



## Combined Small Business Alliance of Western Australia Inc. (CoSBA)

PO Box 253, JOONDALUP WA 6919

President: Les Marshall      Vice President: Rod Henderson      Secretary/Treasurer: Terry Bright  
Chief Executive Officer: Oliver Moon      Administration Secretary/Treasurer: Val South  
Phone: 9250 3549      CoSBA WEB SITE: <http://www.cosba.com.au>      Phone: 9306 0155

## **NEXT MEETING: XMAS/BOARD MEETING**

**12.00pm, TUESDAY 1 DECEMBER 2009**

**Royal Perth Yacht Club, Australia II Drive (off Hackett Drive), Crawley**

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CORRESPONDENCE.PDF

SBA FREE EVENT.jpg



### **I R Alert**

It has come to [the attention of the Swan Chamber of Commerce] that a number of WA unions are making misleading statements about their bargaining rights in an attempt to coerce employers into bargaining with them for an Enterprise Agreement under the Fair Work Act. The letters claim that the union is the employees' bargaining representative and because of this the employer must commence negotiations with the union.

This statement is incorrect. Under the FairWork Act bargaining commences where:

- the employer initiates the bargaining;
- the employer agrees to bargain with the bargaining representative, or;
- Fair Work Australia issues a majority support order, scope order or low paid authorisation compelling the employer to bargain.

In addition unions are also seeking to compel employers to sign a Good Faith Bargaining Deed which establishes obligations upon employers far in excess of these required by the Fair Work Act.

The above examples indicate that some unions are prepared to use the current uncertainty about the new laws to mislead employers about their rights and obligations. (SOURCE: *News & Views*, Swan Chamber of Commerce, Sep 2009)

### **WA firm disputes work demand forecast**

A local consulting company claims labour demand in WA could surge by as much as 40 per cent in 2012, quashing previous projections by an economic forecaster that engineering work will slump by 20 per cent. WA firm Pit Crew Consulting today said it disagreed with BIS Shrapnel's recent engineering work forecast, which tipped a 20 per cent fall in engineering work over the next two years. BIS had said the fall was due to activity in mining and mining-related sectors, such as rail and harbours, retreating from unprecedented levels.

Today Pit Crew - which provides project market tracking and labour analysis to the resources, engineering and construction sectors - forecast an overall increase of between 10 per cent and 15 per cent in labour demand for major projects over the next two years. Pit Crew further claimed that by mid-2012, demand could be as high as 40 per cent on current levels.

"The level of labour demand is directly related to the amount of engineering construction being undertaken, so we struggle with the recent report," Pit Crew managing director Peter Dyball said. "There's currently over \$100 billion dollars worth of approved projects in WA - projects which have financial commitment or are already underway, with the prospect of a further \$100 billion worth of projects in the pipeline." He added that major project developers today had similar levels of workers on site as they did a year ago, and this was set to be largely sustained over the next 24 months. (SOURCE/EXTRACT: *WA Business News*, Daily Business Alert, 17.9.09)

### **Coalition vows to maintain IR safety net**

THE Coalition has pledged to keep a comprehensive safety net of pay and conditions for workers, subjecting workplace agreements to a stringent no-disadvantage test, in an effort to neutralise Labor claims the opposition wants to revive the Work Choices regime.

After Malcolm Turnbull came under attack this week for refusing to rule out the return of individual contracts, the Coalition's workplace spokesman, Michael Keenan, said yesterday the opposition policy would ensure workers would only be better off, not worse off.

Asked if he could guarantee the current safety of pay and conditions that underpin awards and agreements would not be reduced, Mr Keenan told *The Australian*: "Absolutely. Absolutely. I am very happy to say that. We are not about taking things away from people. We are about giving them opportunities to do better." Mr Keenan said the Coalition's industrial policy, which was currently being developed, would contain a comprehensive no-disadvantage test. "We want a test that makes sure people can only do better, they cannot do worse," he said.

