

*Invigorating*



CHAMBER OF  
COMMERCE &  
INDUSTRY  
QUEENSLAND

## Solutions for Business Success



Invigorating Business

Call > 1300 763 777

[www.cciq.com.au](http://www.cciq.com.au)



# Your Challenge – Our Solution

For the first time in almost two decades, companies are facing a tougher business environment. Slowing demand, weak consumer sentiment and an uncertain global marketplace are all conspiring to increase the challenges and risk of doing business in 2009.

Some of the challenges businesses face everyday include:

- > creating and preserving value in a highly competitive environment
- > navigating a wave of new regulation
- > motivating and taking care of key people
- > capturing value from deals
- > creating a sustainable business
- > dealing with unplanned events
- > making smarter risk decisions
- > managing business performance
- > operating globally
- > procuring materials and products
- > reducing costs
- > reporting performance
- > revenue growth
- > shared services and outsourcing
- > strengthening governance and regulatory compliance.

In many industries, a sustainable return on investment requires taking calculated risks – exploring new markets and dealing with complex social and environmental challenges. Unfortunately many business leaders and executives are ill equipped to face this new and ever-changing environment.

All businesses must remain competitive if they are to prosper. There are three ways to achieve this – differentiation, cost leadership and niche offerings – all of which can be realised by being smarter, managing more effectively and leveraging available support from Chamber of Commerce & Industry Queensland (CCIQ) across business compliance, business safety, business skills,

business sustainability, business representation, business globally and business connections.

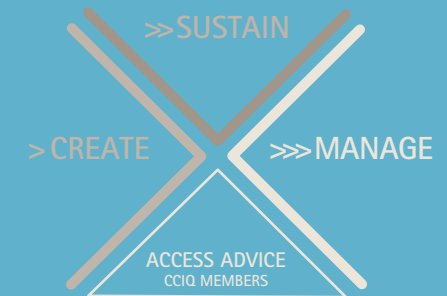
Those organisations that have:

- > identified the specific challenges they will face
- > developed strategies for these tough times
- > managed the necessary resources required
- > elicited guidance and mentoring from internal and external points

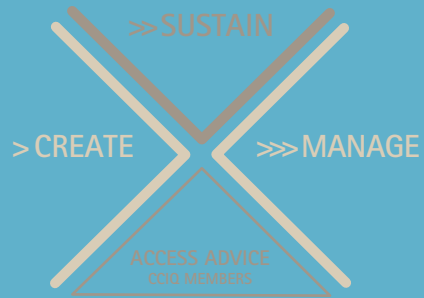
are the organisations that will not only survive, but will in fact, prosper. Take a forward look at what awaits your business this year, and put measures in place to keep yourself from being knocked out.

Membership with CCIQ will enable you to:

- > broaden your understanding of complex and tough issues
- > expand your know-how and versatility
- > improve research, learning and leadership skills
- > increase confidence in strategic thinking
- > develop new skills on planning, consultation and problem solving
- > improve your ability to achieve results
- > create smarter thinking on business challenges
- > build the ability to stimulate new action and different solutions
- > improve empowerment and creativity in decision making
- > reduce the on-going cycle of never being able to resolve tough issues
- > create the ability to anticipate upcoming problems and contingencies
- > improve business networks and knowledge resources
- > access a bag full of tips, ideas and strategies.



- > Identify specific challenges.
- > Develop strategies for tough times.
- > Develop tactical implementation plans.
- > Manage necessary resources required.
- > Elicit guidance and mentoring from internal and external points.



## Who is CCIQ?

Chamber of Commerce & Industry Queensland (CCIQ) is the state's peak industry body and most effective business lobby group, representing the interests of over 25,000 businesses, across all industry sectors and in all regions.



Established in 1868 as the collective voice of business, CCIQ has evolved to deliver a range of services to build, sustain and grow Queensland business, ensuring our customers have the right tools to achieve real results.

