which it speaks on behalf of Australian business in international forums.

INTERNATIONAL CHAMBER OF COMMERCE AUSTRALIA

ACCI administers the secretariat functions of the International Chamber of Commerce Australia (ICCA). ICC is a global business network of which ACCI is an integral part.

ICC's key aim is to serve businesses by promoting trade and investment, open markets for goods and services, and the free flow of capital. The ICC's activities cover a broad spectrum from international arbitration and dispute resolution to developing a strong policy case for open trade and the market economy, international rule setting and standards, and fighting corruption.

The ICC holds a privileged consultative status with major intergovernmental organisations, and enjoys a close working relationship with the United Nations (UN), the G20, and the World Trade Organization. Since 1946, the ICC has had consultative status with the UN and its specialised agencies.

ICCA is an independent company administered by ACCI with a governing Board responsible to ICCA members and linked to ICC headquarters in Paris, and regionally.

Under ACCI's leadership, the organisation has grown and is increasing its Australian profile.





The ICC develops policy on:

- Anti-corruption
- Arbitration
- Banking Technique & Practice
- Commercial Law & Practice
- Competition
- Corporate Responsibility & Anti-corruption
- Customs & Trade Regulations
- E-business, IT & Telecoms
- Economic Policy
- Environment & Energy
- Financial Services & Insurance
- Intellectual Property
- Marketing & Advertising
- Taxation
- Trade & Investment Policy
- Transport & Logistics.

In July 2012, ICC Australia, together with ACCI, hosted a series of seminars on international arbitration and international commercial dispute resolution. This year's roadshow centred on China, as 2012 marked the 40th anniversary of the resumption of diplomatic relations between China and Australia. As part of this theme, the international delegation was led by Justice Fu Xiaoqiang from the Supreme People's Court, China.

Seminars were held in Melbourne, Brisbane, Sydney and Perth, and were attended by leading Australian companies, judges, lawyers, academics and government officials.

INTERNATIONAL ORGANISATION OF EMPLOYERS (IOE)

ACCI is the representative of Australian employers in the Geneva-based International Organisation of Employers.

The IOE is the global voice of private sector employers on employment, labour and social policy, both in the forums of the tri-partite International Labour Organization (ILO) and in the wider United Nations and

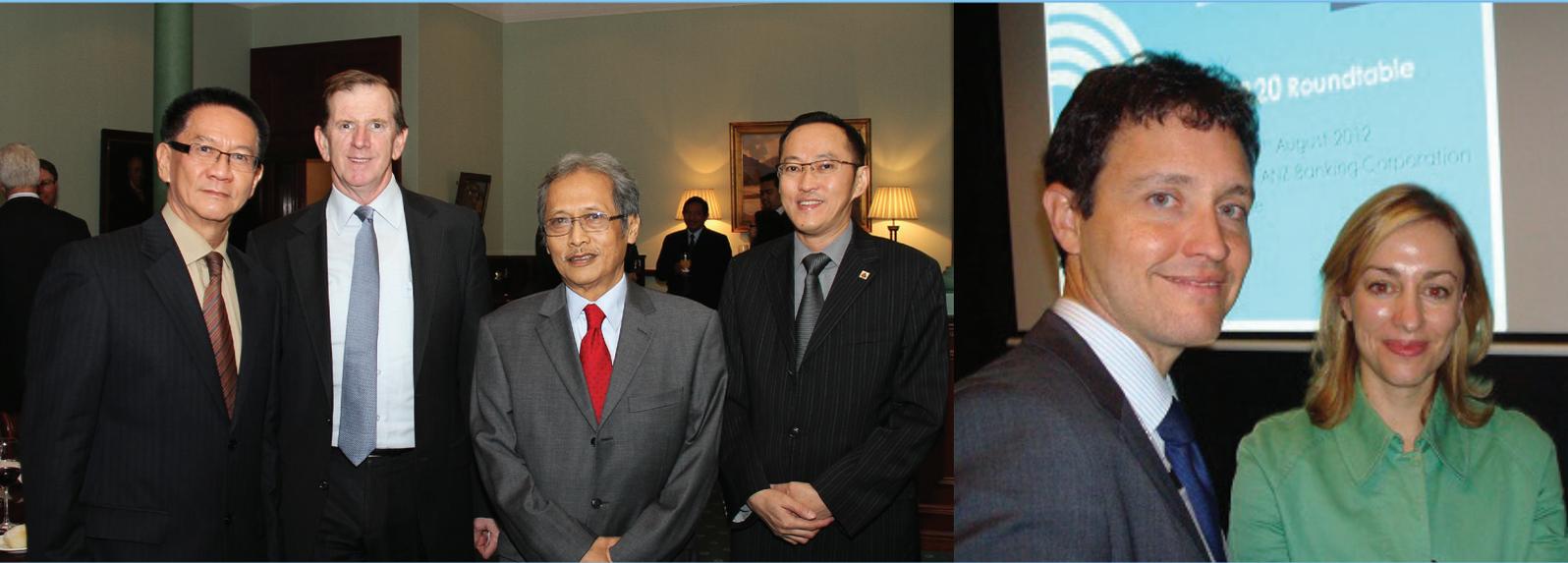
multilateral community. 148 peak national employer federations from nations across all continents and regions comprise the IOE's direct membership.

ACCI's Chief Executive Peter Anderson is a member of the IOE's management board.

By working with the IOE, ACCI ensures that Australian employers have their views heard and acted upon when key labour or employment policies are debated or adopted at an international level.

The IOE provides ACCI with direct opportunities to be involved in the affairs of the ILO, which sets global labour standards – many of which have been adopted by the Australian Government and influence the framing of Australian law and practice.

ACCI's Peter Anderson is also a member of the ILO's Governing Body representing employers from the Asian region. He is supported by the IOE as the global employer spokesperson on the ILO's influential Committee of Freedom of Association – which hears cases lodged against national governments for alleged breaches of core labour conventions.



BUSINESS AND INDUSTRY ADVISORY COMMITTEE TO THE OECD (BIAC)

Australia is a member of the Organisation for Economic Co-operation and Development (OECD), which is the global forum of industrialised nations dealing with national economic, taxation and labour market policy.

The OECD secures private sector business input from the Business and Industry Advisory Committee (BIAC) to the OECD. ACCI is the Australian business representative to BIAC.

Through BIAC, ACCI secures first-hand awareness of major OECD research, and is well positioned to compare and contrast national policy settings that inform our tax, economics and labour market advocacy.

ACCI works closely with Business New Zealand to successfully secure high-level representation from Australasia on the BIAC management board.

CONFEDERATION OF ASIA-PACIFIC CHAMBERS OF COMMERCE AND INDUSTRY (CACCI)

ACCI is the Australian member of the regional Chamber network, the Confederation of Asia-Pacific Chambers of Commerce and Industry.

Together with ACCI, Australian colleagues Ken Court (CACCI Life Member) and Tony Park (CACCI Vice President) represented Australian Chambers in CACCI forums.

In October 2012, ACCI Membership Services and Marketing Manager Dr Imogen Reid attended the annual conference of CACCI in Kathmandu, Nepal. ACCI developed and presented a policy paper entitled 'Flexible responses to environmental uncertainty and infrastructure', which was subsequently adopted by CACCI members.

ACCI also secured the appointment of businessman and former federal minister the Hon. Ian Campbell as a new CACCI Vice President from our region.

CONFEDERATION OF ASIA-PACIFIC EMPLOYERS (CAPE)

ACCI is the Australian member of the regional employer federation network, the Confederation of Asia-Pacific Employers.

CAPE acts as a vehicle for employer bodies from the high-growth Asia and Pacific regions to share information and experiences about labour market, employment and labour relations policies.

Given Asia's relatively youthful population, policies to activate youth employment and entrepreneurship are high on CAPE's agenda.