However, Mr Keenan refused to explicitly state that the Coalition would not seek to revive Australian Workplace Agreements. Asked if his commitments meant AWAs would not be revived, he said: "Well, we'll release our policy in the lead-up to the next election. As has been made clear from what we have said this week, we are not going to sit around and rule things in and rule things out.

"But I just want to make it very clear, and I think this is very important, because the government always tries to run this line that somehow we're about ripping off workers or taking advantage of workers, that nothing could be further from the truth." He repeated Mr Turnbull's public position that "Work Choices is dead". (SOURCE/EXTRACT: *The Australian*, 18.9.09)

### **Unions threaten Buswell**

WA faces widespread strikes if the Barnett Government's review of the state industrial relations system creates "oppressive" conditions for workers, unionists warn. UnionsWA Will launch a major assault on Treasurer Troy Buswell's review of the state system from next Sunday - including a media campaign worth hundreds of thousands of dollars.

Unionists fear that the Government's review, due to report next month, will lead to a local version of the now-defunct federal Work Choices system. The unionists said WA workers - with at least 300,000 estimated to fall under the state industrial relations system - were heading for "dark times".

They said repressive individual contracts; changes to unfair dismissal laws, which allowed for easier sacking; erosion of minimum awards; limitations on the right to take industrial action; and reduced powers for the WA Industrial Relations Commission, were on the cards under the Liberals. "If all those changes happen, and it is as oppressive as we expect it will be, there will be widespread strike action, because it will affect all the public servants," one senior unionist said yesterday.

UnionsWA secretary Simone McGurk would not rule out industrial action, but refused to give details ' about the coming campaign. "Our concern is that (Premier) Colin Barnett's on the record saying, that he supports Work

Choices," she said. "And Troy Buswell says he thinks individual contracts are a good thing. "Troy Buswell also thinks unfair dismissal protections are a disincentive to employment. "This is ready the first test of the Liberal Government after Work Choices."

Mr Buswell said the outcome of the review, headed by industrial relations lawyer- Steven Amendola, would be given to the Government at the end of next month. "(It) is expected to make a series of recommendations about how to modernise the WA industrial relations system so that it is flexible and fair," he said. (SOURCE: *The Sunday Times*, 20.9.09)

## **Confidence grows as small guys back Rudd's policy**

THE Rudd government has received a ringing endorsement this week from a group of voters who should belong well and truly to Malcolm Turnbull -- small business. And the revelations from a historically accurate survey suggest it is time for the opposition to back off from their "kill the stimulus now" argument.

The survey is the Sensis Business Index, which I have used successfully to gauge the mood of a very important contributor to the country's economic growth -- the 2 million-plus small and medium-sized enterprises, or SMEs. This index made me rail against the Reserve Bank when it continued raising interest rates early last year. It also confirmed my suspicions that we could dodge a technical recession, which were all reported in this newspaper.

The index has been around since 1993, a couple of years before I started writing for *The Australian*. It has been tested for its reliability and has measured up. This week, we learned that SME business confidence had increased by record levels over the quarter and was now at the strongest level since August 2007. That was before the stockmarket crash. "The good news is that we have seen strong improvement in results across most business indicators this quarter, making it two consecutive quarters of growth," says Christena Singh, who runs the index.

She also indicated that the expectations about the future state of the economy grew strongly during the quarter, as did business confidence and business performance. And while this was widely reported, buried in the extensive report was the attitude of SMEs towards the federal government. Support for its policies rose to its strongest level ever.

So, why the "love" from a group that has to see Labor's workplace wage policies as a threat? That's easy, but let Singh explain it. "The federal government's economic stimulus package continued to be the main reason that SMEs gave for supporting the government," she says.

The much-disparaged cash handouts and investment rebates were highlighted as being good for business. Those who were anti-Labor cited lack of incentives, tax rates and bureaucratic interference. What's missing? There was no whingeing about wage policy changes, which will be big news. Right now no one understands how they will be hit and hurt, but that's where the main game will be for small business employers and ultimately the opposition.