CCIQ is a non-government organisation that seeks to work with Government and other groups to shape Queensland's economic and social environments in a way that promotes business growth and community prosperity. We are commercially-minded, expertly qualified and champion business to gear up for the future today with solutions for success in tomorrow's world.

At CCIQ we harness the results of our research, lobbying and policy achievements to offer the best possible business support solutions to invigorate growth state wide, nationally and globally.

By joining CCIQ you support the organisation that supports the Queensland business community. Collective representation leads to a stronger, united voice, improving our capacity to shape a more positive business environment.

CCIQ is called upon by thousands of enterprises each year to deliver a broad range of business services including:

- > Business Representation
- > Business Skills
- > Business Compliance
- > Business Safety
- > Business Sustainability
- > Business Connections
- > Business Globally.

Our success is success for all Queensland businesses.

> 140 years serving the Queensland business community.

> Non-government organisation.

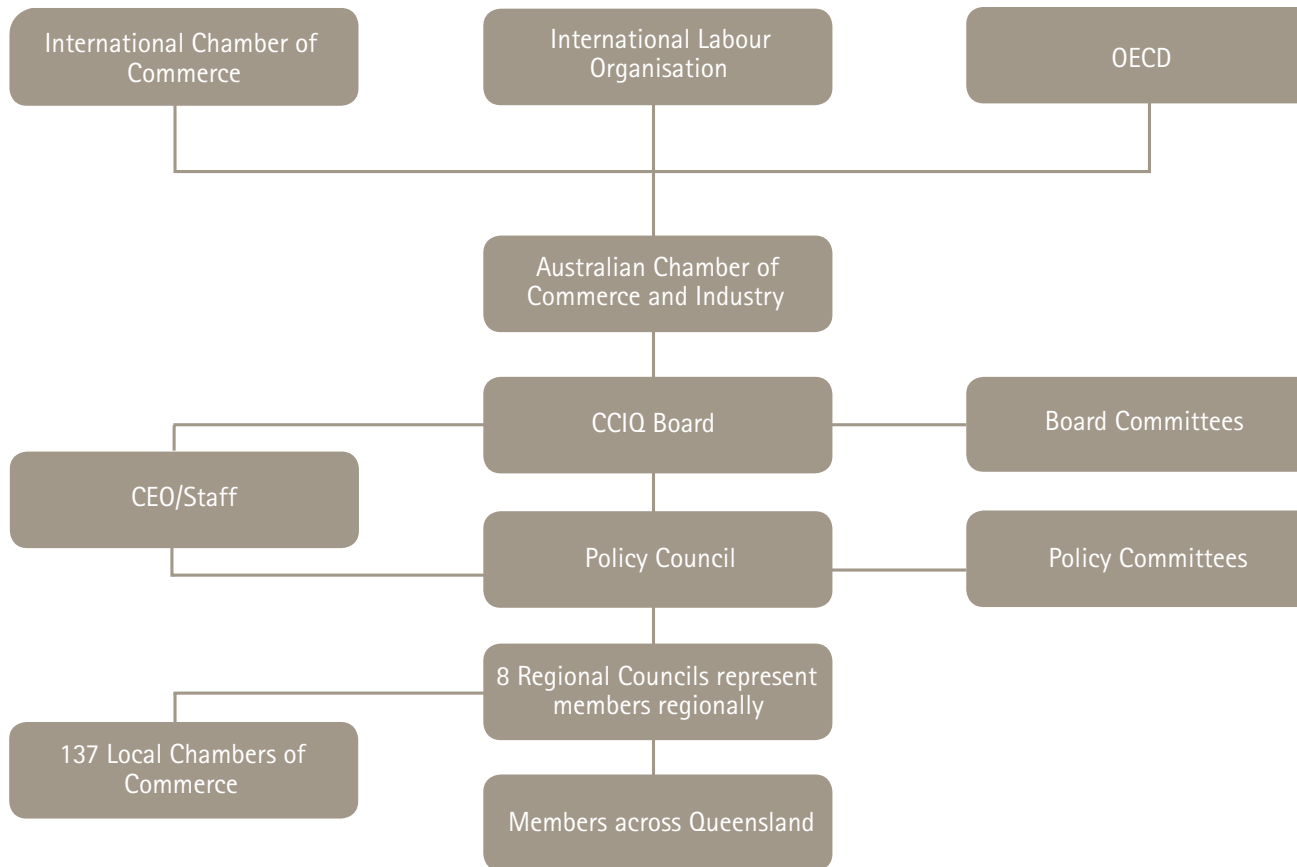
> Peak industry body and effective business lobby.