At a higher level CAPE meeting in Kyoto, Japan, ACCI was briefed by the Prime Minister of Japan on the economic and labour market reconstruction of eastern Japan affected by the devastating tsunami.

ACCI's Chief Executive Peter Anderson is a Vice President of CAPE.



INDONESIA–AUSTRALIA COMPREHENSIVE ECONOMIC PARTNERSHIP AGREEMENT

In a unique step sanctioning private sector input prior to government-to-government economic partnership talks in 2013, Prime Minister Gillard and President Yudhoyono mandated the Indonesian Chamber of Commerce and Industry (KADIN) and ACCI, together with the bilateral business councils from both countries to jointly scope key issues for a cooperative economic partnership agreement.

ACCI and the Australia Indonesia Business Council (AIBC) successfully reached a joint agreement in October 2012, which was communicated to a joint press conference before a packed media conference in Jakarta.

After three rounds of negotiation and many hours of analysis and consultation with local business sectors, a joint position paper was delivered to both the Australian and Indonesian governments.

BILATERAL BUSINESS COUNCILS

ACCI values its links to international organisations, and during 2012 continued to host bilateral business councils including:

- Australia Japan Business Co-operation Committee
- Australia Arab Chamber of Commerce and Industry
- Australia Malaysia Business Council
- Australia Thailand Business Council
- Australia Russia Business Council.

In May 2012, the second Australia Arab Forum and Business Expo was hosted by the Australia Arab Chamber of Commerce and Industry. Organised by its Chief Executive Cynthia Dearin, National Chairman Ray Najar, and the Chamber's Board, the Forum was attended by Ministers and delegates from Australia, the Middle East and North Africa. Austrade and DFAT provided excellent support.

In October, the 50th anniversary of the Joint Australia–Japan Business Co-operation Committee (AJBCC) was held in Sydney. Attended by the Prime Minister of Australia, Premier of New South Wales and senior business figures from both nations, it was a resounding success. ACCI's Paul Gallagher and AJBCC Chairman Sir Rod Eddington provided exceptional leadership for the event.

POLICY DEVELOPMENT AND ADVOCACY

ACCI is engaged in extensive policy development, advocacy and representation conducted through the national secretariat and member policy committees, working parties and taskforces.

The following is a snapshot of major issues covered by ACCI Policy Units during 2012:

Economics

- Analysis of domestic and global economic data to profile underlying economic trends and uncertainty
- Highlighting policy challenges resulting from uneven strength in different sectors of the Australian economy
- Advocated the case for necessary fiscal stimulus if the Australian economy deteriorates amid rising global economic uncertainty
- Timely analysis of current trading conditions and business sentiment through:
 - ACCI-Westpac Survey of Industrial Trends, which is the longest-running private sector business survey in Australia (since 1961)
 - Quarterly Survey of Investor Confidence, which specifically focuses on the latest sentiment and constraint on business investment
 - Quarterly Business Expectations Survey, which is the most comprehensive private sector survey in Australia with around 3000 respondents
 - Quarterly Small Business Survey, which specifically focuses on the difference in conditions and sentiment facing small businesses versus their larger counterparts.
- Regular exchange of information with members on current trading conditions and challenges facing businesses in different states and industries and of differing sizes
- Calling on the Reserve Bank to further reduce the official cash rate given challenging conditions facing Australian businesses as indicated in the timely business surveys
- Analysis of the impact of banking fees on small businesses
- Analysis of red tape burden on Australian businesses
- Profiling business concerns about the shortcomings in regulatory impact analyses
- Meeting with the International Monetary Fund and the OECD during their annual consultations about the outlook of the Australian economy
- ACCI appointed to government's Small Business Advisory Panel.

Taxation policy

- Highlighting that the primary objective of the recent increase in the individual tax-free threshold is to compensate households for the flow-on price increases from a carbon price
- Expressing disappointment regarding the government's 2012-13 budget decision to abandon the promised company tax cut to 29 per cent
- Advocating the extension of tax loss carry-back provision to non-incorporated entities, and ensuring that proposed integrity rules are not too prescriptive and complex for business, especially smaller enterprises, to benefit from the changes



- Opposing the business tax saving measures identified by the Business Tax Working Group to fund the proposed company tax cut
- While supporting reductions in company tax over time, arguing that a higher priority should be assigned to lowering marginal tax rates and reducing the number of thresholds that apply in the personal income tax system
- Advocated that meaningful business tax reform can only be achieved through an independent review of government expenditure that lowers the overall tax burden.
- Underlining the drivers of rising electricity prices and its impact on businesses in recent years
- Increasing industry awareness on sustainability and energy efficiency
- Highlighting barriers to energy efficiency uptake by individuals and firms, including the lack of information and resources
- Advocacy for Australia's climate change policy to be considered in conjunction with the wider objectives of developing a prudent energy policy
- Advocated the case for continuous access to affordable, clean, efficient and sustainable energy supplies.

Sustainability and carbon pricing

- Opposing the unilateral carbon tax
- Advocating for binding global agreement as a pre-condition for Australian carbon price
- Supporting carbon abatement through technology, innovation and energy efficiency measures
- Highlighting the inability of small business to pass on cost increases due to the carbon tax, and the absence of small business compensation in the government's Clean Energy Future assistance package
- Expressing business concerns to the Australian Competition and Consumer Commission (ACCC) in monitoring business carbon price claims
- Advocated that the 20 per cent Renewable Energy Target be abolished





Economics and industry policy submission

- Pre-budget submission to the Treasury
- Submission to the Business Tax Working Group on the tax treatment of business losses
- Submission on the Improving Access to Company Losses Discussion Paper
- Submission to the Productivity Commission on the Regulatory Impact Analysis: Benchmarking Issues Paper
- Submission on the Barriers to Effective Climate Change Adaptation Draft Report
- Submission to the Senate Select Committee on Electricity Prices
- Submission to the Business Tax Working Group's Business Tax Reform Discussion Paper.

Skills and employment

- Ongoing input at the highest level as Board member of the Australian Workforce and Productivity Agency
- Submissions on the national workforce development strategy, standards for registered training providers, postgraduate qualifications, and the national strategy on career development
- Launched a major initiative on workforce participation and diversity 'Employ Outside the Box', and subsequent employer guides for mature age employment and employing people with a disability
- Released research on retaining and training tradespeople once they complete apprenticeships, which resulted in government announcing funding to provide post-apprenticeship training
- Input into future apprenticeship policy as a member of the federal government's apprenticeship reference group and through direct engagement
- Advocated against a significant increase in apprenticeship pay
- Input into and support for May 2012 budget announcements on skills
- Established a Higher Education Working Group as part of the ACCI Policy Committee framework
- Advocated for an employer voice on the Higher Education Standards Panel, and established a strong dialogue with the higher education regulator
- Advocated against the qualification of school trade cadetship, but supported applied learning through representation on the ACARA national curriculum panel
- Sought amendments to the government's approach on the employability framework to ensure that the final document accurately reflects the requirements of employers
- Advocacy to seek amendment to the government's approach to the employment of illegal workers, so as to minimise the impact on the broader employer community, and target the proposed civil sanctions to those who are abusing the system
- Advocated against further restrictions on the use of Enterprise Migration Agreements
- Finalised the mature age employment case study project and delivered the disability employment project
- Finalised plan for the Productivity Education and Training Fund
- Administrated employment and training advisers project (and secured a new contract, albeit at a reduced amount)
- Advocacy in support of improvement in quality, including the need for more resources for the Australian Skills and Quality Authority; additional funding subsequently delivered in the 2012 budget.

continued on page 56

AN UPDATED MBA POST-GFC

The traditional MBA is under attack from a range of quarters:

- The global financial crisis (GFC), and subsequent critiques of its underlying causes, suggest that the business curriculum needs to focus on more than just the reckless pursuit of individual and organisational profit.
- The exporting of education from the developed countries (primarily North America, Northern Europe and Australia/New Zealand) to the emerging Asian economies appears to have reached its zenith and is now in a transition to a new order of real international partnership.
- The rise of MOOCs (Massive Open Online Courses), and the wider disruptive effects of the internet, are fundamentally changing the way students will want to study in the future and the business models that will enable courses to be offered in a sustainable way.
- The growth of for-profit educational institutions is challenging the position of conventional universities, especially in relation to business education.
- The increasing importance of external validation for business education, driven by international accrediting bodies such as EQUIS, AACSB and AMBA, pose challenges of market differentiation

for many business schools seeking the quality mark from these organisations while also seeking to distinguish their products.