Bagging the stimulus will not work because Australia has been recognised as the miracle Western economy that beat the global financial crisis. And lower interest rates, China and the stimulus package were the main reasons for this globally significant result.

*Peter Switzer hosts Switzer on Sky News Business Channel. You can contact him at [www.switzer.com.au/small-business](http://www.switzer.com.au/small-business) (SOURCE/EXTRACT: *The Weekend Australian*, 19.9.09)*

## **Cost of mobiles hits home**

THE mobile phone is eating a larger slice of the household budget than petrol this year, as the aftershocks of the global financial crisis force Australians to shift some of their consumption back to home base. Spending on food, electricity, gas and water have increased as part of the changing patterns of consumption.

A study by *The Australian* using unpublished official data shows spending on motoring fuel was at historic lows at just 2.4 per cent of household expenditure in the June quarter national accounts, while the share that went to telecommunications was 0.1 points higher at 2.5 per cent. It is the second occasion this decade the mobile phone has cost more consumer dollars than petrol, following a similar run between 2001 and 2004. This is part of a wider pattern in which Australians are spending more time and money in the kitchen and living room.

A snapshot of the typical household budget in the June quarter last year, before the global financial crisis hit, showed energy bills accounted for 20.5 per cent of spending, followed by transport on 12 per cent and food on 10.8 per cent. A year on, the share of spending that went to electricity, gas and water was 0.7 points higher at 21.2 per cent, while food was up 0.3 points to 11.1 per cent. This filled the vacuum left by the reduction in spending on transport, which lost 1.3 points to 10.7 per cent.

Transport comprises the purchase and operation of vehicles. All items were significantly down on a year ago. Car buying dropped from 3.7 per cent to 3.2 per cent of total spending, while motoring fuel slipped from 3.1 per cent to 2.4 per cent.

Telecommunication services, by contrast, held their ground at 2.5 per cent. The swings and roundabouts suggest the typical family put off the purchase of a new vehicle in 2008-09, drove their existing car less often and used the savings indoors on home-cooked meals and long nights in front of the flatscreen television.

The lower spending on petrol comprises both a short-term shock and a longer-term trend. Petrol's share of the household budget is now almost half what it was a generation ago, when it claimed 4.4 per cent of total spending in the June quarter of 1984. At that time, telecommunication services were a mere hobby at 1.3 per cent. The price of petrol is considered the most politically sensitive product after property and both sides of politics have been unwilling to increase taxes on motorists. (SOURCE/EXTRACT: *The Australian*, 21.9.09)

## **WA resources exports hit record**

Rising LNG, iron ore and gold exports saw the value of Western Australia's mineral and petroleum industry rise by 19 per cent to a record \$71.3 billion in the year to June 2009. Mines and Petroleum Minister Norman Moore said the Department of Mines and Petroleum's latest mineral and petroleum statistics had revealed the remarkable result.

"The value of WA's mineral and petroleum industry has risen by a significant amount despite the worst financial crisis the world has experienced since the Great Depression," Mr Moore said. "Iron ore sales accounted for almost half of the sector's value with \$33.6 billion and the petroleum sector accounted for 30 per cent, or \$21.3 billion.

"Within the petroleum sector, the sales value of LNG rose by a sizeable 67 per cent to a record \$8.5 billion and the gold sector increased by 25 per cent to \$5.2 billion as nervous investors flocked to the precious metal. "This growth is also underpinned by strong levels of investment with the total value of new capital expenditure by the State's mining industry amounting to \$22.8 billion, a 34 per cent increase to the previous financial year." The Minister said DMP figures showed WA was still the nation's economic powerhouse. (SOURCE/EXTRACT: *WA Business News*, Today's Business Updates, 21.9.09)

## **Business dusts off plans for growth**

BUSINESS confidence in Western Australia is back to levels not seen since the height of the resources boom, with one in two employers expecting an imminent economic rebound. A survey to be released today shows some businesses are already dusting off abandoned expansion plans as profits return to growth after a year of pain.