> Representing over 25,000 business across the state.

> Providing the right tools for real business results.

CCIQ is a founding member and influential partner of the Australian Chamber of Commerce and Industry (ACCI) and part of the worldwide network of Chambers of Commerce and affiliated business service organisations.

We have in excess of 3,800 members across Queensland and represent over 137 local chambers of commerce and 60 trade and professional associations.



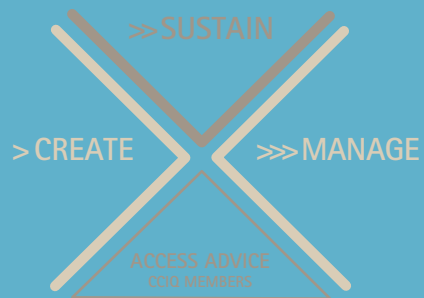
> Part of the worldwide chamber network.

> Partner of the Australian Chamber of Commerce and Industry.

> In excess of 3,800 members.

> Invigorate growth statewide, nationally and globally.

> Our success is your success.



## Membership that works for you

Membership ensures you are an integral part of an organisation dedicated to providing first class services and practical business solutions to invigorate business success in Queensland. Not only is membership your connection to information, training, consultancy services and industry best practice, it also allows you to take advantage of the many benefits CCIQ offers.

Our members are informed and connected business people. Whether you are a small business or part of a large industry, take advantage of the opportunity to associate yourself with the CCIQ brand and reap the rewards of being part of the winning CCIQ team.

- > Representation to government at both state and national levels through lobbying, public comment, government debate, ministerial meetings and policy submissions, affecting legislative change and ensuring government hears the views of the business community.
- > Preferential access to our professional commercial and non-commercial consulting services at special member rates.
- > Unlimited business hours access to our member only Employer Advice Line for advice on all areas of workplace relations.
- > Special member prices to attend CCIQ events and training courses, with easy access to online booking facilities through [www.cciq.com.au](http://www.cciq.com.au).
- > Achieve bottom line savings through our value added member benefits program, linking you with reputable companies offering tangible business benefits.
- > Keep up to date with the latest state and national business news with your FREE subscription to CCIQ's bi-monthly magazine, *Leading Business*, our monthly e-news publication, *Express*, as well as a range of regular e-news updates.
- > Receive regular legislative and regulatory alerts to ensure you are on top of any changes affecting your business operations.
- > Take advantage of the opportunity to shape the future of the business environment, with eligibility to join one of CCIQ's many business committees – become involved!
- > Network with like-minded business people and learn from their success at CCIQ's networking business functions.

- > Access to "Inside Q", a dedicated member only section on the CCIQ website. Get all the latest Industrial Relations information, Award alterations, useful hints and tips to improve your business operations and ensure you are compliant.
- > Have your say by completing special member only surveys designed to provide feedback on how CCIQ can best serve members and improve the business environment.

### CCIQ Buying Power

CCIQ's value added member benefits program offers significant savings on commonly purchased consumables. Through our alliances, members can save the value of their membership and much more.

- > OfficeMax – Up to 50% off general office products.
- > Sunfuel – Credit card system and fuel price savings.
- > Mitsubishi Motors – Access to National Fleet Pricing with no minimum vehicle requirement.
- > Toshiba – Government rates on multi-function devices and software solutions.
- > Qinserv – Protection of assets, liabilities and income essential for business at a highly affordable rate.
- > Qantas Club – Corporate rates for all members.
- > Workcover Premium Savings – Expert advice and significant WorkCover premium savings.