At the University of Canberra, the response to these and other challenges is being carefully thought through to offer a new suite of MBA and other business-related courses that are fit for the 21st century, post-GFC, MOOC enabled world. The curriculum is now being delivered around three core values which, we believe, prepare students for the business world:

1. enterprise and innovation – infusing innovation, creativity and enterprising activity into everything we do, adding edge ('attitude') to both our practice and outcomes
2. social value and responsibility – challenging the institutions of business, government and law to add value to society and behave responsibly
3. sustainability – making sustainability part of everyday living, learning and working, in order to shape a more adaptive, resilient and prosperous future.

Alongside curriculum development, the way in which students can study is being reorganised around a flexible, student centred, multinational partnership approach. The flexibility aspect is being created



Professor Laurence Pratchett, Dean, Faculty of Business, Government & Law, University of Canberra.

through the development of learning packages that can be delivered in a range of different modes – full-time, part-time, blended learning, intensive and so on – which actively encourage the student to vary their mode of study during the lifetime of their course, as their needs change. The student-centred focus comes from a commitment to supporting student learning that is more focused on their needs – for example, providing real industry experience that supports their career ambitions. The international experience comes not only from ensuring that students come to our courses from a range of countries, but also that students have the opportunity to study in different locations with our partners in locations as varied as China, Malaysia, Dubai, Europe, and even the mountain Kingdom of Bhutan!

The Canberra MBA, therefore, is becoming a truly international qualification that prepares students for the new, post-GFC global business environment. ■■■



Give your career a

Power Boost

It's a tough world so it pays to enhance your career prospects with postgraduate studies in Business Administration, Management, Marketing, or Accounting. At the University of Canberra you'll enjoy professional preparation for your professional career which helps you develop your competitive edge.

Jump in and apply now for Semester 1 2013!

BREAK THROUGH

FOR MORE INFORMATION

T 1800 UNI CAN (1800 864 226)

E study@canberra.edu.au

CANBERRA.EDU.AU



**UNIVERSITY OF
CANBERRA**

continued from page 53



Workplace Relations Policy

- Leading the employer case in the national Fair Work Australia Annual Wage Review, successfully opposing the trade unions' claim and moderating a wage increase
- Assessing impact and outcomes of fair work laws
- Highlighting adverse impacts on employers' capacities and rights, particularly in bargaining, industrial action, agreement making, right of entry and termination of employment
- Establishing an evidence-based case for significant amendments to the fair work laws
- Developing broader analysis of desired workplace regulation for the coming decade
- Successfully advocating for an external government review of fair work laws
- Actively leading the business case for reform in the external review of the fair work laws before a three-person independent panel, and securing key findings and recommendations in the panel's report, including on key provisions dealing with public holiday and annual leave loadings, individual agreement options, strike action, unfair dismissal, adverse action and greenfield agreement making
- Supporting members on appealing 'strike first, bargain later' provisions in the Federal Court, and convincing the review panel to recommend that the fair work laws be amended to ensure bargaining commences before industrial action can be taken
- Supporting members before the Federal Court to uphold an earlier Fair Work Australia ruling to allow all secondary students in Australia to work shorter minimum engagement shifts under the General Industry Retail Modern Award
- Supporting members in representing hundreds of small businesses in a low-paid bargaining test case for nurses in private medical practices
- Advocating against government proposals to extend wages and conditions of former state public servants to private sector employers
- Advocating for a balanced, government-funded scheme to protect employee entitlements when companies are insolvent or bankrupt
- Supporting the successful High Court appeal in the Barclay case and providing a special briefing to members by instructing solicitors for the employer
- Active participation in a significant two-year review by Fair Work Australia of modern awards, and advocating against new labour costs sought by trade unions whilst supporting applications to reduce the impact of higher penalty rates in services industries and reduce uncertainty in award compliance
- Advocating for the Rule of Law to be upheld in the building and construction industry
- Ongoing assessment of productivity, employment, cost and efficiency impacts of fair work laws
- Regular meetings and exchange of information with members on workplace policy, including domestic and international matters
- Assessment and communication of legislation, tribunal and court decisions on workplace policy matters
- Assessment and input into government proposals for ratification of international labour conventions
- Joint project management for ILO of Pacific Growth and Employment Project
- Hosting of international delegations and guests

continued on page 60

La Trobe
Business
School

RELEVANT. RESPONSIBLE. RESPECTED.

Tomorrow's challenges need responsible leaders. As well as a new benchmark in business education.

The new La Trobe MBA is internationally accredited[†], five-star rated* and flexibly structured to suit your lifestyle. Its collaborative learning culture will develop your already impressive skills and accelerate your career.

Based in a convenient Melbourne CBD location, this new generation course integrates knowledge and social responsibility with practical skills development, overseen by experts from around the world.

For a new perspective on your career, register online now for our MBA Information Session on Wednesday 28 November.

T: 1300 135 045
latrobe.edu.au/mba



PRME Principles for Responsible Management Education

[†] The European Foundation for Management Development

* Awarded by the Graduate Management Association of Australia



CRICOS Provider 00115M

INTERNATIONAL MBA STUDENT MAKES IMPRESSION

Charles Darwin University international student Cristina Yuri Dos Santos Costa has won the International Business Student of the Year Award as part of the Northern Territory Chief Minister's Export and Industry Awards 2012.

The first-year MBA student said she believed that education was the key to protecting the sovereignty of her nation of East Timor.

'We are still rebuilding as a nation and need more professional people with knowledge to develop into the future,' she said.

'I dream of representing my country globally, combining international business with cross-cultural management.'

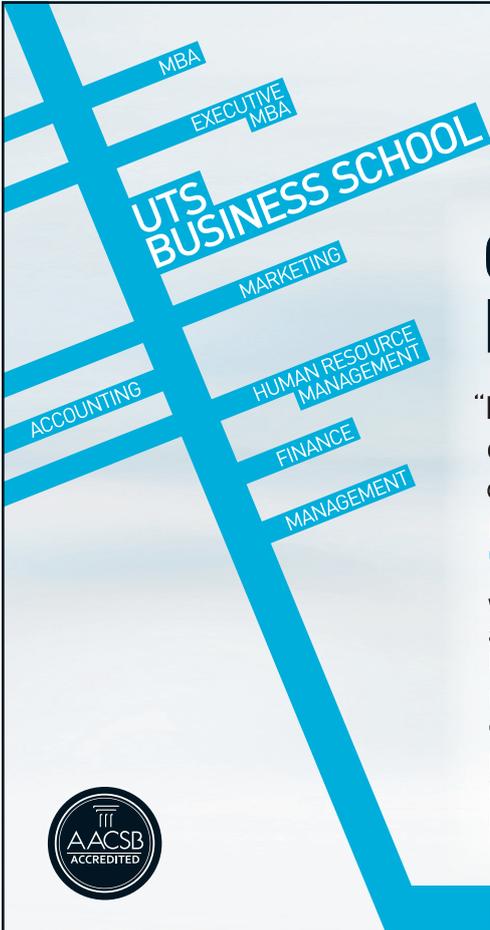
Studying full-time and working part-time in Darwin, Cristina also endures the difficulty of distance from her family, who remain in Timor.