The Chamber of Commerce & Industry WA said the "crisis of confidence" that gripped employers appeared to be over. Businesses of all sizes in WA were gearing up for the "next wave of growth and prosperity". The CCI-Commonwealth Bank survey of 500 businesses shows every indicator of operating conditions improved in the past three months, with the sharpest gain related to profitability: 13 per cent reported their bottom line improved over the quarter, almost double the figure in June.

Almost half were confident the economy would strengthen soon, compared with just 14 per cent in June. CCIWA chief economist John Nicolaou said a sense of optimism had returned. "At the start of the year, at the height of the global financial crisis, three-quarters of WA businesses were pessimistic about the medium-term prospects for the WA economy," he said. "Business expectations for the year ahead have now risen to their highest level since June 2007." (SOURCE/EXTRACT: *The Australian*, 23.9.09)

## **Buswell holds out on national workplace safety laws**

WESTERN Australia is refusing to sign up to Julia Gillard's workplace safety laws, claiming they are open to manipulation through backroom deals between unions and Labor MPs. Treasurer Troy Buswell said the new occupational health and safety requirements were bad for his state, but the Deputy Prime Minister said the Liberal Barnett government's decision would hurt local businesses.

Mr Buswell said he would not be signing up to the proposed laws in their present form. "We have a good system in this state. "It is fair and it is balanced. Aspects of the changes that Julia Gillard is trying to force on this state are bad for Western Australia," he said. Mr Buswell will take his concerns to a ministerial council meeting with Ms Gillard on Friday. He intends to list his objections to possible changes under the laws and right-of-entry rules. Right-of-entry for unionists already exists in WA, although it falls under the Industrial Relations Act, not occupational health and safety laws.

The proposed legal harmonisation could make companies liable to fines of up to \$3 million and individuals could be jailed for up to five years. In WA, the maximum penalty for a first-time breach is currently \$500,000 and up to two years' imprisonment for union officials who disrupt workplaces.

Mr Buswell said he supported elements of the Rudd government's reform agenda, but there was potential for unionists to do backroom deals to change the regulations over time. "Our view is that the changes the commonwealth are trying to implement are not good for Western Australia, not good for employers nor employees in Western Australia and at this stage we're not going to be supporting it," he said.

"They're changes which we think open us up to a potential where Western Australian occupational safety and health is driven, potentially, by the sorts of backroom meetings and negotiations we've been seeing between the union movement and

the government, and that's not good for Western Australia."

Mr Buswell yesterday expressed fears that, as the only Liberal state, WA could be railroaded into changes that did not suit its economy. "We're already seeing all of the hallmarks of a return to the dark days of unions attempting to dominate workplaces in Western Australia, arguing and bickering over coverage of employees and ultimately with the potential of driving investment out of this state," he said. "And that is something that as a state government we have limited control over jurisdictionally but we will leave no stone unturned to protect the best interests of this state." (SOURCE/EXTRACT: *The Australian*, 22.9.09)

## Training scheme 'lacks flexibility'

JOB agencies have joined unions, business groups and academics in criticising the Rudd government's \$2.1 billion training program, calling for changes to inject more flexibility to meet the needs of the long-term unemployed. The peak body for non-profit job agencies has urged Education Minister Julia Gillard to put more control into the hands of people receiving training, for example through a voucher system.

Jobs Australia chief executive David Thompson said in many cases, the Productivity Places Program was funnelling jobseekers into training not suited to their needs. He said the PPP, which is aimed at delivering 711,000 training places over five years, was positive in concept but had missed the mark in its execution. "There's a need to fundamentally relook at the way this thing has been put together," he told *The Australian*. "The way the system is operating at the moment is not demonstrating that it's got the necessary flexibility."

The criticism of the \$2.1bn program comes after unions and key employer groups, such as the Minerals Council of Australia and the Master Builders Association, said it had been poorly implemented and would not deliver Australia's long-term skills needs. Not one of the top 25 categories addressed the higher-level skills required for traditional trades, diploma or assistant diploma qualifications.

