

19 June 2014

Department of Industry
GPO Box 9839
Canberra, ACT, 2602
via consultation@industry.gov.au

To Whom It May Concern,

RE: Establishment of the Entrepreneurs' Infrastructure Programme – Discussion Paper

As the state's peak body for small and medium business, the Chamber of Commerce and Industry Queensland (CCIQ) attended the AusIndustry consultation forum on 16 June 2014 with reference to the Establishment of the Entrepreneurs' Infrastructure Programme Discussion Paper. CCIQ takes this opportunity to provide further feedback to the Department of Industry with respect to the rollout of this programme.

CCIQ welcomes the Government's announcement of \$484.2 million for the Entrepreneurs' Infrastructure Programme. This announcement affirms for Queensland's small business community that the Federal Government recognises the shifting business landscape as a result of an increasingly globalised economy. To this end, CCIQ are supportive of AusIndustry's new approach to industry policy that improves the capability of small and medium enterprises. Specifically, the Chamber welcomes the proposed streamlining of business access to programs initiated and maintained by the Department of Industry. CCIQ believes a single business service delivery mechanism that provides simplified and streamlined access to government services, coupled with a universal information portal, will improve productivity in the small business sector. The result will see business interaction with government become more accessible and flexible.

Improving small business capability: *how CCIQ operates in this space*

At present, CCIQ delivers a number of programs to assist small business to improve capabilities, compete more effectively, record stronger growth, and employ more Queenslanders. This includes initiatives such as ecoBiz, CCIQ digital innovation thought leadership and CCIQ Digital Learning Series, and the soon to be launched entrepreneurial start-up hub for business success.

CCIQ's ecoBiz program allows businesses to embrace new ways of working and, in this vein, provides access to tools, resources and services to enable them to be more sustainable, productive, and ultimately profitable. The program is designed to deliver improved productivity, costs, and efficiencies for all businesses who participate. Additionally, the Chamber's annual digital readiness report provides valuable insights into how businesses are using digital technology to engage with their customers, and support business operations. In response to ongoing research in this space, CCIQ launched a Digital Learning Webinar Series, in partnership with leading technology providers and the State Government, to assist small businesses as they navigate through the digital economy. EcoBiz and CCIQ's Digital Learning Series represent two successful models of CCIQ-led partnerships to deliver services for members to improve their business competitiveness.

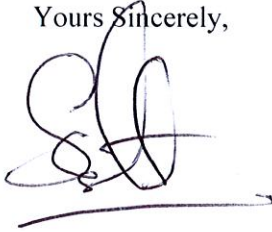
Excitingly, CCIQ is currently in the final stages of developing an entrepreneurial start-up hub for business success. The goal of CCIQ's business assistance tool is to enable businesses to assess their maturity and competency. The hub is a virtual one-stop-shop for entrepreneurs to evaluate the progress of their business plan, including licensing requirements, financing opportunities, business registration, and other essential start-up information. By using leading benchmark models, CCIQ will conduct a business health-check in the form of a questionnaire designed to produce reports for the entrepreneur seeking to achieve a greater understanding of the start-up and development process and ultimately, improve their chances of business success.

CCIQ involvement in the facilitative process

CCIQ believes our existing business capability programs and forthcoming endeavours in the entrepreneurial start-up space demonstrate a strategic fit with the objectives of the Entrepreneurs' Infrastructure Programme. CCIQ contends that the government's proposed method of delivery would be well-placed to incorporate CCIQ as a key interconnection point to deliver a strong and effective program to compliment the traditional model of government issued industry assistance. Additionally, working with CCIQ to facilitate the outcomes of the Entrepreneurs' Infrastructure Programme will necessarily prioritise support for start-up and business innovation, a sector in which growth must be encouraged.

CCIQ is supportive of the Federal Government's process of canvassing stakeholder views, particularly industry bodies integral to championing small business issues such as CCIQ. The Chamber looks forward to working with the Department of Industry to ensure the best outcomes are achieved for Queensland businesses, our economy, and the community. CCIQ would be pleased to discuss matters contained herein at the Department's convenience.

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'S. Tate', with a horizontal line underneath.

Stephen Tate

CEO

Chamber of Commerce and Industry Queensland