'It is not easy being away from my family, but I want to succeed,' she said. 'An award like this makes all the hard work worthwhile and shows that with commitment and determination, the younger generation of Timor can help develop their nation.'

Christina hopes to take the knowledge she gains from her study with CDU back to East Timor to mentor staff and encourage others to study.

'CDU was the best choice for me, not only because it is close to Timor, but also because of its multicultural diversity and the dedicated international staff who have helped me feel at home in Darwin.'

Christina also received an AusAID scholarship in 2011. 





CREATE YOUR FUTURE IN BUSINESS

"If you think of universities as pipelines for the next generation of leaders, then UTS Business School's pragmatism and commercial focus are very appealing."

Dr Matthew Bell, Partner
Climate Change and Sustainability Services at Ernst & Young

We invite you to discover how graduates from our wide range of respected, accredited and professionally relevant programs are creating the future of business in Australia and beyond.

Developed in consultation with industry leaders, options span the full breadth of the business and professional worlds.

From our flagship Executive MBA to specialist programs and short courses in accounting, finance, marketing and a range of managerial disciplines, our programs are designed to meet individual business and professional needs.



business.uts.edu.au

UTS CRICOS PROVIDER CODE 00099F 1004BUS

Start your next life with a flexible, online MBA

Rob Fletcher

Current Life: Chef and Caleb's dad

Next Life: Resort Manager



Charles Darwin University offers a broad range of industry developed and accredited business programs, all with flexible study options, so you study when and how it suits you.

Our MBA course even offers the flexibility to study each unit face-to-face and online.

Be it full-time, part-time, on campus or online, CDU's adult-friendly campus community enables you to meet your commitments and start your next life.

Applications for 2013 admission are open.

Online courses available to study in Semester 1, 2013:

BACHELOR OF ACCOUNTING

BACHELOR OF COMMERCE

GRADUATE CERTIFICATE IN BUSINESS ADMINISTRATION

GRADUATE DIPLOMA IN BUSINESS ADMINISTRATION

MASTER OF BUSINESS ADMINISTRATION

MASTER OF PROFESSIONAL ACCOUNTING

APPLICATIONS FOR 2013 ADMISSION ARE NOW OPEN

1800 654 967
study@cdu.edu.au
cdu.edu.au/business



continued from page 56



- Participation in ILO meetings and representing the interests of Australian and Asian employers at the International Labour Conference in Geneva, Switzerland
- ACCI Chief Executive Peter Anderson continuing to represent employers internationally on the ILO's Governing Body
- ACCI hosting Deputy Secretary-General of International Organisation of Employers, Brent Wilton, at a meeting of ACCI's General Council
- Representing Australian employers and business in a tripartite government-led delegation to Myanmar (Burma) (represented by Steve Knott, AMMA)
- Supporting an inaugural national conference convened by the President of Fair Work Australia on future labour challenges in Australia
- Co-launching the third national survey measuring the incidence of sexual harassment in Australia with the Sex Discrimination Commissioner
- Regular engagement with the Office of the Fair Work Building Inspectorate (Fair Work Building & Construction), the Fair Work Ombudsman, Fair Work Australia, Australian Taxation Office, Australian Human Rights Commission, Standards Australia and officials from federal departments
- Jointly hosting with the ACTU events acknowledging the former President of Fair Work Australia, Justice Giudice
- Providing a farewell address to the President at the Special Ceremonial sitting of Fair Work Australia
- Providing a special welcome address to the new President, Justice Iain Ross, on behalf the ACCI member network and the Australian business community

- Welcoming the appointment of ACCI's former Director of Workplace Policy, David Gregory, as a Fair Work Australia Commissioner.

Workplace submissions and advocacy

- Post-implementation Review of the Fair Work Act 2009
- Annual Wage Review 2012
- Trade unions' Equal Pay Case in the social and community services sector
- Revised Implementation Guidelines for the National Code of Practice for the Construction Industry
- Productivity Commission inquiry into default superannuation funds in modern awards
- Intervention in an appeal against a decision of Fair Work Australia on the meaning of 'service' in the context of unfair dismissal rights
- Two-year Fair Work Australia Modern Award Review
- Australian Law Reform Commission (ALRC) Domestic Violence/Family Violence Inquiry
- ALRC Inquiry – Mature Aged Workers and Commonwealth Laws
- FWO/University of Adelaide Research Project – Unpaid Work Arrangements
- Parliamentary Inquiry into Workplace Bullying
- Building and Construction Industry Improvement Amendment (Transition to Fair Work) Bill
- Fair Work Amendment (TCF Industry) Bill
- Road Safety Remuneration Bill
- Equal Opportunity for Women in the Workplace Amendment Bill
- Paid Parental Leave and Other Legislation Amendment (Dad and Partner Pay and Other Measures) Bill
- The Fair Work Amendment (Better Work/Life Balance) Bill

continued on page 62

BUILD IT AND THEY SHALL COME

Just like in the movie *Field of Dreams*, the founders of Guardian Vaults had a dream; to design and construct a pre-eminent safe deposit box facility that Australia had never seen before. Embarking on this quest in an industry dominated by banking institutions for over 100 years, the team knew that if they created a superior product and provided personalised services, 'they shall come'.

Guardian Vaults has now been operating for over 10 years in Melbourne, and is soon to launch its second facility in Sydney, making Guardian Vaults the only company in Australia to achieve this unique milestone. Guardian Vaults has developed and maintained its reputation as the leading provider of safe deposit box services and now, more recently, as a bullion vault.

Completing 18 months of due diligence both in Australia and overseas, Guardian Vaults could see the benefits of providing a quality product that far exceeds what most clients see on the outside, and surpasses any existing safe deposit box facility in Australia.

Guardian Vaults is often referred to as something out of *Mission Impossible* or *The Bourne Identity*, such are the state-of-the-art technology and security systems used within the vault. Guardian Vaults' security measures, both physical and electronic, include on-site security guards, bullet resistant air-locks and guard rooms, smoke cloaks, vibration sensors and more. Client access is controlled by biometric hand scanning, digital photo recognition and individual security codes.

The perception surrounding a safe deposit box business is often underestimated, and where others have tried and failed in the past and present, Guardian Vaults has triumphed. This can be attributed to the composition of the vault, vault door, the safe deposit boxes themselves, electronic security, procedures and protocols, access control measures for clients and the experience and knowledge of Guardian Vaults.

Guardian Vaults also created their own management system specifically designed for the implementation of data management and control.

Guardian Vaults also sought the services of Lloyds of London for all insurance requirements. Guardian Vaults is the only privately owned and fully insured safe deposit box facility in Australia, and is extremely proud of its reputation.

Guardian Vaults Sydney will consist of two vaults; one vault will house in excess of 10,000 safe deposit boxes and the other will be specifically for bullion safes. Located on the lower ground at 149 Castlereagh Street, Sydney, the premises will be the pinnacle of secure storage/custodial services.



Jenny Tremaine, Joint Managing Director, heads up a dynamic team that provides all clients with exceptional customer service and continues to implement and re-invest back into the business to ensure that clients have peace of mind when securely storing their valuables.

Guardian Gold; together with Guardian Vaults, was established in 2010 to provide a seamless solution when it comes to bullion investment. The solution is to offer clients the purchasing of precious metals, delivery, insurance and secure storage all in one location. 



continued from page 60

- Fair Entitlements Guarantee Bill
- Crimes Legislation Amendment (Slavery, Slavery-like Conditions and People Trafficking) Bill
- Fair Work (Registered Organisations) Amendment Bill
- Migration Amendment (Reform of Employer Sanctions) Bill
- Fair Work Amendment (Small Business—Penalty Rates Exemption) Bill
- Protecting Local Jobs (Regulating Enterprise Migration Agreements) Bill
- Fair Employee Entitlements in Insolvency Bill
- Australian Charities and Not-for-profits Commission Bill
- Fair Work Amendment (Transfer of Business) Bill.