Mr Thompson said many of the courses were not suited to the long-term unemployed, of which 70 per cent had not completed basic education. Many had special needs, which meant they needed extra tutoring or support. "A lot of people, and especially long-term unemployed people, don't perform well in a standard classroom delivery situation," he said.

There were also problems with the way training courses had been funded across the country, with some regions missing out altogether or not receiving the right mix of training courses to suit the unemployed. Mr Thompson said in the past, voucher systems had allowed government funding for vocational education and training to work more flexibly.

National Employment Services Association chairman Xavier Crimmins said his organisation, which represents both non-profit and for-profit providers, was in the process of meeting the states to ensure better flexibility. "There's always room for improvement," he said. "The NSW meeting was very positive, very responsive, and we think if the other states respond in a similar nature, we'll all be in a better place." (SOURCE/EXTRACT: *The Australian*, 22.9.09)

## Migration policy changes derail bid to hire Filipinos

THE scrapping of a system allowing local flexibility when recruiting workers from overseas has stalled a Canberra businessman's expansion plans, at a cost of up to 80 jobs.

Kingsley Varr, who runs eight Kingsley's Chicken fast food outlets in Canberra, said immigration policy changes to the 457 business visa, which took effect on September 14, had derailed his long-standing bid to recruit six Filipino store managers for his business. Mr Varr said he had resorted to overseas recruitment twice before after failing for years to attract local applicants, despite offering above-award wages for the positions.

But his latest application process, started in January this year, had now fallen foul of federal reforms abolishing the right to recruit for positions that were in local demand but fell outside the national 457 visa occupation list. Mr Varr said the Immigration Department's policy change, together with processing delays by the ACT body charged with certifying the forms, had left his plans to open three more stores and employ about 80 more staff in limbo.

Australian Chamber of Commerce and Industry employment, education and training director Mary Hicks said Mr Varr was not alone in his struggle to tackle the changing conditions attached to 457 visas. Other employers were also complaining of their lack of responsiveness to skills shortages in some industries or regions, she said. "There are still ongoing issues about what's on the list and what's not on the list," Ms Hicks said. "There's got to be a balance between having a list that's got integrity and having flexibility to bring in workers in areas of genuine need." (SOURCE/EXTRACT: *The Australian*, 22.9.09)

## Skilled staff becoming top concern

SMALL and medium businesses are becoming less worried about the global financial crisis and more concerned about attracting skilled staff, a new survey has shown. Over the past six months, Australia's small and medium businesses have become more optimistic about the future, according to the country's largest business survey.

New figures released yesterday by DBM Consultants' Business Financial Services Monitor indicated that while 70 per cent of small and medium businesses saw the GFC as a key concern in February, only 53 per cent of businesses did so in August.

Today, more than half of the small and medium businesses surveyed believe their revenue will increase over the next 12 months, up from 35 per cent in February.

Among small and medium enterprises with revenues more than \$1 million, the number of businesses who expect to hire more staff has almost doubled from 19 per cent to 35 per cent in a six-month period. And while the GFC remained the key concern for 39 per cent of surveyed businesses, almost one in five small and medium businesses said finding skilled staff was their main concern. (SOURCE/EXTRACT: *The Australian*, 24.9.09)

## **Late rush for Work Choices**

EMPLOYERS lodged a record number of non-union workplace deals during the dying days of Work Choices, signing up 122,000 employees to agreements lasting, on average, more than four years. Statistics released yesterday by Julia Gillard's department show 3247 non-union agreements were lodged in the three months before the Fair Work Act took effect on July 1, a fourfold increase on the 801 deals registered in the March quarter.

Employers said the surge in non-union deals reflected uncertainty about Labor's new workplace laws as well as employees becoming more comfortable directly negotiating with their employer. The union movement said the figures showed employers had rushed to lock employees into deals under Work Choices in a bid to avoid new good-faith bargaining obligations under Labor's system.