> Representation to State and Federal Government.

> Member only prices to attend events and training courses.

> FREE subscription to CCIQ publications.

> Preferential access to consulting services.

> Regular news updates and alerts.

## A united voice for business

As a member of CCIQ, you will join thousands of other Queensland businesses enjoying the success resulting from lobbying governments as a collective voice.

Members have the opportunity to participate in surveys, polling and other research on business issues. Our committees and regional councils look at the needs of all business sectors to create policies, which are developed and presented to government. Our ties with the Australian Chamber of Commerce and Industry ensure your Queensland issues are raised on the national agenda.

Through our continued work with Government, we have effected changes to areas such as electricity prices, paid parental leave, infrastructure spending, state and national minimum wages, workplace relations laws, workplace health and safety laws and environmental regulations.

## Employer Advice Line (EAL) – 1300 135 822

Employment issues can be a minefield! It is imperative you are confident in your requirements as an employer and are not putting yourself at risk of severe penalties for breach of legislation.

Industrial Awards, union activity, human resources issues, safety, WorkCover, contracts of employment, staff discipline and compliance are just a few issues faced by Queensland businesses every day, which can distract from core business operations.

Sometimes not making a decision is as bad as making the wrong decision. CCIQ's Employer Advice Line provides peace-of-mind by supporting members with relevant expert industrial employer advice. By contacting an advisor via our 1300 number, CCIQ members can feel comfortable knowing they are making industrial decisions compliant with current legislation.

## Workplace Award Service

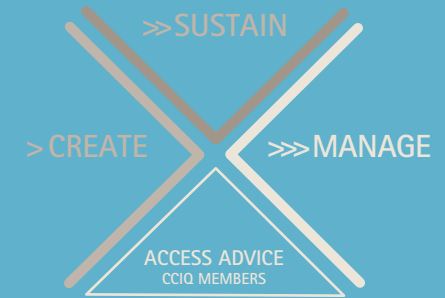
Different businesses use different Awards, which stipulate the rates of pay and employment conditions for their staff. By law, these Awards must be available at each workplace, and the conditions of the Award must be strictly applied.

Members are eligible to receive one complimentary Award included in their membership, with additional Awards available for a cost-effective subscription fee.

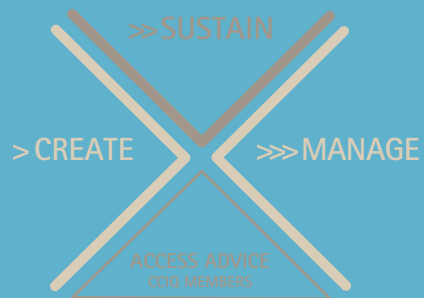
Members receive:

- > hard copy of the Award/s (required by law)
- > timely updates of any changes to the Award/s via circulars and alerts
- > online access to most current version via our Awards Online website
- > free advice on interpreting Award/s from our Employer Advice Line.

Failure to correctly apply Awards may result in costly penalties and back-pay claims years after staff leave your organisation.



- > Networking opportunities with like-minded business people.
- > Get involved with our business committees.
- > Access our member only section of our informative website.
- > Have your say by completing our member only surveys.
- > Unlimited access to our Employer Advice line (EAL).



# CCIQ – Invigorating Business



CCIQ members have recognised that clever use of the customer-friendly products and services offered across our seven service pillars can improve their business growth, staff morale and overall prosperity. Better still they have saved time, money and effort by choosing CCIQ consultancy services.

- > Business Representation
- > Business Skills
- > Business Compliance
- > Business Sustainability
- > Business Connections
- > Business Safety
- > Business Globally

## Business Representation

CCIQ is committed to representing the interests of its members and the Queensland business community as a whole. An important aspect of this role is the organisation's capacity to develop policy on industry related issues, which form the basis for addressing these issues and positively influencing government policies, programs and legislation.