Representation on workplace bodies

- National Workplace Relations Consultative Council
- Paid Parental Leave Scheme Implementation Group
- Equal Opportunity for Women in the Workplace Act Amendments implementation advisory group

- Standards Australia technical committee on a proposed new voluntary standard (Gender Inclusive Job Evaluation)
- International Labour Affairs Committee
- Committee of Industrial Legislation
- Fair Work Australia minimum wage research group
- Appointment to the government’s drafting panel to prepare draft model rules for registered industrial organisations.

Workplace health and safety

- Assist in developing collective views of business on work health and safety (WHS) and represent these views in government and business forums
- Liaise with governments on behalf of business regarding national harmonisation of WHS laws
- Advocate in support of regulatory harmonisation, but not at any cost
- Submit comments and support activities on development and implementation of model WHS Act

continued on page 64

PRECIOUS METALS & SELF MANAGED SUPER FUNDS

WHERE DO YOU START?

WHAT SHOULD YOU BUY?

WHERE DO YOU STORE IT?

WHAT ABOUT INSURANCE?

WHAT ABOUT AUDIT REQUIREMENTS?

IT'S EASIER THAN YOU THINK.....

GUARDIAN VAULTS

&

GUARDIAN GOLD

PURCHASE

GOLD & SILVER

INSURANCE

LLOYDS OF LONDON

DELIVERY

DIRECT TO THE VAULT

ALLOCATED SECURE STORAGE

SAFE DEPOSIT BOXES &

BULLION SAFES

CREATING SEAMLESS SOLUTIONS FOR
SELF MANAGED SUPER FUNDS

ONE LOCATION

WWW.GUARDIANVAULTS.COM.AU OR WWW.GUARDIAN-GOLD.COM.AU

MELBOURNE AND SYDNEY +61 3 9606 0588



continued from page 62

- Analyse and prepare submissions on harmonisation of WHS Regulations and codes of practice
- Establish Industry Reference Groups on WHS harmonisation as required
- Negotiate harmonisation proposals with governments collectively and bilaterally
- Represent Safe Work Australia (via Anne Bellamy, Chamber of Commerce and Industry Western Australia), and coordinate representation on other Safe Work committees or provide direct representation as required
- Analyse Regulatory Impact Statements and cost/benefit of harmonisation proposals
- Prepare submissions on areas of concern in draft regulations and codes and guides
- Brief industry and member organisations on harmonisation proposals
- Make public commentary on harmonisation objectives and proposals
- Represent Safe Work Australia Temporary Advisory Groups considering harmonisation of workers' compensation schemes in relation to return to work, permanent impairment, definitions, death benefits, multi-state employers and self-insurance (via Greg Pattison, NSW Business Chamber of Commerce and Industry and others)
- Continue to judge in national Safe Work Awards (senior adviser Toulia Papadopoulos)
- Commence development of small business mental health initiative with beyondblue as partner.

Superannuation reforms

- Representing the interests of employers in the compulsory superannuation system
- Membership and representation of employer interests (via Dick Grozier, NSW Business Chamber) on the ATO's Superannuation Consultative Committee, the Stronger Super Peak Consultative Group and other advisory groups
- Submissions and advocacy in response to legislation implementation of MySuper and SuperStream; government's Stronger Super reform package
- Advocacy against increases to the superannuation guarantee levy and extension of the director penalty notice regime
- Representing employer interests in the Productivity Commission's Inquiry into default superannuation funds in modern awards and ensuring employers are not exposed to increased new costs and legal obligations.

Legal affairs

- Assessment and communication of significant legal developments affecting the business community
- Advocacy on National Round Table on People Trafficking
- Appointed to Attorney-General's Expert Panel on reducing legal complexity of cross-border transactions and relationships progressed through the Standing Council on Law and Justice
- Advocacy in support of civil justice system meeting needs of the business community

- Analysis, consultation and submissions to government on legislation to establish new governance obligations and a regulator for not-for-profit organisations
- Advocacy to ensure that reporting obligations under federal equal opportunity laws continue to apply only to large firms with 100 or more employees whilst retaining existing non-financial sanctions
- Submissions and liaison with officials from the Department of Finance and Deregulation and Attorney-General's office on a project to create a single federal anti-discrimination Act
- Consultations with the Australian Law Reform Commission and the Australian Domestic and Family Violence Clearinghouse on domestic and family violence
- Advocacy on national privacy laws for the public and private sector, ensuring amendments to the Privacy Act 1988 do not affect existing exemptions for small business (with annual turnover of \$3 million) and employers (employee records)
- Submission in response to proposals for a federal statutory privacy tort
- Submission to a government review on Australian contract law expressing concern at proposals that could create significant uncertainty to contracts underpinning all commercial transactions.

continued on page 68



Australian Government
Department of Health and Ageing
NICNAS

Regulating chemicals for your protection
NATIONAL INDUSTRIAL CHEMICALS NOTIFICATION AND ASSESSMENT SCHEME

Importing or Exporting products containing chemicals?

Industrial Chemicals	Chemicals with an industrial use, including chemicals contained in a mixture.
Examples:	Chemicals used in solvents, adhesives, plastics, inks, mineral and petroleum processing, refrigeration, paints, cleaning products, cosmetics and perfumes.
Requirements for use:	Registration with NICNAS is required for import or manufacture of industrial chemicals for commercial purposes – regardless of the value of the chemicals. All industrial chemicals must be listed on the AICS Inventory.
Chemicals of International Concern	Chemicals included under the Rotterdam Convention because they are hazardous and post a high risk to public health and/or the environment.
Examples:	Polychlorinated biphenyls (PCBs), Poly-brominated biphenyls (PBBs), Tris (2,3-dibromopropyl) phosphate (TBPP), Tetramethyl lead (TML), Tetra-ethyl lead (TEL)
Requirements for Use:	International Trade in these chemicals is controlled by legislation. Authorisation may be required from NICNAS to be able to legally trade.

For more information – Phone: **02 8577 8800 / 1800 638 528** Email: **info@nicnas.gov.au**
NICNAS, GPO Box 58, Sydney, NSW 2001, Australia

www.nicnas.gov.au

AG37711

YOUR PROFESSIONAL SMSF SOLUTION

Assertus is dedicated to providing specialist accounting, advisory, taxation and audit services to self-managed superannuation funds (SMSF). Working directly with fund trustees, we provide personal and professional SMSF services. We also provide confidential services to accounting and financial planning practices.

Self-managed super funds are the fastest growing segment in the superannuation market. It is also a minefield of technical information and regulatory change. As trustees, you are responsible for the management of your SMSF. The price for getting it wrong can be very costly; therefore, finding the right people to help you is vital but can be a daunting task. You need someone who is going to look after your fund and can provide you with regular updates, advice and assistance.

We all recognise when we are sick that sometimes seeing our GP is not enough. There are times when we need a specialist. With superannuation being our largest asset after our home, doesn't your SMSF deserve specialist care?

Assertus provides personalised services tailored to clients' needs. Our flexible services move with you as your needs and service requirements change. You will have direct contact with the Director, and all services are provided directly by us. We do not outsource or use offshore processing or service providers. Protection of your personal information is paramount.



We offer all our clients access to free technical newsletters and updates, seminars, workshops and more.

Director Tracey Scotchbrook is an SPAA accredited Specialist Advisor and Chair of the SPAA WA Chapter. In 2009 Tracey was awarded the Præmium Scholarship at the SPAA National Conference, which enabled

her to complete the Professional Certificate in Self Managed Superannuation at the University of Adelaide.