Agreements lodged in the June quarter delivered an average wage increase of 3.9 per cent, down from the March-quarter average of 4.6 per cent. The June-quarter average in the private sector was 4 per cent compared with 3.9 per cent in the public sector.

Ms Gillard, the Workplace Relations Minister, said the drop reflected the impact of the global recession on Australian businesses, and demonstrated how enterprise-level bargaining was flexible and responsive to changing economic conditions. The average wage outcome for union agreements was 4 per cent in the June quarter compared with 3.5 per cent for non-union deals reached over the same three months.

The 3247 non-union agreements lodged in the June quarter were significantly higher than the number struck during previous quarters in the past three years. The second-highest was 1170 in December 2007 and the number of agreements has exceeded 1000 in only another two quarters since June 2006.

The number of union agreements reached in the June quarter was 1748, also the highest in the three years since June 2006. The average duration of the non-union agreements was 4.2 years compared with 2.8 years for the union deals.

The Australian Chamber of Commerce & Industry said the number of non-union agreements reflected employer "uncertainty" about how Labor's new workplace law would operate. However, the chamber's director of workplace policy, David Gregory, said the increase also showed employees were increasingly wanting to build and develop direct relationships with their employer. (SOURCE/EXTRACT: *The Australian*, 24.9.09)

## **Time for government action: CCIWA**

The Barnett government has performed strongly in regulatory reform in its first year in office but must now deliver on its reform promises, a Chamber of Commerce and Industry WA scorecard has concluded. To mark the first anniversary of the current State Government coming to office, the State's peak organisation representing local business, the Chamber of Commerce and Industry of Western Australia, has assessed the Government's performance to date on the issues that matter most to local business.

CCI has incorporated detailed feedback from its members to compile the following assessment of the Government's performance.

- Addressing Labour Shortages - While there have been some improvements, such as training assistance for unemployed workers, business wants the Government to develop an overall human capital strategy to meet the State's growing demand for labour. Score: 6

- Energy - The creation of the Gas Supply and Emergency Management Committee, improving the cost-reflectivity of electricity prices, and announcing the development of a State Energy Initiative are positive measures. CCI also welcomes the recent decision to continue the electricity reform process, including keeping Verve and Synergy separate. Score: 7

- Tax Competitiveness - Despite the impact on government revenue of the economic downturn, some important first steps have been made, including the use of a more appropriate measure to assess tax competitiveness, temporary payroll tax relief for small businesses, and capping individual assessments for land tax. Payroll tax relief should be permanent. Score: 7

- Public Sector Reform - The implementation of a three per cent efficiency dividend is welcome, although further action is necessary to reign in unsustainable growth in public sector spending. The Economic Audit will report soon on ways to improve government efficiency. Government should implement its recommendations. Score: 6.5
- Infrastructure Development - The WA Government should release the State Infrastructure Strategy, and put in place an open and transparent process for assessing and prioritising infrastructure projects. CCI is pleased at the commitment to several important infrastructure projects, such as the Northbridge Link and the Oakajee Port. Score: 6
- Retail Trading Hours - plans to extend weeknight trading hours in metropolitan Perth to 9pm are long overdue, but still fall short of what is required to bring the system up to date. The refusal by the Labor and National parties to support the legislation is misguided. Score: 5
- Regulatory Reform - The Government has shown a willingness to remove unnecessary regulation on business by forming the Red Tape Reduction Group, and reviewing planning and approvals processes. Business has waited a long time and there is no need for delay. Score: 7.5
- Education and Training - The WA Government has recognised the need to improve the quality of WA's education and training system. Business will watch closely the trial to provide school autonomy and the greater focus on workforce development. We need to rethink how our schools are run, and how we train the workforce of tomorrow. Score: 6.5
- Health and Community Services - The Government ought to implement further reforms across the health and community services sector, including a shift in focus of health care to primary and preventative care. Much of the health reform process is being driven by the COAG health agenda. This has yet to bring about change to the local health system. Score: 5
- Climate Change - Business would like to see government take an even stronger position in promoting the interests of WA industry which is particularly exposed to the risks of a poorly designed emissions trading scheme. Score: 6
- Industrial Relations - WA business would prefer to see the creation of a single national industrial relations system. Nevertheless, CCI welcomes the WA Government's review into the State Industrial Relations System, which will aim to create a system better geared to meet the needs of modern business. Score: 6