We have a direct role in identifying issues and their impact on industry, and researching, analysing and developing appropriate policy responses. It is essential that CCIQ members have the opportunity to discuss major issues and CCIQ's policy response.

CCIQ represents the view of members by:

- > publicly commenting on legislative, administrative and industrial issues
- > participating directly in debates with governments and other stakeholders
- > providing formal submissions to governments on behalf of members
- > working in cooperation with state and local governments to identify and address issues that impact on Queensland business
- > responding to media, governments and the general business community to analyse and comment on the performance of the economy and other key business issues
- > national policy input.

## Business Skills

CCIQ offers nationally recognised training courses designed to cater for industry needs and requirements. We pride ourselves on our ability to provide businesses with a complete training solution through a public schedule, in-house or online. As a Registered Training Organisation (RTO), we deliver the following courses to the highest standards:

- > Certificate IV in Frontline Management (BSB40807)
- > Certificate IV in Human Resources (BSB41007)
- > Certificate IV in Training and Assessment (TAA40104)
- > Course in Functioning as a Workplace Health & Safety Officer (30596QLD)
- > Course in Recertification to Function as a Workplace Health & Safety Officer (30523QLD)
- > Course in Functioning as a Workplace Health & Safety Representative (30630QLD).

We also have an experienced group of professional trainers, who can deliver non-accredited courses including (but not limited to):

- > Rehabilitation & Return to Work Coordinator
- > Safety Essentials for Leaders
- > Contact Officer
- > Communication & Conflict Management
- > Telephone Skills
- > Time Management
- > Small Business Financial Series
- > Business Writing Skills.

Contact us for a copy of our extensive training directory.

## Business Compliance

Industrial Relations issues are often complex and risky. As an employer, there are an array of obligations and risks that can hinder a workforce's effectiveness. There are also a variety of opportunities to improve productivity, loyalty and employee satisfaction. The bottom line is often affected by an organisation's ability to manage issues in a timely and effective manner.

As long standing experts in the field of Workplace Relations, CCIQ can guide you through the issues before they arise, while you face them and afterwards, to prevent them arising again.

We can assist with a range of areas including:

- > industrial relations
- > advocacy and dispute resolution
- > individual, collective and enterprise bargaining agreements
- > anti-discrimination, harassment and workplace bullying
- > wage claims, investigations and settlements
- > workplace investigations
- > Performance management and development strategies
- > mediation, conciliation and conflict management
- > organisational, leadership and team development
- > change management
- > functional specification for Human Resources Information Systems
- > writing rule sets for payroll systems
- > human resource audits – including functional analysis and skills audit
- > remuneration strategy, benchmarking and reporting.

## Business Sustainability

Measuring, monitoring and improving your operation's efficient use of resources are key to reducing costs to your business. CCIQ's Business Sustainability team assists businesses to increase profits by reducing those costs associated with energy, water, raw material and waste management.

Our qualified team offers a wide range of services designed to improve your bottom line and access new markets through promotion of green credentials.

Our services include:

- > business efficiency assessments – water, energy, raw materials and waste management
- > developing life cycle inventories and assessments for carbon foot printing
- > accessing Commonwealth and State Government funding for eco-efficiency projects (rebates, subsidies)
- > developing and certifying Water Efficiency Management Plans
- > environmental management and eco-efficiency training
- > developing Environmental Management Systems for ISO14001 certification
- > environmental compliance inspections, with a focus on the Environmental Protection Act 1994 and subordinate legislation
- > preparing environmental authority applications and site based management plans
- > assistance in undertaking a controlled adjustment to the Carbon Pollution Reduction Scheme.

## Business Connections

CCIQ hosts a series of networking events, designed to connect you with the right people. We bring together the best in business from a range of industries to help you build your expertise and extend your reach through briefings, seminars and networking events.