All initial consultations are provided as a no-obligation service, free of charge. 

Assertus Pty Ltd
www.assertus.com.au
info@assertus.com.au
PH (08) 9481 6266
FX (08) 9321 0860

Who do you trust with your self managed super fund?



Whether you are considering a self managed super fund or are already an SMSF trustee,

Assertus can help you.

Our services can be tailored to your needs and include:

Administration | Accounting | Corporate trustee management
Estate planning | Taxation compliance and advisory services
SMSF establishment | Retirement planning | Contribution strategies
Investment strategies | Pensions.

We also provide confidential services to accounting and financial planning practices.

 **(08) 9481 6266**

 **info@assertus.com.au**

 **www.assertus.com.au**



Assertus Pty Ltd is a CPA Practice



A S S E R T U S

Assertus Pty Ltd is a Corporate Authorised Representative No. 406431 of Interprac Financial Planning Pty Ltd.



continued from page 65

Trade Policy

- Consultations and support for Doha Ministerial
- Representing business interests in relation to the Trans-Pacific Partnership Agreement negotiations
- Negotiation of and leadership in the Business Partnership Group to support the Indonesia–Australia Comprehensive Economic Partnership Agreement (IA-CEPA)
- Successfully seeking funding to develop an International Trade Outreach Initiative to support business in understanding and taking advance of Free Trade Agreements
- Championing business interests in international dispute resolutions in Free Trade Agreements
- Advocating the case against protectionism in response to job losses in manufacturing
- Opposing border carbon tariffs
- Strengthening engagement with key strategic partners in the Asia-Pacific region and internationally
- Strategic expansion of ACCI’s trade policy committee, and development of a closer working relationship with state-based stakeholders
- Co-operation with ACCI members through the provision of value-added services
- Strengthening trade facilitation activities
- Lobbying and influencing Australian Government and agencies, including restructure of Austrade
- Support for Australian Made, Australian Grown domestic and overseas promotion
- Representation of business interests in the Productivity Commission’s inquiry into export finance arrangements
- Partnering with Austrade on annual Export Awards
- Representation on Standards Australia’s International Policy Advisory Committee
- Representation in ACCI’s international business network (ICC, CACCI, IOE, CAPE, BIAC)
- Policy analysis of public private partnerships in Asian region
- Supporting documentation for Australian exporters seeking preferential tariff treatment under Free Trade Agreements through implementation of the government’s Scheme for the Recognition of Bodies to Issue Certificates of Origin for Free Trade Agreements
- Business representation on reform of government’s APEC Business Travel Card scheme, following business backlash at 2010 scheme revision
- Border trade facilitation through Customs and Australian Quarantine and Inspection Service (AQIS) committees (AQIS Industry Cargo Consultative Committee and Customs and Border Protection National Consultative Committee)
- Representation of business interests in the Indian Ocean Rim Association for Regional Cooperation (IOR-ARC) Business Forum. 

Q AND A: SAM BAKER TAKES CHARGE OF HIS SUPER WITH DHA PROPERTY

Sam Baker has been in the accounting industry for 22 years and currently runs his own chartered accountancy firm in the inner Melbourne suburb of Fitzroy North. He is always on the lookout for investment opportunities that will allow his clients the best possible financial outcomes – sometimes this works in his favour too. When a client brought Defence Housing Australia (DHA) property investment to his attention, Sam saw an opportunity too good to pass up. Sam talks about his two DHA properties and why he chose to invest through his Self-Managed Superannuation Fund (SMSF).

What made you choose to invest in property?

I was into shares but, as happened to a lot of people, the global financial crisis devastated my investments. I like property because it's tangible and, depending on your financial circumstances, it can offer considerable taxation benefits. With property, you can really leverage to grow your portfolio. You can't really leverage your shares as easily, or if you do, you have to deal with the daily fluctuations that can really affect it. For me, property is safer.

When you decided to invest in residential property, why did you choose DHA?

DHA's lease really appealed to me. Having been an accountant for 22 years, I've seen the good and the bad. You just think, 'I

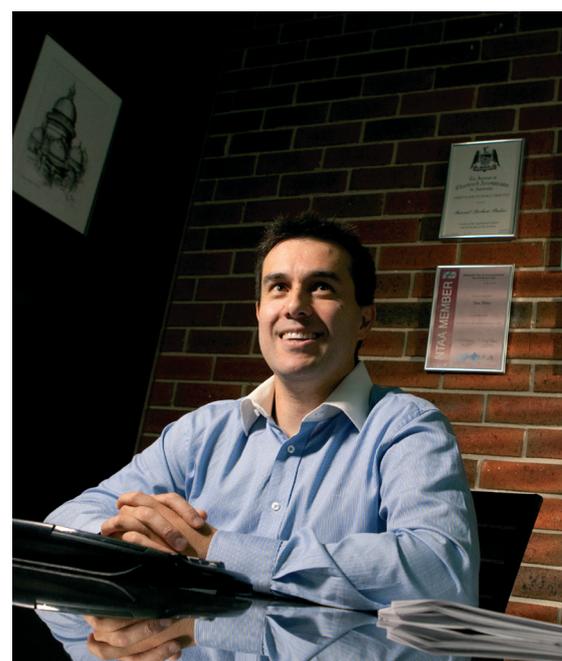
don't want to go through that headache'. With DHA, I've dealt with fantastic people, I don't have to worry about tenants, I know my rent will be paid every month and the property is being well maintained. In my industry you get to meet a lot of different people selling different products, whether it is property, shares, loans or whatever. You quickly work out who is going to do the right thing by your clients – I have full confidence in DHA.

Why did you choose to invest using your SMSF?

For me, it was the right strategy. I wanted to put my super to good use and take advantage of the huge tax benefits. I think a lot of people are disillusioned with what their super is doing at the moment, or they tend to think they can't touch it until they are 60. But that's not the case. They forget it is still their money, so why not make it grow, I say? You can take charge by setting up your own self-managed fund. It is complex and takes a bit of work, but with the right professional advice and assistance it can really work. Education is the key – I love sharing the knowledge with my clients and getting feedback about their success.

The first DHA property you purchased was interstate and the second property was in Melbourne. Why did you choose to invest this way?

I always tell my clients about the importance of diversifying your portfolio. So when buying my first



investment property, I had to listen to my own advice! DHA made the decision so much easier, because you can buy a property interstate and don't even have to think about whether it's tenanted or if you'll get paid rent. In fact, I think that's one of the biggest advantages with investing with DHA.

Would you recommend DHA?

I have certainly suggested it to clients, but I can't recommend a particular product. I always encourage anyone to make sure they have an investment strategy that works for them to grow their wealth. There is no financial gain for me but I'm happy to pass on my personal experiences. I just point them in the direction of the seminars and website, and at the end of the day, they have to make up their own mind. ■■■

RECOGNISING SERVICE AND EXCELLENCE

ACCI SERVICE AWARDS

In March 2012, at a gala dinner in Perth, ACCI President Richard Holyman conferred the ACCI Service Award on its fourth recipient, Mr Ken Court AM.

The ACCI Service Award is an initiative commenced in 2009 in recognition of those who make a special contribution to the national and international work of Australian business through their service to ACCI and our National Member Network.

The Award showcases the depth and quality of people within the ACCI National Member Network, and fosters collegiality and a sense of connection between members and the work of the secretariat.

The first three recipients of the ACCI Service Award were John Collins (for service to international trade, commerce and customs), Sylvia Kidziak AM (for service to workplace health, safety and compensation) and Ken Redfern (for service to workplace policy and employment, education and training).

Ken has dedicated over 30 years of service to ACCI and the Chamber of Commerce movement in Australia and the Asian region.