With the State gearing up for the next wave of economic growth and prosperity, the need for Government action on these policy issues has never been greater. (SOURCE/EXTRACT: *WA Business News*, Daily Business Update, 23.9.09)

## **WA business confidence surges: CCIWA**

Confidence among Western Australian businesses has bounced back to boom levels, a new survey shows. In a further sign that the worst of the economic downturn may be over, confidence among WA businesses has bounced back to levels not seen since prior to the global financial crisis, according to the latest Commonwealth Bank - CCI Survey of Business Expectations.

The September quarter survey, which canvassed the views of nearly 500 firms across a range of business and industry sectors, shows that business expectations for the year ahead for the WA economy have risen to their highest level since June 2007.

Almost half of respondents believe the WA economy will strengthen in the year ahead, up from 14 per cent in June. On the other hand, the proportion of businesses which predict a further deterioration of economic conditions has more than halved over the past quarter. This contrasts sharply to the views held by business six months earlier. At the start of the year, at the height of the global financial crisis, three quarters of WA businesses were pessimistic about the medium term prospects for the WA economy.

CCI Chief Economist John Nicolaou said "the crisis of confidence that has gripped local business throughout the global financial crisis appears to be over. It is pleasing to see a sense of optimism return to the local economy, with business, big and small, gearing up for the next wave of growth and prosperity."

While businesses report they are still able to find suitable workers, labour market conditions have tightened during the quarter. One fifth of respondents have described labour to be "scarce", up from 15 per cent in the last quarter. However, many businesses are still feeling the impacts of the global economic slowdown, with one in four respondents forced to reduce the size of their workforce during the three months to September.

With signs of an economic recovery emerging, cost pressures are beginning to resurface. The survey's measures of wages, non-wage labour costs, and input costs all rebounded during the September quarter. As a result, many businesses report they will have little choice but to pass these additional costs on to consumers. More than 17 per

cent of respondents had to increase prices during the quarter, with a further 20 per cent saying they intend to do so before the end of the year. (SOURCE/EXTRACT: *WA Business News*, Daily Business Update, 23.9.09)



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[Systems Mastery](#)

[Understanding Your Numbers](#)

[7 Key Steps to Developing your Business Ready for Sale](#)

## Spam, Viruses, Spyware & Other IT Threats

Worried someone may steal your passwords?

Scared a virus will wipe-out all your private data?

Tired of being paranoid?

**Is it really that scary?**

Did you know that three London hospitals had to shut down after a computer virus attack? Did you also know that at least two laptops onboard the International Space Station some 200 miles above Earth had been infected by viruses? Nigerian ex-presidents offering you money. ANZ, Westpac and other bank hoax emails. Can you really get viruses on MSN Messenger and Facebook?

### What's real? What's Not?

This half day seminar will demystify the myths surrounding virus, spyware, spam and other IT threats. You will find out the truth! Be empowered with knowledge to ensure your small business is not at risk. You'll be provided with tools, a checklist and practical tips that will save you time and money. Can you afford to miss this?

Chris Cubbage is the Director & Principal Consultant at Amlec House, is the Director & Principal Consultant at Amlec House. He has 19 years physical & IT security related experience in civil and criminal investigations. He spent 14 years with the WA Police and Australian Crime Commission investigating state, national and international fraudulent crimes. He was involved in one of Australia's "largest insider trading cases" and has since assisted multi-nationals, public companies and private clients with their physical & IT security, risk and investigation management needs.