Participants, sponsors and speakers come from all industry sectors, with a clear focus on the hot topics affecting business today. Whether you have an interest in human resources, are an aspiring entrepreneur or a key business leader, CCIQ has a networking event which will help expand your business contacts.

Valuable networking opportunities are also provided through CCIQ's special events such as Business After Hours, golf days, breakfasts and luncheons.



> Business Representation

> Business Skills

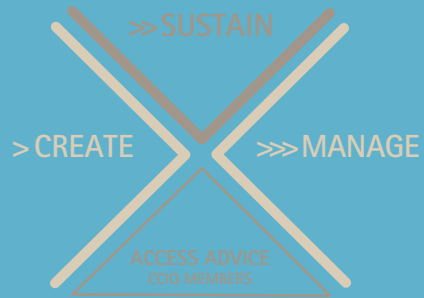
> Business Compliance

> Business Sustainability

> Business Connections

> Business Safety

> Business Globally



## Business Safety

Safeguarding your people and profits by creating a safe and healthy workplace for your employees makes good business sense – for productivity, employee satisfaction, retention and legal compliance.

To meet your obligations, CCIQ's Business Safety team can provide a full range of practical and cost effective workplace health and safety consultancy services, training and advice.

*Workplace Health & Safety Management Systems* – The core of a safe workplace is its robust health and safety management system. CCIQ has the expertise to assist with the development and implementation of systems to manage health and safety in any business; the development of health and safety and workplace rehabilitation policies and procedures; and the review of existing health and safety and workplace rehabilitation, systems, policies and procedures.

*Safety Planning & Strategy* – Every organisation has competing priorities and limited resources to devote to safety. Through strategic planning, an organisation is able to focus their efforts where they will make the most difference. CCIQ has helped many organisations, large and small, to develop and implement safety plans specific to their needs. The plans are realistic and build the capacity and the maturity of the organisation's safety management system over time.

*Worker's Compensation & Rehabilitation* – Workers' Compensation and rehabilitation are difficult issues for many businesses. CCIQ is able to assist by providing:

- > strategic reviews of current Workers' Compensation and injury management systems against agreed industry best practice standards
- > case management, advice and support of complex rehabilitation claims
- > development of training, systems and resources to enhance current managers' skills and knowledge in early intervention injury prevention and management
- > development of proactive health programs to increase employee awareness, participation and ownership in their physical, mental and emotional well being.

*Business Acquisition and Divestment Due Diligence* – The divestment and/or acquisition of companies and businesses contains a certain amount of risk. To ensure businesses are aware of the risks, CCIQ's team of experienced auditors are ideally placed to provide the full range of workplace inspections, compliance audits, corporate reviews, asbestos material reports and machinery audits.

## Business Globally

Whether you are looking at international business for the first time or looking to increase your existing international activities, CCIQ has the expertise and links to help you grow your business.

Our trade specialists provide advice on all aspects of international trade including:

- > trade documentation requirements, including Certificates of Origin and Carnets
- > latest export and import news, reports, customs information, consular advice, trade events, market briefs and trade opportunities
- > export assistance programs
- > sponsorship of short-stay visas for foreign business visitors
- > export capability assessment
- > short listing and segmentation of priority export markets
- > assistance in choosing one target market and developing an effective export strategy for this market, including such factors as competitors, logistics, pricing and promotion
- > undertaking a preliminary financial analysis on the costs of export market entry
- > preparing a comprehensive Export Plan to achieve your export objectives.
- > developing key milestones/KPIs to measure your export performance
- > developing an extensive list of valued contacts
- > representing your products/services in overseas markets
- > organising visits to target markets and meetings with valued contacts
- > helping develop and implement a follow-up agenda on return to Australia.

> Business Representation

> Business Skills

> Business Compliance

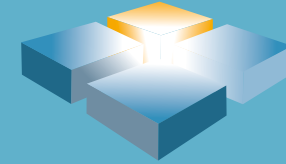
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