President of the Australian Chamber of Commerce from 1983 until 1985, Ken then went on to become an ACCI and Australian business representative in the forums of the Confederation of Asian Chambers of Commerce and Industry (CACCI); work that he still continues today.

ACCI President Richard Holyman acknowledged that 'Ken was instrumental in building Australia's business network with Asian Chambers at a time when Australia was opening itself up to globalisation and integrating our economy into Asia.'

In 2010, Ken was appointed President Emeritus by CACCI in recognition of his continued participation in the projects, programs and annual gatherings of the Confederation.



NATIONAL SAFE WORK AWARDS

The Safe Work Australia Awards recognise the commitment of Australia's workplace health and safety champions to making Australian workplaces safer.

Finalists for each of the Award categories were winners of WHS Awards in their individual states and territories.

An independent judging panel, which includes ACCI, considered each finalist's award submission prior to deciding on a final winner for each category.

The annual Safe Work Australia Awards ceremony was held at Parliament House, Canberra, in April 2012. ACCI is proud to participate in these Awards and help to profile business owners, managers and employees who are making a real and practical difference to workplace health and safety cultures, behaviours and outcomes.

AUSTRALIAN EXPORT AWARDS

The Australian Export Awards are co-presented by Austrade and ACCI. They continue to be acknowledged by the business community as some of Australia's most prestigious industry awards.

2012 marks the 50th year in which ACCI has been proudly involved with these awards. Since their inception, the Awards have:

- Identified and rewarded Australia's most successful and innovative exporters
- Recognised that exports underpin the success of the Australian economy by creating jobs and wealth
- Developed a community awareness about the importance of exporting to Australia's future economic prosperity
- Promoted top exporters as corporate role models in order

to encourage other Australian businesses to strive for success in world markets.

These national awards cover all sectors of the economy, and the national finalists have progressed from being state or territory export award winners. In 2012, as we look back on 50 years of the Australian Export Awards, we are reminded of the innovation and ingenuity of Australian businesses in their quest for export success.

The Prime Minister's Exporter of the Year award is selected by the Prime Minister from the category winners.

The 2012 winners of the Austrade/ ACCI Export Awards will be announced at a Gala Dinner at Parliament House in Canberra on 27 November, the same date on which the inaugural Export Awards were held in 1963.

PROMOTING AUSTRALIAN MADE, AUSTRALIAN GROWN

ACCI is a founding member of the Australian Made, Australian Grown Campaign.

The Australian Made, Australian Grown Campaign is made famous by the stylised green and gold Australian Made kangaroo logo. Only products that meet the strict rules approved by the government and administered by the not-for-profit Australian Made, Australian Grown Campaign are allowed to use the Australian Made logo.

Independent research shows the logo to be the most trusted product symbol in Australia.

It is also a logo that reaffirms quality and excellence in Australian products.

With pressure on Australian manufacturers building during 2012, ACCI and the Australian Made, Australian Grown Campaign reminded consumers during the year of the benefits to jobs and the economy of purchasing goods displaying the logo.



THANK YOU ANNE BELLAMY

ACCI congratulates Anne Bellamy, CCIWA's former Director of Health, Safety and Workers Compensation, on the service she has proved to the national work health and safety (WHS) and occupational health and safety (OHS) areas over the past two decades.

Anne has been a national leader, representing ACCI and our members on the highest advisory body in our nation on health and safety, Safe Work Australia - and its predecessors.

The ACCI Secretariat and extended network thank Anne for the enormous and important role she has played in developing WHS's and OHS's visibility on the national policy stage. We wish her all the best for her ongoing activities.

Thanks also go to the Chamber of Commerce and Industry Western Australia (CCIWA) for loaning their support and allowing Anne to divert her energies to national WHS issues.

THANK YOU TO JIM HARGRAVES

Jim Hargraves, Senior Workplace Relations Adviser at the Printing Industries Association, retired this year after 30 years of service. Jim started in 1983 and is one of the very few in our member network who speaks from direct knowledge of the transformation of the centralised IR system during the 1980s and early 1990's. Jim sat around our table when ACCI was the Confederation of Australian Industry, before our merger with the Australian Chamber of Commerce in 1992. On behalf of current and past members, officers and staff in our Workplace Policy Unit and Workplace Policy Committee, we salute Jim's service. ■■■

2012 ACCI MEMBERS

CHAMBERS OF COMMERCE & INDUSTRY

ACT AND REGION CHAMBER OF COMMERCE & INDUSTRY
12A THESIGER COURT
DEAKIN ACT 2600
T: 02 6283 5200 F: 02 6282 2436
E: chamber@actchamber.com.au
www.actchamber.com.au

BUSINESS SA
ENTERPRISE HOUSE
136 GREENHILL ROAD
UNLEY SA 5061
T: 08 8300 0000 F: 08 8300 0001
E: enquiries@business-sa.com
www.business-sa.com

CHAMBER OF COMMERCE & INDUSTRY QUEENSLAND
INDUSTRY HOUSE
375 WICKHAM TERRACE
BRISBANE QLD 4000
T: 07 3842 2244 F: 07 3832 3195
E: info@cciq.com.au
www.cciq.com.au

CHAMBER OF COMMERCE & INDUSTRY WESTERN AUSTRALIA
180 HAY STREET
EAST PERTH WA 6004
T: 08 9365 7555 F: 08 9365 7550
E: info@cciwa.com
www.cciwa.com

CHAMBER OF COMMERCE NORTHERN TERRITORY
CONFEDERATION HOUSE
SUITE 1, 2 SHEPHERD STREET
DARWIN NT 0800
T: 08 8982 8100 F: 08 8981 1405
E: darwin@chambernt.com.au
www.chambernt.com.au

NEW SOUTH WALES BUSINESS CHAMBER
LEVEL 15, 140 ARTHUR STREET
NORTH SYDNEY NSW 2060
T: 132 696 F: 1300 655 277
E: navigation@nswbc.com.au
www.nswbc.com.au

TASMANIAN CHAMBER OF COMMERCE & INDUSTRY
30 BURNETT STREET
NORTH HOBART TAS 7000
T: 03 6236 3600 F: 03 6231 1278
E: admin@tcci.com.au
www.tcci.com.au

VICTORIAN EMPLOYERS' CHAMBER OF COMMERCE & INDUSTRY
486 ALBERT STREET
EAST MELBOURNE VIC 3002
T: 03 8662 5333 F: 03 8662 5462
E: vecci@vecci.org.au
www.vecci.org.au

NATIONAL INDUSTRY ASSOCIATIONS

ACCORD - Hygiene, Cosmetic and Specialty Products Industry
FUSION BUILDING SUITE 4.02,
LEVEL 4, 22-36 MOUNTAIN STREET
ULTIMO NSW 2007
T: 02 9281 2322 F: 02 9281 0366
E: emifsud@accord.asn.au
www.accord.asn.au

AGRIBUSINESS EMPLOYERS' FEDERATION
250 FOREST ROAD
LARA VIC 3215
T: 03 5272 9223 F: 03 5274 2084
E: aef@aef.net.au
www.aef.net.au

AIR CONDITIONING & MECHANICAL CONTRACTORS' ASSOCIATION
30 CROMWELL STREET
BURWOOD VIC 3125
T: 03 8831 2800 F: 03 9888 8459
E: natamca@amca.com.au
www.amca.com.au

AUSTRALIAN BEVERAGES COUNCIL
LEVEL 1, SUITE 4
6-8 CREWE PLACE
ROSEBERRY NSW 2018
T: 02 9662 2844 F: 02 9662 2899
E: info@australianbeverages.org
www.australianbeverages.org

AUSTRALIAN DENTAL INDUSTRY ASSOCIATION
LEVEL 5, 757 ELIZABETH STREET
ZETLAND NSW 2017
T: 02 9319 5631 F: 02 9319 5381
E: national.office@adia.org.au
www.adia.org.au