He has held lecturing positions at Edith Cowan University and holds a Bachelor of Science (Security) honours degree and diplomas in Company Directorship, Business Management and Criminal Investigations.

Small Business Owners and Management Staff

[Introduction to Internet Security—the threats & opportunities for small businesses](#)

[The devastation of viruses—watch a live demo of a virus take hold of a computer](#)

[The stealth of spyware—know what you don't currently know](#)

[An introduction to the enormity of spam](#)

[Anti-virus & anti-spyware software explained—not all anti-virus is the same](#)

[Spam filters explained—the most economical and efficient way to deal with spam](#)

[Other security tools to help you manage your information and physical security](#)

[Small business checklist—top tips to minimise your risks and maximise your productivity.](#)

**Date:** MORNING SEMINAR - 6th October 2009 9.00am to 12.00pm

AFTERNOON SEMINAR - 6th October 2009 1.30pm to 4.30pm

**Venue:** Small Business Centre - Stirling, 45 Delawney St, BALCATTWA 6021

**Cost:** The cost of \$99.00 per person incl. GST, morning or afternoon tea provided.

Don't miss out!! [Register Now](#) . Your business may be eligible for a FREE training voucher to go towards the cost of this workshop.

Please direct any queries to [Maxine Scott](#) on 9240 6337.

Small Business Centre - Stirling (SBCS), 45 Delawney St, Balcatta WA 6021.



SCC e-news 17th September 2009

## Coming Events

**Breakfast Club** - Date to be confirmed.

Early in October we will be having a "Meet the Council Candidates Breakfast". This is an opportunity for you to hear the views of local candidates in the Midland, Swan Valley/Gidgegannup, Guildford, Ellenbrook and North Wards. More details to follow.

**Breakfast Club** - Date to be confirmed.

Hon Dr Elizabeth Constable MLA, Minister for Education; Tourism; Women's Interests speaking on Education & Tourism in the swan region.

**Members News**

Entopia Wines - Brian Hunt

Please find attached the September 2009 newsletter in which they are inviting you to attend Spring In The Valley 2009 at Entopia Wines.

**Customer Service**

The ABC1 show Stateline will be running a segment on Customer Service and the Customer Service Council Awards this Friday night at 7:30pm. Filming for the piece included interviews at Midland Gate with Tanya from the Coffee Club.

**Small Business East Metro**

Do you need help with tax??? Information Session held on the 29th September.

**Curtin University of Technology**

ACEN (Australian Collaborative Education Network), in collaboration with the Curtin Careers Centre, would like to invite you to an introductory meeting and morning tea. For more info see attachment.

**Jobs Australia**

Can you help? Community Key, a local charity, with the support of the City of Swan and several other agencies, is again organising an Anti-Poverty Breakfast to raise awareness of the plight of those in our community who are living in poverty, to encourage local people to enjoy breakfast together, and to celebrate Midland's community spirit.

The breakfast will take place in Carnegie Triangle, behind the Old Midland Courthouse, Cnr. Gt Northern Highway and Helena Street, between 7.30am and 9.00am on Thursday 15th October 2009.

We are offering you an opportunity to participate in this event by sponsoring the event; either by providing food or drinks for breakfast, or by donating non perishable food which we will distribute to those in need. All sponsorship will be acknowledged at the event.

Please contact Amanda on 08 9274 9900 if you wish to promote your business and your community spirit!

**The Pony Tail Has Gone....**

Still waiting on the final result of the Pony Tail Barometer for next week's e-news. For all those who have made a commitment and not yet paid would you please contact Cambell on 9274 5033..

**Small Business Smart Business Training Vouchers for 2009**

The West Australian Department of Education and Training continues their program in 2009 and offers your business up to a \$200 Small Business Smart Business Training Voucher, to assist you with the cost of training to improve your business management skills. Download the SBSB 2009 [Application Form](#)

Swan Chamber of Commerce PO BOX 166 MIDLAND 6936 Ph: 93745000 Fax: 92743369



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