AUSTRALIAN FOOD & GROCERY COUNCIL
LEVEL 2, SALVATION ARMY BUILDING
2-4 BRISBANE AVENUE
BARTON ACT 2600
T: 02 6273 1466 F: 02 6273 1477
E: info@afgc.org.au
www.afgc.org.au

AUSTRALIAN HOTELS ASSOCIATION
LEVEL 4, COMMERCE HOUSE
24 BRISBANE AVENUE
BARTON ACT 2600
T: 02 6273 4007 F: 02 6273 4011
E: aha@aha.org.au
www.aha.org.au

AUSTRALIAN INTERNATIONAL AIRLINES OPERATIONS GROUP
C/- QANTAS AIRWAYS QANTAS CENTRE
QCA4, 203 COWARD STREET
MASCOT NSW 2020

AUSTRALIAN MADE, AUSTRALIAN GROWN CAMPAIGN
SUITE 105, 161 PARK STREET
SOUTH MELBOURNE VIC 3205
T: 03 9686 1500 F: 03 9686 1600
E: ausmade@australianmade.com.au
www.australianmade.com.au

AUSTRALIAN MINES & METALS ASSOCIATION
LEVEL 10, 607 BOURKE STREET
MELBOURNE VIC 3000
T: 03 9614 4777 F: 03 9614 3970
E: vicamma@amma.org.au
www.amma.org.au

AUSTRALIAN PAINT MANUFACTURERS' FEDERATION
SUITE 604, LEVEL 6,
51 RAWSON STREET
EPPING NSW 2121
T: 02 9876 1411 F: 02 9876 1433
E: office@apmf.asn.au
www.apmf.asn.au

AUSTRALIAN RETAILERS' ASSOCIATION
LEVEL 10, 136 EXHIBITION STREET
MELBOURNE VIC 3000
T: 1300 368 041 F: 03 8660 3399
E: info@retail.org.au
www.retail.org.au

AUSTRALIAN SELF MEDICATION INDUSTRY
SUITE 2202, LEVEL 22, 141 WALKER ST
NORTH SYDNEY, NSW, 2060
T: (02) 9922 5111
E: info@asmi.com.au
www.asmi.com.au

BUS INDUSTRY CONFEDERATION
LEVEL 2, 14-16 BRISBANE AVENUE
BARTON ACT 2600
T: 02 6247 5990 F: 02 6230 6898
E: enquiries@bic.asn.au
www.bic.asn.au

CONSULT AUSTRALIA
LEVEL 6, 50 CLARENCE STREET
SYDNEY NSW 2000
T: 02 9922 4711 F: 02 9957 2484
E: info@consultaaustralia.com.au
www.consultaaustralia.com.au

CANBERRA SECRETARIAT
LEVEL 3, COMMERCE HOUSE
24 BRISBANE AVENUE
BARTON, ACT, 2600
T: (02) 6273 2311 F: (02) 6273 3286
E: info@acci.asn.au

HOUSING INDUSTRY ASSOCIATION
79 CONSTITUTION AVENUE,
CAMPBELL ACT 2612
T: 02 6245 1300 F: 02 6257 5658
E: enquiry@hia.com.au
www.hia.com.au

LIVE PERFORMANCE AUSTRALIA
LEVEL 1
15-17 QUEEN STREET
MELBOURNE VIC 3000
T: 03 9614 1111 F: 03 9614 1166
E: info@liveperformance.com.au
www.liveperformance.com.au

MASTER BUILDERS AUSTRALIA LTD
LEVEL 1, 16 BENTHAM STREET
YARRALUMLA ACT 2600
T: 02 6202 8888 F: 02 6202 8877
E: enquiries@masterbuilders.com.au
www.masterbuilders.com.au

MASTER PLUMBERS' & MECHANICAL SERVICES ASSOCIATION OF AUSTRALIA
525 KING STREET
WEST MELBOURNE VIC 3003
T: 03 9329 9622 F: 03 9329 5060
E: info@mpmsaa.org.au
www.plumber.com.au

NATIONAL BAKING INDUSTRY ASSOCIATION
BREAD HOUSE
49 GREGORY TERRACE
SPRING HILL QLD 4000
T: 07 3831 5961
E: nbia@nbia.org.au
www.nbia.org.au

NATIONAL ELECTRICAL & COMMUNICATIONS ASSOCIATION
LEVEL 4, 30 ATCHISON STREET
ST LEONARDS NSW 2065
T: 02 9439 8523 F: 02 9439 8525
E: necanat@neca.asn.au
www.neca.asn.au

NATIONAL FIRE INDUSTRY ASSOCIATION
PO BOX 2466
WERRIBEE NSW 3030
T: 03 9865 8611 F: 03 9865 8615
E: info@nfia.com.au
www.nfia.com.au

MELBOURNE SECRETARIAT
LEVEL 3,
486 ALBERT STREET
EAST MELBOURNE, VIC, 3002
T: (03) 9668 9950 F: (03) 9668 9958
E: melb@acci.asn.au

NATIONAL RETAIL ASSOCIATION
PO Box 1544
COORPAROO DC QLD 4006
T: 07 3240 0100 F: 07 3240 0130
E: info@nra.net.au
www.nra.net.au

OIL INDUSTRY INDUSTRIAL COMMITTEE
C/- SHELL AUSTRALIA
GPO BOX 872K
MELBOURNE VIC 3001
F: 03 9666 5008

PHARMACY GUILD OF AUSTRALIA
LEVEL 2, 15 NATIONAL CIRCUIT
BARTON ACT 2600
T: 02 6270 1888 F: 02 6270 1800
E: guild.naf@guild.org.au
www.guild.org.au

PLASTICS & CHEMICALS INDUSTRIES ASSOCIATION
LEVEL 10, 10 QUEEN STREET
MELBOURNE VIC 3000
T: 03 9611 5412 F: 03 9611 5499
E: info@pacia.org.au
www.pacia.org.au

PRINTING INDUSTRIES ASSOCIATION OF AUSTRALIA
25 SOUTH PARADE
AUBURN NSW 2144
T: 02 8789 7300 F: 02 8789 7387
E: info@printnet.com.au
www.printnet.com.au

RESTAURANT & CATERING AUSTRALIA
SUITE 17, 401 PACIFIC HIGHWAY
ARTARMON NSW 2064
T: 1300 722 878 F: 1300 722 396
E: restnca@restaurantcater.asn.au
www.restaurantcater.asn.au

VICTORIAN AUTOMOBILE CHAMBER OF COMMERCE
LEVEL 7, 464 ST KILDA ROAD
MELBOURNE VIC 3004
T: 03 9829 1111 F: 03 9820 3401
E: vacc@vacc.asn.au
www.vacc.com.au

JOIN THE ACCI MEMBER NETWORK



AUSTRALIAN CHAMBER OF COMMERCE AND INDUSTRY

WANT TO KNOW MORE ABOUT BEING AN EMPLOYER OF DEFENCE RESERVISTS?

CONTACT OUR TEAM WHO CAN HELP YOU:

- Develop Reserve friendly leave policies
- Be publicly acknowledged for your support of Defence Reservists
- Understand your obligations and the benefits available
- Sign up for employer engagement activities like Exercises Boss Lift and Executive Stretch



WANT TO KNOW MORE?

defencereservessupport.gov.au
1800 803 485



DEFENCE RESERVES SUPPORT
Supporting Australia's Reservists and their Employers

Tomorrow never stops exploring

The world belongs to the endlessly curious – to everyone who experiences the world with eyes wide open, who never stops exploring, discovering and evolving. Here's to uncovering every possibility the world holds for us all.

Fly Emirates to 6 continents.



Hello Tomorrow Emirates